



CPTA SERVICE AREA
Bertie, Halifax, Hertford
& Northampton Counties

May 2011



FINAL
**Community
Transportation
Service
Plan**

Prepared for the
Choanoke Public Transportation Authority (CPTA) and
North Carolina Department of Transportation,
Public Transportation Division

*Choanoke Public
Transportation Authority*



Prepared by
ATKINS

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CHOANOKE PUBLIC TRANSPORTATION AUTHORITY COMMUNITY TRANSPORTATION SERVICE PLAN

Prepared for:

CHOANOKE PUBLIC TRANSPORTATION AUTHORITY

and

**NORTH CAROLINA DEPARTMENT OF TRANSPORTATION
PUBLIC TRANSPORTATION DIVISION**

Prepared by:

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May 2011



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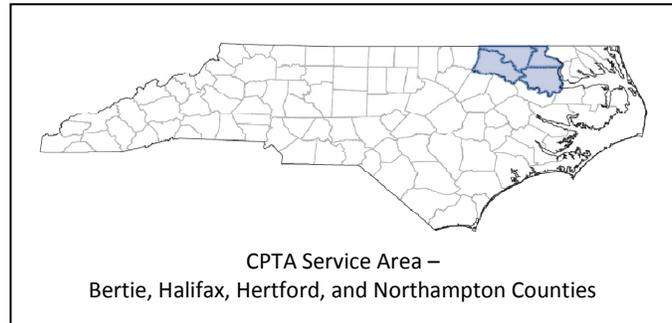
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EXECUTIVE SUMMARY

ES.1 INTRODUCTION

Choanoke Public Transportation Authority (CPTA) is a regional public transportation authority headquartered in Rich Square, NC. The CPTA serves clients in Bertie, Halifax, Hertford, and Northampton counties in northeastern North Carolina. The agency is named for its location in the basin of the **Chowan** and **Roanoke** rivers. CPTA, established in 1977, is the oldest regional transportation authority in the state and one of the first coordinated systems.



Purpose of this Community Transportation Service Plan

The purpose of the Community Transportation Service Plan is to present a five-year plan for CPTA to aid in improving their service and efficiency, identifying where transit resources should be devoted during the plan period, and qualifying for state and federal funding/grants. The CTSP does the following:

- Evaluates current performance and organization direction of the transit system
- Documents public, agency, and Steering Committee input to the plan
- Recommends improvement strategies for service, operation, and management that increase mobility options for passengers and improve efficiency and effectiveness
- Develops a financial plan for implementation of the recommendations over the 5-year planning period

CPTA's Vision for This Study

The CPTA Transportation Advisory Board (TAB) adopted the following vision statement for the CTSP at their August 2010 meeting.

Through a collaborative effort with the service area communities, CPTA will develop a 5-year plan of cost-efficient strategies designed to maximize accessibility to safe, reliable service for both transit-dependent groups and the general public throughout the CPTA service area.

ES.2 ALTERNATIVE DEVELOPMENT AND RECOMMENDATION PROCESS

A wide range of stakeholders was contacted throughout the course of the study to obtain input and feedback on the current performance of the transportation system and future needs and strategies.

A Steering Committee was formed to guide the preparation of the CTSP. The Steering Committee had 30 members, representing all four counties in the service area and a wide range of organizations with an interest in public transportation. Members included representatives from local chambers of commerce, councils on aging and other government departments, community colleges, medical services, non-profits, business, and senior centers. The Steering Committee met four times throughout the process to review CPTA services and provide input on the public outreach program, identify potential needs and service gaps, prioritize potential recommendations, and approve the final set of recommendations and the financial plan.

In addition, opinions and comments from current riders, agencies, and the general public were solicited through surveys conducted two times during the CTSP planning process. The first time was prior to development of recommendations and the second time was to present the recommendations for comment. Approximately 270 surveys were completed for the first outreach series and over 250 surveys were completed for the second outreach series.

The initial set of potential capital and service alternatives and coordination opportunities was developed based on an evaluation of the current performance of the transportation system, recommendations from the *Locally Coordinated Plan* and *ITRE Performance Plan and Analysis*, surveys of riders, agencies, and the general public, and input from the study's Steering Committee.

The Steering Committee met at their second meeting to review the potential alternatives and opportunities, prioritize them, and provide details on how the prioritized recommendations might be implemented. At the third meeting, the Steering Committee reviewed additional evaluations of the recommendations and developed the final set to be included in the CTSP.

ES.3 FIVE-YEAR SERVICE AND IMPLEMENTATION PLAN

The proposed CPTA Five-Year Plan service improvements are discussed in detail in Chapter 6. The proposed recommendations support the CPTA's vision statement stating that the CTSP would provide cost-efficient strategies designed to maximize accessibility to safe, reliable service for both transit-dependent groups and the general public throughout the CPTA service area.

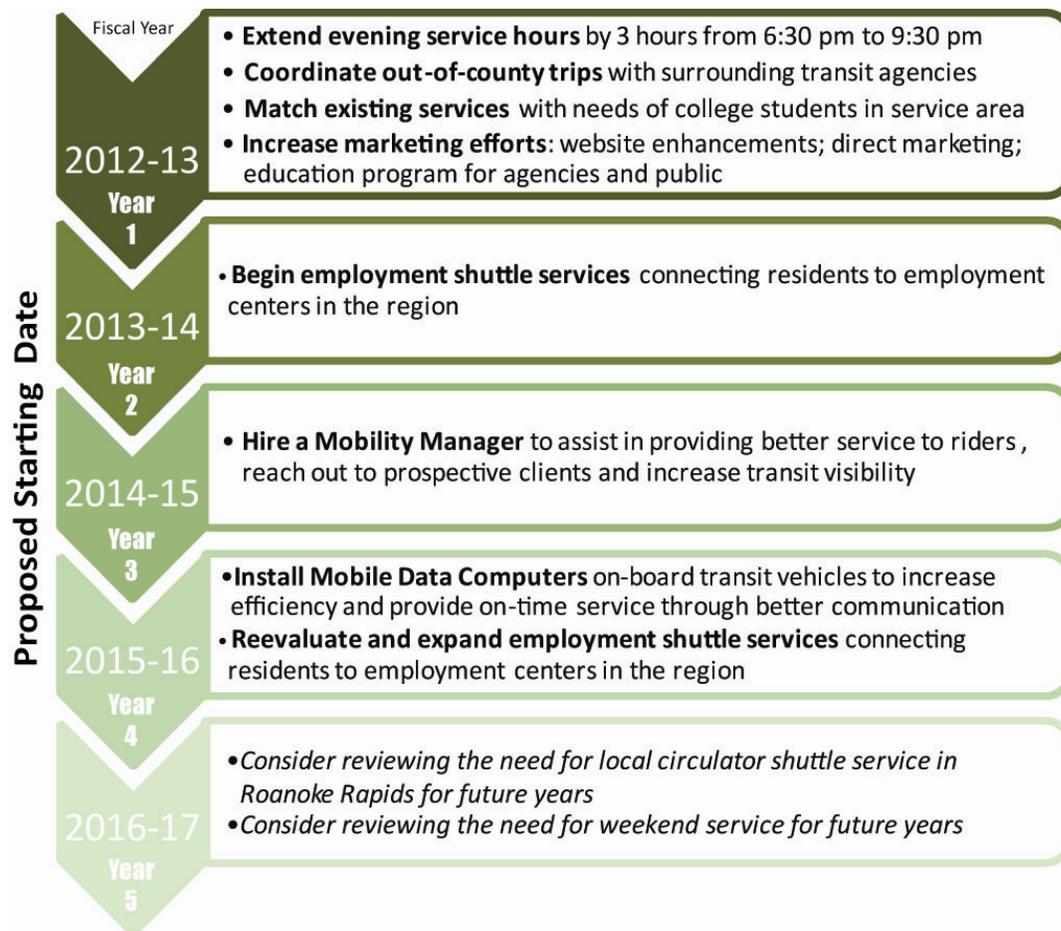
The service and implementation plan and a timeline for implementation are summarized in **Table ES-1** and **Exhibit ES-1**.

Table ES-1. CPTA Five-Year CTSP: Service and Implementation Plan

Service Recommendation	Description	Estimated Total Cost FY 2013-17		Potential Funding Sources	Estimated Total Local Match FY 2013-17	Implementation Fiscal Year
		Operating and Admin	Capital			
Evening Service	Extended weekday operating hours by three hours, from 6:30 pm to 9:30 pm	\$884,000	Negligible – use existing vehicles	Same as daytime service: CTP, ROAP, and farebox. Also Federal Section 5316 (JARC)	None. But up to 50% local match for JARC funding if it is used	2012-13
Marketing Program Enhancement	Modify CPTA and county websites for better visibility and info on who is eligible to ride. Education program for contract agencies. Directed marketing to senior and community centers, community colleges, and retail facilities	\$75,000 total		The CTP program and/or previous year surplus	\$75,000 total maximum	2012-13
College Students-Focused Service	Coordinate and match existing services with the needs of college students in the service area as part of regular demand response service.	Negligible	Negligible	CTP (primarily RGP) and farebox	None	2012-13
Coordination Opportunities	Coordinate out-of-county trips with KARTS when cost-effective. Continue to broker inefficient in-county trips to other providers, such as CADA and the Haliwa-Saponi tribe.	Negligible	N/A	N/A	N/A	2012-13/ On-going
Employment Shuttle Routes	AM and PM shuttles picking up riders at common locations and transporting to various employment centers. Will begin as subscription based service with RGP riders welcome	\$421,000	\$129,000 for two expansion LTVs	State ETAP and/or Federal Section 5316 (JARC)	N/A for ETAP funds. JARC local match: 50% operating = \$211,000; 20% capital = \$26,000; \$237,000 total	2013-14 2014-16 for fleet expansions

Service Recommendation	Description	Estimated Total Cost FY 2013-17		Potential Funding Sources	Estimated Total Local Match FY 2013-17	Implementation Fiscal Year
		Operating and Admin	Capital			
Mobility Manager	New position to assist in coordinating services, educating agencies on available services and eligibility, and increasing visibility of CPTA.		\$108,000 – salary and benefits; \$12,000 – office supplies; \$120,000 total	FTA Section 5310	20% = \$24,000	2014-2015
Mobile Data Computers Technology	Install mobile computers aboard transit vehicles to facilitate communication with the central office	Annual license fee: \$70,000 total	\$275,000	State Technology Funds (if available) or Section 5311	10 percent match: \$28,000 capital and \$7,000 operating	2015-16

Exhibit ES-1: CPTA Five-Year Plan: Service and Implementation Plan Summary



ES.3 FIVE-YEAR FINANCIAL PLAN

The CPTA Five-Year Plan Financial Plan separates operating and administrative (service) elements from capital elements.

Operating and Administrative Financial Plan

The base case scenario operating costs for the entire duration of the Five-Year Plan are estimated at \$9.9 million and require operating subsidy of \$3.3 million. The Five-Year Plan recommendations are projected to add an additional \$1.41 million in operating costs for the entire duration of the Five-Year Plan, and will require operating subsidy of \$1.36 million. CPTA is projected to use a variety of funding sources to subsidize the proposed recommendations, with 36 percent originating from federal sources, 27 percent from state sources, and 37 percent from local match.

In terms of funding by specific program, CPTA is expected to largely rely on competitive grants such as FTA Section 5316 (JARC) to implement the service improvements proposed in the Five-Year Plan, with JARC accounting for 63 percent, or \$859,000 of the total funding by program. JARC is projected to be augmented with ROAP providing \$358,000 or 26 percent of total funding. The remaining operating subsidy will come from local sources and FTA Section 5311 (used mostly for administrative purposes).

The required operating and administrative local match will range from an estimated \$61,000 in FY 2013 to \$130,000 in FY 2016. The majority of the local match would be dedicated to establish and expand the two proposed JARC-funded employment shuttles (requiring a 50 percent local match) and to extend evening weekday service hours.

Capital Financial Plan

The identified capital needs would cost an estimated \$1.36 million for the entire duration of the Five-Year Plan, with the majority of the funding, \$871,000 (64 percent) coming from the federal program funding sources, followed by state funding at \$331,000 (24 percent) and local match of \$161,000 (12 percent). If the vehicle fleet replacement schedule is excluded from the estimates, the identified capital needs associated with the CTSP recommendations decrease to \$525,000, with nearly half of the funding, or 47 percent, originating from the state, followed by 38 percent from the federal sources, and matched by 15 percent locally.

In terms of funding by source, the majority of funding, 62 percent, is expected to become form FTA Section 5311 – Rural Formula Funding, followed by State Technology Fund at 20 percent, and targeted competitive programs, including FTA Section (JARC) and FTA Section 5310 Elderly and Persons with Disabilities (‘ADA’) at 9 percent each.

Table ES-2 summarizes the estimated local match requirement for both the operating/administrative and capital components of the Five-Year Plan. The required match will range from a low of nearly \$74,000 in the first year of the CTSP, to a high of \$202,000 in the fourth year of the Plan, with the total additional required local match of \$663,000 for the entire duration of the Five-Year CTSP, and an annual average of \$131,000.

Table ES-2: CPTA Five-Year Plan: Local Match Requirement (FY 2012-2017)						
	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	Total FY 2012-17
Operating Plan	\$61,308	\$94,358	\$97,530	\$130,332	\$127,506	\$511,034
Capital Plan	\$12,340	\$15,756	\$22,622	\$71,743	\$22,738	\$ 152,175
Total Local Match	\$73,648	\$110,114	\$120,152	\$202,075	\$150,244	\$663,209

Benefit-Cost Analysis Summary. If the Five-Year Plan is successfully implemented, CPTA will realize the following estimated benefits during the duration of this Five-Year Plan:

- More than 130,000 additional one-way transit trips – 16 percent increase above the estimated Base Case scenario ridership.
- Over \$51,000 in additional farebox revenue.
- Extension of operating weekday service hours in the evening, resulting in increased customer base and ridership, farebox revenue, and overall customer satisfaction.
- Two new deviated fixed routes matching residents with available jobs in the CPTA service area and estimated to provide nearly 34,000 one-way transit trips.
- Improvements in efficiency and productivity of provided services as a result of the MDC technology implemented in the final two years of the CTSP: a significant increase in Vehicle Service Hours (resulting in lower operating costs and decreased demand for vehicle fleet replacement), and a substantial increase in productivity (resulting in an increase in ridership and farebox revenue and reduced staff workload needs).
- Better coordination of offered services, increased visibility, and public outreach thanks to the mobility management efforts and enhanced marketing.

ES.4 ESTIMATED RIDERSHIP

Implementing recommended service improvements outlined in the Five-Year Plan is projected to increase system-wide ridership by 15.9 percent (more than 34,000 additional one-way trips) over the existing service scenario levels in the final Fiscal Year of the Five-Year Plan. The projected ridership in Fiscal Year 2016-17 is about 249,000 (compared to 215,000 projected for the Base Case scenario).

Between 2013 and 2017, the proposed service improvements are estimated to result in more than 130,000 additional one-way transit trips aboard CPTA transit vehicles. By FY 2016-17, the riders using the proposed services are projected to account for nearly 14 percent of all CPTA riders, although this number is bound to be higher if repeat and cross-services riders are accounted for in the calculations. The estimated ridership projections are shown in **Table ES-3**.



Table ES-3: CPTA Five-Year Plan: Annual Ridership Projections (FY 2013-2017)

Projected Ridership Estimates - One-way Transit Trips	Actual		Five-Year Plan				
	FY 2010	Projected FY 2011	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
Base Case Ridership	203,701	205,534	207,384	209,251	211,134	213,034	214,951
CTSP Service Recommendations:							
Evening Weekday service - extended hours			12,525	17,499	19,618	19,795	19,973
Chowan University Shuttle to Walmart every other week			192	266	295	298	300
Roanoke-Chowan Community College increased demand			864	1,197	1,330	1,342	1,354
Employment Shuttle Routes:							
Shuttle #1: Rich Square-Jackson-Roanoke Rapids-Halifax				2,106	2,943	5,444	6,325
Shuttle #2: Halifax-Roanoke Rapids-NC 48/561				2,106	2,943	5,444	6,325
Total Employment Shuttle Routes				4,213	5,885	10,887	12,650
Total CTSP Elements Incremental Impacts			13,581	23,175	27,129	32,322	34,277
Total CPTA Ridership	203,701	205,534	220,966	232,425	238,263	245,356	249,228

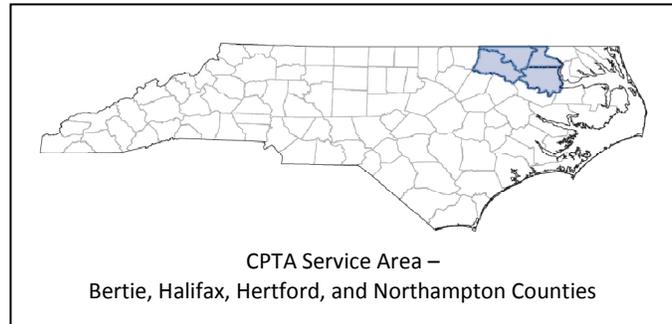
Assumptions: 0.009% annual ridership growth in CPTA service area.

For the Roanoke-Chowan Community College service, assumes transportation to/from campus 3 times per week for 36 weeks. Four additional riders the first year, 5 additional riders the second year, and 7 additional riders for subsequent years.

1 INTRODUCTION

1.1 CHOANOKE PUBLIC TRANSPORTATION AUTHORITY

Choanoke Public Transportation Authority (CPTA) is a regional public transportation authority headquartered in Rich Square, NC. The CPTA serves clients in Bertie, Halifax, Hertford, and Northampton counties in northeastern North Carolina. The agency is named for its location in the basin of the **Chowan** and **Roanoke** rivers. CPTA, established in 1977, is the oldest regional transportation authority in the state and one of the first coordinated systems.



1.2 PURPOSE OF THIS CTSP

The purpose of the Community Transportation Service Plan is to present a five-year plan for CPTA to aid in improving their service and efficiency, identifying where transit resources should be devoted during the plan period, and qualifying for state and federal funding/grants. The CTSP does the following:

- Evaluates current performance and organization direction of the transit system
- Documents public, agency, and Steering Committee input to the plan
- Recommends improvement strategies for service, operation, and management that increase mobility options for passengers and improve efficiency and effectiveness
- Develops a financial plan for implementation of the recommendations over the 5-year planning period

This CTSP incorporates previous documents prepared through the course of the study: Technical Memorandum #1 (July 2010) and Technical Memorandum #2 (October 2010).

1.3 CPTA'S VISION FOR THE STUDY

The CPTA Transportation Advisory Board (TAB) adopted the following vision statement for the CTSP at their August 2010 meeting.

Through a collaborative effort with the service area communities, CPTA will develop a 5-year plan of cost-efficient strategies designed to maximize accessibility to safe, reliable service for both transit-dependent groups and the general public throughout the CPTA service area.

1.4 RELATED PLANNING EFFORTS

Two related planning efforts are described below: *Peanut Belt RPO Locally Coordinated Human Service Public Transportation Plan* and the *CPTA Performance Plan and Analysis*.

Peanut Belt RPO Locally Coordinated Plan

In August 2009, a *Locally Coordinated Human Service Public Transportation Plan* (LCP) was developed for the Peanut Belt Rural Planning Organization (RPO) region. The CPTA service area covers the same four counties included in the Peanut Belt RPO region.



The Peanut Belt RPO partnered with the Public Transportation Division of the North Carolina Department of Transportation (NCDOT) to lead the coordinated planning effort for the four-county region. Other participating agencies included:

- Halifax County Council on Aging
- Halifax County Planning Department
- Bertie County Department of Social Services
- Northampton County Office on Aging
- Halifax County Day Reporting Center
- Northampton County Day Reporting Center
- Area Mental Health Association/DSR/SE

In compliance with federal transit laws and the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), the LCP sets forth the primary objectives to afford elderly citizens, persons with disabilities, and low income populations greater access to transportation services, to reduce duplication of services and to gain greater efficiencies in the distribution of human transportation services.

The planning process for the LCP includes: an inventory of public transportation services in the service area; a needs survey distributed to local government staff, human service agency personnel and other transportation stakeholders; a workshop held among the stakeholders to identify needs and gaps in transportation service; and the development strategies to meet unmet needs.

The top strategies ranked by LCP workshop participants are listed in **Table 1**. Each participant was given an imaginary \$100 to spend on the strategies generated during the workshop. The workshop findings indicate that the door-to-door paratransit service, increased awareness of existing transportation services, and evening or weekend service, rank as the top strategies to help meet the needs of the Peanut Belt RPO area.

As the four-county Peanut Belt RPO area is served by a regional public transit system, there are a number of future opportunities at the transit system and other eligible transportation organizations (with the proper funding). These opportunities could include expanding current services as well as developing new services, as outlined by the strategy findings, to help better serve the needs of the region.

Table 1. Strategies Identified in the Peanut Belt RPO Locally Coordinated Plan

Rank	Strategy	Total Dollars Applied
1	Door-to-Door Service	\$146
2	Increased visibility of existing transit system	\$141
3	Evening Service and/or Weekend Service	\$130
4	Voucher Program	\$77
5	Fixed Routes	\$70
6	Park and Ride Program	\$60
7	Transit Pass Program	\$55
8	Senior Shopping Transportation	\$50
9	Volunteer Driver Program	\$36
10	Agency-Operated Vans	\$30
11	Employment Transportation	\$25
12	Released offender transportation Transp. for youths to rec. events Expand older adult transp. services	\$20

CPTA Performance Plan and Analysis

In May 2010, the Institute for Transportation Research and Education (ITRE), in coordination with CPTA, prepared a *Performance Plan and Analysis* (PPA) (May 17, 2010) for the agency. The purpose of the PPA is to provide the transit system with a guide to achieve higher performance measures and improve business practices. Many of the recommendations and analyses included in the PPA have been incorporated into the CTSP.



ITRE
 Institute for Transportation Research and Education
 at North Carolina State University
 Exploring and advancing transportation systems
 through research, education and technical assistance.

In its System Overview section, the *Performance Plan and Analysis* notes CPTA continues to innovate and to provide leadership by piloting the RouteMatch software project and the Maximus (now AssetWorks) maintenance software. ITRE recommends that CPTA’s leadership role should continue and expand by utilizing RouteMatch and AssetWorks to their fullest capabilities, and by committing to make all necessary business practice changes to ensure successful implementation of Mobile Data Computers.

ITRE suggests using the scheduling software and other practices to reduce cancellation and no-show rates and to use ordered manifests to better track drop-offs and pick-ups.

ITRE also recommends improving performance efficiency by exploring the feasibility of coordinating out-of-area trips with other neighboring systems and by establishing service agreements with taxi companies to broker inefficient trips and trips CPTA is not able to fulfill.

2 PUBLIC INVOLVEMENT

A wide range of stakeholders was contacted throughout the course of the study to obtain input and feedback on the current performance of the transportation system and future needs and strategies. Meetings with the Transportation Advisory Board (TAB) and the project Steering Committee continued through the CTSP planning process.

2.1 TRANSPORTATION ADVISORY BOARD VISIONING SESSION

A special meeting with the TAB was held on June 16, 2010, prior to the TAB's regular meeting at the CPTA facility in Rich Square. The TAB members participated in developing a set of core values that best describe CPTA and discussed CPTA's needs and goals. The top values identified by the attendees were: accessibility, safety, reliability/dependability, collaboration/teamwork, customer service, efficiency, friendliness, service, and accountability.

Subsequently, the TAB adopted two vision statements at their August 2010 meeting – one for the CTSP (described in **Section 1.3**) and one for the system as a whole:

CPTA will manage its system to maximize accessibility to safe, reliable, friendly transportation service for transit-dependent groups and the general public throughout the CPTA service area. The focus will be on excellent customer service, efficiency, long-term sustainability, and fiscal responsibility.

2.2 STEERING COMMITTEE

A Steering Committee was formed to guide the preparation of the CTSP. The committee's input was critical in developing the CTSP recommendations. The Steering Committee had 30 members, representing all four counties and a wide range of organizations with an interest in public transportation. Members included representatives from local chambers of commerce, councils on aging and other government departments, community colleges, medical services, non-profits, business, and senior centers. **Appendix A** includes a list of Steering Committee members.

The Steering Committee met four times:

- Steering Committee Meeting #1 – Review CPTA services, present information on demographic trends, discuss the results of the rider and agency surveys, and solicit input on the public outreach surveys and the study direction.
- Steering Committee Meeting #2 – Review Tech Memo #1. Discuss potential needs and service gaps.
- Steering Committee Meeting #3 – Review Tech Memo #2. Review and provide comments on improvement alternatives to develop the set of recommendations to include in the CTSP.
- Steering Committee Meeting #4 – Review the CTSP, final set of recommendations, and the financial plan.

2.3 SURVEYS AND OUTREACH

A good indicator of current performance is how existing riders and contracting agencies feel about the services they receive and what additional needs could be fulfilled.

Likewise, input from potential riders and potential contracting agencies can provide insight into the support for new service or service enhancements and in identifying and attracting new customers.

Input and feedback from these different groups were solicited through brief surveys at two times during the CTSP planning process: the first time prior to development of recommendations and the second time to present the recommendations.

For the first survey series, three groups were surveyed: riders, agencies, and the general public. For the second survey series, riders and the general public were surveyed, with a special emphasis in Hertford County on potential riders at Chowan University and Roanoke-Chowan Community College. Agency input on recommendations was obtained through the Steering Committee.

Appendix B includes the detailed tabulated results from each survey. Survey results are summarized below.

2.3.1 First Outreach Series

First Outreach Series - Rider Surveys

CPTA staff distributed surveys to current CPTA riders during their trips in May 2010, and 152 surveys were filled out and returned. The surveys were anonymous and were placed in sealed envelopes when completed. The results clearly show that CPTA provides outstanding services to their existing clients, with 87 percent of respondents saying they would recommend CPTA to family and friends.

About the Survey Respondents

Riders responding to the survey were primarily female (72 percent) and black/African-American (82 percent). Approximately 9 percent of the respondents were white/Caucasian, and the remaining 9 percent were other (3 percent) or Hispanic (1 percent), or did not provide an answer to this question (5 percent).

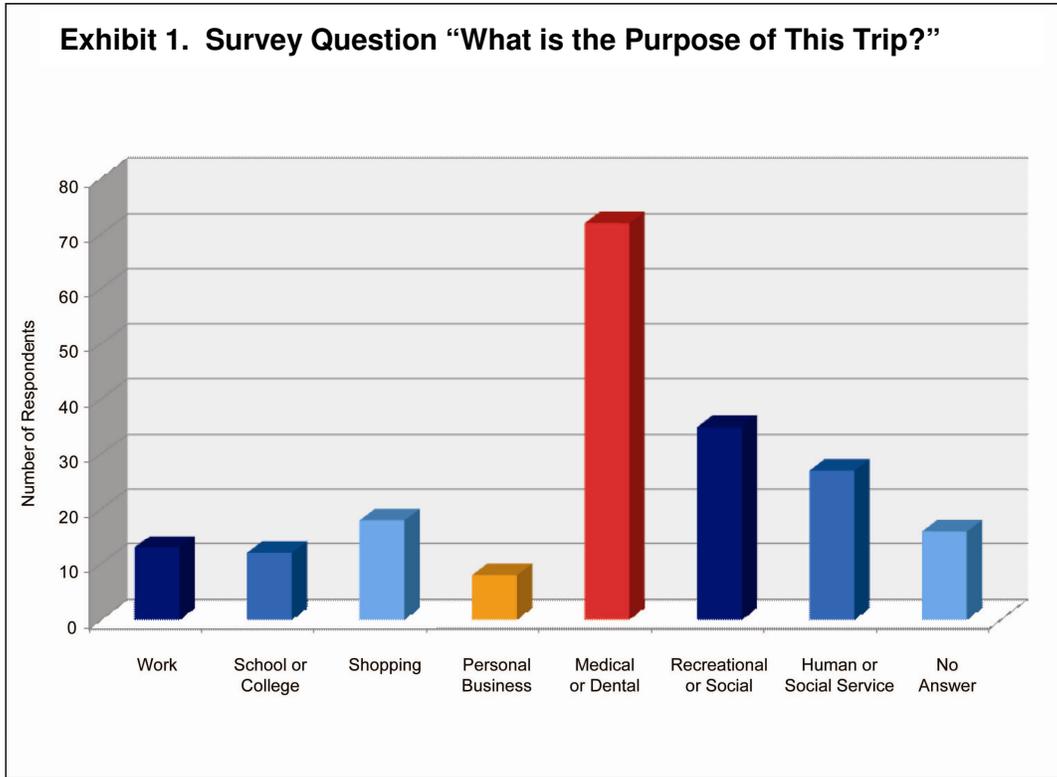
Most survey respondents were 60 years of age or older (57 percent). Approximately 25 percent were 40 to 60 years of age and approximately 16 percent were 20 to 40 years of age. Two percent of respondents did not provide an answer to this question.

Riders overwhelmingly heard about the service through social service agencies or word of mouth. Only seven percent indicated they had heard about CPTA by reading a brochure. None of the respondents indicated using the CPTA website.

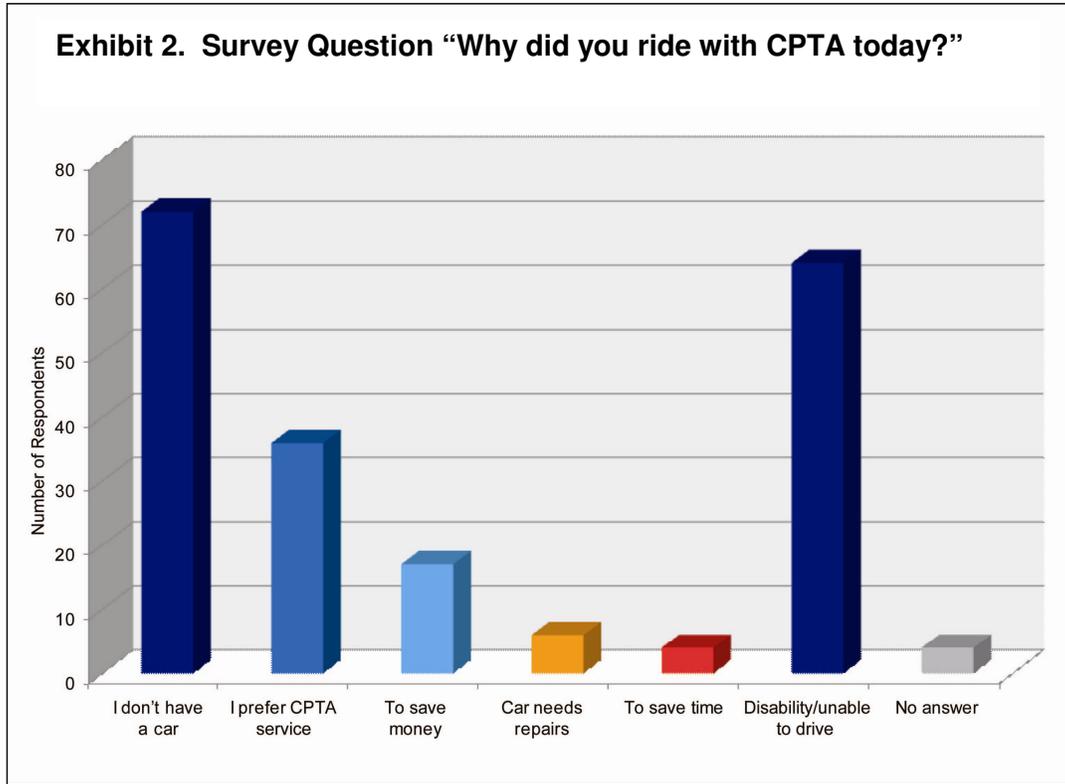
About the Survey Respondents' Trips

Respondents were asked about the purpose of their trip (**Exhibit 1**), why they were riding with CPTA for their trip (**Exhibit 2**), and duration of their typical trip

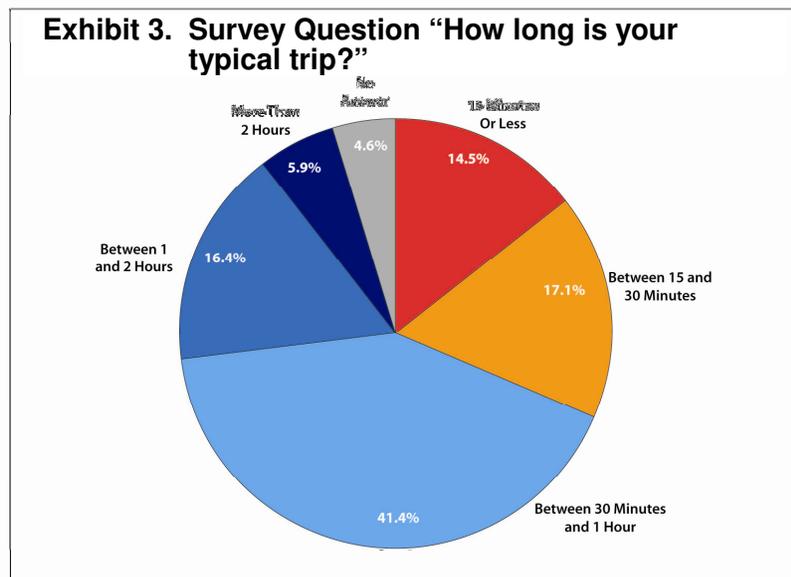
(Exhibit 3). Most riders (approximately 70 percent) were going to/from medical or dental services, with the next most common trip purposes being trips for recreational/social activities and human/social services.



Almost half of the respondents (72 out of 152 respondents) indicated they used CPTA because they did not have a car or were unable to drive. Approximately 24 percent said they preferred CPTA service.

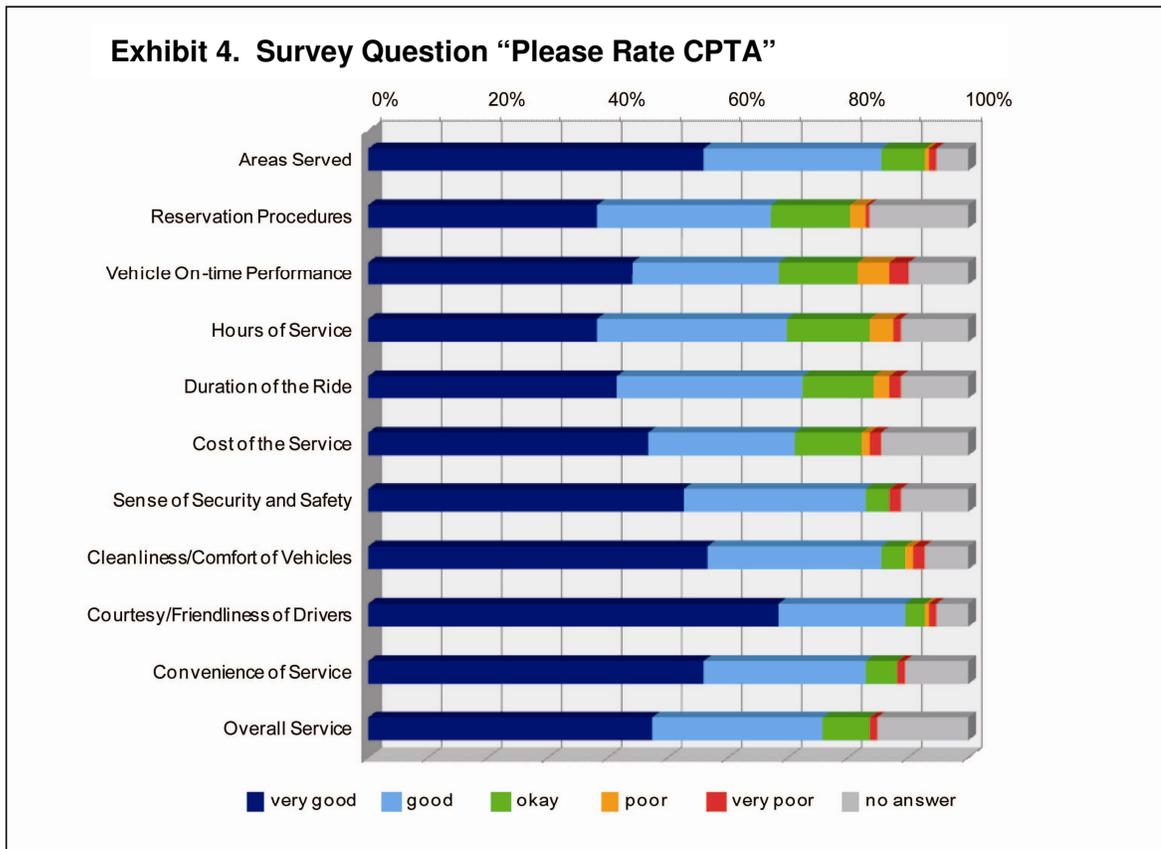


As shown in **Exhibit 3**, most typical CPTA passenger trips last 30 minutes to 1 hour (41 percent). Approximately 31 percent of trips take less time and 22 percent take more time.



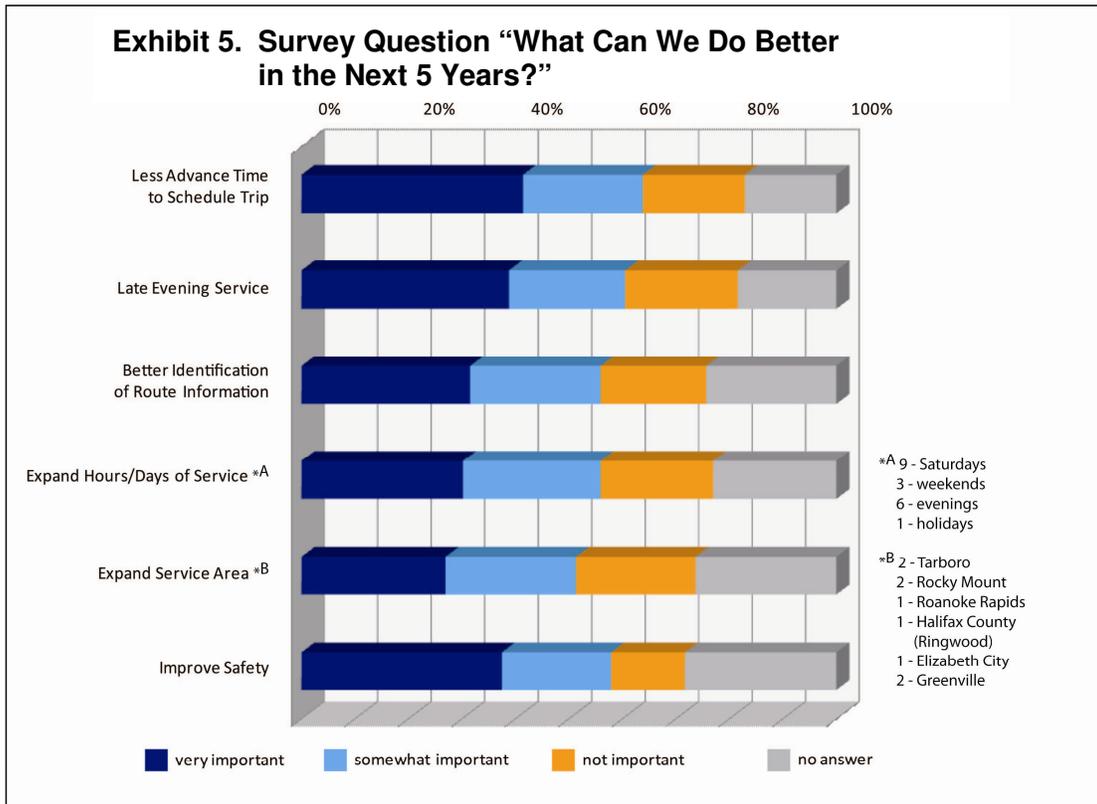
Riders ‘ Opinion of CPTA

Respondents gave high marks to CPTA in all areas of service provision, as shown in **Exhibit 4**. The areas receiving the highest ratings include areas served (86 percent of respondents rated this element very good or good), cleanliness/comfort of vehicles (86 percent very good or good) and courtesy/friendliness of drivers (90 percent very good or good). The elements with the most very poor/poor responses included vehicle on-time performance (9 percent), hours of service (5 percent), and duration of ride (5 percent), although the overall ratings for these elements were still high.



As shown in **Exhibit 5**, when riders were asked the question, ‘What can we do better in the next 5 years?’ a majority of respondents wanted to see improvements or enhancements in all areas, with the most responses being for less advance time for trip scheduling and the provision of evening service and Saturday service.

For expanded service areas, respondents suggested service to Tarboro, Rocky Mount, Greenville, Roanoke Rapids, Ringwood, and Elizabeth City.



Space was provided on the surveys for respondents to add their own comments. All comments received were positive and complimentary of CPTA, particularly regarding CPTA drivers. These comments are included in **Appendix B**.

First Outreach Series - Agency Surveys

Agencies currently contracting with CPTA and agencies not currently contracted with CPTA were asked to complete surveys. **Appendix B** includes the six surveys received.

All agencies are generally satisfied overall with CPTA’s service, but desire expanded service hours on weekdays and weekends. Overall, the trip types of most importance are employment and medical. The most important service to increase is service to low-income persons and disabled persons. Improved door-to-door service also was frequently cited. The responses from the agencies are summarized below.

JW Faison Senior Center. For the senior center, the most important service characteristics included serving medical, shopping, and human services trips and increasing service to elderly, low-income, veteran, and disabled populations. Of medium importance was service to VA facilities, providing service for the general public, improved coordination between transportation providers for cross-county trips and inter-county trips, and improving the reservation and scheduling procedures.

The senior center also felt it was highly important to have increased participation on the TAB. It was of medium importance to better educate agencies on eligibility for service and to provide more advertising to elderly persons, low-income persons and the general public.

Northampton Social Services Work First Program. High importance was placed on extending service hours and providing service for employment, school, and medical trips. Increasing service for low-income persons and migrant workers was emphasized, as well as improving the reservation and scheduling procedures and improving door-to-door service.

Halifax County Department of Social Services. High importance was placed on more daytime hours and weekend services; trips for employment, medical, VA facilities, and human/social service agencies; and service to low-income groups, workers, and the disabled. Also of high importance was providing increased service to underserved locations, improved coordination between transportation providers for cross-county trips and inter-county trips, and improved reservation/schedule procedures.

Northampton County Health Department. High importance was placed on extending service hours during the week and on weekends and on providing trips for employment, medical, VA facilities, and human/social services agencies. High importance also was placed on serving the elderly, low-income, workers, veterans, and the disabled. Better coordination should be provided for inter-county trips, and vehicle sizes should vary by age and need categories for the types of trips being provided. Better education on eligibility requirements was important, as well as better advertising of services and communication in Spanish and Vietnamese.

Edwards Assessments. Edwards Assessments is a substance abuse counseling service in Roanoke Rapids. CPTA has provided client transportation for this facility for the past two years. The agency placed medium importance on increased service to Medicaid/Medicare patients, increased service to/from Hollister, better coordination for cross-county trips, and improving the reservation and scheduling procedure.

First Outreach Series - Public Outreach

Because the CPTA service area is very large (four counties) and rural, it was decided that the most effective way to reach out to the general public was to set up informational tables at one popular shopping destination in each county. The public was asked to fill out a survey, with the staff member verbally asking the questions and filling out the survey with the respondent. This method ensured that members of the public who may be of low literacy would not feel uncomfortable agreeing to complete the survey. The



survey was available in English and Spanish, although all respondents completed the survey in English. Copies of the surveys are included in **Appendix B**, along with a tally of the results.

Outreach sessions were held as listed below, with a total of 115 surveys completed:

<u>Date</u>	<u>Location</u>	<u>Surveys Completed</u>
July 7	Ahoskie Walmart	33
July 8	Jackson Piggly Wiggly	32
July 14	Roanoke Rapids Walmart	24
July 15	Windsor Food Lion	26

The results of the surveys are summarized below.

Age. Most respondents were age 50 and older (21 percent age 50-59 and 35 percent age 60 and older).

Gender. Sixty percent of respondents were female.

Ethnicity. Most respondents were African American (71 percent), followed by white/Caucasian (24 percent), and Native American (2.6 percent).

Need for Public Transportation. Most respondents (80 percent) had a car, but 30 percent indicated a need for public transportation. Respondents stated they needed public transportation primarily on no set schedule (45 percent), followed by once per week or more (10 percent). Two percent indicated they require a wheelchair lift.

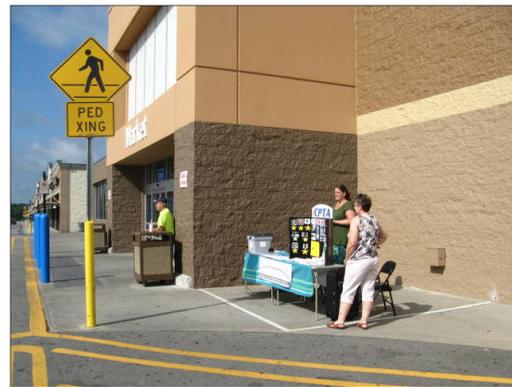
Reasons for Needing Public Transportation. Most respondents stated they need public transportation for medical/dental appointments (37 percent). The next most common answers were shopping (18 percent), then personal business, government service agencies, school/college, work, and recreation (each around 9-12 percent).

Awareness of Services. Approximately 76 percent of respondents knew public transportation was available in the four-county region, but 71 percent stated they had not used these services. Twenty-six respondents (approximately 23 percent) stated they had used CPTA.

Comments About Services. Sixty-eight percent of respondents answered “yes” when asked whether they would consider using CPTA services.

Twenty people provided comments on their past experience with CPTA. Of these, 18 were complimentary. When asked about what CPTA could improve upon, thirteen answers were provided. These comments are listed below.

- The service is good
- Doing a good job
- Appreciate the service
- Weekends and some later nights
- Air conditioning in bus
- More frequent shopping trips
- Sunday rides to church from nursing home
- Time/duration of trip
- Cost
- Dependability
- Service
- Radius of pick up locations and distance
- Driver should call ahead to let you know ETA of bus



2.3.2 Second Outreach Series

The purpose of the second series of public outreach and surveys was to describe the recommendations developed for the CTSP and to solicit input and comment on these recommendations. Surveys were given to CPTA riders during their trips, and public outreach/surveys were conducted at popular destinations in all four counties in the service area.

Second Outreach Series – Rider Surveys

CPTA drivers distributed surveys to current CPTA riders during their trips in December 2010, and 52 surveys were filled out and returned. The surveys were anonymous and were placed in sealed envelopes when completed. **Appendix B** includes the tallied results and a copy of the survey. The results clearly show that riders support the proposed additions/improvements described in **Chapter 6**.

About the Survey Respondents

The survey respondents were primarily frequent riders, with approximately 53 percent riding daily and approximately 39 percent riding weekly (total of 92 percent of

respondents). The remaining respondents (approximately 4 percent each) rode once per month or infrequently.

Rider Responses to the Recommendations

Table 2 shows the level of support given by survey respondents to the six recommendations included in the survey. The majority of riders supported each proposed service addition or enhancement. Over three-quarters stated these proposed recommendations would result in their more frequent use of CPTA.

The recommendation with the highest “yes” response (approximately 72 percent) was the recommendation to add weekday evening service. The recommendation with the lowest “yes” response (approximately 54 percent) was the recommendation to install mobile data computers.

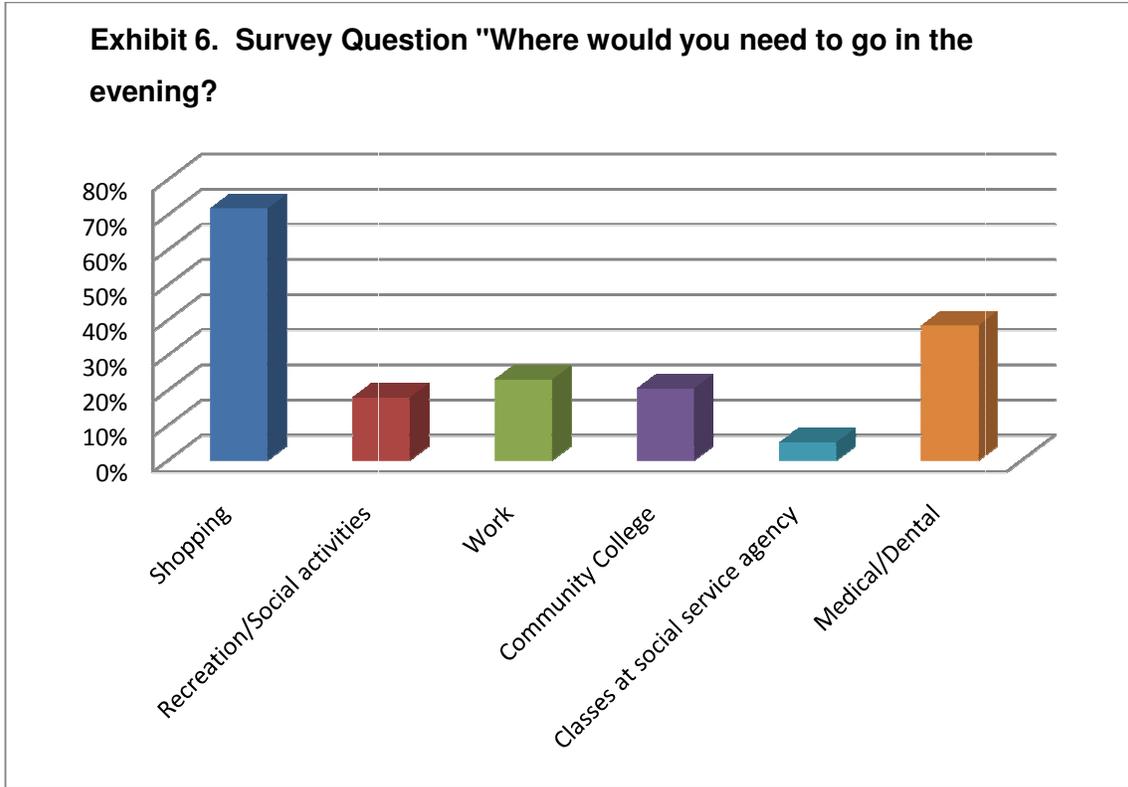
Table 2. Second Outreach Series – Responses from Riders			
Question	Percent Responding		
	Yes	No	Don't Know
Provide Weekday Evening Service from 5:30 pm to 9:30 pm – Is this a good idea?	72	16	12
Provide Employment Shuttles – Is this a good idea?	69	17	14
Hire a Mobility Manager – Is this a good idea?	58	15	27
Install Mobile Data Computers in Each Transit Vehicle – Is this a good idea?	54	29	17
Enhance Marketing Program – Is this a good idea?	61	14	25
Coordinate Transit Trips With Other Agencies to Provide More Trip Options – Is this a good idea?	63	10	27
Would these proposed additions/improvements result in you using CPTA more?	76	24	<i>Not an Option</i>

Survey respondents were asked two additional questions regarding the recommendation to provide weekday evening service: 1) Would you use the evening service?, and 2) Where would you need to go in the evening?

Responses to “Would you use the evening service?”:

- Often 32 percent
- Infrequently 41 percent
- Never 27 percent

Responses to the second question are shown in **Exhibit 6**. Most riders would use evening service to access shopping, followed by medical/dental appointments, work, community college, recreation/social activities, and classes at social service agencies.



Survey respondents also were asked whether they would use an employment shuttle. Approximately 49 percent said “yes”, 28 percent said “no”, and 23 percent said “maybe”.

Second Outreach Series – General Public Outreach

As with the first survey series, outreach to the general public included setting up informational tables at popular destinations in each county. Copies of the surveys are included in **Appendix B**, along with a tally of the results.

Outreach sessions were held as listed below, with a total of 200 surveys completed:

<u>Date</u>	<u>Location</u>	<u>Surveys Completed</u>
December 9	Chowan University	69
December 9	Roanoke-Chowan Community College	91
December 9	Windsor Food Lion	10
January 27	Northampton Cultural and Wellness Ctr	16
January 27	Roanoke Rapids Walmart	14

As a whole, response to the suggested improvements was overwhelmingly in favor of all improvements. The community is glad that CPTA is there, and they will continue to utilize services offered by CPTA.

When survey respondents were asked if they had ridden with CPTA before, an overwhelming percentage (approximately 73 percent) said they had never ridden with CPTA. A smaller percentage (approximately 14 percent) reported they ride CPTA often, while approximately 12 percent ride occasionally.

Respondents were asked their opinion of establishing new evening services on weekdays. A great majority (approximately 86 percent) indicated they were in favor of weekday evening services. About 44 percent said they would use this service once in a while, and 29 percent said they would use evening services often. When asked what type of destinations they would travel to in the evenings, most respondents (approximately 64 percent) indicated they would go shopping, followed by 39 percent for recreation or social activities, and 38 percent for work. About 31 percent would travel to community college, while 30 percent would travel to medical or dental appointments. Some respondents also indicated that evening service should extend up until 10 pm and even midnight.

The respondents also were asked their opinion on possible employment shuttles. A resounding 82 percent responded affirmatively. When asked if they would use employment shuttles, 38 percent indicated they would, 27 percent would not, and 36 percent said they might use it. The most common employment destinations cited were Food Lion, Roanoke Chowan Community College, the hospital, Ahoskie, and Northampton County.

The next topic on the surveys regarded the possibility of hiring a mobility manager. The majority (71 percent) thought this would be a good idea.

Installation of Mobile Data Computers was well received by respondents, with 74 percent stating this is a good idea. A few general comments on this topic were notable as they indicated that the MDCs would allow quicker communication between the driver and the office resulting in quicker trips. A couple of respondents did not understand the concept of an MDC and thought they would be monitored or supervised and so rejected the idea.

A majority (approximately 70 percent) of respondents support enhanced marketing. General comments of note are the following: “This would be good so students can see outside of Ahoskie”; “Getting the word out will allow more people to use the system”; “Technology is the way of the present and future”; “[One] can only find out about [CPTA] services from DSS and nowhere else”.

A majority of respondents (approximately 77 percent) thought coordinating trips with other agencies was a good idea. Most general comments exclaimed how useful coordination would be for medical trips.

After expressing their opinions on all of these recommended improvements, respondents were then asked if these improvements would encourage them to use CPTA services more often. Most (78 percent) indicated that, yes, they would use CPTA more often if these recommendations were implemented.

At the end of the survey, respondents were encouraged to make any comments they wished about CPTA service. Among those responding, several said CPTA should keep up the good work and a few others expressed interest in weekend service. A couple people expressed concern that the CPTA service should remain low cost.

Second Outreach Series – Targeted Outreach Questions for Chowan University and Roanoke-Chowan Community College

For the surveys conducted at Chowan University and Roanoke-Chowan Community College, additional targeted survey questions were asked at these locations. The questions were asked in order to gauge interest and need for potential transportation services at these two campuses. Each is summarized separately below since different questions were asked at each campus.

Chowan University

At Chowan University, 69 surveys were completed during the lunch period in the cafeteria (11:30 am to 12:30 pm). Most students live on campus and this is reflected in the fact that approximately 91 percent of the survey respondents were students who live on campus. Approximately 6 percent (4 respondents) were students living off-campus and 3 percent (2 respondents) were faculty/staff.

Almost all respondents arrive on campus for classes or work before noon, with approximately 47 percent arriving before 8:00 am and 52 percent arriving between 8:00 am and noon. Approximately 29 percent are finished for the day between 12:00 pm and 5:00 pm and 53 percent are finished after 5:00 pm.

Respondents were asked if they would be interested in a Chowan University shuttle connecting campus to off-campus points of interest. Approximately 69 percent replied “yes”, 4 percent said “no”, and 26 percent said “yes, but I wouldn’t use it”.

When asked about off-campus destinations, the most common replies are listed below.

Destination	Percent Response*
Walmart	66
Grocery Stores	24
Restaurants	22
Other Entertainment (movies, mall, bowling)	26
Other Towns (most commonly cited were Franklin, Ahoskie and Roanoke Rapids, and purposes included doctor and bank)	46

** Respondents wrote in multiple destinations so the total percentage is greater than 100*

Based on the results of these surveys, there appears to be a high level of interest and need for transportation services at Chowan University, particularly for transportation to/from Walmart in Ahoskie.

Roanoke-Chowan Community College

At Roanoke-Chowan Community College, 91 surveys were completed through either college staff distributing surveys to students or at a manned table set up during the

lunch period in the student center (11:00 am to 12:30 pm). There is no on-campus housing at the community college, so all students commute. Approximately 84 percent of the survey respondents were students and 16 percent were faculty/staff.

Respondents arrived on campus by the following means. No one indicated that they took a taxi.

Mode of Transportation	Percent Response*
Drive Alone	66
Bicycle	1
Walk	4
Dropped Off	20
CPTA Transit Van	3
Carpool	6

Respondents generally had commutes greater than 5 miles, with approximately 25 percent commuting 5-10 miles and 45 percent commuting more than 10 miles. Approximately 15 percent commuted 3-5 miles and 14 percent had less than a 3-mile commute.

Most respondents arrive on campus before noon, with approximately 41 percent arriving before 8:00 am and 47 percent arriving between 8:00 am and noon. Most students leave campus between noon and 5:00 pm (approximately 64 percent), with approximately 13 percent leaving before noon and 22 percent leaving after 5:00 pm.

Although most respondents stated that they have never ridden with CPTA before (approximately 91 percent), 7 percent indicated they rode often and 2 percent said they rode occasionally. Currently, CPTA provides transportation for 13 students to/from Roanoke-Chowan Community College.

When asked if the proposed improvements/enhancements would result in the respondent riding CPTA or riding more frequently, approximately 70 percent said “yes” and 30 percent said “no”.

Based on the results of these surveys, there appears to be a high level of interest and need for transportation services at Roanoke-Chowan Community College, with almost one-third of respondents stating they do not use their own vehicle to drive to school.

3 DEMOGRAPHIC TRENDS AND ANALYSIS

This chapter describes economic conditions in the CPTA service area and summarizes the population growth trends, including trends for transit-dependent populations. Understanding these trends is helpful in projecting future conditions and potential future ridership.

3.1 SERVICE AREA OVERVIEW

The CPTA service area is large and rural. Its low population density creates challenges in providing efficient public transportation service. The area of the four counties totals approximately 2,383 square miles, which is approximately 4.5 percent of the total area of North Carolina. According to the 2000 US Census, approximately 72 percent of the service area population was considered rural. The 2000 population density of the service area was approximately 51 persons per square mile, compared to the state average of 153 persons per square mile.

Generally, the service area is economically distressed compared to North Carolina as a whole. Every year the NC Department of Commerce annually ranks the state's 100 counties based on economic well-being and assigns each county a Tier designation. The 40 most distressed counties are designated as Tier 1, the next 41 as Tier 2 and the 20 least distressed as Tier 3. Tier rankings are based on an assessment of each county's unemployment rate, median household income, population growth, and assessed property value per capita. All four counties within the CPTA service area (Bertie, Halifax, Hertford, and Northampton) were designated as Tier 1 counties for both 2009 and 2010.

Major employers in the CPTA service area with at least 250 employees in 2009 included the following (NC Employment Security Commission, www.ncesc.com).

- **Bertie County** - Perdue, Bertie County Board of Education, and NC Department of Corrections.
- **Halifax County** - Halifax County Regional Medical Center, Halifax County Schools, Halifax County, Kapstone Kraft Paper Corporation, Roanoke Rapids City Schools, NC Department of Corrections, Walmart, Belron US, AAA Carolinas, Halifax Community College, and Home Life Care, Inc. (In addition, as noted by the Steering Committee, Reser Fine Foods in Halifax currently is undergoing an expansion and a new distribution center in Enfield is being developed).
- **Hertford County** – East Carolina Health, Inc., Hertford County Board of Education, Nucor, The Geo Group, United Home Care, and Jernigan Oil Co.
- **Northampton County** – Lowes Home Centers, Northampton County Schools, McHerrin Agricultural and Chemical Co., and Northampton County.

3.2 DEMOGRAPHICS

3.2.1 Historic Population Data

General Population

The total population of the four-county CPTA service area has remained fairly steady over the last three decades. According to the 2000 US Census, the four-county CPTA service area had a population of 122,262 in 1980, 119,225 in 1990, and 121,830 in 2000.

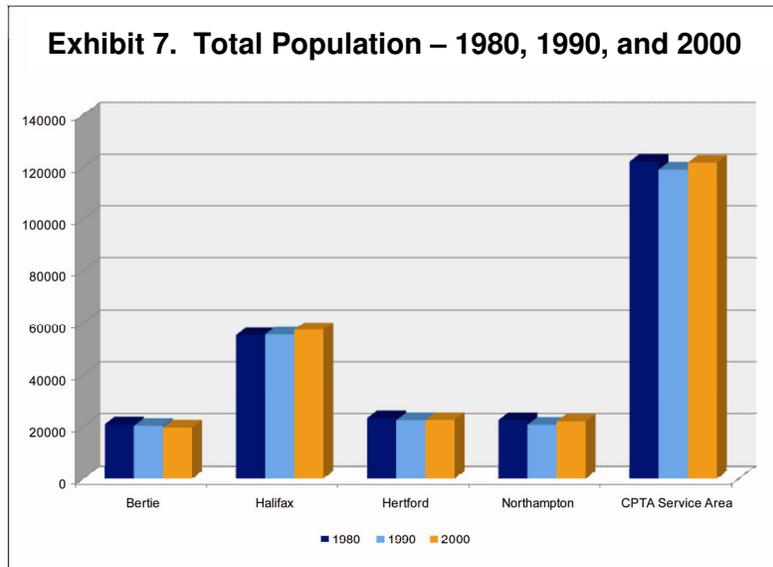
Historic data from 1980 through 2000 for the CPTA service area and each county is shown in **Exhibit 7**.

In 2000, the racial composition of the CPTA service area was approximately 56 percent black/African-American, 40 percent white, 2 percent American Indian, and

2 percent other (Asian, Pacific Islander, etc.). The service area had very few people of Hispanic ethnic background, at approximately 1 percent.

However, it was noted by Steering Committee members at the first committee meeting that there is a Hispanic community located in northwest Roanoke Rapids, a Native American community in Hollister in southwest Halifax County (Haliwa-Saponi Tribe), and a growing population of Asians in Bertie County.

Another Native American tribe, the Meherrin Tribe, located in the area around Winton in Hertford County. Several respondents to the public outreach surveys at the Ahoskie Walmart in Hertford County identified themselves as Native American. The Meherrin Tribe (www.meherrintribe.com) is the smallest State-recognized tribe in North Carolina. It is not a federally-recognized tribe.



Transit-Dependent Populations

Transit-dependent populations include households with no vehicles, persons living in poverty, persons over age 65, and disabled persons. These populations are mapped in **Exhibits 8 through 11**. Comparisons to statewide averages are included in **Table 3**. The CPTA service area has higher percentages of all these targeted groups than the state as a whole. These groups are distributed throughout the CPTA service area, with some higher concentrations in and around Enfield, Roanoke Rapids, Jackson, Scotland Neck, Murfreesboro, Ahsokie, and Windsor.

Table 3. Percentages of Transit-Dependent Populations – 2000 US Census		
Population Group	Percent of Population	
	CPTA Service Area	North Carolina
Households Without Vehicles	15.4%	7.5%
Persons Living in Poverty	22.3%	12.3%
Persons Over Age 65	15.7%	12.0%
Disabled Persons	30.6%	21.1%

Exhibit 8. CPTA Service Area: Households with No Vehicles (2000)

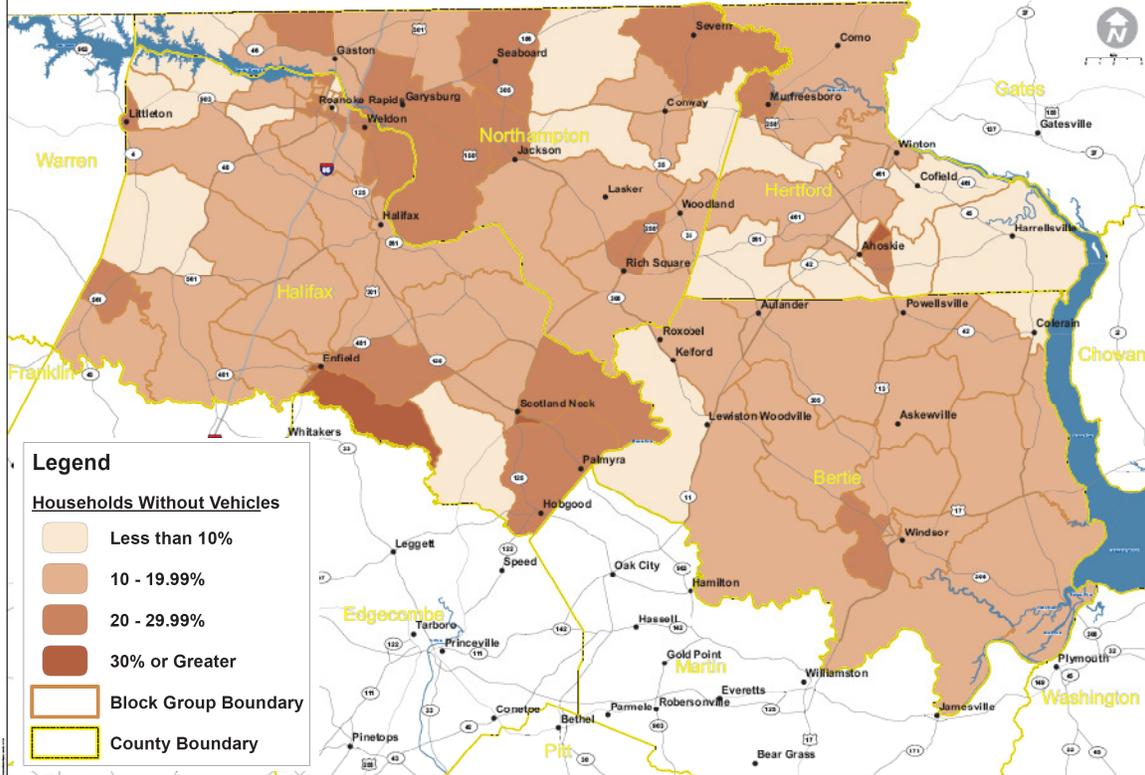


Exhibit 9. CPTA Service Area: Persons Below Poverty Level (2000)

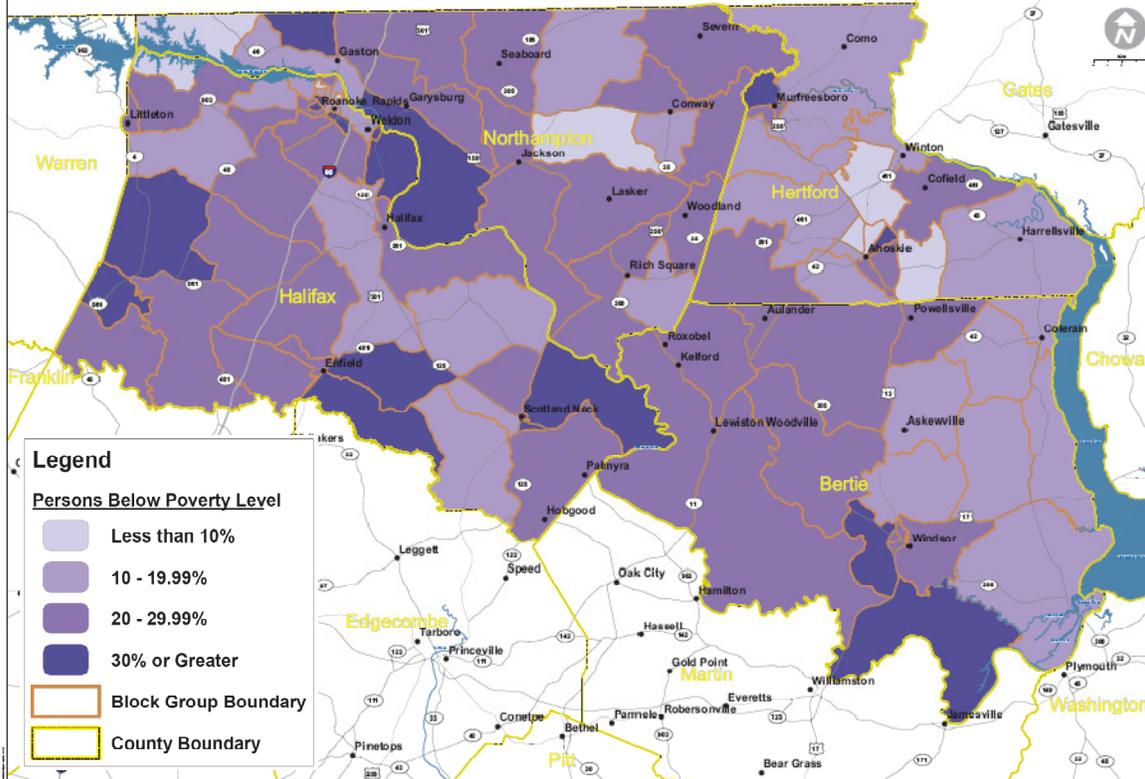


Exhibit 10. CPTA Service Area: Persons Age 65 and Older (2000)

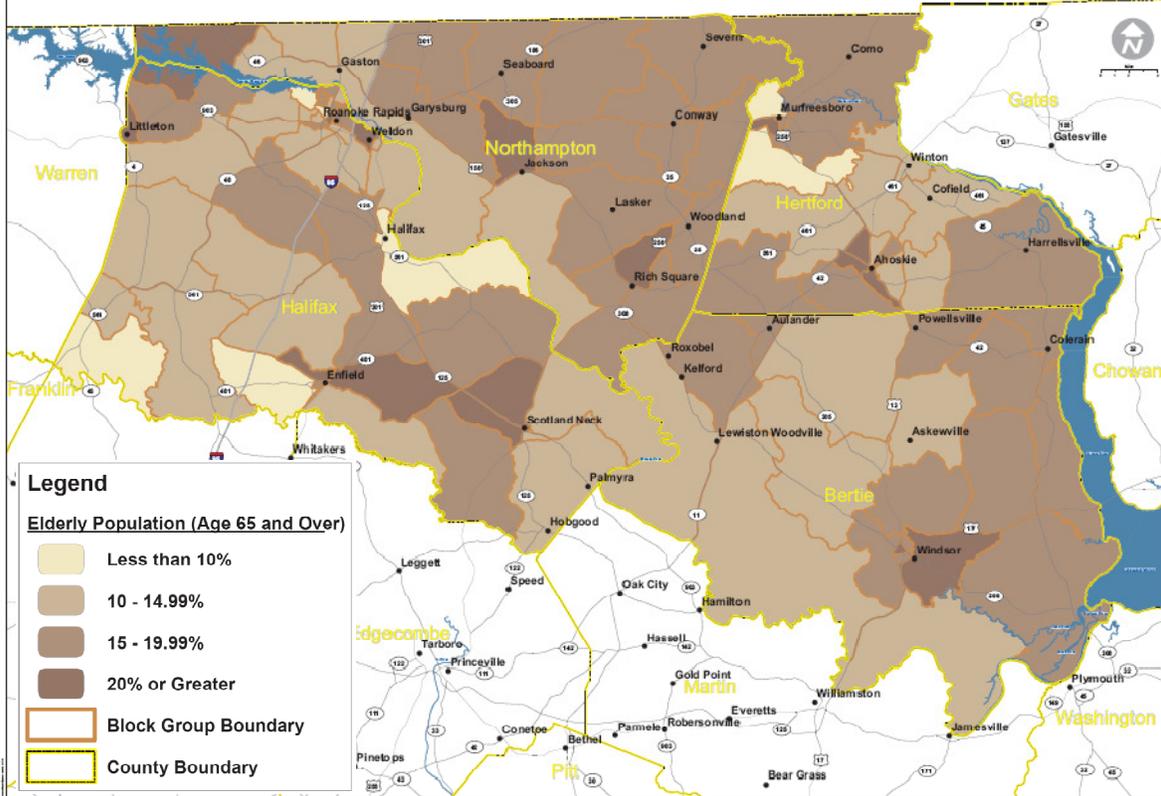
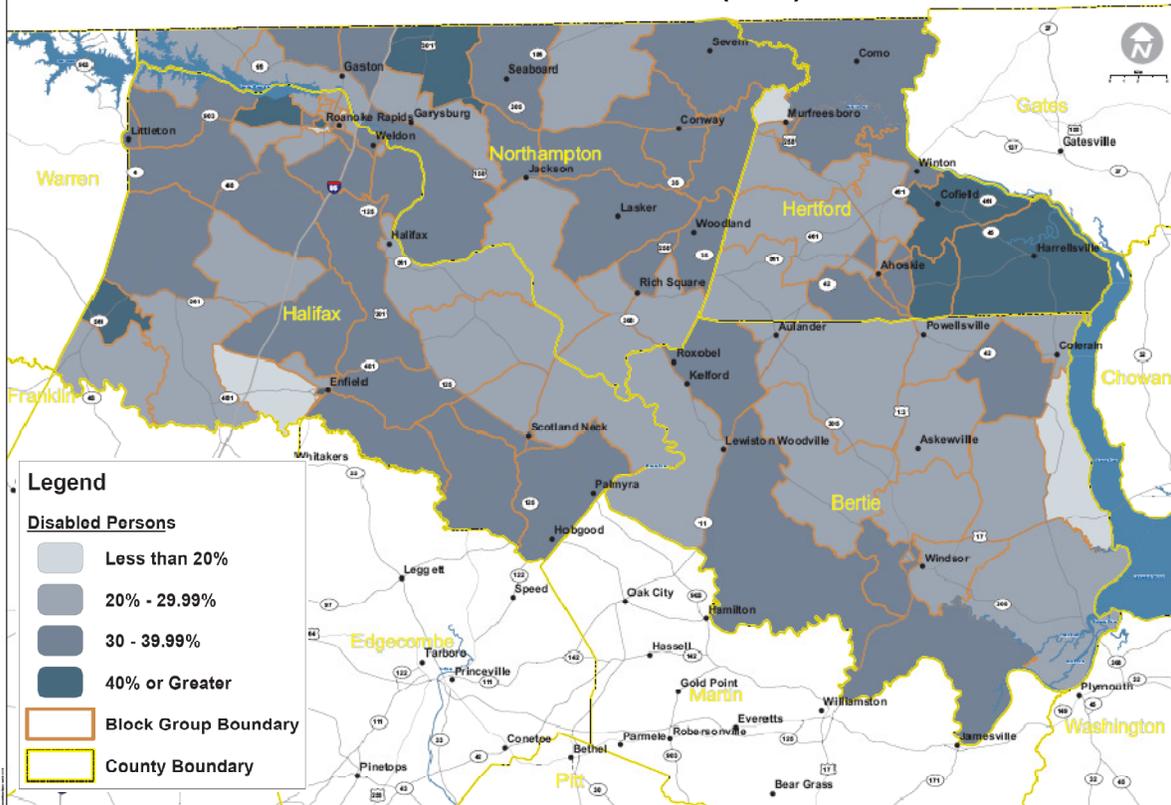


Exhibit 11. CPTA Service Area: Disabled Persons (2000)

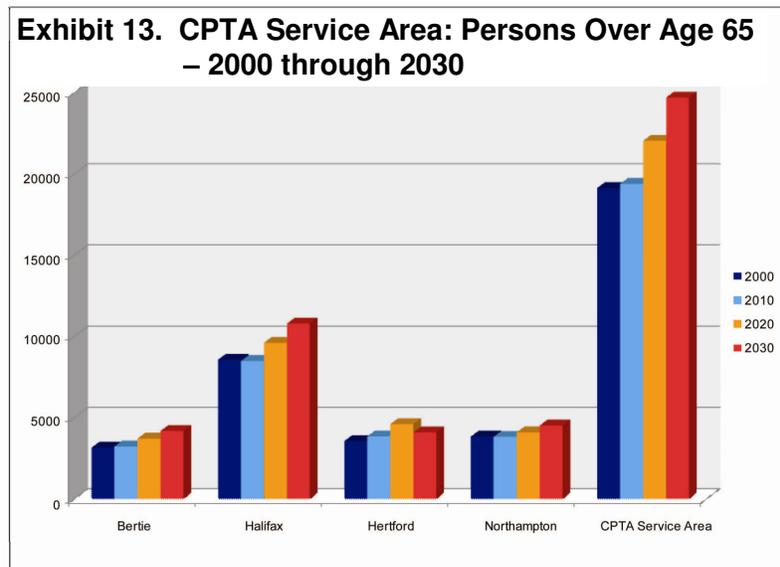
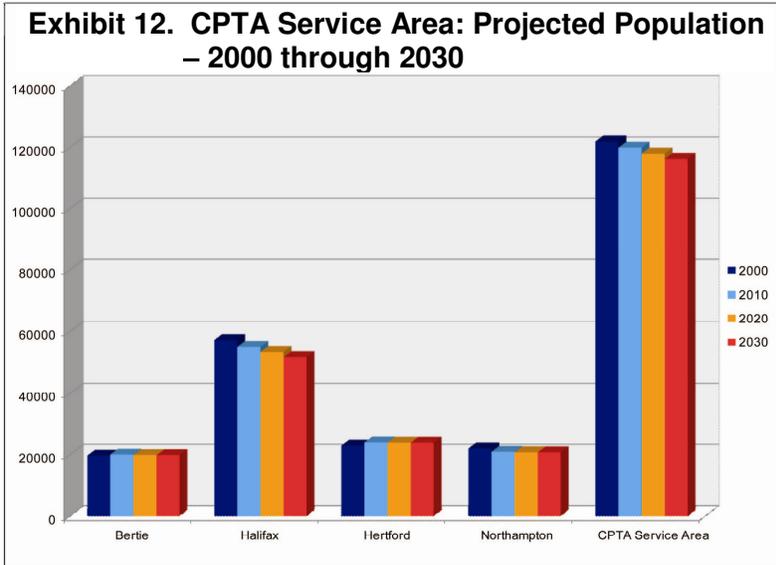


3.2.2 Population Projections

Population projections for North Carolina counties through the year 2030 are available from the NC Office of State Budget and Management (Web site www.osbm.state.nc.us/ncosbm/facts_and_figures/socioeconomic_data/population_estimates.shtm).

As shown in **Exhibit 12**, the overall population of the CPTA service area is expected to decline approximately 4.5 percent from 2000 to 2030. Individual counties are projected to decline in population or generally remain the same.

As shown in **Exhibit 13**, although the overall population of the CPTA service area is expected to decline through 2030, the population of persons over age 65 is projected to grow over the same time period. Overall, this population is expected to grow approximately 30 percent between 2000 and 2030; from 19,138 persons to 24,707 persons. Portions of this population are also part of the other transit-dependent groups; those without vehicles, those in poverty, and disabled persons, and it can be expected that the numbers of people who could benefit from CPTA's services also will increase.



4 INVENTORY AND ASSESSMENT OF EXISTING SERVICES

This chapter describes CPTA's organization and service characteristics, other transportation providers in the service area, and CPTA's funding and financial management. This information serves as a base from which to evaluate proposed new or enhanced services.

4.1 CPTA GOVERNANCE AND ORGANIZATIONAL STRUCTURE

CPTA was created in accordance with Article 25 of NCGS 160A by joint resolutions of the Boards of Commissioners of Bertie, Halifax, Hertford, and Northampton Counties on November 7, 1977. Their mission statement, governing body, and organization are described below.

4.1.1 Mission Statement, Goals, and Policies

The CPTA has a mission statement and a service statement posted on their website (www.choanokepta.org). Goals and objectives were published in the *Locally Coordinated Plan* and the *Performance Plan and Analysis*. These are presented below.

Mission and Service Statements and Goals

Mission Statement. Choanoke Public Transportation Authority mission shall be to provide for a safe, adequate and convenient public transportation system for the counties creating the authority and for its immediate environs, through the granting of franchises, ownership and leasing of terminals, buses and other transportation facilities and equipment, and otherwise through the exercise of the powers and duties conferred upon it. (Article 25. 160A-578).

Service Statement. Choanoke Public Transportation Authority (CPTA) is a community transportation program dedicated to meet the transportation needs of Bertie, Halifax, Hertford and Northampton Counties citizens. CPTA provides local services Monday through Friday for trips to human service agencies, medical appointments, community colleges, daycares, dialysis, Headstart, individual shopping trips, older American nutrition sites and many other destinations. CPTA is funded by the North Carolina Department of Transportation, Public Transportation Division and is a member of the North Carolina Public Transportation Association, Inc.

Goals From the Locally Coordinated Plan (August 2009)

- Ensure that citizens with transportation needs are able to access the service
- Provide transportation services at the lowest possible cost
- Address needs of increasing accessibility to the elderly and handicapped
- Increase visibility of the existing transit system

Goals From the ITRE *Performance Plan and Analysis* (May 2010)

- Increase general public ridership
- Improve service delivery in the service area
- Improve internal operations

As demonstrated in their mission and vision statements, CPTA and its TAB place a high value on reliability, long-term sustainability, and fiscal responsibility. CPTA has been successfully operated since 1977 through a culture of careful decision making and conservative growth. Therefore, it is expected that any new services or expansion of existing services will be carefully deliberated before implementation to ensure they can be sustained financially and can successfully attract ridership.

Policies

The *Performance Plan and Analysis* included a review of CPTA's policies and their effects on the system's performance. Generally, CPTA received high marks for their management and performance. However, a few policy changes were recommended in order to improve efficiency. Implementing these recommendations will support any new/expanded service options included in the CTSP.

- Reduce cancellations and no-shows to 25 percent of May 2010 levels by changing internal policies, working with funding agencies, and working with customers. However, it should be noted that CPTA's no-show policy is stringent and requires accurate tracking of no-shows. In May 2010, approximately 8 percent of scheduled trips were no-shows, compared to a peer group average of 4 percent. Approximately 27 percent of originally scheduled trips were cancelled. Specific suggested actions are listed below:
 - It is recommended that CPTA develop a policy that reservations may only be taken up to one month in advance. Reservations placed too far in advance have higher no-show and cancellation rates.
 - It is recommended that the transit system specifically determine which funding sources are responsible for the majority of no-shows and work with them individually to decrease the no show rates.
 - Cancellations should be entered into the scheduling software immediately so they are not printed on the manifests.
- CPTA should establish service agreements with local taxi companies to broker inefficient trips and trips CPTA cannot fulfill.
- The transit system should establish methods to track how well it is achieving its stated goals and develop plans for meeting the goals in the future.

4.1.2 Organizational Structure

CPTA is governed by a Board of Directors that also serves as the Transportation Advisory Board (TAB). CPTA is required by the NCDOT Community Transportation Program to have a TAB. The Board of Directors/TAB meets monthly (except for July), and is responsible for financing, staffing, and overall policy direction of CPTA. Day-to-day operations are delegated to the Executive Director and her staff.

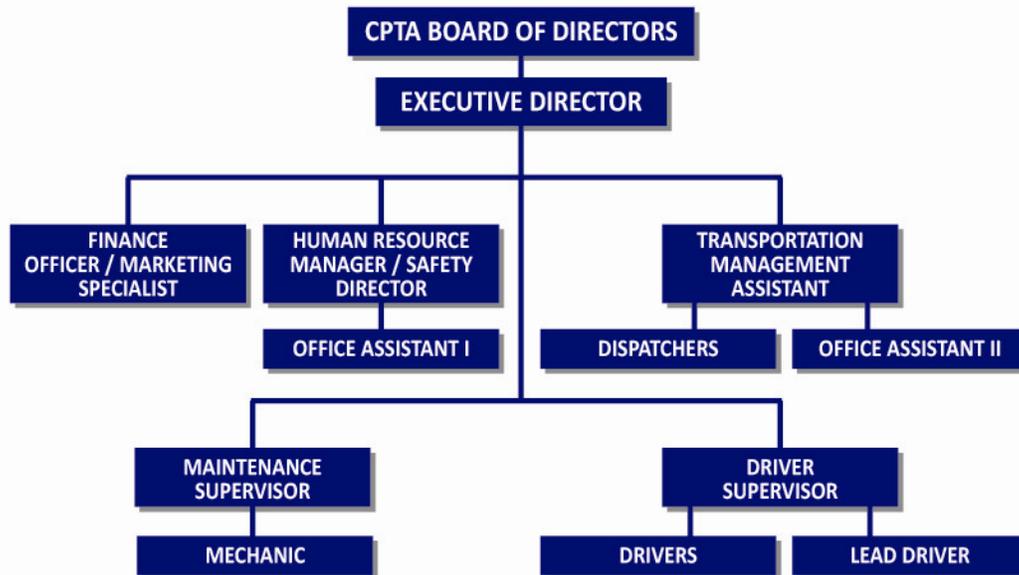
The Board of Directors consists of nine members appointed by the County Boards of Commissioners of the four-county region to two-year terms. Multiple terms may be served by individual appointees. Halifax County appoints three members, and Bertie, Hertford, and Northampton Counties each appoint two members.

The qualifications for membership are, for each county, that one member must be a County Commissioner (or other county official) and one member must be a user (including an agency) of the transportation services provided by CPTA. The current Board is 78 percent African-American and 56 percent female. The Board reflects the population of the service area and appropriately represents a wide range of relevant interests, as listed in **Table 4**.

An organizational chart of CPTA staff is shown in **Exhibit 14**. The CPTA Executive Director is Ms. Pam Perry, who has been with CPTA since 1983. The Executive Director is hired by the Board and is responsible for the development, management, operation, and regulatory compliance of the system. The Executive Director is currently supported by twelve administrative and supervisory staff, which includes three dispatchers. CPTA also currently employs approximately 30 drivers managed by a Driver Supervisor and a Lead Driver. The number of drivers has remained steady over the past several years. Seven of the administrative/supervisory staff and nine drivers are long-term employees with eight or more years of service.

County	Name	Affiliation
Halifax	Tammy Bohannon	Halifax Co. Dept. of Social Services
Halifax	Frances Butler	Director (Retired) – Halifax Co. Dept. of Social Services
Halifax	Mildred Moore	Business Owner
Bertie	Lewis Hoggard	County Commissioner
Bertie	Morris Rascoe	Assistant County Manager
Hertford	Brenda Greene	Head Start
Hertford	Connie Perry	General Public/Transit User
Northampton	Aussie Broadnax	General Public
Northampton	Floyd Grant	General Public

Exhibit 14. CPTA Organizational Chart



Assessment of Organizational Structure

According to the *Performance Plan and Analysis* (ITRE, May 2010), internally, CPTA is a well-run agency with no internal organizational issues that would affect implementation of the CTSP.

External to CPTA staff, the agency’s regional nature can create both challenges and opportunities. Each member county enjoys the cost and operating efficiencies gained by participating in a regional agency. However, there can be challenges in having to obtain funds from four different Counties.

CPTA receives local matching funds for administrative expenses from Bertie, Halifax, and Hertford Counties, either on a reimbursable basis or in incremental payments. The CPTA places four percent of its fare revenues into a capital reserve account each month to fund the local match for vehicle purchases. Northampton County has not provided local matching funds for administrative expenses for the past two years. Therefore, CPTA charges Northampton County higher rates for services.

Based on the current funding support situation, obtaining new local matching funds for additional or expanded services may be a challenge for CPTA. Also, if current economic conditions extend into the future, local matching funds may be difficult for any of the counties to provide, regardless of their level of support for the services.

4.2 CPTA SERVICE CHARACTERISTICS

4.2.1 Services Provided and Operating Statistics

Services, Operating Hours, and Fare Structure

CPTA does not operate any fixed route service. CPTA operates regular on-demand services Monday through Friday, with earliest pick-up time at 6:30 am and latest drop-off time at 5:30 pm. Saturday operations currently are restricted to dialysis routes, which CPTA also runs on weekdays.

Trips out of the service area are offered on specified days. Trips from the Roanoke Rapids area to medical facilities in Rocky Mount are offered on the fourth Thursday of each month. Trips to Greenville are offered on the second Tuesday of the month. Trips from Bertie and Hertford counties to medical facilities in Greenville are offered Monday, Wednesday, and Friday. There are few requests from these two counties for trips to Rocky Mount, so this destination is not served on a regular schedule from Bertie and Hertford Counties.

Fares for the general public are \$4.00 each way, regardless of distance. For subscription services to contracting agencies, CPTA uses a cost allocation model that determines the cost per trip for each agency. All funding agencies are billed on a per trip basis based on these costs. This is the preferred way of billing in order to encourage efficient performance.

Contracting Agencies

CPTA contracts with a number of social services agencies to provide subscription transportation services for their clients. Most trips provided by CPTA are subscription based. CPTA contracts with the agencies listed below.

- Bertie County Department of Social Services
- Bertie County Council on Aging
- Carolina Residential Services (based in Ahoskie)
- Choanoke Area Development Association (CADA) (Head Start Program) (CPTA works closely with CADA in regard to bus services for their Head Start program.)
- Halifax County Council on Aging
- Halifax County Department of Social Services
- Haliwa-Saponi Tribe (based in Hollister, NC) (CPTA subcontracts with the Tribe, which has its own vans. The service subcontract is funded through the Halifax County Council on Aging.)
- Hertford County Department of Social Services
- Hertford County Office on Aging
- Hertford County Public Health Authority
- Kindred Health Care (facilities in Ahoskie, Roanoke Rapids, and Scotland Neck)
- Mental Health Association (based in Roanoke Rapids)

- Northampton County Department of Social Services
- Northampton County Office on Aging
- Northampton County Day Reporting Center
- Rural Health Group (numerous facilities in and near CPTA service area)
- Warren County Department of Social Services (for medical transportation near the county border)

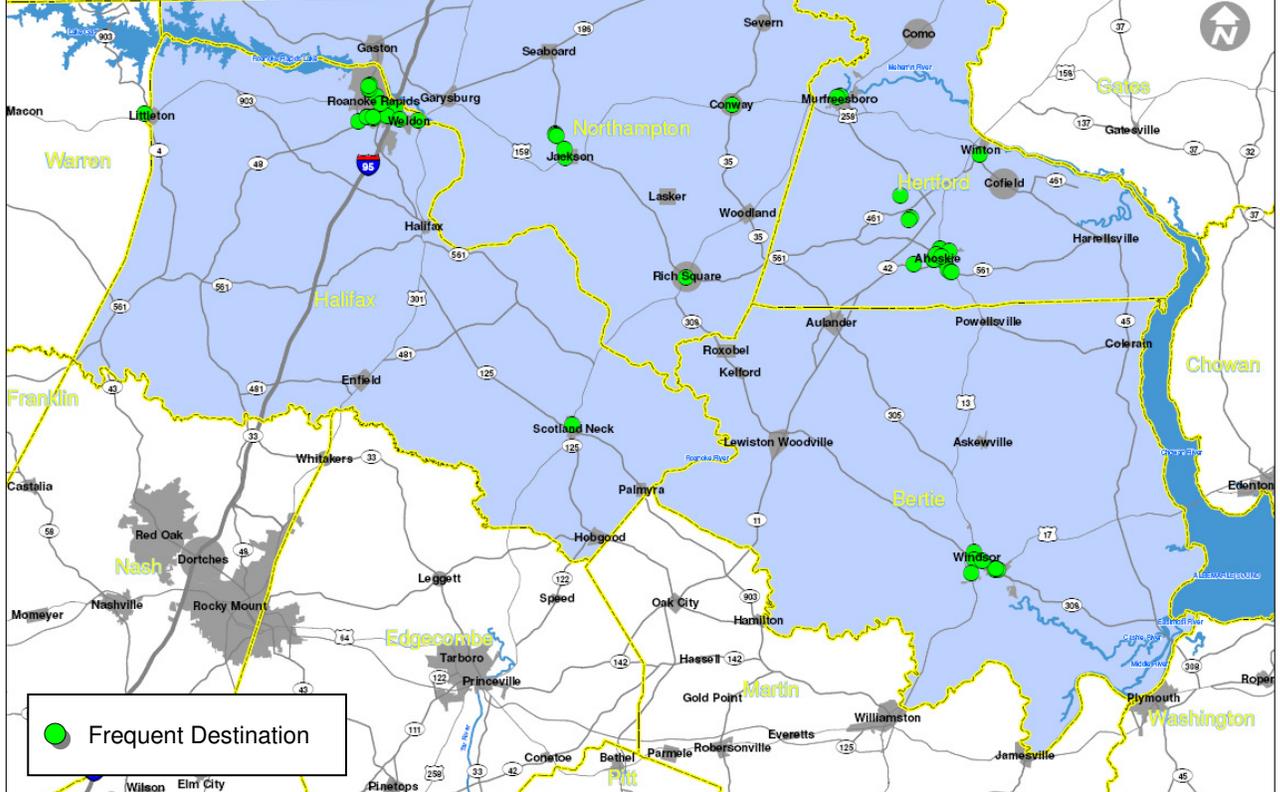
Frequent Destinations

Because CPTA's service is on-demand, trip origins are typically a rider's residence. Frequent destinations in FY 2010 are shown in **Exhibit 15** and are primarily located in the major towns in each county. Most destinations are medical facilities and hospitals, dental offices, and nutrition sites.

Other frequent destinations include:

- Bertie County - Bertie County offices and the Windsor Food Lion.
- Halifax County - adult day care/senior center facilities, Halifax Community College, Roanoke Rapids Wal-Mart, and Roanoke Rapids Lowes Foods.
- Hertford County - Roanoke-Chowan Community College, Food Lion, Piggly Wiggly, and Wal-Mart, all located in Ahoskie.
- Northampton County - adult day care/senior center facilities, Family Youth Services in Conway, and Piggly Wiggly in Jackson.

Exhibit 15. CPTA Frequent Destinations (FY 2010)



Operating Statistics and Performance Measures

As part of their grant funding requirements, CPTA completes annual operating statistics reports (OPSTATS). Comparing these statistics for the last three years can identify trends, and they are evaluated in the *Performance Plan and Analysis* conducted by ITRE (May 2010). CPTA’s statistics for spring 2010 also are compared with peer transit agencies in North Carolina. ITRE has established peer groups for all transportation providers in the state based on similarities in agency size and operating characteristics in order to compare and evaluate agency performance.

The CPTA’s peer group includes other regional transportation authorities: Inter-County Public Transportation Authority (ICPTA), Kerr Area Rural Transportation System (KARTS), Tar River Transit, Gateway Transit, Craven Area Rural Transit System (CARTS), Yadkin Valley Public Transportation, and Greenway Public Transportation. The last two are in western North Carolina, while the other five are in eastern North Carolina.

Table 5 lists CPTA historical operating statistics for 2008, 2009, and 2010. As shown in the table, CPTA operations have been relatively steady or growing slowly (plus/minus 5 percent) from 2008 to 2009. Exceptions include larger increases in Medicaid trips and out-of-service area trips between 2008 and 2009. Between 2009 and 2010, some CPTA operations statistics, such as total service hours and total service miles, were stable or grew slowly while others, such as mobility impaired passenger trips, decreased.

Table 5. Historic Operating Statistics

Statistic	2008	2009	2010	Percent Change 2008 to 2009	Percent Change 2009 to 2010
Total Service Miles	1,244,364	1,301,025	1,331,466	4.6%	2.3%
Total Service Hours	51,618	53,316	56,275	3.3%	5.5%
Total Passenger Trips	200,091	202,673	203,701	1.3%	0.5%
Non-Contract	22,799	22,733	20,667	No change	-10.0%
Medicaid (Contract)	28,111	35,037	54,323	24.6%	55.0%
Other Contract Agency	149,181	144,903	128,711	-2.9%	-11.2%
Mobility Impaired Passenger Trips	3,669	3,493	2,809	-4.8%	-19.6%
Total Passenger Trips per Service Hour	3.88	3.80	3.62	-2.1%	-4.7%
Total Passenger Trips per Service Mile	0.16	0.16	.15	No change	-6.25%
Cost per Passenger Trip	\$8.36	\$8.19	\$8.28	-2.0%	1.1%

Source: FY 2008, 2009, and 2010 OPSTATS

The *Performance Plan and Analysis* notes CPTA manages to maintain efficiency on Saturdays, where many transit agencies experience a notable decrease in efficiency. This is likely because the Saturday services are dialysis routes, with regular pick-ups and specific destinations.

A comparison of spring 2010 weekday statistics among the peer group agencies is presented in **Table 6**. A review of the table shows that CPTA carries similar numbers of passengers per day (437 passengers per day for CPTA) compared to their peer group, but no-shows are notably higher and the numbers of wheelchair passengers are notably lower.

CPTA is more efficient than their peers, as at 2.82 passengers per service hour, they serve a similar number of passengers with 25 percent less service hours. CPTA also is more efficient with scheduling daily routes, since deadhead hours are substantially lower than the peer group. One reason may be the use of outstationed drivers that begin their routes nearer the first pick-ups. Passengers per revenue mile and service mile are slightly lower than CPTA's peers, likely due to the rural, low-density nature of the service area.

Table 6. Peer Group Analysis for Spring 2010

Average Weekday Statistic	Peer Group Averages		CPTA		Percent Difference
	Number	Percent of Total	Number	Percent of Total	
Passengers					
Total Avg Daily Passengers	454	--	437	--	-4%
Avg Daily No Shows	19	4	35	7	84%
Avg Daily Wheelchair Passengers	42	9	13	3	-69%
Vehicles					
Total Vehicles	37	--	37	--	0%
Vehicles with Lifts	22	59	29	78	32%
Hours					
Service Hours	206	--	155	--	-25%
Revenue Hours	172	84	137	88	-21%
Deadhead Hours	34	16	18	12	-47%
Miles					
Service Miles	4,219	--	4,237	--	1%
Revenue Miles	3,451	82	3,518	82	2%
Deadhead Miles	768	18	755	18	-2%
Passenger Ratios					
Passengers per Service Hour	2.42	--	2.82	--	17%
Passengers per Revenue Hour	3.03	--	3.19	--	5%
Passengers per Service Mile	0.111	--	0.102	--	-8%
Passengers per Revenue Mile	0.140	--	0.124	--	-12%

Source: *Performance Plan and Analysis*, ITRE, May 2010

4.2.2 Capital Facilities and Vehicle Fleet

Facilities



In 1987, CPTA was awarded funds under the Federal Section 18 (now known as Section 5311) program to build a rural transit facility in Rich Square. CPTA moved into the 8,500 square foot facility in 1991. This facility serves as the administrative, operations and maintenance center for CPTA.

The facility includes a large, three-bay maintenance garage and bus parking area. Due to its excellent maintenance program, the CPTA has rehabilitated vehicles for several other systems across the state.



In FY 2010, CPTA received a grant from the American Recovery and Reinvestment Act (ARRA) for \$441,095 for purchase of four transit vehicles (described below) and for various improvements to the transit facility, including new carpet, a new roof, new signs, a security system, and ten mobile radios. For the building improvements, CPTA currently is in the process of completing the necessary paperwork.

Vehicle Fleet

CPTA owns its vehicles and typically uses federal and state grant funding to purchase replacement vehicles. Currently, CPTA has 43 transit vehicles and two service vehicles. Thirty-one of the transit vehicles are handicapped accessible. CPTA’s vehicle fleet is listed in **Table 7**.



CPTA purchased four replacement vehicles for Fiscal Year 2010. These include three 25-foot light transit vehicles (LTVs) and one 22-foot LTV. The 2009 Ford vehicles were purchased using federal funds from the ARRA. As listed in **Table 7**, still in use are six transit vehicles with a projected year of replacement of FY 2009 or FY 2010. CPTA reviews its fleet annually for actual replacement needs.

Table 7. CPTA Vehicle Fleet

Number of Vehicles	Vehicle Year	Vehicle Make	Vehicle Type*	Seating Capacity	Wheel Chair Stations	Projected Year Replacement Needed
3	2009	Ford	25 ft. LTV	12	2	FY 2021
1	2009	Ford	22 ft. LTV	16	2	FY 2021
3	2008	Ford	25 ft. LTV	16	2	FY 2020
1	2008	Ford	Lift Equipped Van	12	0	FY 2020
1	2008	Ford	Lift Equipped Van	6	2	FY 2020
1	2007	Chevrolet	28 ft. LTV	22	2	FY 2018
1	2007	Chevrolet	28 ft. LTV	20	2	FY 2018
1	2007	Ford	Conversion Van	7	2	FY 2018
1	2006	Ford	25 ft. LTV	24	0	FY 2017
11	2006	Ford	25 ft. LTV	16	2	(2) FY 2018 (3) FY 2017 (1) FY 2016 (1) FY 2015 (3) FY 2014 (1) FY 2012
2	2006	Ford	Lift Equipped Van	7	2	(1) FY 2016 (1) FY 2015
1	2006	Ford	Lift Equipped Van	10	2	FY 2016
1	2006	Chevrolet	Service Vehicle	2	0	FY 2017
2	2004	Ford	25 ft. LTV	16	2	FY 2010
1	2004	Ford	25 ft. LTV	12	2	FY 2011

Table 7. CPTA Vehicle Fleet						
Number of Vehicles	Vehicle Year	Vehicle Make	Vehicle Type*	Seating Capacity	Wheel Chair Stations	Projected Year Replacement Needed
1	2004	Ford	25 ft. LTV	24	0	FY 2015
1	2004	Ford	22 ft. LTV	20	0	FY 2013
1	2004	Ford	22 ft. LTV	16	2	FY 2010
1	2003	Ford	22 ft. LTV	12	2	FY 2010
1	2003	Ford	25 ft. LTV	16	2	FY 2011
2	2003	Dodge	Conversion Van	13	0	FY 2012
4	2000	Ford	22 ft. LTV	20	0	(1) FY 2011 (2) FY 2009
1	2000	Dodge	Conversion Van	13	0	FY 2012
1	1996	Chevrolet	25 ft. LTV	28	0	FY 2013
1	1996	Ford	Service Vehicle	2	0	FY 2011
Summary				Total Seating Capacity		358
				28 ft. LTVs		2
				25 ft. LTVs		24
				22 ft. LTVs		8
				Lift-equipped vans		5
				Conversion vans		4
				Service vehicles		2

Source: CPTA Rolling Stock Report, 10/1/2009

* LTV – Light Transit Vehicle

4.2.3 Assessment of Support Systems

Scheduling Software

CPTA has been using the RouteMatch advanced scheduling software since 2000 and was one of the first transportation authorities in the state to use this software. However, the automated scheduling engine features are not used daily nor are ordered manifests utilized, as recommended by the ITRE *Performance Plan and Analysis*.

Scheduling/Reservation Policies

It is CPTA policy that reservations should be made by 10:00 am the previous day, and cancellations should be made by 4:00 pm the previous day. Exceptions are made on a case-by-case basis. These times allow for schedule creation and delivery of manifests to outstationed drivers. Reservations are taken via telephone and fax.

CPTA also has a firm no-show policy. Three consecutive no-shows results in no further service. Consultation with CPTA is required before service to a client can resume.

Data from the past year suggest the cancellation rate is higher than for other agencies in its peer group (other transportation authorities in North Carolina of similar size and operational characteristics) (*Performance Plan and Analysis*). For example, in FY 2009, approximately 7 percent of the trips were classified as no-shows/cancellations. It is

recommended that CPTA review internal policies and coordinate with funding agencies to reduce cancellation and no-show rates.

Dispatching

Dispatching is handled by three dispatchers based in the CPTA main office and supervised by the Transportation Management Assistant. Real time dispatching is used, with dispatchers working three shifts: 6 am to 3 pm, 7 am to 4 pm, and 9:30 am to 6:30 pm. Dispatchers create manifests for the following day. These are delivered daily to the drivers, who are stationed at their homes. Due to the large service area covered by CPTA, outstationing drivers provides efficiency in service delivery and minimizes deadhead time (time the drivers are driving without passengers).

Maintenance Management and Tracking

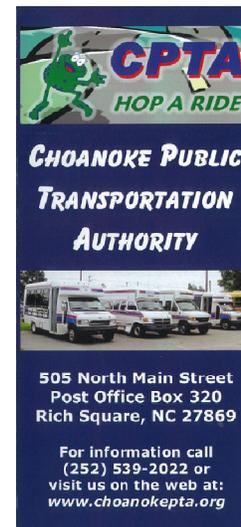
CPTA employs a Maintenance Supervisor and a mechanic at their maintenance facility co-located with the main offices. The maintenance staff monitors the vehicle fleet, provides preventive and routine maintenance, and other repairs. CPTA uses AssetWorks (formerly Maximus) software (updated February 2010) to track preventive maintenance activities. Unscheduled maintenance is reported on daily vehicle reports. The *Performance Plan and Analysis* recommends that work orders be opened when work begins and closed when the work is completed to better track repair times.

Marketing/Advertising

CPTA has an effective marketing and advertising program, with a Finance Officer also designated as the Marketing Specialist (**Exhibit 14**). In addition, it was apparent in the surveys that many riders hear about CPTA through word of mouth. CPTA is well-recognized in the service area.

CPTA actively markets their services in a variety of ways. Their website is kept updated at www.choanokepta.org. The CPTA name and logo are on their vehicles. CPTA regularly advertises in local newspapers and on local radio stations. They distribute flyers and brochures, and they provide their schedules for out-of-county transportation in many locations; including medical facilities, human services agencies, aging centers, and chambers of commerce.

CPTA staff also attend community functions throughout the year, including expos, health fairs, senior fairs, family fun days, school functions, and other targeted group events. Promotional items such as pens, cups, pocket calendars, key chains, etc., are handed out to help market CPTA.



In FY 2009, CPTA spent \$15,181 on marketing and promotions, which was approximately 0.8 percent of total revenue. In FY 2008, CPTA spent \$20,375 on marketing and promotions, which was approximately 1.2 percent of total revenue. In 2007 and 2006, the percent spent on marketing and promotions was 0.9 percent of total revenue.

While general public awareness of the agency and its services is good, several marketing/advertising measures to increase visibility for CPTA, particularly for rural general public riders, have been recommended by the Steering Committee and through agency surveys.

4.3 OTHER TRANSPORTATION SERVICE PROVIDERS

In addition to CPTA, other public transportation services in the CPTA service area include intercity bus service, and taxi services.

Outside the CPTA service area to the east is the Inter-County Public Transportation Authority and the Gates County Inter-Regional Transportation System. To the south is Martin County Transit, and to the west is the Kerr Area Rural Transportation System (KARTS). CPTA coordinates closely with CADA. CPTA is open to coordination with other systems, and they have attempted to coordinate, but have not been able to work out effective service to date.

4.3.1 Intercity Bus Services and Taxi Services

Greyhound bus operates an intercity route that provides service to Ahoskie, which is the only stop in the CPTA service area. The nearest adjacent greyhound stops along the route are located in Rocky Mount and Kinston, North Carolina, and Norfolk, Virginia (www.greyhound.com).

There are numerous taxi services throughout the four-county region. These include Phillips Cab Company and Express Transit Service in Roanoke Rapids, Edward Pender Taxi Service in Enfield, United Taxi Service in Scotland Neck, George Vaughn Taxi in Murfreesboro, and Mom & Pop Taxi Cab Service in Ahoskie.

CPTA currently does not have service agreements with taxi services. There may be opportunities to establish service agreements to broker inefficient trips and trips CPTA is unable to perform to these companies, if cost-effective.

4.3.2 Inter-County Public Transportation Authority

The Inter-County Public Transportation Authority (ICPTA) is based in Elizabeth City, and serves the five-county area that includes Pasquotank, Perquimans, Camden, Chowan, and Currituck counties. ICPTA services are intended to transport the general public to nutrition sites, medical appointments and other locations in order to access services or attend activities related to daily living. ICPTA provides out-of-area medical transportation to Greenville, NC and Virginia (www.icpta.net/information).

4.3.3 Gates County Inter-Regional Transportation System

Gates County Inter-Regional Transportation System (GITS) provides public transportation for Gates County, which is a small county east of Northampton County on the border with Virginia. GITS provides deviated fixed routes, subscription, and general public demand-response trips. Gates County is very rural, with few businesses and no grocery store chains. Most residents commute out of the county for work, primarily to Virginia.

Therefore, to serve their residents, GITS provides numerous daily routes to Suffolk, Smithfield, and Norfolk, Virginia, and Ahoskie and Elizabeth City, North Carolina. Service to towns in Virginia began with dialysis services, as the closest dialysis facility for many residents of Gates County is in Suffolk. While most trip purposes still are medical, there are also daily employment trips to Smithfield, Virginia, and the hospital and Wal-Mart in Suffolk. Shopping trips to Ahoskie and Suffolk are conducted weekly. The deviated fixed routes, as well as on-demand services, are open to the general public (telephone conversation, GITS Director, June 23, 2010).

4.3.4 Martin County Transit

Martin County Transit (MCT) was established in 1996 and is based in Williamston. MCT meets the transportation needs of Martin County citizens, specifically the elderly, persons with disabilities, and for those whom transportation services are unavailable. Like CPTA, MCT provides citizens with access to medical appointments, employment, and educational nutritional, shopping, and recreational activities (www.martincountyncgov.com/fileUploads/forms/94_MARTIN%20COUNTY%20TRANSIT%20HISTORY.pdf).

MCT provides trips to several destinations outside Martin County, including two in the CPTA service area: Ahoskie in Hertford County and Windsor in Bertie County. MCT charges \$40 for a trip from Martin County to Ahoskie and \$20 for a trip to Windsor (www.martincountyncgov.com/transit.aspx). There could be opportunities to coordinate with MCT for these types of out-of-county trips.

4.3.5 Kerr Area Rural Transportation System

The Kerr Area Rural Transportation System (KARTS) serves Franklin, Granville, Vance, and Warren Counties. Common out-of-area destinations include Durham, Chapel Hill and Raleigh (www.ncdot.gov/nctransit/download/counties/FranklinGranvilleVanceWarren.pdf).

Coordination opportunities might include coordinating trips for CPTA service area citizens with desired destinations in the Durham, Chapel Hill, and Raleigh areas. Previous attempts at coordination were not successful.

4.4 FUNDING AND FINANCIAL MANAGEMENT

4.4.1 Overview of Funding Sources

Existing Funding Sources

As the lead transportation agency for the four-county region, CPTA is the designated recipient for Federal Section 5311 (Community Transportation Program) funds. Under the Federal Section 5311 program, CPTA receives administrative, capital, and employee development funds.

CPTA is also eligible to receive State Capital, State Technology, and State Facility funding from NCDOT. Bertie, Halifax, Hertford, and Northampton counties are the direct recipients of State Rural Operating Assistance Program (ROAP) funds. The counties receive the ROAP disbursements from the State, which include Work First, Elderly and Disabled Transportation Assistance Program (EDTAP), and Rural General Public (RGP) funds.

Each county disburses all Work First funds to its Department of Social Services. All EDTAP funds are allocated to various agencies and CPTA invoices its counties for EDTAP services on a monthly basis. CPTA also invoices each county for (regular) RGP services monthly, and the CPTA receives the full formula RGP allocation at the beginning of the program period.

CPTA receives local matching funds for administrative expenses from Bertie, Halifax, and Hertford Counties, either on a reimbursement basis or in incremental payments. The CPTA places four percent of its fare revenues into a capital reserve account each month to fund the local match for vehicle purchases. Northampton County has not provided local matching funds for administrative expenses for the past two years. Therefore, CPTA charges Northampton County higher rates for services.

An overview of existing transit service funding sources available to CPTA is provided in **Appendix C**.

Potential New Local Funding Sources

In 2009, two transit funding options were authorized by the North Carolina Legislature through the Congestion Relief & Intermodal Transportation 21st Century Fund (House Bill 148), passed in August 2009. A part of this bill is the Local Government Sales and Use Taxes for Public Transportation (GS Section 105-505). Another part addresses local vehicle registration charges (also called the annual license tax) (GS 105-561).

Local Government Sales and Use Taxes for Public Transportation. This law allows counties to levy up to a 0.25 percent sales and use tax for public transportation. However, this tax must be approved by voter referendum. The sales tax must be used for public transit and may not be used as a replacement for other existing funds.

A sales tax approved by voter referendum is unlikely in the CPTA service area within the 5-year time frame of the CTSP based on current local economic conditions and the political climate.

Local Vehicle Registration Charge. A regional transportation authority, may, by resolution, levy an annual license tax of up to \$7 (in whole dollar amounts) upon any motor vehicle registered within its territorial jurisdiction. The Board of Commissioners of each county within the district must adopt a resolution approving the levy or an increase in the levy.

A modest annual vehicle registration charge may be more possible in the CPTA service area, but currently is not under consideration. Again, based on current economic conditions and the political climate, this annual fee was not considered likely within the 5-year time frame of the CTSP.

4.4.2 Budget and Revenue History

As shown in Exhibit 16, in FY 2010 approximately 20 percent of CPTA’s revenue was from Federal, 13 percent State and two percent local assistance. Contract revenue accounted for 60 percent and passenger fares accounted for four percent. Fare revenue decreased between FY 2009 and FY 2010 by 11 percent while contract revenue increased by 10 percent. Contract revenue is the revenue received from the subscription services CPTA provides to agencies such as a Department of Social Services, Council on Aging, etc.

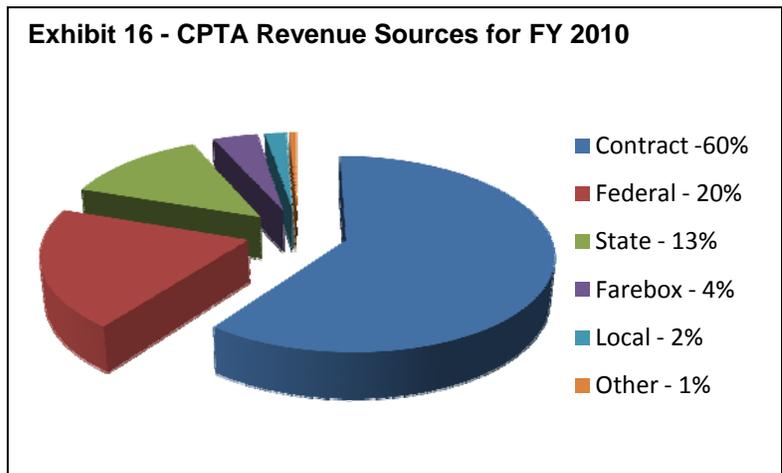


Table 8 lists CPTA’s revenues and expenses for FY 2008- 2010.

Table 8. CPTA Revenues and Expenses – FY 2008-2010				
Revenue and Expense	FY 2008	FY 2009	FY 2010	Absolute or Percent Change 2009 to 2010
Federal Assistance - Section 5311 - CTP Funds - Administrative	\$368,414	\$381,733	\$390,248	\$8,515
Federal Assistance - Section 5311 - CTP Funds - Operating	\$0	\$0	\$0	--
Federal Assistance - Section 5316 - JARC Funds	\$0	\$0	\$0	--
Federal Assistance - Section 5317 - New Freedom Funds	\$0	\$0	\$0	--
Federal Assistance - Other	\$0	\$0	\$0	--
State Assistance - CTP Funds - Administrative	\$23,026	\$23,858	\$24,391	\$533
State Assistance - ROAP Funds (suballocated to the Transit System)	\$176,137	\$240,697	\$230,680	-\$10,017
State Assistance - Other	\$0	\$0	\$0	--
Local Assistance - Administrative Funds	\$69,078	\$71,575	\$37,800	-\$33,775

Table 8. CPTA Revenues and Expenses – FY 2008-2010

Revenue and Expense	FY 2008	FY 2009	FY 2010	Absolute or Percent Change 2009 to 2010
Local Assistance - Operating Funds	\$0	\$0	\$0	--
Contract Revenue	\$935,117	\$1,067,791	\$1,172,901	\$105,110
Fares/Donations from passengers	\$67,064	\$90,239	\$80,138	-\$10,101
Proceeds from Sale of Vehicle(s) - (used for Admin or Operating only)	\$12,650	\$17,115	\$11,664	-\$5,451
Interest Income	\$884	\$442	\$341	-\$101
Advertising Revenue	\$0	\$750	\$0	-\$750
Other Revenue	\$9,628	\$49	\$344	\$295
Subtotal Revenue	\$1,661,997	\$1,894,249	\$1,948,505	\$54,256
Debit to Revenue - Unspent ROAP Funds (suballocated to Transit System)	\$0	\$0	\$0	--
TOTAL REVENUE	\$1,661,997	\$1,894,249	\$1,948,505	2.9%
Expenses - Administrative - Personnel Salaries & Fringes	\$232,691	\$257,796	\$269,867	\$12,071
Expenses - Administrative - Advertising and Promotion	\$20,375	\$15,181	\$24,568	\$9,387
Expenses - Administrative - Employee Development	\$3,975	\$3,187	\$2,403	-\$784
Expenses - Administrative - Vehicle Insurance Premiums	\$87,926	\$90,000	\$93,573	\$3,573
Expenses - Administrative - Indirect Services	\$0	\$0	\$0	--
Expenses - Admin	\$115,552	\$111,002	\$97,399	-\$13,603
Expenses - Administrative - Other Admin Expense	\$0	\$0	\$0	--
Subtotal Administrative Expenses	\$460,518	\$477,167	\$487,810	\$10,643
Expenses - Operating - Driver Salaries & Fringes	\$458,439	\$483,317	\$551,896	\$68,579
Expenses - Operating - Other Operating Staff Salaries & Fringes	\$131,768	\$142,682	\$99,828	-\$42,854
Expenses - Operating - Mechanics Salaries & Fringes	\$93,080	\$76,137	\$80,983	\$4,846
Expenses - Operating - Indirect Services	\$0	\$0	\$0	--
Expenses - Operating - Fuel	\$527,773	\$448,451	\$455,964	\$7,513
Expenses - Operating - Vehicle Maintenance	\$62,550	\$68,585	\$64,002	-4,583
Expenses - Operating - Payment of Insurance Deductible(s)	\$0	\$0	\$0	--
Expenses - Operating - Disposal of Vehicle(s)	\$0	\$0	\$0	--
Expenses - Operating - Management/Operation Services	\$0	\$0	\$0	--
Expenses - Operating - Volunteer Reimbursement	\$0	\$0	\$0	--
Expenses - Operating - Other Transit Provider Services	\$0	\$0	\$0	--
Expenses - Operating - Other	\$15,079	\$34,487	\$17,027	-\$17,460
Subtotal Operating Expenses	\$1,288,690	\$1,253,659	\$1,269,700	\$14,041
Credits to Expense – (i.e., gas tax refunds, sales tax refunds)	\$76,160	\$71,941	\$71,835	-\$106
TOTAL EXPENSES	\$1,673,047	\$1,658,885	\$1,685,675	1.6%
REVENUE MINUS EXPENSES	-\$11,050	\$235,364	\$262,830	\$27,466

All regular formula allocated ROAP funds were disbursed to each CPTA service area county in FY 2009 and 2010, but not all supplemental funds available were disbursed. **Table 9** lists the available funds and actual disbursements for FY 2009 and FY 2010.

Table 9. Disbursement of ROAP Funds in FY 2009 and FY 2010

ROAP Funds*	County				TOTAL – CPTA Service Area
	Bertie	Halifax	Hertford	Northampton	
FY 2009					
EDTAP					
Regular	\$40,506	\$54,933	\$43,078	\$42,108	\$180,625
Supp Allocated	\$23,781	\$32,254	\$25,294	\$24,723	\$106,052
Supp Actually Disbursed	\$0	\$32,254	\$0	\$24,723	\$56,977
ETAP					
Regular	\$5,483	\$9,836	\$5,172	\$5,554	\$26,045
Supp Allocated	\$4,386	\$7,869	\$4,137	\$4,444	\$20,836
Supp Actually Disbursed	\$0	\$7,869	\$0	\$4,444	\$12,313
RGP					
Regular	\$38,569	\$56,148	\$40,762	\$39,621	\$175,100
Supp Allocated	\$20,228	\$29,448	\$21,378	\$20,779	\$91,833
Supp Actually Disbursed	\$0	\$29,448	\$0	\$20,779	\$50,227

TOTAL ROAP					
Regular	\$84,558	\$120,917	\$89,012	\$87,283	\$381,770
Supp Allocated	\$48,395	\$69,571	\$50,809	\$49,946	\$218,721
Supp Actually Disbursed	\$0	\$69,571	\$0	\$49,946	\$119,517
Funds Available but Not Used	\$48,495	\$0	\$50,809	\$0	\$99,204

FY 2010					
EDTAP					
Regular	\$41,312	\$55,488	\$43,522	\$42,746	\$180,068
Supp Allocated	\$23,649	\$31,764	\$24,915	\$24,469	\$104,797
Supp Actually Disbursed	\$0	\$31,764	\$23,000	\$24,469	\$79,233
ETAP					
Regular	\$5,701	\$9,760	\$4,923	\$5,875	\$26,259
Supp Allocated	\$7,076	\$12,111	\$6,109	\$7,290	\$32,586
Supp Actually Disbursed	\$0	\$12,111	\$5,577	\$7,290	\$24,978
RGP					
Regular	\$34,634	\$49,735	\$36,232	\$35,170	\$155,771
Supp Allocated	\$30,458	\$43,738	\$31,863	\$30,929	\$136,988
Supp Actually Disbursed	\$0	\$43,738	\$0	\$30,929	\$74,667
TOTAL ROAP					
Regular	\$81,647	\$114,983	\$84,677	\$83,791	\$365,098
Supp Allocated	\$61,183	\$87,613	\$62,887	\$62,688	\$274,371
Supp Actually Disbursed	\$0	\$87,613	\$28,577	\$62,688	\$178,878
Funds Available but Not Used	\$61,183	\$0	\$34,310	\$0	\$95,493

Note: All regular formula funds allocated were disbursed to the counties.

*ROAP – Rural Operating Assistance Program; EDTAP – Elderly and Disabled Transportation Assistance Program; ETAP – Employment Transportation Assistance Program; RGP – Rural General Public Program

As shown in the table, there were \$99,204 available in FY 2009 and \$95,493 in FY 2010 in supplemental ROAP funds that were not used by CPTA service area counties. In FY 2009, Bertie and Hertford Counties did not use any of their supplemental allocations, while Halifax and Northampton Counties used all of theirs.

In FY 2010, Bertie County continued to forego their supplemental allocations in all three ROAP programs. Hertford County used part of their supplemental allocations for EDTAP and ETAP, but none for RGP. Halifax and Northampton Counties used all of their supplemental allocations.

4.4.3 Financial Assessment

CPTA manages their finances well, and had an operating surplus in both FY 2009 and FY 2010. The small deficit in FY 2008 was primarily due to higher fuel costs.

A summary of revenues and expenses for 2006 through 2010 from the OPSTATS reports are listed in **Table 10**. The five-year average surplus is approximately \$126,221.

Year	Revenues	Expenses	Surplus (Deficit)
2006	\$1,593,132	\$1,569,382	\$23,750
2007	\$1,706,857	\$1,586,645	\$120,212
2008	\$1,661,997	\$1,673,047	(\$11,050)
2009	\$1,894,249	\$1,658,885	\$235,364
2010	\$1,948,505	\$1,685,675	\$262,830

Source: OPSTATS Reports for 2006, 2007, 2008, 2009, 2010

There does not appear to be existing financial issues associated with the operation of CPTA that would hinder implementation of the CTSP recommendations. A portion of the surplus from each year could be used to initiate CTSP recommendations, where allowable and appropriate.

As described in **Section 4.4.2**, in FY 2009 and FY 2010, Bertie and Hertford Counties did not apply for all of the supplemental funds they were eligible for under the Rural Operating Assistance Program (ROAP), as discussed in more detail above. There is the potential for using these funds for some of the new proposed services.

5 DEVELOPMENT OF RECOMMENDATIONS

5.1 DEVELOPMENT PROCESS

The process conducted to identify the recommendations and alternatives to be evaluated in more detail for potential inclusion in the CTSP is summarized in this section. The process continuously built upon the findings and recommendations of previous steps.

The initial set of potential capital and service alternatives and coordination opportunities was developed based on an evaluation of the current performance of the transportation system, recommendations from the *Locally Coordinated Plan* and ITRE *Performance Plan and Analysis*, surveys of riders, agencies, and the general public, and input from the Steering Committee. This evaluation culminated in the findings of Chapter 6 in Tech Memo #1, as summarized below in **Section 5.2**.

Acknowledging that it is not feasible from a funding or operational perspective to implement all of the potential recommendations within the CTSP planning timeframe, particularly new/expanded service, the Steering Committee met at Meeting #2 to review the potential recommendations, prioritize them, and provide details on how the prioritized recommendations might be implemented. This step is described in **Section 5.3**.

Section 5.4 summarizes the results of the process and describes the alternatives identified for detailed evaluation. The detailed recommendations are included in **Chapter 6**.

5.2 INITIAL SET OF POTENTIAL SERVICE, CAPITAL, AND COORDINATION OPPORTUNITIES

Potential service and capital needs and coordination opportunities were identified through review of a number of sources:

- Data and forms available from NCDOT and CPTA
- The *Locally Coordinated Plan* for Bertie, Halifax, Hertford and Northampton Counties
- The ITRE *Performance Plan and Analysis* for CPTA.
- TAB visioning meeting held June 16, 2010
- Steering Committee Meeting #1 held June 23, 2010
- Rider surveys, agency surveys, and public outreach activities

The capital needs, potential expansion/improvement of existing services, potential new services, and coordination opportunities most frequently cited are summarized below. These identified needs and opportunities were used as a starting point for discussions in Steering Committee Meeting #2, and for beginning the analysis of alternatives.

Potential Expansion or Improvement of Existing Service

- Improve door to door service.
- Increase visibility for the transit system (especially to attract general public riders) through marketing and advertising.

- Increase rural general public ridership to fully utilize the supplemental grant funds available for this service.
- Voucher program.
- Shorten time needed between the trip reservation and the trip.
- Increase service to disabled, including those requiring wheelchair lifts.
- Increase service to the elderly, who are projected to be a growing segment of the population through 2030.

Potential New Service

- Implement employment transportation, particularly to those companies that work with Work First programs.
- Service to identified employment centers, including fixed routes from various centralized pick up locations throughout the service area to the employment centers.
- Evening service (for example, many agencies offer classes that clients cannot find transportation to enable them to attend).
- Weekend service.
- Service to locations in Virginia, particularly for medical trips.
- Transportation for low-income youth.
- Fixed route shuttle loop service in Roanoke Rapids.

Capital Needs

- Replace vehicles on a regularly scheduled basis. Recently CPTA received funds through the American Recovery and Reinvestment Act (ARRA) to replace four vehicles. *(CPTA reviews its fleet annually to determine replacement needs as a standard operating procedure. These costs are incorporated into the five-year financial plan described in **Chapter 8**).*
- Potential new satellite facilities to service outstationed vehicles to improve efficiency and reduce deadhead miles *(Note: after the Steering Committee meetings, it was noted that outstationed drivers perform basic vehicle care [washing, cleaning interiors] either at their homes or at nearby gas stations that have agreements with CPTA. CPTA should continue to encourage these measures for all drivers to maintain efficiencies).*
- New mobile data computers, as recommended by ITRE.

Coordination Opportunities

- Broker inefficient trips with local taxi services or other entities.
- Continue work with the Choanoke Area Development Association (CADA) on potential service coordination, particularly for youth programs.
- Coordination with Martin County Transit for trips Martin County Transit makes into the CPTA service area.

- Coordination with the Kerr Area Rural Transportation System (KARTS) for trips to Raleigh-Durham-Chapel Hill.
- Exploration of opportunities for other entities (e.g., churches) to provide transportation to centralized pick-up locations for fixed routes to commercial centers.

5.3 PRIORITIZATION OF RECOMMENDATIONS

The Steering Committee assisted in prioritizing potential recommendations at Steering Committee Meeting #2, held August 11, 2010. Minutes from Steering Committee Meeting #2 are included in **Appendix D**.

The purpose of Steering Committee Meeting #2 was to review information from Tech Memo #1, to rank potential expanded service alternatives and new service alternatives, and to define details about the highest-ranked recommendations.

Attendees divided into three focus groups to discuss service alternatives. The first part of the focus group session involved ranking the potential service alternatives. The second part of the focus group session involved defining details about the highest-ranked service alternatives.

Table 11 provides tallies of the Steering Committee's individual rankings of service expansions/improvements (including input from two committee members provided after the meeting). Tallied individual rankings were consistent with the focus group rankings. Note that lower tally scores indicate higher importance in the rankings.

Input and details provided by the Steering Committee in Part 2 of the focus group session are included in the Focus Group Worksheet #2 spreadsheets in **Appendix D**. For each service alternative discussed, each focus group was asked to provide information and details on how these alternatives/objectives could be implemented, organized by the following topics:

- Market – which markets would be served (which populations, agencies, companies, etc.)
- Origins/Destinations – where would the service be provided, and for what trip purposes.
- Service Characteristics – days, time, frequency/headway, demand-response or fixed route, equipment needed (e.g., wheelchair lifts), etc.
- Other Considerations – coordination opportunities, new capital needs, etc.

Table 11. Ranking of Potential Service Improvements at Steering Committee Meeting #2

Consolidated Ranking*	Potential Service Improvement	Tally of Each Steering Committee Member's Ranking of Alternatives*
Potential Expansion/Improvement of Service		
4	A. Increase visibility for the transit system (especially to attract general public riders) through marketing and advertising.	60
2	B. Increase rural general public ridership to fully utilize the supplemental grant funds available for this service.	52
3	C. Increase service to persons with disabilities, including those requiring wheelchair lifts.	55
1	D. Increase service to the elderly, who are projected to be a growing segment of the population through 2030.	48
5	E. Improve door to door service.	56
7	F. Voucher program	102
6	G. Shorten time needed between the trip reservation and the trip	76
Potential New Service		
2/3	A. Increase employment transportation, particularly those companies that work with Work First programs.	45
1	B. Service to identified employment centers, including fixed routes from various centralized pick up locations throughout the service area to the employment centers.	42
2/3	C. Evening service (for example, many agencies offer classes that clients cannot find transportation to enable them to attend).	45
4	D. Weekend service.	68
6	E. Service to locations in Virginia, particularly for medical trips.	81
7	F. Transportation for low-income youth.	89
5	G. Fixed route loop in Roanoke Rapids.	77

* Rankings are based upon Steering Committee members who attended Steering Committee Meeting #2 on August 11, 2010 plus input from two members after the meeting via teleconferences.

5.4 IMPROVEMENT ALTERNATIVES FOR DETAILED EVALUATION

Based on the process described above, a list of the highest-ranked recommendations includes:

- Increase visibility of the transit system
- Increase rural general public ridership
- Increase ridership by the elderly and disabled

- Increase employment-related ridership
- Provide evening service

The first four bullet points can be defined as service objectives, in that they do not translate directly into actions that can be evaluated in detail for costs and operational parameters. Therefore, using the detailed input received at Steering Committee Meeting #2, these objectives were developed into specific service alternatives that were further evaluated. These are presented in **Table 12**, along with how each addresses the four objectives listed above.

Specific Service Alternative	Service Alternative/Objective Identified by Steering Committee			
	Increase visibility of transit system	Increase rural general public ridership	Increase ridership by the elderly and disabled	Increase employment-related ridership
Add weekday evening service. Operating hours currently end at 6:30 pm. Extend by 3 hours to 9:30 pm, with last pick-up at 9:00 pm to cover shift work, evening classes, and evening activities.		X	X	X
Begin employment shuttle routes. These routes would operate in the AM and in the PM to transport people from fixed pick-up points to fixed drop-off points at/near employment centers. Final design of routes should be coordinated with social service agencies' Work First Programs and other employment programs.				X
Hire a Mobility Manager. Support a mobility manager position to focus on coordinating the transportation needs of the social service agencies in the four-county region and to maximize efficient use of CPTA services.	X	X	X	X
Enhance Marketing Program. Target specific markets to increase rural general public, elderly, and employment ridership.	X	X	X	X

Chapter 6 provides detailed descriptions of the specific improvement alternatives listed in **Table 12**, and also discussion of capital needs and the coordination opportunities listed in **Section 3.2**.

In addition, the *Performance Plan and Analysis* (ITRE, May 2010) recommends CPTA prepare to receive future funding for mobile data computers (MDCs). This measure to enhance service and increase efficiency would have a direct bearing on the financial plan portion of the CTSP due to the high capital cost for purchase of this technology.

The improvement alternatives listed in **Table 12** were presented to the Steering Committee for discussion at Steering Committee Meeting #3 held on November 16, 2010.

Also discussed were the potential for Mobile Data Computers and potential coordination opportunities with other transportation providers. The Steering Committee approved the inclusion of all these measures in this CTSP.

5.5 SERVICE IMPROVEMENTS CONSIDERED AFTER THE SECOND SERIES OF PUBLIC OUTREACH

After Steering Committee Meeting #3, the Murfreesboro Town Manager contacted CPTA to inquire about potential service for students at Chowan University and Roanoke-Chowan Community College. He was making the contact also on behalf of officials at both institutions. Both campuses are located in Hertford County.

As part of the Second Survey Series, described in **Section 2.3.2**, outreach was performed at the two campuses to gauge potential interest and need for service. At both Chowan University and at Roanoke-Chowan Community College, there was a high level of interest and need expressed by survey respondents.

At Chowan University, students primarily live on campus and many do not own a vehicle. Approximately 69 percent of the students responding to the survey were interested in transportation from campus to off-campus destinations, with the most popular destination being Walmart for shopping.

At Roanoke-Chowan Community College, students commute to campus, with one third of students getting to/from campus by means other than driving alone. Many students are dropped off for classes, and CPTA currently provides transportation to 13 students on a regular basis. Approximately 70 percent of survey respondents expressed interest in CPTA's service.

5.6 POTENTIAL FUTURE SERVICE ALTERNATIVES BEYOND CTSP HORIZON YEAR

In addition to the alternatives described above in **Chapter 5**, other service alternatives were supported by *the Local Coordinated Plan* and/or input from surveys and some Steering Committee members, but were not considered for inclusion in the 5-year plan because interest and prioritization were not high enough at this time compared to the other options, or they were not practical to implement at this time.

There are four enhancements/alternatives that could be considered for potential future inclusion in the 5-year plan as the plan is reviewed/renewed in future years. These are described below.

Weekend Service. This rural general public (RGP) service would provide trips during daytime hours on Saturdays. This type of service could reach the same populations as evening service and also could provide service for youth for recreational opportunities.

Roanoke Rapids Circulator. This fixed route or deviated fixed route service would be centered around the Roanoke Rapids area, which is the most densely populated portion of the CPTA service area and a major employment center for the region. Although this service was included in the Locally Coordinated Plan as a potential new service, the circulator was not identified as a high priority at this time in the surveys conducted for

this CTSP and in the input received from the Steering Committee. The employment shuttle routes proposed as part of the 5-year plan could be a precursor to a circulator service and a gauge of demand in the area.

Door-to-Door Service. Many social service agencies that serve persons with disabilities desire to provide transportation services that are door-to-door rather than curb-to-curb. This means that the client is met at the door or inside the building where the trip originates and is assisted to the door or inside the building where the trip ends.

CPTA's drivers are not legally allowed to leave their vehicles to provide door-to-door service. However, CPTA currently allows a rider's assistant to travel at no charge with his/her client. CPTA does not provide these assistants, as it is cost-prohibitive at this time to provide aid workers on all transit vehicles. As part of their ongoing marketing efforts, CPTA can make social services agencies and nursing homes more aware of CPTA's policy of allowing aid workers to ride at no charge.

Service to Locations in Virginia. Based on surveys and input from the Steering Committee, there is low interest in the CPTA service area for trips to Virginia. However, nearby areas around Suffolk and Norfolk, Virginia have major employers and medical facilities, and neighboring North Carolina transit agencies (KARTS, Gates County, and the ICPTA) offer trips to Virginia. There may be demand in the future for trips to Virginia from the CPTA service area via out-of-county trips offered by CPTA or coordinated by CPTA with other transit agencies.

6 CTSP RECOMMENDATIONS

The recommendations intended to be implemented during the 5-year CTSP period, provided funding is available, are listed below, followed by detailed descriptions of these recommendations. The recommendations are divided into three categories (service operations, administrative, and capital) to reflect the major categories of activities in federal funding sources. Note that some recommendations may have elements of one or more funding categories, but are listed under the primary category. The implementation schedule is included in **Chapter 7 – Service and Implementation Plan**.

Service Operations Recommendations

- Add weekday evening service
- Add employment shuttle routes
- Implement a shuttle service from Chowan University to Walmart and increase ridership to/from Roanoke-Chowan Community College

Administrative Recommendations

- Enhance the marketing program
- Explore opportunities to coordinate with other providers

Capital Recommendations

- Apply for a competitive grant to hire a Mobility Manager
- Install Mobile Data Computers

6.1 WEEKDAY EVENING SERVICE

Description. Demand response service currently ends at 6:30 pm on weekdays. Responsive to the needs expressed in public, agency, and rider surveys and by the Steering Committee, weekday demand-response operating hours are proposed to be extended by three hours until 9:30 pm. It is assumed this service could begin in FY 2012-2013.

Extending evening hours to 9:30 pm could serve people on shift work and people attending evening classes and activities. Specific examples could include elderly riders attending social functions at local community centers or senior centers, social services clients attending evening life skills classes or other classes, other agency clients attending evening classes at local community colleges, and general public riders going to a variety of destinations. It is anticipated that rural general public riders would use evening service more frequently than daytime service since these riders are not participating in a subscription program and it is likely a higher percentage of these riders are employed during the daytime hours.

Approximately 86 percent of survey respondents indicated weekday evening service would be a good idea. Due to the high level of interest in evening service from surveys and Steering Committee input, it can be assumed that the level of demand for evening

services would eventually be approximately the same as the demand for daytime services for non-medical trips (after a ramp-up period as people become aware of the service). Medical appointments normally occur during the daytime hours and likely would not be requested in the evening hours. Based on the rider surveys, approximately 60 percent of the riders stated they have used CPTA for non-medical trips.

Estimated Operating and Administrative Costs. The calculations and assumptions used to estimate the number of operating vehicles and the operating cost for the extended evening service are included in **Appendix E**.

It is estimated the new evening service could result in an additional 105 service hours per week (5 days per week, 3 hours per day, 7 vehicles), or 5,229 service hours per year. The additional three hours of evening service per weekday could ultimately increase service hours by approximately 9 percent and provide nearly 20,000 additional trips per year by the third year of operation.

The fully allocated cost per service hour in FY 2009 was \$29.95. Adjusted for inflation, it increases to \$31.78 per service hour in FY 2013, the first implementation year. Therefore, evening service is estimated to have an operating cost of approximately \$166,000 per year in FY 2013.

Marketing for this service on the CPTA and county websites and to human services agencies, community colleges, senior centers, retail locations, and news organizations should begin several weeks to a few months before initiation of service. If color flyers are produced, there would be printing costs associated with this marketing tool. If 1,000 flyers are produced (8.5 x 11 double-sided), then the costs were assumed to be approximately \$1,000.

Estimated Capital Cost. Because only some CPTA vehicles are operating at any given time and the numbers of vehicles needed for evening service would be less than for daytime service (peak period), it is estimated that purchases of additional vehicles to increase the size of the vehicle fleet would not be needed. However, vehicles would need to be replaced more frequently as the rate of wear and tear would increase due to the additional hours the vehicles are in service.

In the future, CPTA may need to increase its vehicle fleet size based on future conditions and/or if ridership increases during the peak periods, requiring an increase in the numbers of vehicles operating at any given time.

Potential Funding Sources. Evening service would be an extension of daytime subscription and rural general public demand-response service, and would be funded by the same sources. These include the existing funding provided through CTP, ROAP, and the farebox. CPTA uses a fully allocated cost model that determines the cost per trip for each funding agency. All funding agencies are billed on a per trip basis based on these costs. Rural general public riders would be charged the trip fare. Currently, this fare is \$4.00 per trip.

In FY 2008 and FY 2009, there was no local match provided for operating costs, so additional local funding is not anticipated. In addition, CPTA could apply for federal FTA Section 5316 (JARC) program funding to augment the existing funding sources.

6.2 EMPLOYMENT SHUTTLE ROUTES

Description. Initially, this service is proposed as one or two employment shuttle routes twice per day. The shuttles would operate once along a morning route to transport people from designated pick-up/drop-off locations to employment centers/community colleges and once in the evening to transport them back to the designated pick-up/drop-off locations.

Ridership on these routes would begin with subscription services contracted through social service agencies that provide Work First or other employment or job training programs. The shuttle also would be open to demand-response general public ridership to capture additional fares. Common pick-up points (rather than individual residences) are suggested in order to provide reliable, consistent service to ensure workers arrive at their jobs on time. It is estimated that this service could begin in FY 2013-2014.

Potential Employment Shuttle Routes. Potential employment shuttle routes used for cost estimating were developed based on the following:

- Input from the Steering Committee regarding which employers may employ workers needing transportation services and the areas where these employees live. This information is included in the Steering Committee Meeting #2 minutes included in **Appendix D**.
- US Census data for concentrations of working-age adults (18 to 64 years of age), populations of those with incomes of 1.99 times the poverty rate and below, and households with no vehicles. These Census maps are included in **Appendix F**. As shown on these maps, the Roanoke Rapids area has relatively higher numbers of these populations. The other area with relatively higher populations is around Ahoskie.
- Locations of major employers in the CPTA service area in 2009 with 100 or more employees. This includes community colleges, hospitals, and other commercial employers. A map of these employers is included in **Appendix F**. Most major employers in the CPTA service area are located in Roanoke Rapids or directly to the south.

The Census maps included in **Appendix F** define concentrations of populations that may have a need for employment-related transportation services and the employment map shows locations of major employers that employ large numbers of workers. Based on population density, locations of employment centers and community colleges, and input from the Steering Committee, initial shuttle routes are anticipated to serve the Roanoke Rapids area.

Two potential routes have been identified for use in estimating the cost of the service. Since the shuttle service is proposed to initially begin as subscription-based and demand-response service, the actual routes likely will be different, likely will have fewer stops initially, and will depend on where the contract riders reside and where they are employed. Pick-ups at residences also may be included for persons with disabilities.

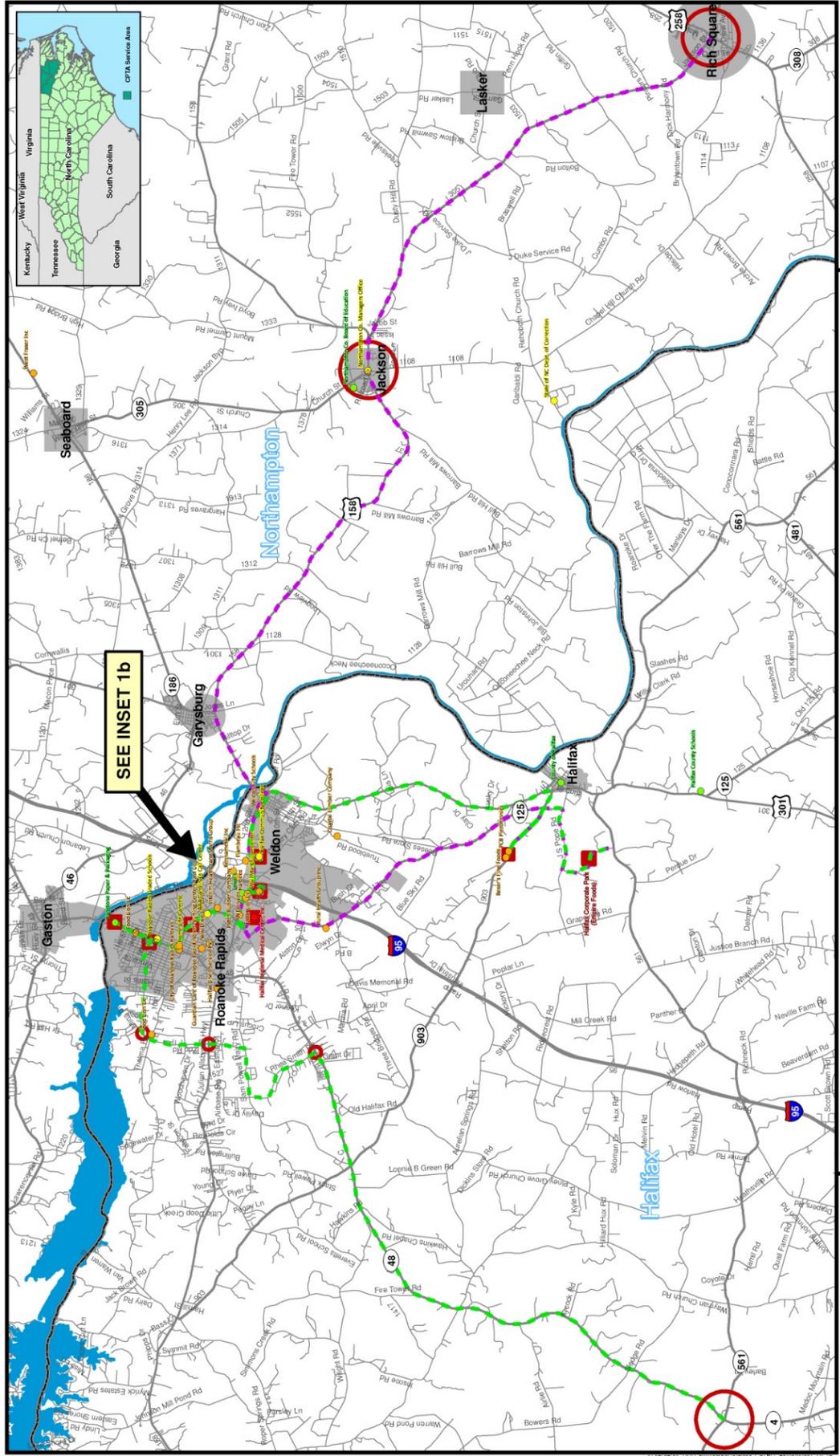
CPTA will need to coordinate with the Halifax County Department of Social Services, EU Turn, and other agencies that work to provide employment-related transportation services to identify workers who would benefit from this service. Once they are identified, then actual routes could be developed.

Potential Shuttle Route 1 – This route would pick up riders in Rich Square, Jackson, and Roanoke Rapids and transport them to their jobs at employment centers in Roanoke Rapids and south of the city. The reverse route would occur in the afternoon.

Figure 1a-b shows this route, which is approximately 42 miles long and would have seven stops. Riders could get on or off at any stop. This potential shuttle could have morning stops as listed in **Table 13**.

Table 13. Potential Shuttle Route 1 Stops

Stop (ordered by morning run)	AM Rider Pick-Up Point	Employment Center Drop-Off Point
Rich Square area	X	
Jackson area	X	
Halifax Community College	X	X
Roanoke Rapids Wal-Mart Shopping Center	X	X
Halifax Regional Medical Center		X
Reser Fine Foods/PCB Piezotronics		X
Halifax Corporate Park (new Empire Foods facility)		X



Choanoke Public Transportation Authority
 Bertie, Halifax, Hertford, and Northampton Counties

LEGEND

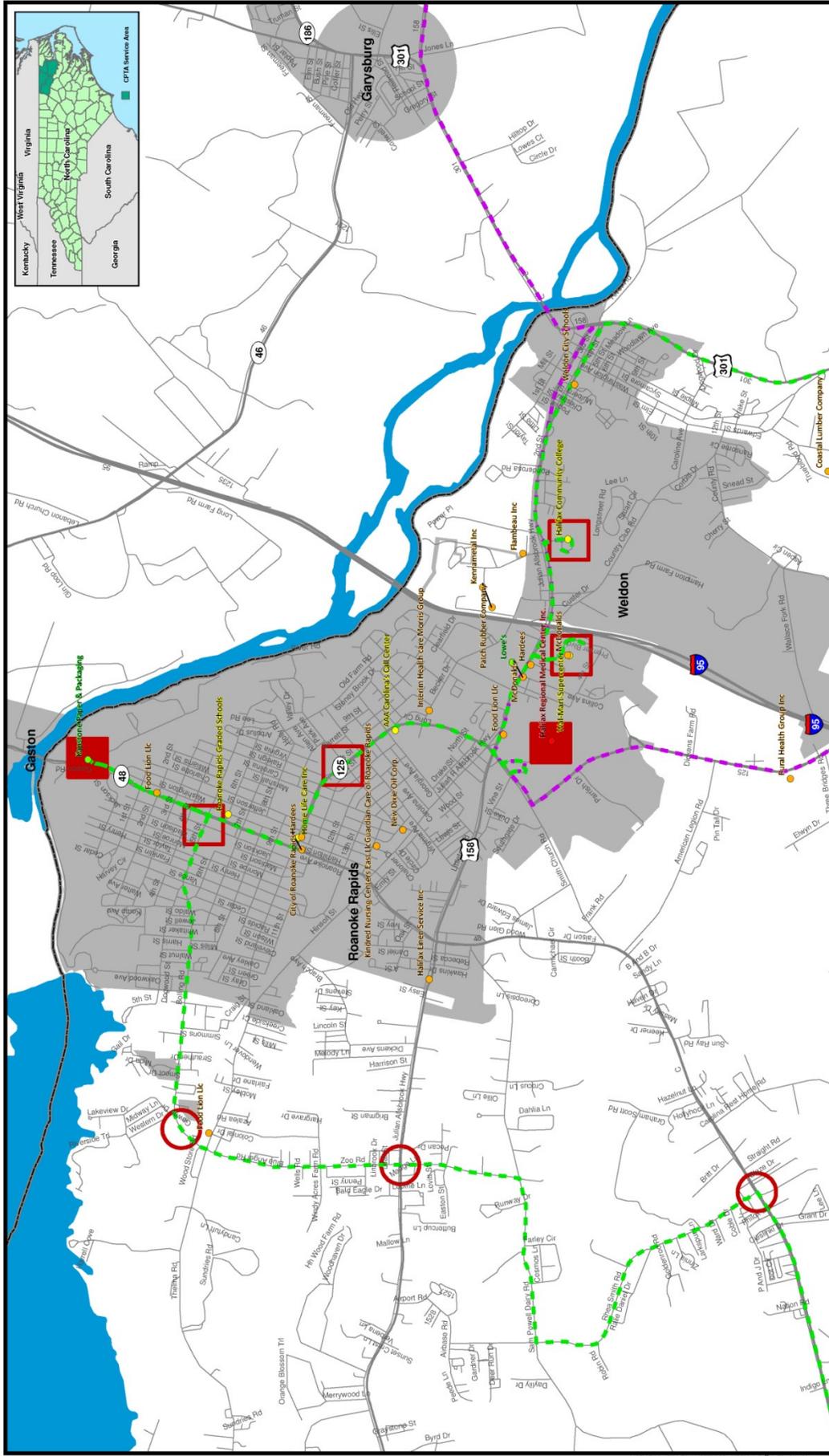
- Potential Shuttle Route 1
- Potential Shuttle Route 2
- Employment Center
- Pickup and Center
- Worker Pickup
- 100 - 249 Employees
- 250 - 499 Employees
- 500 - 999 Employees
- 1000 + Employees
- County Boundary
- Major Lakes and Rivers

POTENTIAL EMPLOYMENT SHUTTLE ROUTES

Scale: 0, 5,000, 10,000 Feet

Source: NC Employment Security Commission, Labor Market Information, Top 25 Employers by NC County, Halifax Economic Devel. Commission

Figure 1a



POTENTIAL EMPLOYMENT SHUTTLE ROUTES - ROANOKE RAPIDS INSET

Scale: 0 to 3,300 Feet
 Sources: NC Employment Security Commission, Labor Market Information, Top 25 Employers by NC County, Halifax Economic Develp. Commission

- LEGEND**
- Potential Shuttle Route 1
 - Potential Shuttle Route 2
 - Employment Center
 - Pickup and Center
 - Worker Pickup
 - 100 - 249 Employees
 - 250 - 499 Employees
 - 500 - 999 Employees
 - 1000 + Employees
 - ▭ County Boundary
 - ▭ Major Lakes and Rivers

Choanoke Public Transportation Authority
 Bertie, Halifax, Hertford, and Northhampton Counties

Figure 1b

Potential Shuttle Route 2 – This route would pick up riders west of I-95 in western Halifax County and Roanoke Rapids and transport them to employment centers in Roanoke Rapids and south of the city. The reverse route would occur in the afternoon. **Figure 1a-b** shows this route, which is approximately 43 miles long and would have 13 stops. Riders could get on or off at any stop. This potential shuttle could have morning stops as listed in **Table 14**.

Table 14. Potential Shuttle Route 2 Stops

Stop (ordered by morning run)	AM Rider Pick-Up Point	Employment Center Drop-Off Point
Area around the intersection of NC 48 and NC 561	X	
Area around the intersection of NC 48 and NC 903	X	
Area around the intersection of NC 48 and Rhea Smith Rd	X	
Area around the intersection of Zoo Rd and US 158	X	
Dollar General on Bolling Road near Western Dr	X	
Area around the intersection of West 5 th St and Jackson St	X	X
Kapstone Paper on Gaston Rd at the Roanoke River		X
La Hispana Market at 10 th St and Park Ave	X	
Halifax Regional Medical Center		X
Roanoke Rapids Wal-Mart Shopping Center	X	X
Halifax Community College	X	X
Reser Fine Foods/PCB Piezotronics		X
Halifax Corporate Park (new Empire Foods facility)		X

Both Shuttle Route 1 and Shuttle Route 2 are estimated to take approximately 1.75 hours to complete their morning routes and the same time to complete the reverse evening route. Most riders would not be on the vehicle for the entire route.

These estimated times are based on length of route and average speed for CPTA transit vehicles when in service. Based on recent operating statistics for 2007 through 2010, CPTA transit vehicles typically operate at an average speed of 24 miles per service hour. This is a reasonable value when considering the number of stops vehicles make and the needs of riders.

Property owners of the stop locations would need to give permission to CPTA to have a stop on their property. The numbers of people at the stops are not anticipated to be large (fewer than eight, which is about one-third of a transit vehicle’s capacity) and can be controlled since the initial service would be subscription-based and reservation-based (for RGP riders). It is also anticipated that most would not have a vehicle to leave at the pick-up location. Pick-up locations can be adjusted since the riders will be known to CPTA before the service begins each day.

Estimated Operating Cost. The two shuttle routes described above could add approximately 8 service hours per week day, which is an additional 40 service hours per week (5 days per week, 4 hours per day, 2 vehicles), or 1,992 service hours per year. The

additional employment service could ultimately increase service hours by nearly four percent.

The employment shuttle service is estimated to have an operating cost of approximately \$66,000 per year in FY 2014, the first implementation year.

Estimated Capital Cost. Because only some CPTA vehicles are operating at any given time, it is assumed for this CTSP that additional vehicles would not need to be purchased in order to provide two shuttle routes, which would require two vehicles operating in the morning and two in the evening. However, vehicles would need to be purchased more frequently as the rate of wear and tear would increase due to the additional hours the vehicles are in service.

If these employment shuttles are successful and long-term pick-up/drop-off locations are identified, then these locations may need bus stop facilities such as signs, benches or shelters. Depending on demand for the services, additional vehicles may need to be purchased in the future.

Potential Funding Sources. Funding for employment-related transportation service could come from a number of federal and state sources, depending on the riders served, and the farebox. Agencies that are contracting for the employment-related services would be the recipients of these funds and would contract with CPTA to provide the transportation service. Funding programs that specifically target employment-related transportation services include the state ETAP program and federal FTA Section 5316 (JARC) program. Other programs that this service may be eligible under include the RGP Program and New Freedom (FTA Section 5317).

The operating service recommendations summary is shown in **Table 15**.

Table 15: CPTA Five-Year Plan Operating Service Recommendations Summary

CPTA Service Recommendations	Operating	Capital	Vehicles	Operating Hours	Revenue Hours	Days per year	Operating Hours per year	Revenue Hours per year	Rate	Costs			Potential Funding Sources		FY Start
										Annual Operating	% Increase in Cost	Capital	Operating	Capital	
Existing Service	FY 2009-2010		43		189	298	56,275		\$29.95	\$1,685,675					
Service Recommendations:															
Evening Weekday service - extended hours	Service extended by 3 hrs from 6:30 to 9:30pm. Extra 21 service hrs per day	Existing vehicles, negligible capital costs	7	3	3	249	5,229	5,229	\$31.78	\$166,154	9.5%	Negligible	S.5316 - Job Access and Reverse Commute (JARC): up to 50% JARC, 50% local ROAP Supplemental Fares and billing	N/A	2012-13
Employment Shuttle Routes (Begin Service)															
Shuttle #1: Rich Square-Jackson-Roanoke Rapids-Halifax	Subscription-based service (3.5 revenue hrs, 4 operating hrs)	Existing vehicles, negligible capital costs	1	4	3.5	249	996	872	\$33.05	\$32,913	1.8%	Negligible	S.5316 - Job Access and Reverse Commute (JARC): up to 50% JARC, 50% local	S.5316 - up to 80% JARC, 20% local	2013-14
Shuttle #2: Halifax-Roanoke Rapids-NC 48/NC 561	Subscription-based service (3.5 revenue hrs, 4 operating hrs)	Existing vehicles, negligible capital costs	1	4	3.5	249	996	872	\$33.05	\$32,913	1.8%	Negligible	S.5316 - Job Access and Reverse Commute (JARC): up to 50% JARC, 50% local	S.5316 - up to 80% JARC, 20% local	2013-14
Employment Shuttle Routes (Expand Service)															
Shuttle #1: Rich Square-Jackson-Roanoke Rapids-Halifax	Route-deviation service (3.5 revenue hrs, 4 operating hrs)	One new vehicle - van or cutaway, 25 LTV	1	4	3.5	249	996	872	\$35.74	\$35,601	1.8%	\$64,731	S.5316 - Job Access and Reverse Commute (JARC): up to 50% JARC, 50% local	S.5316 - up to 80% JARC, 20% local	2015-16
Shuttle #2: Halifax-Roanoke Rapids-NC 48/NC 561	Route-deviation service (3.5 revenue hrs, 4 operating hrs)	One new vehicle - van or cutaway, 25 LTV	1	4	3.5	249	996	872	\$35.74	\$35,601	1.8%	\$64,731	S.5316 - Job Access and Reverse Commute (JARC): up to 50% JARC, 50% local	S.5316 - up to 80% JARC, 20% local	2015-16

6.3 STUDENT-RELATED SERVICE AT CHOWAN UNIVERSITY AND/OR ROANOKE-CHOWAN COMMUNITY COLLEGE

Description. Based on surveys conducted at Chowan University and Roanoke-Chowan Community College (**Section 2.3.2**), there is a need for services for students. It is assumed these services, described below, could begin in FY 2012.

At Chowan University, there is a high level of interest and need for transportation services for students living on campus, particularly for transportation to/from Walmart in Ahoskie. CPTA's existing daytime service would be coordinated with the University staff to provide times for a CPTA vehicle to pick up passengers at the University and transport them to/from the Ahoskie Walmart. For ridership purposes, it is assumed this service would involve a shuttle from the University to Walmart twice per month during regular operating hours during the months classes are in session (assume 8 months). Actual frequency of service would be coordinated with the University.

At Roanoke-Chowan Community College, there is a high level of interest and need for transportation for students to/from campus. CPTA currently provides transportation for 13 students. CPTA would coordinate with community college staff to identify additional students in need of transportation and CPTA would include these students in their existing regular demand-response service. For ridership purposes, it is assumed that the number of students transported would increase from 13 to 20 by the third year of coordinated efforts between CPTA and the Community College.

Estimated Operating and Administrative Costs. Anticipated services to/from Chowan University and Roanoke-Chowan Community College would be accomplished through the existing demand-response services provided by CPTA. Therefore, there would be negligible additional operating costs. Marketing and advertising of these services on campus is assumed to be provided by the University and Community College staff, and it is assumed there would be negligible additional administrative costs.

Estimated Capital Cost. Because only a portion of CPTA's vehicles are operating at any given time for daytime service (peak period), it is estimated for this CTSP that purchases of additional vehicles to increase the size of the vehicle fleet would not be needed in order to provide service at the University and Community College. However, vehicles may need to be replaced more frequently as the rate of wear and tear would increase slightly due to the additional trips made by the vehicles. This is accounted for in the financial plan in general ridership increases assumed for CPTA.

Potential Funding Sources. Service to/from the University and Community College would be part of the daytime rural general public demand-response service, and would be funded by the same sources. These include the existing funding provided through CTP and the farebox. Rural General Public riders would be charged the trip fare. Currently, this fare is \$4.00 per trip. The University and/or the Community College might provide additional funding support, but this is not assumed in the financial plan.

6.4 MARKETING PROGRAM ENHANCEMENT

Description. Although CPTA has a relatively effective marketing program, the Steering Committee provided specific suggestions to improve CPTA's visibility and to attract additional riders, particularly rural general public, the elderly, and workers. A mobility manager could assist with many of these marketing activities. Specific elements could include:

- Make the links to CPTA more prominent on each County's website. Have the link in a location outside the Department of Social Services home page so that website visitors receive the message that CPTA can be used by anyone.
- Review the CPTA website and modify as necessary to make clear who can use CPTA's services.
- Consider developing a catchier name or using "hop a ride" more frequently to appeal to rural general public riders and workers.
- Provide more marketing information to nursing homes, senior centers, the Jackson Cultural Wellness Center, social services agencies, dialysis centers, hospitals, Hispanic markets and other retail facilities, community college campuses, and major employers (particularly those who may be served by the proposed employment shuttle routes).
- Create a public information/education program targeted to the directors of agencies/facilities listed in the previous bullet to educate the directors about CPTA's services and programs and eligibility requirements.
- Consider including information about CPTA in utility bills. These would reach many households in the service area, particularly the rural general public market that is not reached through human service agencies.

Estimated Administrative and Capital Costs. Modifications to the websites of the four counties in the service area could be accomplished by existing staff at little to no additional cost, as would updates to the CPTA website. The websites could be updated with the suggested changes as a part of the regular updates of the websites.

More frequent use of "hop-a-ride" also would not incur additional costs. This term can be added to the website in more locations and be used when talking to customers or in other communications during the regular course of business.

A public information/education program would require brochures or other printed materials, as well as time and travel for someone to meet with various agencies/facilities to discuss CPTA's services. The amount spent on these activities can vary based on available funds.

Potential Funding Sources. Funding for marketing and advertising typically comes from previous year surplus and general funds from the CTP, and in most past years has been approximately 0.8 percent of revenue. In FY 2008, marketing expenses were 1.2 percent of total revenue. It is recommended that CPTA continue to fund their

marketing and promotions activities and increase the amount to approximately 1.0 percent of total revenue to actively market proposed new and expanded services.

6.5 COORDINATION OPPORTUNITIES

Description. There are potential coordination opportunities with providers inside and outside the service area.

Demand for trips outside the service area is relatively small. In FY 2009, 994 out-of-service area trips were provided (0.5 percent of total trips). Most of these trips were fulfilled on regularly scheduled specified days, and most were to Rocky Mount and Greenville. On occasion, there is demand for trips to the Research Triangle area (Raleigh, Durham, and Chapel Hill). For these trips, it may be cost-effective in the future to coordinate with the Kerr Area Rural Transportation Service (KARTS) to the west (serving Franklin, Granville, Vance and Warren Counties). KARTS provides more frequent service to Raleigh, Durham, and Chapel Hill. Past efforts at coordination have not been successful due to pick-up locations of riders and timing, but may become so in the future.

Inside the service area, CPTA already coordinates and contracts with the Choanoke Area Development Agency (CADA) and the Haliwa-Saponi Tribe for transportation services that would be inefficient for CTPA to provide directly. CPTA should continue these relationships. CPTA also should coordinate with any non-profits or other groups within their service area that are awarded transportation-related grants.

The *Performance Plan and Analysis* also suggests that CPTA explore establishing agreements with local taxi services to broker inefficient trips. CPTA currently does not have these types of agreements, nor does CPTA believe it would be efficient to implement this suggestion. These types of agreements would not be efficient or cost-effective in the CPTA service area due to the low numbers of inefficient trips that could be brokered to taxi services, the number of taxi services in the area, and the need to regularly review each provider's maintenance and driver records, insurance, and drug and alcohol testing procedures and results.

Estimated Cost. Agreements with other agencies to provide transportation services would only be made if cost-effective. It is not anticipated that increasing the number of agreements would significantly change operating, administrative, or capital costs.

6.6 MOBILITY MANAGER

Description. Mobility management is an approach for coordinating transportation services for a variety of customers, including the elderly, persons with disabilities, and individuals with low incomes in a way that achieves connectivity and effectiveness for customers and efficiency for taxpayers.

A local Mobility Manager typically works as a clearinghouse of information about all transportation services available locally. He or she would serve as a one-stop center providing guidance and information to consumers about existing options

In the CPTA service area, a mobility manager could facilitate achieving the highest-ranked service objectives identified through this CTSP process. These include increasing the visibility of CPTA in the service area and increasing ridership by the elderly, the general public, and workers.

Based on review of Mobility Manager job descriptions, potential responsibilities of a mobility manager for the CPTA service area are listed below. Example job descriptions are included in **Appendix G**.

- Work directly with the Transit Director and other staff members to ensure coordination is maximized and available service is utilized before seeking outside resources.
- Provide strategies for meeting needs of individuals with disabilities, older adults, low-income individuals and others, and prioritize transportation services for funding and implementation.
- Promote enhancement and facilitation of access to transportation services, including the integration and coordination of services.
- Promote activities related to federal programs such as the Job Access Reverse Commute (JARC) Program, New Freedom Program, and Elderly Individuals and Individuals with Disabilities programs.
- Improve business and community support for transit organizations.
- Provide direct outreach to employers, agencies, community centers, faith-based organizations, and the general public,
- Develop marketing materials.
- Serve as a liaison between the transit agency and others.

Recent grants obtained by other agencies in North Carolina have funded similar positions for a two-year period. It is assumed this position could be funded in FY 2014 and FY 2015. The mobility manager position should be structured so that it serves all four counties in the CPTA service area.

Estimated Administrative and Capital Cost. Based on information provided by NCDOT Public Transportation Division, an estimated cost for a mobility manager position would be approximately \$47,000 per year (salary of \$35,000 plus benefits and capital expenses of approximately \$12,000, which includes items such as a computer, travel expenses, conferences, telephone, supplies, etc.). However, this cost could vary depending on the grant application and a region's cost of living.

Potential Funding Sources. Based on information provided by NCDOT Public Transportation Division, grants under FTA Section 5310 (Elderly and Disabled Individuals Transportation Program) have funded two-year mobility manager positions for several entities in North Carolina at 80 percent, with a 20 percent local match. This grant is competitively funded, and there is no guarantee of being awarded this grant. Surplus funds might also qualify as local matching funds.

According to United We Ride

(www.unitedweride.gov/Mobility_Management_Brochure.pdf), mobility management activities are eligible to received funding under SAFETEA-LU (Safe, Accountable, Flexible and Efficient Transportation Equity Act: A legacy for Users). This activity can be an eligible capital expense under several FTA programs, including Sections 5310, 5316, 5317.

6.7 MOBILE DATA COMPUTERS

Description. Mobile Data Computers (MDCs), also referred to as Mobile Data Terminals (MDTs), would be installed in transit vehicles and the central office. They would allow the drivers of transit vehicles to communicate directly with the central office in real time regarding scheduling and routes. Together with RouteMatch software, MDCs increase scheduling and routing efficiency. Currently, drivers receive their daily manifests delivered in hard copy.

According to the *Performance Plan and Analysis* (ITRE, May 2010), CPTA is in line to receive future funding for Mobile Data Computers (MDCs) based on projected daily ridership. To prepare, CPTA should begin using the RouteMatch, Trapeze, or other software to place trips on runs and to establish estimated pickup and drop off times.

It is assumed that MDCs would be acquired in FY 2015-16 due to the current lack of some previously available funding sources, as described below, and because it would take time to get the system ready for the switch.

Estimated Capital Cost. Based on information provided by ITRE (telephone conversation with Kai Monast, 9/27/10), MDCs for CPTA would cost approximately \$250,000 to \$275,000 for the 43 transit vehicles CPTA currently has in service. These costs provided by ITRE are based on confidential vendor bids for other North Carolina transit agencies.

In *Cost Benefit of MDTs in Paratransit*, Miami-Dade Transit reported that based on the experience of six transit agencies that have purchased MDT systems in the past five years, “total costs for system installation will probably range from \$4,400 to \$7,500 per unit when all requirements are considered.” The report also noted that while the MDC unit alone might only cost between \$1,250 and \$3,800, there are many other expenses including software customization, licensing agreements, installation, travel expenses for the vendor, servers, peripheral computers, and training.

For the purpose of this report, it is assumed that CPTA would spend \$275,000 to equip all its vehicles with MDCs. The actual cost will depend on the vendor, brand and model of the MDC units purchase by CPTA. If the Five-Year Plan recommendations are implemented by CPTA, the agency is expected to purchase two expansion LTVs in the fourth year of the Plan in order to expand its JARC-funded employment shuttle services – those vehicles would be presumably equipped with MDCs as well.

CPTA could also use another, piece-meal approach to purchasing and installing MDCs aboard its vehicles. Instead of installing them on all vehicles at once, CPTA could opt for an incremental phase-in. For instance, the paratransit service provider in Philadelphia,

the WHEELS, has purchased its MDC system in phases (starting with 20 vehicles), allowing the system to be tested on different vehicles before a final purchase of the entire system is made. The WHEELS believes the incremental process of implementing MDC will eliminate the potential of a total system failure should there be problems, and allows each carrier's personnel to get familiar with the new system in a non-pressured manner.

It should be noted, however, that opting for the incremental implementation approach can be more costly in terms of installation – the vendor would need to travel multiple times in order to install and test MDCs on CPTA's LTVs. In Philadelphia, the agency that brokers trips to eight different providers intends to install the equipment one carrier at a time. This increases the cost of installation due to extra travel by the contractor. In the case of CPTA, it would probably make more sense to purchase all equipment at once, particularly if all funding was made available at the time of intended capital investment.

Estimated Operating Cost. There are ongoing licensing fees associated with continuous use of MDCs. While the actual annual operating and administrative costs of the user license vary by specific company and brand, the typical range is from 10 to 15 percent of the initial capital investment purchase. In the case of CPTA, this cost could range from an estimated \$25,000 to \$41,250. For the purpose of this analysis, the median estimated value of 12.5 percent of the initial capital investment is used.

Estimated Benefits. No additional operating costs are anticipated, as this tool enables current dispatchers and drivers to operate more efficiently.

Expected productivity and efficiency gains:

- Electronic and automatic data entry: this eliminates the need for printed manifests since all information is stored on servers automatically.
- Substantial reduction in voice communications between dispatchers and vehicle operators: this provides an opportunity to reduce the number of dispatchers required to communicate with the vehicle operators.
- Better management of no-shows: once a vehicle operator enters a trip as a no-show, the return trip is automatically cancelled, and resources can be modified to make better use of the vehicle's time now made available because of the no-show. Disputes regarding no-shows are easy to solve with Automatic Vehicle Location mapping.
- Better management of cancellations: MDCs allow redeployment of vehicles during the service day, particularly if one vehicle has two no-shows or cancellations in a row.
- More efficient scheduling and routing: MDCs provide a screen for dispatchers that show all vehicles that are either 20 minutes ahead or 20 minutes behind schedule. This allows dispatchers to see what drivers are free to do more pick-ups, and which ones could use help to retain their schedules. It also allows them to see where vehicle are at all times.

- Decreased staff needs: more efficient scheduling and billing have allowed agencies transit agencies to reduce the number of required dispatchers and billing clerks.
- MDCs provide a wealth of instant data: the information collected by MDC units is available for review and analysis on a daily basis.
- Productivity likely will improve.: for example, it has improved from **1.1** passengers per hour to **2.3** passengers per hour for VIA in San Antonio, Texas; and **1.57** trips per hour to **1.68** trips per hour for Accessible Services in Seattle, Washington (7 percent productivity increase)

Bottom line. *The Cost Benefit of MDTs in Paratransit* reported that the capabilities that MDCs provide can help vehicle operators include an additional trip or two during their eight-hour tour of duty. This would represent a system wide productivity increase of between 5 and 10 percent. This expected productivity improvement, in addition to the savings realized by reducing data-entry clerks and dispatchers, should allow CPTA to recover their cost of capital investment in an MDC system within three to four years, even if all funding came from local sources.

Benefit-Cost Analysis of MDCs. For the purpose of this CTSP, the estimated efficiency and productivity gains associated with implementing the MDCs system wide are assumed to be quite modest in comparison with surveyed systems nationwide: 5 percent efficiency increase in the first year MDCs are introduced (FY 2015-16, or the fourth effective year of the CTSP), followed by a 7 percent efficiency increase in the second year after the implementation date (FY 2016-17, or the fifth effective year of the CTSP). As shown in **Table 15**, the introduction of MDCs to CPTA likely would positively affect the following performance measures:

- Efficiency Performance Measures:
 - Vehicle Service Hours: decrease of 5 percent in FY 2015-16 and 7 percent in FY 2016-17
 - Vehicle Service Miles: decrease of 5 percent in FY 2015-16 and 7 percent in FY 2016-17
- Productivity Performance Measures:
 - Passenger Trips per Vehicle Service Hour: increase of 5.3 percent in FY 2015-16 and 7.5 percent in FY 2016-17
 - Passenger Trips per Vehicle Service Mile: increase of 5.3 percent in FY 2015-16 and 7.5 percent in FY 2016-17

- Financial Efficiency Performance Measures:
 - Operating Cost per Passenger per Trip: decrease of 6.1 percent in FY 2015-16 and 8.1 percent in FY 2016-17
 - Operating Expenses Systemwide: decrease of 6.1 percent in FY 2015-16 and 8.1 percent in FY 2016-17. Notably, this decrease includes the annual expenses associated with MDCs user licensing fees that would affect CPTA in FY 2015-16 and FY 2016-17.

Overall, the benefit-cost analysis highlights how beneficial MDCs would be for the provision of CPTA services. CPTA would be able to provide the same level of service much more efficiently: at a lower cost, lower wear and tear on its vehicle fleet due to decreased vehicle service miles, substantial efficiency increase, lower deadhead hours due to decreased vehicle service hours, and improved scheduling and handling of no-shows and trip cancellations.

As shown in **Table 16**, the decrease in operating cost system wide that would be realized from the implementation of the MDCs are projected to outweigh the capital investment costs quickly – the operating cost savings over the no-implementation scenario are estimated at \$148,000 in the first year and \$195,000 in the second year (fourth and fifth year of the CTSP, respectively), for total of \$343,000. This value includes the ongoing user license fee that CPTA would have to pay on an annual basis to the MDCs' vendor. It should also be noted that any potential savings associated with personnel reduction are excluded – for instance, if after an annual review of the effectiveness of the MDCs on its operations, CPTA realizes that they might not need as many dispatchers and/or billing clerks, the administrative cost savings would be even more substantial. What this all boils down to is that the MDCs would pay for itself in less than three years in the case of CPTA, even if CPTA pays for this service improvement on its own, utilizing local funding, preferably operating and administrative surplus.

Potential Funding Sources. In previous years, MDCs for North Carolina transit agencies have been funded with the State Technology Funds. However, there were no funds available in FY 2010, and it is uncertain when funds will again become available. For these types of funds, a 10 percent match is required, which would be a local match of approximately \$25,000 to \$27,500.

Other potential sources of funding include programs funded through FTA Sections 5310, 5316, and 5317. The local and state match requirements would vary, and likely would be greater than the match required for State Technology Funds, but generally a 80/10/10 (federal/state/local) cost share is required. However, depending on the grant used to fund MDCs, a greater local and/or state match may be required. For example, if FTA Section 5310 is used (Elderly and Disabled Individuals Transportation Program), the grant would only fund MDCs proportional to the numbers of trips that serve the elderly and persons with disabilities. The required local match would then be greater than \$25,000.



Table 16. Benefit-Cost Analysis of MDCs

	Actual	Projected				
	FY 2010	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
Estimates excluding MDCs						
One-way Passenger Trips	203,701	220,966	232,425	238,263	245,356	249,228
Operating Expenses	\$1,685,675	\$2,044,196	\$2,199,125	\$2,299,287	\$2,407,359	\$2,407,359
Vehicle Service Hours	56,275	61,504	63,496	63,496	65,488	65,488
Vehicle Service Miles	1,331,466	1,455,184	1,502,315	1,502,315	1,549,445	1,549,445
Passenger Trips / Vehicle Service Hours	3.6	3.6	3.7	3.8	3.7	3.8
Passenger Trips / Vehicle Service Miles	0.15	0.15	0.15	0.16	0.16	0.16
Operating Cost per Passenger - Trip	8.28	9.25	9.46	9.65	9.81	9.66
Estimates including MDCs						
One-way Passenger Trips*	203,701	220,966	232,425	238,263	245,356	249,228
Operating Expenses (includes MDCs licensing fees)	\$1,685,675	\$2,044,196	\$2,199,125	\$2,299,287	\$2,259,390	\$2,212,573
Vehicle Service Hours	56,275	61,504	63,496	63,496	62,214	60,904
Vehicle Service Miles	1,331,466	1,455,184	1,502,315	1,502,315	1,471,973	1,440,984
Passenger Trips / Vehicle Service Hours	3.6	3.6	3.7	3.8	3.9	4.1
Passenger Trips / Vehicle Service Miles	0.15	0.15	0.15	0.16	0.17	0.17
Operating Cost per Passenger - Trip	8.28	9.25	9.46	9.65	9.21	8.88
BCA of MDTs: Efficiency and Productivity						
Operating Expenses		Decreased VSHr result in lower operating expenses				-6.1%
Vehicle Service Hours		Decrease in VSHs needed to serve projected ridership base				-5.0%
Vehicle Service Miles		Decrease in VSMs needed to serve projected ridership base				-5.0%
Passenger Trips / Vehicle Service Hours		More efficient use of time - more trips per service hour				5.3%
Passenger Trips / Vehicle Service Miles		More efficient use of vehicles - more trips per service mile				5.3%
Operating Cost per Passenger - Trip		More cost-effective provision of service				-6.1%

Source for FY 2010: 2010 CPTA OPTSTATS

* Number of passenger trips assumed to remain unaffected by MDCs - in fact, more riders could be enticed to use CPTA services if MDCs resulted in increased customer satisfaction. Farebox revenue would be affected positively as well.

7 SERVICE AND IMPLEMENTATION PLAN

The proposed CPTA Five-Year Plan service improvements are discussed in detail in **Chapter 6**. The overall Five-Year term strategy is to expand and enhance service through major service enhancements such as the extension of service hours in the evening and the addition of employment shuttle routes, along with other improvements aimed at making CPTA’s transit services more efficient and accessible to riders, such as installing the MDCs aboard its vehicles, and increased marketing and coordination efforts.

The proposed recommendations support the CPTA’s vision statement stating that the CTSP would provide cost-efficient strategies designed to maximize accessibility to safe, reliable service for both transit-dependent groups and the general public throughout the CPTA service area.

The potential service alternatives and a timeline for implementation are summarized in **Table 17** and **Exhibit 17**. A synopsis of the estimated overall costs and revenues associated with the implementation of the proposed recommendations are summarized in **Table 17** as well. **Chapter 8** provides the detailed financial analysis and Financial Plan.

Table 17. CPTA Five-Year CTSP: Service and Implementation Plan						
Service Recommendation	Description	Estimated Total Cost FY 2013-17		Potential Funding Sources	Estimated Total Local Match FY 2013-17	Implementation Fiscal Year
		Operating and Admin	Capital			
Evening Service	Extended weekday operating hours by three hours, from 6:30 pm to 9:30 pm	\$884,000	Negligible – use existing vehicles	Same as daytime service: CTP, ROAP, and farebox. Also Federal Section 5316 (JARC)	None. But up to 50% local match for JARC funding if it is used	2012-13
Marketing Program Enhancement	Modify CPTA and county websites for better visibility and info on who is eligible to ride. Education program for contract agencies. Directed marketing to senior and community centers, community colleges, and retail facilities	\$75,000 total		The CTP program and/or previous year surplus	\$75,000 total maximum	2012-13

Table 17. CPTA Five-Year CTSP: Service and Implementation Plan

Service Recommendation	Description	Estimated Total Cost FY 2013-17		Potential Funding Sources	Estimated Total Local Match FY 2013-17	Implementation Fiscal Year
		Operating and Admin	Capital			
College Students-Focused Service	Coordinate and match existing services with the needs of college students in the service area as part of regular demand response service.	Negligible	Negligible	CTP (primarily RGP) and farebox	None	2012-13
Coordination Opportunities	Coordinate out-of-county trips with KARTS when cost-effective. Continue to broker inefficient in-county trips to other providers, such as CADA and the Haliwa-Saponi tribe.	Negligible	N/A	N/A	N/A	2012-13/ On-going
Employment Shuttle Routes	AM and PM shuttles picking up riders at common locations and transporting to various employment centers. Will begin as subscription based service with RGP riders welcome	\$421,000	\$129,000 for two expansion LTVs	State ETAP and/or Federal Section 5316 (JARC)	N/A for ETAP funds. JARC local match: 50% operating = \$211,000; 20% capital = \$26,000; \$237,000 total	2013-14 2014-16 for fleet expansions
Mobility Manager	New position to assist in coordinating services, educating agencies on available services and eligibility, and increasing visibility of CPTA.		\$108,000 – salary and benefits; \$12,000 – office supplies; \$120,000 total	FTA Section 5310	20% = \$24,000	2014-2015
Mobile Data Computers Technology	Install mobile computers aboard transit vehicles to facilitate communication with the central office	Annual license fee: \$70,000 total	\$275,000	State Technology Funds (if available) or Section 5311	10 percent match: \$28,000 capital and \$7,000 operating	2015-16

Exhibit 17: CPTA Five-Year Plan: Service and Implementation Plan Summary



8 FINANCIAL PLAN

8.1 METHODOLOGY

The Financial Plan component of this CTSP serves as a financing guideline to implement the proposed administrative, operating, and capital recommendations. The methodology used to develop the Financial Plan consisted of the following steps:

- Developing forecasts of the annual operating and administrative costs (**Section 8.1.1**)
- Estimating ridership for each of the recommended CPTA service improvements (**Section 8.1.2**)
- Estimating passenger fare revenues based on the ridership forecasts (**Section 8.1.3**).
- Estimating capital needs and associated costs of the capital plan elements (**Section 8.1.4**)

Section 8.2 is a summary of the financial plan.

8.1.1 Developing Forecasts of the Annual Operating and Administrative Costs

The existing service operating and administrative costs were estimated based on the available CPTA FY 2010 operating statistics (OPSTATS) and assuming no change in the level of services. The Performance Analysis, shown in **Table 18**, and the fully allocated cost per hour of service, shown in **Table 19** were estimated based on the most recent available OPSTATS from FY 2009-10 and were used to estimate future year scenario estimates for the existing services. The fully allocated cost per service hour was calculated to be \$29.95 in the 2009-10 Fiscal Year (actual figure) and increases to a high of \$35.74 in the final year of the CTSP, based on the estimated inflation factors provided by NCDOT PTD. The inflation factors used for estimating future year operating costs scenario costs were provided by the NCDOT Public Transportation Division in the *Community Transportation Service Plan – General Scope of Work*, released in October, 2010.

As shown in **Table 20**, the estimated operating costs (including the operating cost of all proposed service enhancements) in the final year of the Five-Year Plan (FY 2016-17) are \$2.24 million - a 10.2 percent increase from the estimated existing base case service figure of \$2.03 million. Using these estimates, the future Five-Year Plan operating and administrative costs were estimated for the recommended CPTA service improvement recommendations, as presented in **Table 20**.

The final two years of the CTSP are projected to greatly benefit from the use of MDCs by CPTA – because of their positive impacts on all services provided by CPTA, the operating cost is expected to begin trending down substantially once the MDCs technology is installed in FY 2015-16. The money-saving benefits of the MDCs are projected to reduce the estimated increase in future operating cost of the

proposed service improvements in the two final years of the Plan, by 4.3 percent in FY 2015-16 and 6.1 percent in FY 2016-17. The utilization of MDCs would also result in a decrease of the base case scenario operating cost by an estimated 5 percent in FY 2015-16 and 7 percent in FY 2016-17. Overall, the use of MDCs is projected to save CPTA more than \$283,000 in the final two years of the Five-Year Plan.

Table 18. CPTA Five-Year Plan: Annual Performance Analysis (FY 2009-2010)

Line Item	Systemwide
One-way Passenger Trips	203,701
Operating Expenses	\$1,685,675
Passenger Fares (Contract Revenue)	\$1,172,901
Passenger Fares (excluding Contract Revenue)	\$80,138
Vehicle Service Hours	56,275
Vehicle Service Miles	1,331,466
Passenger Trips / Vehicle Service Hours	3.6
Passenger Trips / Vehicle Service Miles	0.15
Operating Cost per Passenger - Trip	\$8.28
Operating Subsidy per Passenger - Trip	\$2.52
Farebox Recovery Ratio	69.58%
Fare per passenger trip (Contract revenue)	\$5.76
Fare per passenger trip (excluding contracts)	\$0.39

Source: 2010 CPTA OPSTATS

Table 19: CPTA Five-Year Plan: Fully Allocated Cost per Service Hour Estimates (FY 2013-2017)

Item	Base Year	Year 1	Year 2	Year 3	Year 4	Year 5
	Actual 2010	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
Cost Per Service Hour	\$29.95	\$31.78	\$33.05	\$34.37	\$35.74	\$35.74
NCDOT PTD Inflation Factors	1.0000	1.0608	1.1032	1.1474	1.1933	1.1933

Table 20: CPTA Five-Year Plan: Annual Operating and Administrative Costs (FY 2013-2017)

	Actual FY 2010	Projected FY 2011	Year 1 FY 2012-13	Year 2 FY 2013-14	Year 3 FY 2014-15	Year 4 FY 2015-16	Year 5 FY 2016-17
Base Case Operating Costs	\$1,685,675	\$1,719,389	\$1,862,442	\$1,944,762	\$2,034,027	\$2,034,027	\$2,034,027
CTSP Service Recommendations:							
Evening Weekday service - extended hours			\$166,154	\$173,498	\$181,461	\$181,461	\$181,461
Employment Shuttle Routes (Begin Service):							
Shuttle #1: Rich Square-Jackson-Roanoke Rapids-Halifax				\$32,913	\$34,368	\$35,946	\$35,946
Shuttle #2: Halifax-Roanoke Rapids-NC 48/561				\$32,913	\$34,368	\$35,946	\$35,946
Employment Shuttle Routes (Expand Service):							
Shuttle #1: Rich Square-Jackson-Roanoke Rapids-Halifax						\$35,601	\$35,601
Shuttle #2: Halifax-Roanoke Rapids-NC 48/561						\$35,601	\$35,601
Total Employment Shuttle Routes				\$65,827	\$68,736	\$143,094	\$143,094
Mobile Data Computers software implementation - license fee						\$34,375	\$34,375
Enhanced Marketing Costs			\$15,600	\$15,039	\$15,063	\$14,402	\$14,402
Total Service Plan Elements Incremental Impacts			\$181,754	\$254,363	\$265,261	\$373,333	\$373,333
Total CPTA Operating Costs	\$ 1,685,675	\$1,719,389	\$2,044,196	\$2,199,125	\$2,299,287	\$2,407,359	\$2,407,359
Mobile Data Computers - operating and administrative cost decrease - impact on Base Case Operating Costs						\$ (101,701)	\$ (142,382)
Mobile Data Computers - operating and administrative cost decrease - impact on Service Recommendations						\$ (16,228)	\$ (22,719)
Total CPTA Operating Costs including MDCs impacts	\$1,685,675	\$1,719,389	\$2,044,196	\$2,199,125	\$2,299,287	\$2,289,430	\$2,242,258
% Increase Service Plan Cost Impacts/Base Case			9.8%	13.1%	13.0%	12.6%	10.2%
Assumptions:							
NCDOT Inflation Factors	1.0000	1.0200	1.1032	1.1474	1.1933	1.1933	1.1933

8.1.2 Estimated Ridership for Recommended CPTA Service Improvements

The existing service ridership represents existing ridership factored by historic ridership trends and projected population growth in the CPTA four-county service area. CPTA’s ridership increased by 1.3 percent from FY 2008 to FY 2009 and 0.5 percent from FY 2009 to FY 2010, for an average 0.9 percent annual ridership increase in the FY 2008-2010 time period. This data is presented in **Table 5** in **Section 4.2.2**.

The North Carolina Office of State Budget and Management population projections for the four-county service area’s 2000 to 2015 time period are shown in **Table 21**. Overall, the area is projected to actually lose population during the Five-Year Plan time frame. There is a projected decrease in population of 0.9 percent overall, with a range from virtually no projected population change in Hertford County, to a decrease of 1.5 percent in Halifax County.

Table 21. Projected Population Growth in CPTA Service Area (2000 to 2015)

County	July 2000	July 2005	July 2010	July 2015	2010-15 % Change
Bertie	19,715	19,349	20,047	19,939	-0.5%
Halifax	57,237	55,868	55,009	54,181	-1.5%
Hertford	22,947	23,661	24,002	24,002	0.0%
Northampton	22,055	21,288	20,951	20,833	-0.6%
Total CPTA Service Area	121,954	120,166	120,009	118,955	-0.9%

Source: North Carolina Office of state Budget and Management (last updated September 2010)

Transit sensitive populations in the CPTA service area (individuals more likely to rely on transit services for their daily mobility needs) are estimated based on the North Carolina Office of State Budget and Management’s population projections. These populations include the elderly (persons 65 years and older) and youth (persons under 18 years old) in the CPTA service area. The seniors and youth population projections for the four-county service area in the Five-Year CTSP period are shown in **Table 22**. The estimates show that while the elderly will be one of the population segments projected to substantially increase from 2010 to 2015 – about 5.6 percent in CPTA service area, youth are projected to follow the overall demographic trends and decrease slightly, about 0.7 percent.

Since the overall population is projected to decline slightly in the CPTA service area in the future, with the exception of the elderly segment that is projected to increase substantially, it would be prudent to utilize the recent historical CPTA ridership data as an indicator for the existing service ridership estimates for the Five-Year Plan. Therefore, the recent historical average of 0.9 percent annual ridership increase across the CPTA services - as observed in the 2008-2010 time period is chosen as the projected annual existing service scenario ridership increase for the duration of the Five-Year CTSP.

Table 22. Projected Population of Youth and Seniors in CPTA Service Area (2010 to 2015)

County	Estimated Population July 2010	
	Youth (under 18)	Seniors (65 and older)
Bertie	4,548	3,227
Halifax	12,813	8,488
Hertford	5,273	3,846
Northampton	4,382	3,818
Total CPTA Service Area	27,016	19,379
County	Estimated Population July 2015	
	Youth (under 18)	Seniors (65 and older)
Bertie	4,444	3,412
Halifax	12,532	9,023
Hertford	5,402	4,129
Northampton	4,437	3,908
Total CPTA Service Area	26,815	20,472
County	% Difference 2010-2015	
	Youth (under 18)	Seniors (65 and older)
Bertie	-2.3%	5.7%
Halifax	-2.2%	6.3%
Hertford	2.4%	7.4%
Northampton	1.3%	2.4%
Total CPTA Service Area	-0.7%	5.6%

Source: North Carolina Office of state Budget and Management (last updated September 2010)

After calculating base case ridership, the ridership impacts of the recommended improvements/service enhancements were identified. It typically takes at least two full years for new transit services to reach full ridership potential, and one year for a service revision to reach full ridership potential. As such, it is assumed that ridership for substantial service changes (including service revisions and expansions) will reach 65 percent of full ridership potential in the first year of service and 90 percent in the second year.

Overall, implementing recommended service improvements outlined in the Five-Year Plan is projected to increase system-wide ridership by 15.9 percent (more than 34,000 additional one-way trips) over the existing service scenario levels in the final Fiscal Year of the Five-Year Plan. The projected ridership in Fiscal Year 2016-17 is about 249,000 (compared to 215,000 projected for the Base Case scenario). Between 2013 and 2017, the proposed service improvements are estimated to result in more than 130,000 additional one-way transit trips aboard CPTA transit vehicles. By FY 2016-17, the riders using the proposed services are projected to account for nearly 14 percent of all CPTA riders, although this number is bound to be higher if repeat and cross-services riders are accounted for in the calculations. The estimated ridership projections are shown in **Table 23**.



Table 23: CPTA Five-Year Plan: Annual Ridership Projections (FY 2013-2017)

Projected Ridership Estimates - One-way Transit Trips	Actual	Projected	Five-Year Plan				
	FY 2010	FY 2011	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
Base Case Ridership							
Weekday Ridership	201,643	203,458	205,289	207,137	209,001	210,882	212,780
Saturday Ridership	2,058	2,077	2,095	2,114	2,133	2,152	2,172
Total	203,701	205,534	207,384	209,251	211,134	213,034	214,951
CTSP Service Recommendations:							
Evening Weekday service - extended hours			12,525	17,499	19,618	19,795	19,973
Chowan University Shuttle to Walmart every other week			192	266	295	298	300
Roanoke-Chowan Community College increased demand			864	1,197	1,330	1,342	1,354
Employment Shuttle Routes:							
Shuttle #1: Rich Square-Jackson-Roanoke Rapids-Halifax				2,106	2,943	5,444	6,325
Shuttle #2: Halifax-Roanoke Rapids-NC 48/561				2,106	2,943	5,444	6,325
Total Employment Shuttle Routes				4,213	5,885	10,887	12,650
Total Service Plan Elements Incremental Impacts			13,581	23,175	27,129	32,322	34,277
Total Transit Program Ridership	203,701	205,534	220,966	232,425	238,263	245,356	249,228
% Ridership Increase of Service Plan Impacts/Base Case Ridership	N/A		6.5%	11.1%	12.8%	15.2%	15.9%
% Ridership of Service Plan Impacts/Total Transit Ridership	N/A		6.1%	10.0%	11.4%	13.2%	13.8%

Assumptions: 0.009% annual ridership growth in CPTA service area. For the Roanoke-Chowan Community College service, assumes transportation to/from campus 3 times per week for 36 weeks. 4 additional riders the first year, 5 additional riders the 2nd year, and 7 additional riders for subsequent years.

8.1.3 Estimating Passenger Fare Revenues Based on Ridership Forecasts

In order to estimate farebox revenues, the most recent performance analysis of CPTA was conducted, as shown in **Table 18**. The existing operating data from FY 2010 was used to calculate CPTA's fare per passenger trip (the amount CPTA receives from each passenger for each trip). The fare per passenger trip is estimated to be \$0.393 per each one-way trip (the estimate excludes contract revenue not paid directly by individual transit riders).

The fare per passenger trip was then used to calculate both the existing service farebox revenues, as well as the Five-Year Plan's projected farebox revenue. The most recent FY 2008 to FY 2010 operating data was used to estimate the average annual projected existing service ridership increase – about 0.9 percent annually. As shown in **Table 24**, the implementation of the various Five-Year Plan service enhancements is expected to add an additional \$13,500 in farebox revenues in the final year of the CTSP (FY 2016-17).



Table 24: CPTA Five-Year Plan: Annual Farebox Revenue Projections (FY 2013-2017)

Projected Farebox Revenues Estimates	Actual	Projected	Five-Year Plan				
	FY 2010	FY 2011	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
Base Case Fare Revenue							
Contract Revenue	\$1,172,901	\$1,183,457	\$1,194,108	\$1,204,855	\$1,215,699	\$1,226,640	\$1,237,680
Passenger Fares (not Contract Revenue)	\$80,138	\$80,859	\$81,587	\$82,321	\$83,062	\$83,810	\$84,564
Total	\$1,253,039	\$1,264,316	\$1,275,695	\$1,287,176	\$1,298,761	\$1,310,450	\$1,322,244
CTSP Service Recommendations:							
Evening Weekday service - extended hours			\$4,928	\$6,884	\$7,718	\$7,787	\$7,858
Chowan University Shuttle to Walmart every other week			\$76	\$105	\$116	\$117	\$118
Roanoke-Chowan Community College increased demand			\$340	\$471	\$523	\$528	\$533
Employment Shuttle Routes:							
Shuttle #1: Rich Square-Jackson-Roanoke Rapids-Halifax				\$829	\$1,158	\$2,142	\$2,488
Shuttle #2: Halifax-Roanoke Rapids-NC 48/561				\$829	\$1,158	\$2,142	\$2,488
Total Employment Shuttle Routes				\$1,657	\$2,315	\$4,283	\$4,976
Total Service Plan Elements Incremental Impacts Revenue			\$5,343	\$9,117	\$10,673	\$12,716	\$13,485
Total CPTA Passenger Fares Revenue	\$80,138	\$80,859	\$86,930	\$91,438	\$93,735	\$96,525	\$98,049
% Revenue Increase of Service Plan Impacts/Base Case Revenue	N/A	N/A	6.5%	11.1%	12.8%	15.2%	15.9%
% Revenue of Service Plan Impacts/Total Revenue	N/A	N/A	6.1%	10.0%	11.4%	13.2%	13.8%

Assumptions: 0.009% annual ridership growth in CPTA service area.

Implementation will effectively increase system-wide farebox revenue from approximately \$84,600 (existing service Base Case scenario) to \$98,000 (with implemented Five-Year Plan improvements). This represents a 15.9 percent increase in farebox revenue over the existing service scenario. In the final year of the CTSP, the recommended service enhancements are estimated to account for 13.8 percent of all revenues associated with direct passenger fares.

8.1.4 Estimating the Capital Needs and Associated Costs of the Capital Plan Elements

The capital needs identified to support the recommended enhancements in the Five-Year Plan include vehicle fleet expansion purchases, vehicle replacement schedule purchases, rural scheduling software purchase, and mobility management. These needs are shown in **Table 25**. Notably, the vehicle fleet replacement schedule purchases would be required even without the proposed CTSP's recommendations. For the purpose of this analysis, the vehicle replacement schedule cost is rolled into the capital plan's costs – however, the estimated capital needs are shown using both approaches for comparison purposes – with and without vehicle replacement schedule (and subsequent used vehicle fleet sales).

Overall, the identified capital needs would cost an estimated \$1.36 million for the entire duration of the Five-Year Plan, with the majority of the funding, \$871,000 (64 percent of the total) coming from the federal program funding sources, followed by state funding at \$331,000 (or 24 percent) and local match of \$161,000 (or 12 percent). The capital plan funding by funding source is shown in **Table 26** and **Exhibit 18**. If the vehicle fleet replacement schedule is excluded from the estimates, the identified capital needs associated with the recommendations proposed by this CTSP decrease to \$525,000, with nearly half of the funding, 47 percent originating from the state sources, followed by 38 percent from the federal sources, and matched by 15 percent locally.

The estimated Five-Year Plan capital funding separated by source and projected expenditure year is shown in **Exhibit 19**. The estimated breakdown of the capital costs funding by each specific program is shown in **Exhibit 20**. The majority of funding, 62 percent, is expected to be funded by FTA Section 5311 – Rural Formula Funding, followed by State Technology Fund at 20 percent, and targeted competitive programs, including FTA Section 5316 Job Access and Reverse Commute (JARC) and FTA Section 5310 Elderly and Persons with Disabilities ('ADA') at 9 percent each.

It should be noted that FTA Section 5310 and 5316 grants are competitive in nature and it is not guaranteed that CPTA would be awarded those funds. If funding from those sources is not secured, alternative sources of funding would need to be sought by CPTA to implement those capital plan elements that are projected to rely on FTA Section 5310 and 5316. They could potentially include FTA Section 5311, ROAP,

local funding sources, or joint partnerships with local businesses, organizations, and colleges.

If all funding is secured, the required local match needed to implement the Capital Plan would range from an estimated low of around \$12,000 in the first year of the CTSP, to an estimated high of \$74,000 in the fourth year of the Plan, with an annual average local match of \$32,000, as shown in **Table 26** and **Exhibit 19**. If the vehicle replacement schedule purchases and subsequent used vehicle sales are excluded from the estimates, local match is not going to be required at all during the first two years of the CTSP, and tops off at nearly \$61,000 during the fourth year of the Five-Year Plan, when the MDCs are purchased and installed.

Table 25. CPTA Five-Year Plan: Capital Needs Identification (FY 2013-2017)						
Capital Plan	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	Funding Source
CTSP Service Recommendations:						
Evening Weekday service - extended hours	Negligible - marketing, brochures					N/A
College and University Focused Services	Negligible					No additional capital cost - use existing vehicles
Employment Shuttle Routes:						
Shuttle #1: Rich Square-Jackson-Roanoke Rapids-Halifax:		Negligible - marketing, brochures		Purchase one expansion vehicle - van or cutaway, 25 LTV		FTA Section 5311 or FTA Section 5316
Shuttle #2: Halifax-Roanoke Rapids-NC 48/561: purchase one expansion vehicle - van or cutaway		Negligible - marketing, brochures		Purchase one expansion vehicle - van or cutaway, 25 LTV		FTA Section 5311 or FTA Section 5316
Mobility Management			Hire Mobility Manager, purchase office equipment	Branding / re-branding, interactive multi-agency web design, public relations: selling the benefits, education and events, news and PRs; coordination with other providers		FTA Section 5310
Enhanced Marketing	Enhanced website, brochure, maps	Enhanced website, direct marketing	Direct marketing, education program for agencies and public	Direct marketing, education program for agencies and public	Direct marketing, education program for agencies and public	Included in operating costs
Mobile Data Computers software implementation				Purchase, testing, installation		FTA Section 5311/State Technology Fund

Table 25. CPTA Five-Year Plan: Capital Needs Identification (FY 2013-2017)

Capital Plan	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	Funding Source
Vehicle Fleet Replacement Schedule	1 * 22 ft LTV, 1 * 25 ft LTVs	3 * 25 ft LTVs	2 * 25 ft LTVs, 1* lift-equipped van	1 * 25 ft LTVs, 2 * lift-equipped van	4 * 25 ft LTVs, 1* service vehicle	FTA Section 5311

The vehicle fleet replacement and expansion schedule and cost is shown in **Table 27**. The overall vehicle fleet replacement and expansion cost for the entire duration of the Five-Year Plan is estimated at \$968,000, with the bulk of it reserved for vehicle fleet replacement at \$839,000 or 86.7 percent of the total, and the remaining \$129,000 or 13.3 percent allocated to vehicle expansion needs.

Overall, this Capital Plan represents a very moderate approach in terms of increased spending, yet would greatly enhance and expand CPTA services. The local match needed to implement the capital plan is estimated to be a relatively modest \$27,000 per year on average when Year 4 of the Five-Year Plan is excluded (since the purchase and installation of the MDCs that year results in a one-time only increase in local match). If the vehicle replacement schedule is excluded from the estimates, the required local match annual average drops a notch below \$10,000 – a very small price to pay for the range and variety of proposed enhancements. Beginning in Year 3 of the Five-Year Plan (FY 2014-15), CPTA is projected to begin relying on competitive grants such as FTA Section 5310 and FTA Section 5316 for some of the proposed capital expenses.



Table 26: CPTA Five-Year Plan: Estimated Capital Plan Costs and Funding (FY 2013-2017)

Capital Costs and Funding	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	Funding by Source and Project				Program		
						Federal	State	Local				
CTSP Service Recommendations:												
Evening Weekday service - extended hours	N/A											
Employment Shuttle Routes:												
Shuttle #1: Rich Square-Jackson-Roanoke Rapids-Halifax: purchase one expansion vehicle - van or cutaway				\$64,731		80%	\$51,784	0%	\$0	20%	\$12,946	FTA Section 5316
Shuttle #2: Halifax-Roanoke Rapids-NC 48/561: purchase one expansion vehicle - van or cutaway				\$64,731		80%	\$51,784	0%	\$0	20%	\$12,946	FTA Section 5316
Mobility Manager position			\$47,000	\$36,050	\$37,132	80%	\$96,145	0%		20%	\$24,036	FTA Section 5310
Mobile Data Computers software implementation				\$275,000		0%	\$0	90%	\$247,500	10%	\$27,500	State Technology Fund
Total Five-Year Plan Capital Costs	\$	\$	\$47,000	\$440,511	\$37,132	Total	\$199,714		\$247,500		\$77,429	
Vehicle Fleet Replacement Schedule:												
Vehicle Fleet Replacement Schedule cost:	\$132,223	\$186,722	\$163,318	\$147,080	\$284,681	80%	\$853,944	10%	\$906,514	10%	\$906,514	FTA Section 5311
Capital Revenue - Vehicle Fleet Sales	\$8,826	\$13,769	\$14,320	\$14,320	\$23,866							
Total Five-Year Plan Capital Plan Costs with Vehicle Fleet Replacement Schedule	\$123,397	\$172,953	\$195,998	\$573,271	\$297,946							



Table 26: CPTA Five-Year Plan: Estimated Capital Plan Costs and Funding (FY 2013-2017)

Capital Costs and Funding	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	Funding by Source and Project
Funding by Source and Fiscal Year, Vehicle Fleet Replacement Fleet exclusive						
						Total
Federal	\$0	\$0	\$37,600	\$132,409	\$29,705	\$199,714
State - NCDOT	\$0	\$0	\$0	\$247,500	\$0	\$247,500
Local Match	\$0	\$0	\$9,400	\$60,602	\$7,426	\$77,429
Funding by Source and Fiscal Year, Vehicle Fleet Replacement Fleet inclusive						
						Total
Federal	\$98,718	\$138,363	\$156,799	\$238,617	\$238,357	\$870,853
State - NCDOT	\$12,340	\$17,295	\$14,900	\$260,776	\$26,081	\$331,392
Local Match	\$12,340	\$17,295	\$24,300	\$73,878	\$33,508	\$161,321
NCDOT Inflation Factors	1.1032	1.1474	1.1933	1.1933	1.1933	

Assumptions: Inflation Factors provided by NCDOT, PTD. Average \$4,000 used vehicle sale price, adjusted for annual inflation.

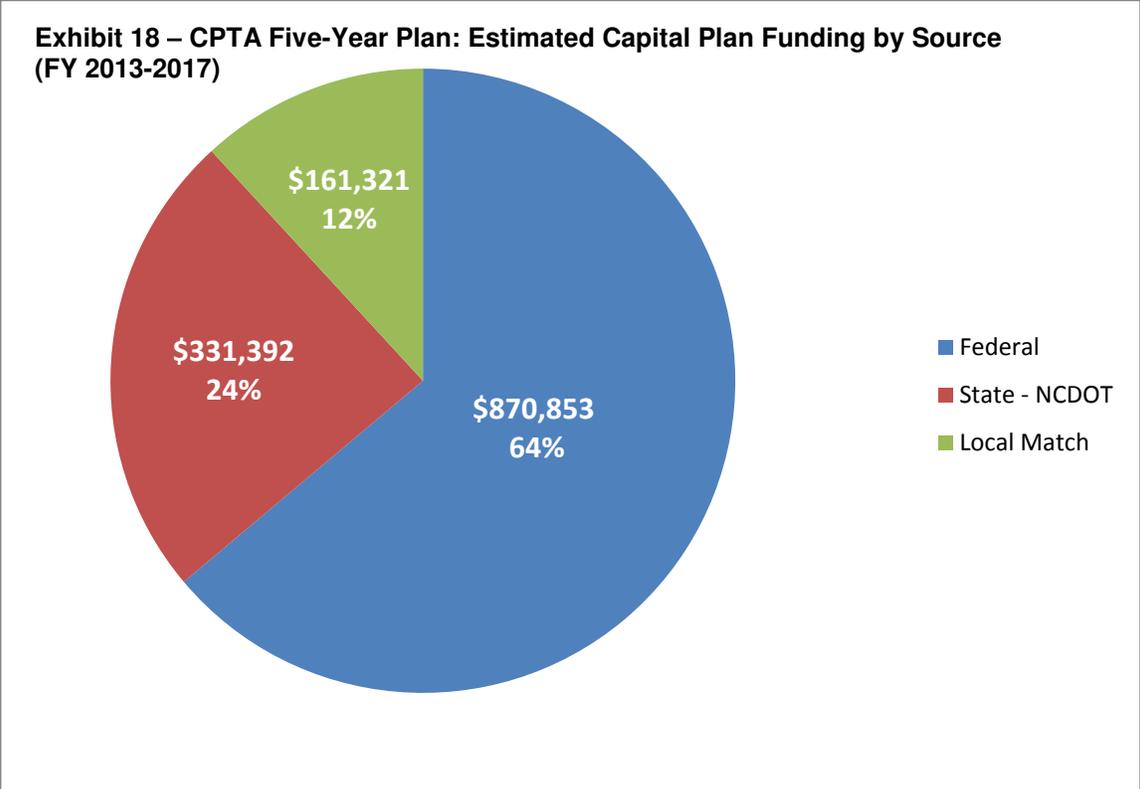


Exhibit 19 – CPTA Five-Year Plan: Estimated Capital Plan Funding by Source and Expenditure Year (FY 2013-2017)

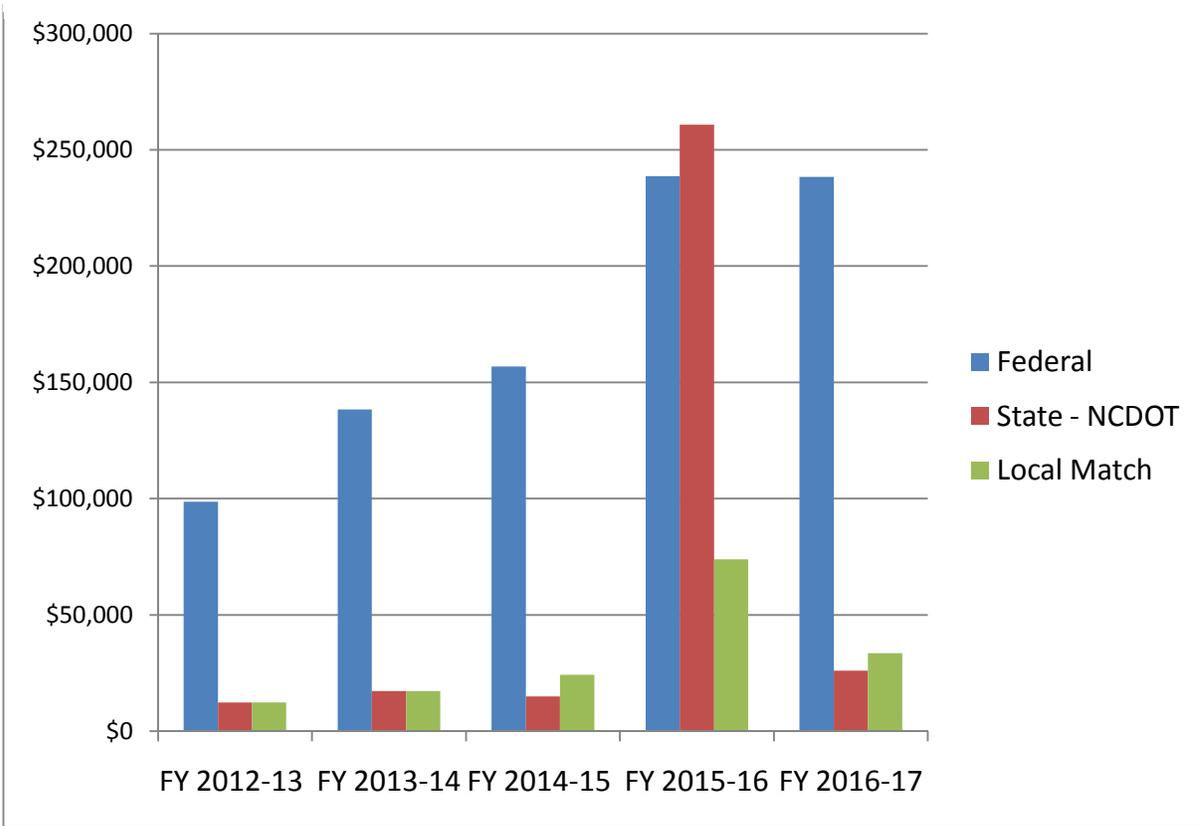


Exhibit 19 – CPTA Five-Year Plan: Estimated Capital Plan Funding by Source and Expenditure Year (FY 2013-2017)

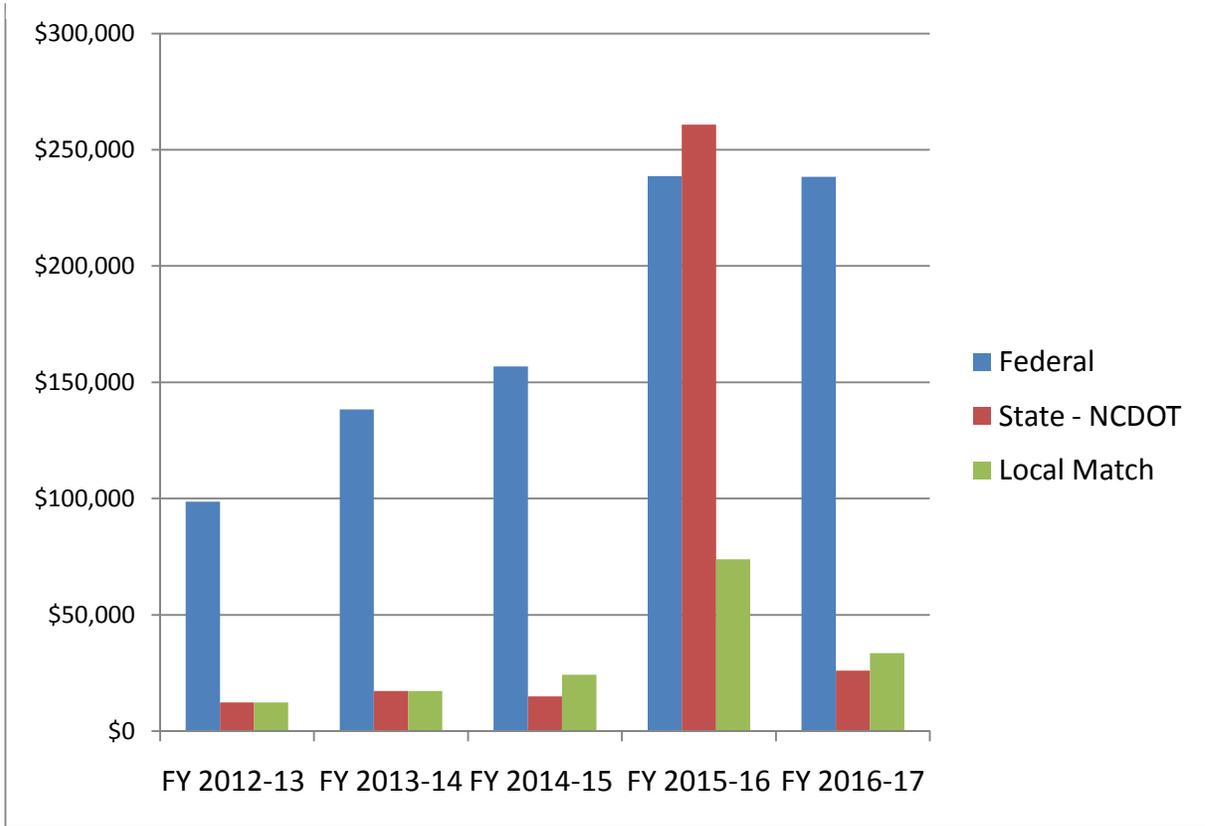


Exhibit 19 – CPTA Five-Year Plan: Estimated Capital Plan Funding by Source and Expenditure Year (FY 2013-2017)

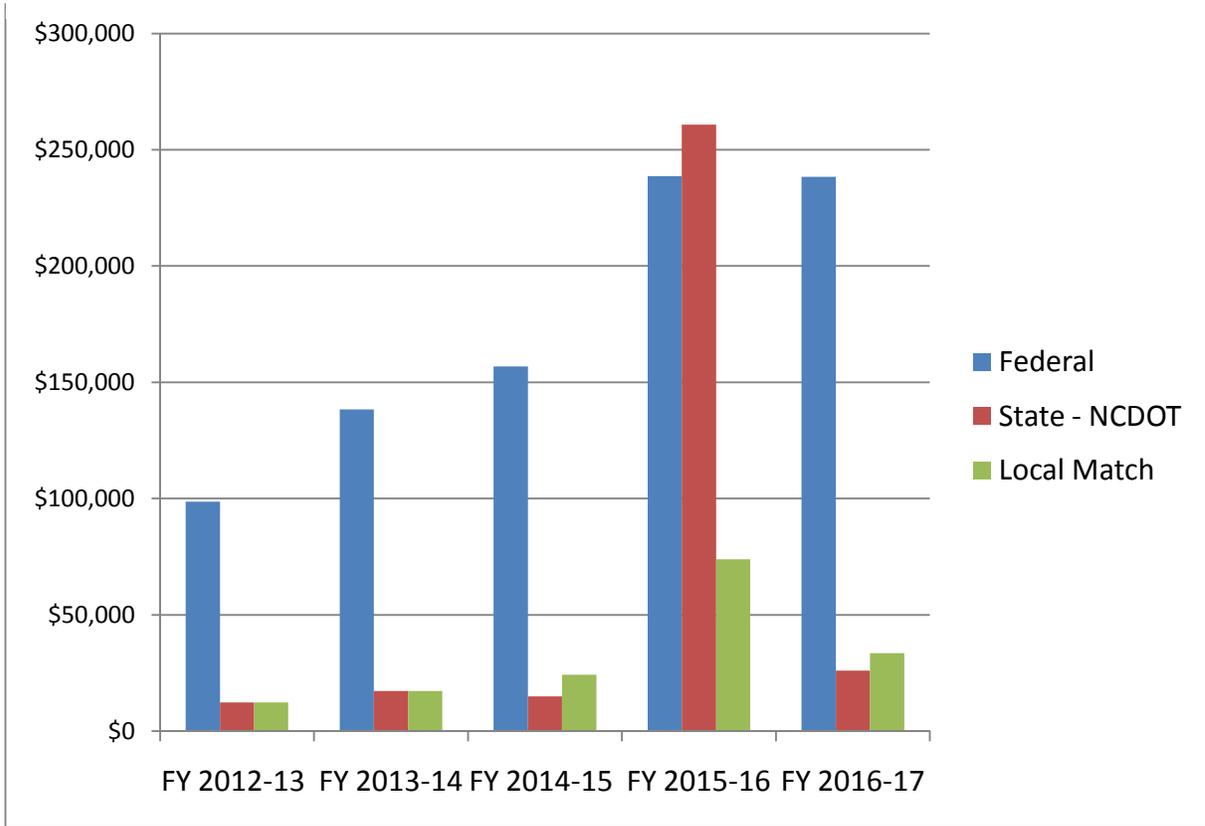


Exhibit 20 – CPTA Five-Year Plan: Estimated Capital Plan Funding by Program (FY 2013-2017)

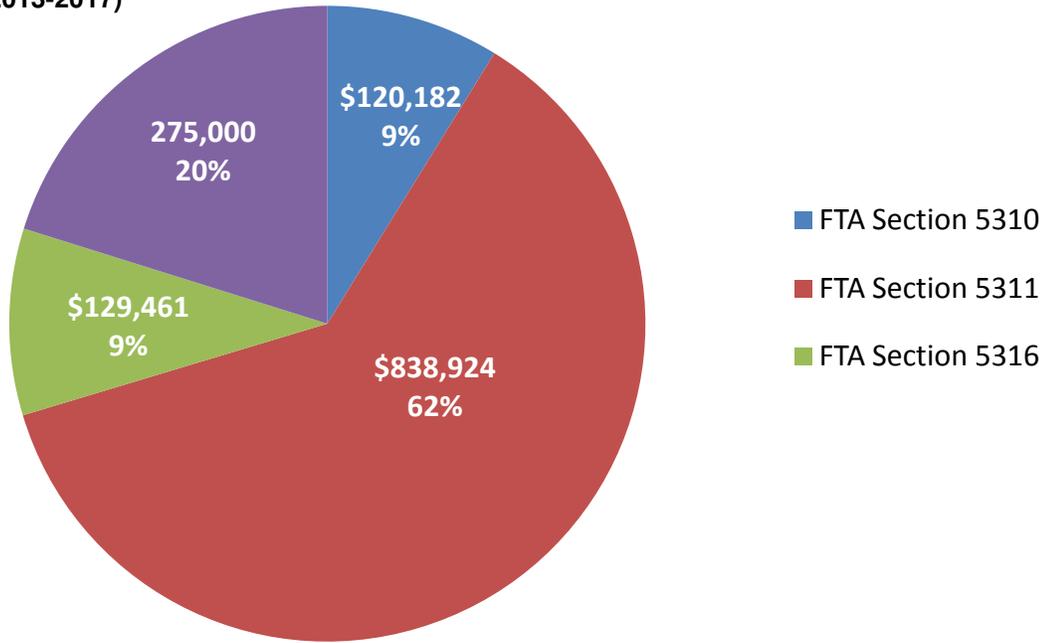


Table 27: CPTA Five-Year Plan: Vehicle Replacement and Expansion Schedule (FY 2013-2017)

Vehicle Replacement	Model	Vehicle Type	Seating Capacity	Wheel-chair Stations	Acquisition Date	Original Cost	Projected Replacement Cost
FY 2012-13							
1996	Chevrolet	25 ft. LTV	28	0	Dec-96	\$46,082	\$73,615
2004	Ford	22 ft. LTV	20	0	Nov-03	\$44,188	\$58,608
Projected Vehicle Replacement Cost: FY 2012-13							
Projected Capital Revenue - Vehicle Fleet Sales: FY 2012-13							
Total Capital Vehicle Plan: FY 2012-13							\$132,223
FY 2013-14							
2006	Ford	25 ft. LTV	16	2	Mar-06	\$49,590	\$62,241
2006	Ford	25 ft. LTV	16	2	Mar-06	\$49,590	\$62,241
2006	Ford	25 ft. LTV	16	2	Mar-06	\$49,590	\$62,241
Projected Vehicle Replacement Cost: FY 2013-14							
Projected Capital Revenue - Vehicle Fleet Sales: FY 2013-14							
Total Capital Vehicle Plan: FY 2013-14							\$186,722
FY 2014-15							
2004	Ford	25 ft. LTV	24	0	Nov-03	\$45,313	\$56,034
2006	Ford	Lift Equipped Van	7	2	Mar-06	\$31,745	\$42,554
2006	Ford	25 ft. LTV	16	2	Mar-06	\$49,590	\$64,731
Projected Vehicle Replacement Cost: FY 2014-15							
Projected Capital Revenue - Vehicle Fleet Sales: FY 2014-15							
Total Capital Vehicle Plan: FY 2014-15							\$163,318
FY 2015-16							
2006	Ford	25 ft. LTV	16	2	Jun-06	\$49,590	\$64,731
2006	Ford	Lift Equipped Van	10	2	Dec-05	\$32,745	\$39,796
2006	Ford	Lift Equipped Van	7	2	Mar-06	\$31,745	\$42,554
Projected Vehicle Replacement Cost: FY 2015-16							
Projected Capital Revenue - Vehicle Fleet Sales: FY 2015-16							
Total Capital Vehicle Plan: FY 2015-16							\$147,080
FY 2016-17							
Projected Vehicle Replacement Cost: FY 2016-17							
Projected Capital Revenue - Vehicle Fleet Sales: FY 2016-17							
Total Capital Vehicle Plan: FY 2016-17							\$14,320
FY 2017-18							
Projected Vehicle Replacement Cost: FY 2017-18							
Projected Capital Revenue - Vehicle Fleet Sales: FY 2017-18							
Total Capital Vehicle Plan: FY 2017-18							\$148,998



Table 27: CPTA Five-Year Plan: Vehicle Replacement and Expansion Schedule (FY 2013-2017)

Vehicle Replacement		Model	Vehicle Type	Seating Capacity	Wheel-chair Stations	Acquisition Date	Original Cost	Projected Replacement Cost
FY 2016-17								
2006		Ford	25 ft. LTV	24	0	Mar-06	\$46,957	\$56,034
2006		Ford	25 ft. LTV	16	2	Feb-07	\$53,925	\$64,731
2006		Ford	25 ft. LTV	16	2	Feb-07	\$53,925	\$64,731
2006		Ford	25 ft. LTV	16	2	Feb-07	\$53,925	\$64,731
2006		Chevrolet	Service Vehicle	2	0	Feb-06	\$28,874	\$34,455
Projected Vehicle Replacement Cost: FY 2016-17								
Projected Capital Revenue - Vehicle Fleet Sales: FY 2016-17								
					\$284,681			
					\$23,866			
					\$260,815			
Projected Vehicle Replacement Cost: FY 2013-17								
Projected Capital Revenue - Vehicle Fleet Sales: FY 2013-17								
					\$914,024			
					\$75,100			
					\$838,924			
Vehicle Expansion								
Identified Vehicle Fleet Expansion Need		Model	Vehicle Type	Seating Capacity	Wheel-chair Stations	Projected Acquisition Date		Projected Expansion Cost
Shuttle #1: Rich Square-Jackson-Roanoke Rapids-Halifax		Ford	25 ft. LTV	16	2	FY 2015-16		\$64,731
Shuttle #2: Halifax-Roanoke Rapids-NC 48/NC 561		Ford	25 ft. LTV	16	2	FY 2015-16		\$64,731
Total Projected Capital Vehicle Expansion Cost FY 2013-17								\$129,461
		Total Vehicle Fleet Replacement and Expansion Plan FY 2013-17						\$968,385

8.1.5 Financial Plan Summary

The compounded results of the above estimates were used to develop the CPTA Five-Year Plan Financial Plan, as shown in **Table 28**. In order to estimate the required operating subsidy for CPTA, the agency's projected operating revenue forecasts were subtracted from its projected operating cost forecasts. The following sources are projected to be used to subsidize CPTA operating costs:

Existing Service Base Case Scenario: The overall base case scenario operating costs for the entire duration of the Five-Year Plan are estimated at \$9.9 million. The operating subsidy is estimated at \$3.3 million, calculated by averaging historical assistance data adjusted for inflation minus forecasted revenues (including contract revenues). Overall, in the next five fiscal years, CPTA is expected to receive approximately 57.1 percent of overall funding from federal sources, 37.3 percent from state sources, and 5.5 percent from local sources (mostly for administrative purposes).

CPTA Five-Year Plan Recommendations: The overall Five-Year Plan recommendations are projected to add an additional \$1.41 million in operating costs for the entire duration of the Five-Year Plan, and will require operating subsidy of \$1.36 million. CPTA is projected to use a variety of funding sources to subsidize the proposed recommendations, with 36 percent originating from federal sources, 27 percent from state sources, and 37 percent provided in form of a local match, as shown in **Exhibit 21**.

In terms of funding by specific program, as shown in **Exhibit 22**, CPTA is expected to largely rely on competitive grants such as FTA Section 5316 (JARC) to implement the service improvements proposed in the Five-Year Plan, with JARC accounting for 63 percent, or \$859,000 of the total funding by program. JARC is projected to be augmented with ROAP providing \$358,000 or 26 percent of total funding. The remaining operating subsidy will come from local sources and FTA Section 5311 (used mostly for administrative purposes). **Exhibit 23** shows the overall trends in annual revenues from federal, state, and local sources needed to implement the service enhancements during the Five-Year Plan. Both the federal and local match are projected to increase noticeably in the last two years of the CTSP, but the state match will remain fairly constant throughout the Plan's duration. **Exhibit 24** shows trends in revenue per specific funding program and expenditure years; notably, FTA Section 5316 grant funding is projected to increase substantially in the two final years of the CTSP.

Local Match. In light of the additional funding needed to implement the recommendations of the Five-Year Plan, it is important to estimate the additional increase in local funding that would be used to satisfy the local match requirement. The required local match necessary to implement the proposed service improvements will range from an estimated \$61,000 in FY 2013 to \$130,000 in FY 2016. The majority of the local match would be dedicated to establish and expand the two proposed JARC-funded employment shuttles (requiring a 50 percent local match on the operating side) and to extend evening weekday service hours. As shown in **Exhibit 25**, the local match is projected to range from about 35 percent of the total required funding by source in the first year of the CTSP, to about 38 percent in its two final years.

This Five-Year Plan projects a substantial increase in the local match from the projected Base Case scenario – CTSP recommendations add an additional \$511,000 in required local funding between FY 2013 and 2017 on top of the projected Base Case scenario local match of \$185,000. This substantial increase will need to be planned for accordingly and well in advance. Fortunately, the CTSP takes this into account and proposes a gradual implementation of the service enhancements. Since the most expensive service improvements are to be implemented in the last two years of the Plan will allow CPTA to prepare for them in terms of securing financial revenues and obtaining additional local funding if necessary. A potential increase in ROAP funds or access to newly emerged federal sources could potentially decrease the required local match as well. Lastly, it should be noted that the Financial Plan excludes potential contract revenue as a form of decreasing future subsidy requirements associated with implementing the Five-Year Plan recommendations. Contract revenue would potentially affect two major service enhancements: expending weekday service hours in the evening and employment shuttles. If the base case scenario is a good potential indicator of the role of contract revenue in financing CPTA's operations, it can be expected that the operating subsidy, and the required local match needed to implement the proposed recommendations, would decrease significantly.

Table 29 summarizes the estimated local match requirement for both the operating and capital components of the Five-Year Plan. The capital element does include the vehicle replacement schedule, while the operating element excludes potential new contract revenue. The required match will range from a low of nearly \$74,000 in the first year of the CTSP, to a high of \$202,000 in the fourth year of the Plan, with the total additional required local match of \$663,000 for the entire duration of the Five-Year CTSP, and an annual average of \$131,000.

Benefit-Cost Analysis Summary. The Financial Plan's role is to guide the transit agency towards the successful implementation of the proposed recommendations; it could be perceived as its financial counselor in a sense that it ensures that CPTA would be able to pay for all services it is recommended to provide by following this financial schedule.

While the increase in required local funds is substantial, the benefits of improved and increased service are significant enough to warrant the full implementation of service improvements proposed as part of the Five-Year Plan.

If the Five-Year Plan is successfully implemented, CPTA will realize the following additional estimated benefits during the duration of this Five-Year Plan:

- More than 130,000 additional one-way transit trips – 16 percent increase above the estimated Base Case scenario ridership.
- Over \$51,000 in additional farebox revenue.
- Extension of operating weekday service hours in the evening, resulting in increased customer base and ridership, farebox revenue, and overall customer satisfaction.

- Two new deviated fixed routes matching residents with available jobs in the CPTA service area and estimated to provide nearly 34,000 one-way transit trips.
- Improvements in efficiency and productivity of provided services as a result of the MDC technology implemented in the final two years of the CTSP: a significant increase in Vehicle Service Hours (resulting in lower operating costs and decreased demand for vehicle fleet replacement), and a substantial increase in productivity (resulting in an increase in ridership and farebox revenue and reduced staff workload needs).
- Better coordination of offered services, increased visibility, and public outreach thanks to the mobility management efforts and enhanced marketing.



Table 28: CPTA Five-Year Plan Financial Plan (FY 2013-2017)

	Funding Program	Actual	Projected					Total FY 2013-17
		FY 2010	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	
Base Case Scenario								
Operating Costs		\$1,685,675	\$1,862,442	\$1,944,762	\$2,034,027	\$2,034,027	\$2,034,027	\$9,909,284
Farebox Revenues		\$80,138	\$81,587	\$82,321	\$83,062	\$83,810	\$84,564	\$415,344
Contract Revenue		\$1,172,901	\$1,194,108	\$1,204,855	\$1,215,699	\$1,226,640	\$1,237,680	\$6,078,981
Other revenue (vehicle sales, interest, advertising, vending sales)		\$12,348	\$9,545	\$14,504	\$15,070	\$15,070	\$24,617	\$78,807
Base Case Operating Subsidy Requirements / Surplus		\$(420,289)	\$(577,202)	\$(643,082)	\$(720,196)	\$(708,507)	\$(687,166)	\$(3,336,152)
Base Case Operating Assistance:								
Federal assistance		\$390,248	\$329,741	\$367,376	\$411,429	\$404,752	\$392,561	\$1,905,859
State assistance		\$255,070	\$215,522	\$240,121	\$268,915	\$264,550	\$256,582	\$1,245,690
Local government assistance		\$37,800	\$31,939	\$35,585	\$39,852	\$39,205	\$38,024	\$184,604
Base Case Operating Assistance		\$683,119	\$577,202	\$643,082	\$720,196	\$708,507	\$687,166	\$3,336,152
CPTA Five-Year Plan Recommendations								
Operating Costs: Proposed Improvements		n/a	\$181,754	\$254,363	\$265,261	\$357,105	\$350,614	\$1,409,097
Farebox Revenues		n/a	\$4,928	\$8,542	\$10,033	\$12,071	\$12,834	\$48,407
CPTA Recommendations: Operating Subsidy Requirements			\$(176,827)	\$(245,822)	\$(255,227)	\$(345,034)	\$(337,780)	\$(1,360,689)
CPTA Proposed Operating Assistance:								
Weekday service - extended hours: Estimated Operating Cost - Farebox Revenue	S.5316		\$161,226	\$166,614	\$173,743	\$164,601	\$160,902	\$827,086
Federal assistance	50.0%		\$45,708	\$47,235	\$49,256	\$46,664	\$45,616	\$234,479
State assistance	N/A		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Local share	50.0%		\$45,708	\$47,235	\$49,256	\$46,664	\$45,616	\$234,479
State assistance	ROAP 100%		\$69,811	\$72,144	\$75,231	\$71,272	\$69,670	\$358,128



Table 28: CPTA Five-Year Plan Financial Plan (FY 2013-2017)

	Funding Program	Actual FY 2010	Projected					Total FY 2013-17
			FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	
Employment Shuttle Routes:								
Shuttle #1: Rich Square-Jackson-Roanoke Rapids-Halifax: Estimated Operating Cost - Farebox Revenue	S.5316			\$32,085	\$33,210	\$65,828	\$64,051	\$195,174
Federal assistance	50.0%		\$16,042	\$16,605	\$32,914	\$32,025	\$32,025	\$97,587
State assistance	N/A		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Local share	50.0%		\$16,042	\$16,605	\$32,914	\$32,025	\$32,025	\$97,587
Shuttle #2: Halifax-Roanoke Rapids-NC 48/561: Estimated Operating Cost - Farebox Revenue	S.5316		\$32,085	\$33,210	\$65,828	\$64,051	\$195,174	
Federal assistance	50.0%		\$16,042	\$16,605	\$32,914	\$32,025	\$32,025	\$97,587
State assistance	N/A		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Local share	50.0%		\$16,042	\$16,605	\$32,914	\$32,025	\$32,025	\$97,587
Total Employment Shuttle Routes:								
Estimated Operating Cost - Farebox Revenue	S.5316		\$64,169	\$66,421	\$131,656	\$128,101	\$390,348	
Federal assistance	50.0%		\$32,085	\$33,210	\$65,828	\$64,051	\$195,174	
State assistance	N/A		\$ -	\$ -	\$ -	\$ -	\$ -	
Local share	50.0%		\$32,085	\$33,210	\$65,828	\$64,051	\$195,174	
Mobile Data Computers software implementation - license fee	S.5311				\$34,375	\$34,375	\$68,750	
Federal assistance	80.0%				\$27,500	\$27,500	\$55,000	
State assistance	10.0%				\$3,438	\$3,438	\$6,875	
Local share	10.0%				\$3,438	\$3,438	\$6,875	
Enhanced Marketing Costs	Local/Surplus		\$15,039	\$15,063	\$14,402	\$14,402	\$74,506	
Federal assistance	0.0%		\$ -	\$ -	\$ -	\$ -	\$ -	

Table 28: CPTA Five-Year Plan Financial Plan (FY 2013-2017)

	Funding Program	Actual		Projected					Total FY 2013-17	
		FY 2010	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17			
State assistance	0.0%		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Local share	100.0%		\$15,600	\$15,039	\$15,063	\$14,402	\$14,402	\$14,402	\$74,506	
CPTA Proposed Operating Assistance: By Funding Source										
Federal assistance		Federal	\$45,708	\$79,320	\$82,467	\$139,993	\$137,166	\$484,653		
State assistance		State	\$69,811	\$72,144	\$75,231	\$74,710	\$73,108	\$365,003		
Local share		Local	\$ 61,308	\$ 94,358	\$ 97,530	\$ 130,332	\$ 127,506	\$ 511,034		
CPTA Proposed Operating Assistance: By Percentage										
Federal assistance		Federal	25.8%	32.3%	32.3%	40.6%	40.6%	35.6%		
State assistance		State	39.5%	29.3%	29.5%	21.7%	21.6%	26.8%		
Local share		Local	34.7%	38.4%	38.2%	37.8%	37.7%	37.6%		
CPTA Proposed Operating Assistance by Program										
FTA Section 5311										
Federal		Federal	\$ -	\$ -	\$ -	27,500	\$27,500	\$55,000		
State		State	\$ -	\$ -	\$ -	\$3,438	\$3,438	\$6,875		
Local		Local	\$ -	\$ -	\$ -	\$3,438	\$3,438	\$6,875		
Total FTA Section 5311			\$ -	\$ -	\$ -	\$34,375	\$34,375	\$68,750		
FTA Section 5316										
Federal		Federal	\$45,708	\$79,320	\$82,467	\$112,493	\$109,666	\$429,653		
State		State	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
Local		Local	\$ 45,708	\$79,320	\$82,467	\$112,493	\$109,666	\$429,653		
Total FTA Section 5316			\$91,415	\$158,639	\$164,933	\$224,985	\$219,332	\$859,305		
ROAP		State	\$ 69,811	\$72,144	\$75,231	\$71,272	\$69,670	\$358,128		
Local funding			\$15,600	\$15,039	\$15,063	\$14,402	\$14,402	\$74,506		



Table 28: CPTA Five-Year Plan Financial Plan (FY 2013-2017)

Funding Program	Actual	Projected					Total FY 2013-17
	FY 2010	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	
Total CPTA Recommendations Operating Costs		\$(176,827)	\$(245,822)	\$(255,227)	\$(345,034)	\$(337,780)	\$(1,360,689)
Total CPTA Recommendations Operating Assistance		\$176,827	\$245,822	\$255,227	\$345,034	\$337,780	\$1,360,689
NCDOT Inflation Factors	1.0000	1.1032	1.1474	1.1933	1.1933	1.1933	

Average \$4,000 used vehicle sale price, and adjusted for inflation

Exhibit 21: CPTA Five-Year Financial Plan: Estimated Operating Cost Funding by Source (FY 2013-2017)

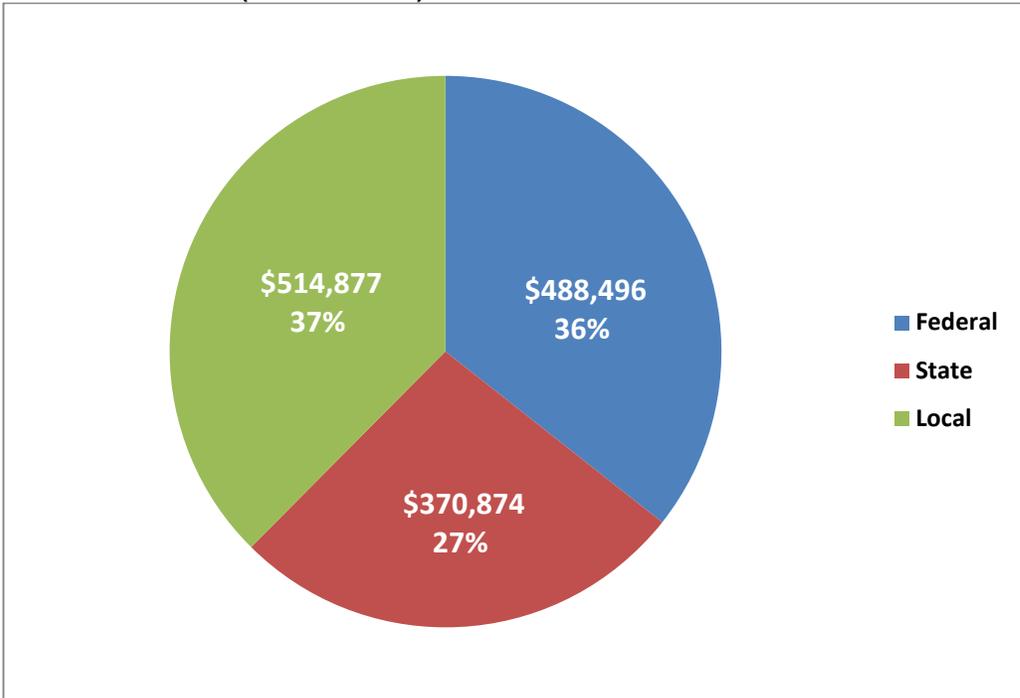


Exhibit 22: CPTA Five-Year Financial Plan: Estimated Operating Cost Funding by Program (FY 2013-2017)

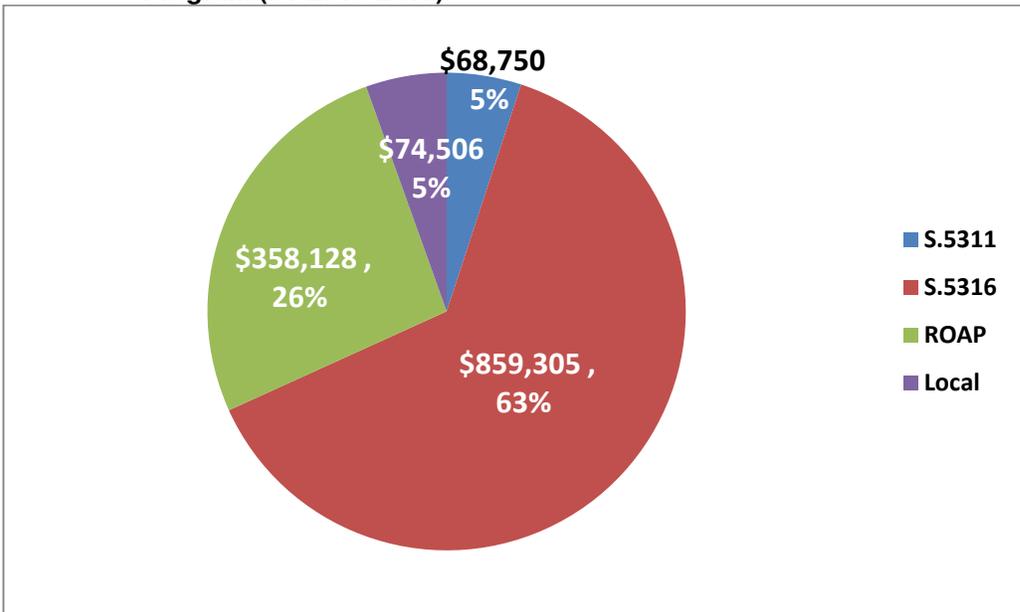


Exhibit 23: CPTA Five-Year Financial Plan: Estimated Operating Cost Funding Trend by Source and Expenditure Year (FY 2013-2017)

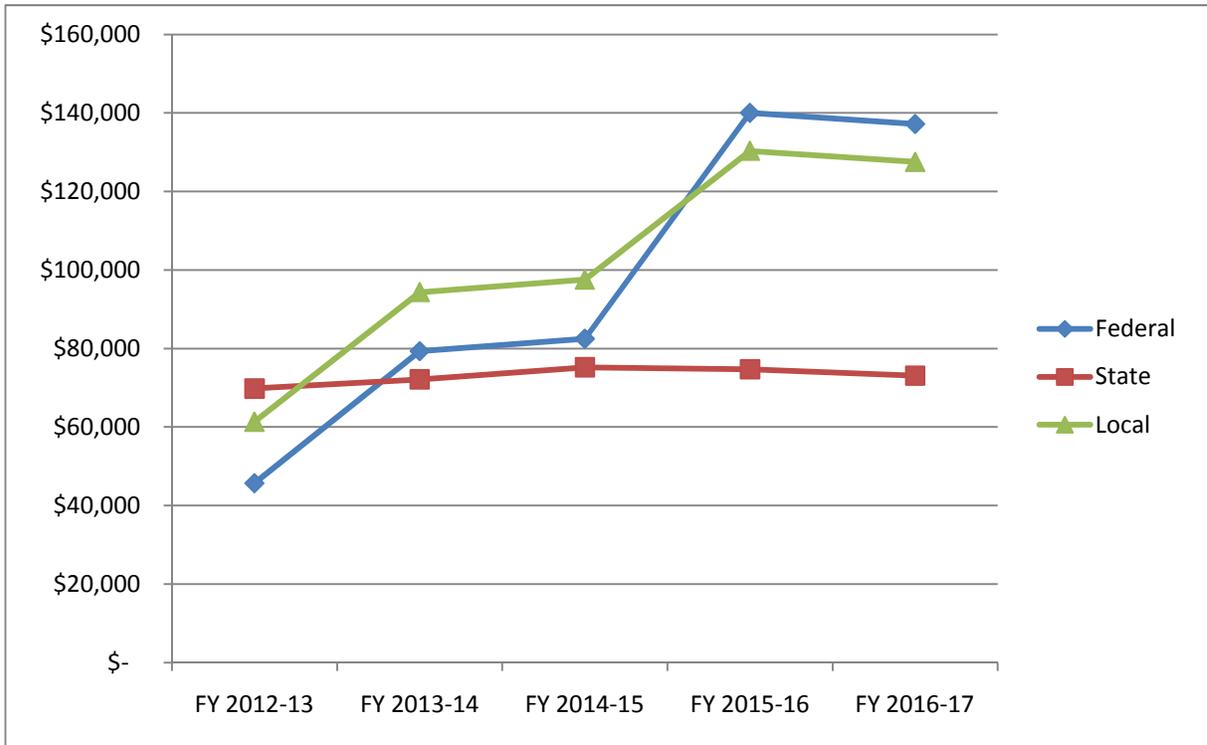


Exhibit 24: CPTA Five-Year Financial Plan: Estimated Operating Cost Funding by Program and Expenditure Year (FY 2013-2017)

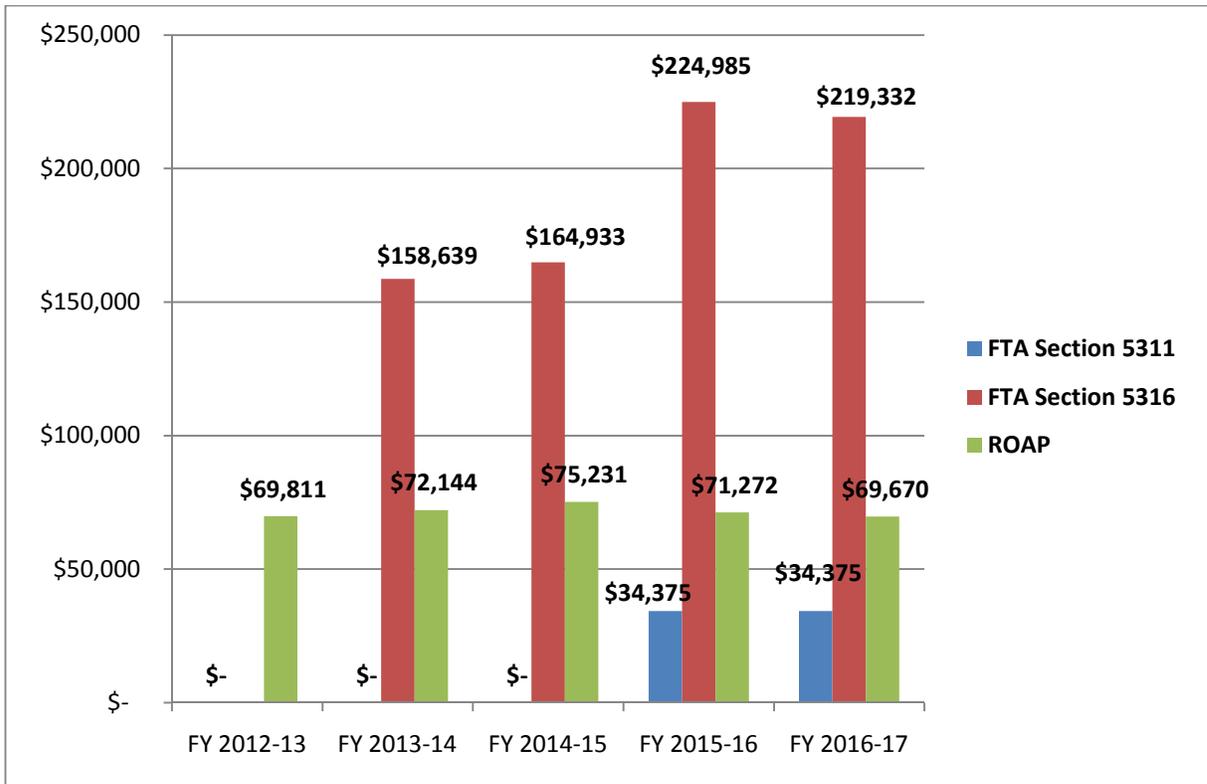


Exhibit 25: CPTA Five-Year Financial Plan: Estimated Operating Cost Funding by Program and Expenditure Year by Percentage (FY 2013-2017)

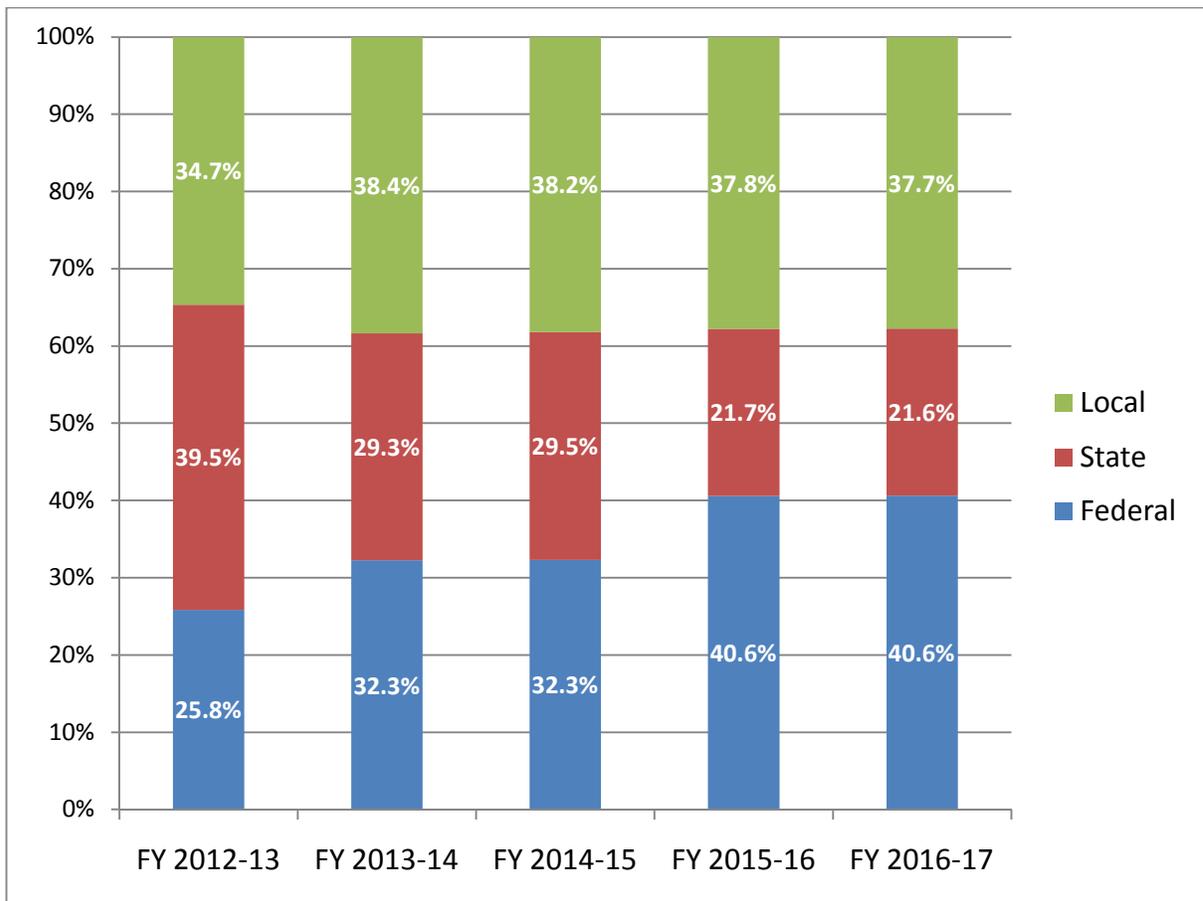


Table 29: CPTA Five-Year Plan: Local Match Requirement (FY 2013-2017)

	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	Total FY 2012-17
Operating Plan	\$61,308	\$94,358	\$97,530	\$ 130,332	\$127,506	\$511,034
Capital Plan	\$12,340	\$15,756	\$22,622	\$71,743	\$22,738	\$152,175
Total Local Match	\$73,648	\$110,114	\$120,152	\$202,075	\$150,244	\$663,209

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APPENDIX A

STEERING COMMITTEE

MEMBERS



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APPENDIX A
CTSP STEERING COMMITTEE MEMBERS

Salutation	First Name	Last Name	Title	Agency	Town
Ms.	Ann	Whitley	Transportation Coordinator/Planner	Upper Coastal Plain Council of Governments	Wilson
Mr.	Chris	Rountree	Planning Director	Halifax County	Halifax
Ms.	Tammy	Piland		Hertford Co. Dept. of Social Services	Winton
Ms.	Lonnie	Hedgepeth	Director	Halifax County Council on Aging	Halifax
Ms.	Venita	Thompson	Director	Bertie County Council on Aging	Windsor
Ms.	Jessica	Newsome	Clinical Manager	Conway Dialysis	Conway
Ms.	Rebecca	Bayse	Director	J. W. Faison Senior Center	Jackson
Mr.	Richard	Cieslinski		CPTA Passenger	Roanoke Rapids
Ms.	Mary	Davis		Bertie Memorial Hospital	Windsor
Mr.	Thomas	Schwartz		Halifax Community College	Weldon
Ms.	Virginia	Spruill		Northampton County Commissioner	Rich Square
Ms.	Linda	Blackburn	Director	Hertford Co. Office on Aging	Winton
Ms.	Sue	Gay	Director	Northampton Co. Health Department	Jackson
Mr.	Lewis C.	Hoggard, III		County Commissioner-Hertford and RCCC – Workforce Development	Windsor
Mr.	William	Mitchell		Hertford Co. Commissioner	Ahoskie
Dr.	Al	Thompson	Director	Bertie Co. Rural Health Association	Windsor
Ms.	Linda	Speller		Bertie Co. Dept. of Social Services	Windsor
Mr.	Morris	Rascoe	CPTA Board Chair	Bertie Co. Dept. of Social Services	Windsor
Ms.	Marsha	Brown		Halifax County Dept. of Social Services	Halifax
Ms.	Brenda	Greene	CPTA Board Secretary	Choanoke Area Development Association, Inc.	Rich Square
Mr.	Tracy	Bristow		Hertford Co. Public Health Authority	Ahoskie
Ms.	Barbara	Whitaker		EU Turn Transit	Enfield
Ms.	Robin	Phillips		Roanoke Electric Membership	Ahoskie
Ms.	Sylvia	Wyatt		Hertford Chamber of Commerce	Hertford
Mr.	Collins	Cooper	Director	Windsor-Bertie Chamber of Commerce	Windsor
Ms.	Judy	Collier	Executive Director	Northampton Chamber of Commerce	Jackson
Mr.	Dan	Joyner	President	Hertford-Ahoskie Chamber of Commerce	Ahoskie
Mr.	Jim	Kloosterman	Manager	Walmart	Roanoke Rapids
Mr.	Bobby	Marchbank	Manager	Walmart	Ahoskie
Ms.	Ruby	Gerald		Roanoke Valley Chamber of Commerce	Roanoke Rapids

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APPENDIX B

PUBLIC OUTREACH SURVEYS AND RESULTS



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Choanoke Public Transportation Authority

Rider Survey



Dear Rider,

Choanoke Public Transportation Authority (CPTA) wants to serve you better. Please take a minute to fill out this survey.

Thank you!

Please rate CPTA.

Rate the following characteristics of CPTA's service:	Very Good	Good	Okay	Poor	Very Poor
Reservation procedures	<input type="checkbox"/>				
Vehicle on-time performance	<input type="checkbox"/>				
Hours of service	<input type="checkbox"/>				
Duration of the ride	<input type="checkbox"/>				
Cost of the service	<input type="checkbox"/>				
Sense of security and safety	<input type="checkbox"/>				
Cleanliness / comfort of vehicles	<input type="checkbox"/>				
Courtesy / friendliness of drivers	<input type="checkbox"/>				
Convenience of the service	<input type="checkbox"/>				
Overall service	<input type="checkbox"/>				

What can we do better?

What service improvements would you like to see in the next five years?	Very Important	Somewhat Important	Not Important
Less advance time required to schedule a trip	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Late evening service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better identification of route information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Expand hours / days of service If so, when _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Expand service area If so, where _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improve safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



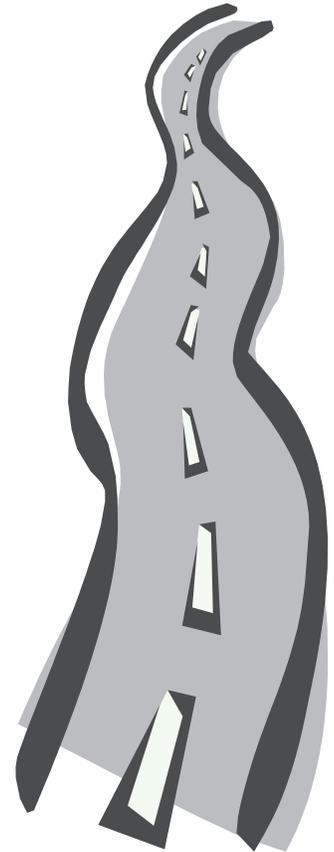
About your trip today.

Why did you ride with CPTA today?

- I don't have a car
- I prefer CPTA service
- To save money
- Car needs repairs
- To save time
- Disability/unable to drive

What is the purpose of this trip?

- Work
- School / College
- Shopping
- Personal business
- Medical / Dental
- Social / Recreational
- Human / Social Services
- Other _____



About you.

How did you find out about CPTA's service?

- Web site
- Brochure
- From an agency
- Asked someone who uses the service
- Other _____

CTN will not discriminate based on your race, color, or national origin.

How often do you use CPTA's services?

- Less than once a month
- Once or twice a month
- 1 day a week
- 2 to 3 days a week
- 4 or more days a week

How long is your typical trip?

- 15 minutes or less
- Between 15 and 30 minutes
- Between 30 minutes and 1 hour
- Between 1 and 2 hours
- More than 2 hours

What is your age?

- 19 or under
- 20 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 or older

What is your gender?

- Male
- Female

What is your primary ethnic background?

- White / Caucasian
- Hispanic
- African-American
- Other

Would you recommend CPTA to family and friends?

- Yes
- No

Thank you!

Choanoke Public Transportation Authority

**Rider Survey - On Demand Service
Survey Given in May 2010 - 152 surveys completed**

Please rate CPTA	very good	good	okay	poor	very poor	no answer	TOTAL	percent very good/good	poor/very poor
areas served	85	45	11	1	2	8	152	85.5%	2.0%
reservation procedures	58	44	20	4	1	25	152	67.1%	3.3%
vehicle on-time performance	67	37	20	8	5	15	152	68.4%	8.6%
hours of service	58	48	21	6	2	17	152	69.7%	5.3%
duration of the ride	63	47	18	4	3	17	152	72.4%	4.6%
cost of the service	71	37	17	2	3	22	152	71.1%	3.3%
sense of security and safety	80	46	6	3	3	17	152	82.9%	2.0%
cleanliness/comfort of vehicles	86	44	6	2	3	11	152	85.5%	3.3%
courtesy/friendliness of drivers	104	32	5	1	2	8	152	89.5%	2.0%
convenience of service	85	41	8	2	2	16	152	82.9%	1.3%
overall service	72	43	12	2	2	23	152	75.7%	1.3%

Choanoke Public Transportation Authority

Rider Survey - On Demand Service
Survey Given in May 2010 - 152 surveys completed

What can we do better in next 5 years?		very important	somewhat important	not important	no answer	TOTAL	percent very import	percent somewhat import	
	less advance time to schedule trip	63	34	29	26	152	41.4%	22.4%	
	late evening service	59	33	32	28	152	38.8%	21.7%	
	better identification of route information	48	37	30	37	152	31.6%	24.3%	
*1 writeins	expand hours/days of service	46	39	32	35	152	30.3%	25.7%	
*2	expand service area	41	37	34	40	152	27.0%	24.3%	
	improve safety	57	31	21	43	152	37.5%	20.4%	
*3	other	4	1	0	147	152	2.9%	0.7%	
*1 writeins									
7	Saturdays						*2 writeins		
1	stops until 5pm						2 Tarboro		
1	illegible						2 Rocky Mount		
1	holidays						1 Roanoke Rapids		
1	run on Saturday for dialysis patients						1 Halifax County, Ringwood		
3	evenings						1 my driver expands area service real good		
1	weekly						1 the center		
1	expand more hours and days of service for workers						1 Elizabeth City		
1	7am to 7pm						2 Greenville		
1	at noon						*3 writeins		
3	weekends						1 Fairness to all riders; no special treatment		
1	Saturdays 6-12						1 seatbelts more easy to fasten		
1	10:30-12 1 day a week						2 disallow cell phone use while on bus		
2	until 7pm						1 my bus driver does well by improving safety		
							1 better pick up times		
							1 It would be wonderful if seniors could get to the senior ctr by 10am.		
							1 we need first shift for Ahoskie		

Choanoke Public Transportation Authority

**Rider Survey - On Demand Service
Survey Given in May 2010 - 152 surveys completed**

Why did you ride with CPTA today?	note: more than one answer checked in some cases	percent of all surveys
I don't have a car	72	47.4%
I prefer CPTA service	36	23.7%
To save money	17	11.2%
Car needs repairs	6	3.9%
To save time	4	2.6%
Disability/unable to drive	64	42.1%
no answer	4	2.6%
	203	

What is the purpose of this trip?	note: more than one answer checked in some cases	percent of all surveys
work	13	8.6%
school/college	12	7.9%
shopping	18	11.8%
personal business	8	5.3%
medical/dental	72	47.4%
social/recreational	35	23.0%
human/social services	27	17.8%
*4 writeins	0	0.0%
no answer	16	10.5%
	201	
*4 writeins		
9 dialysis		
1 Roanoke Rapids Dialysis Center		
5 senior center		
3 lunch		
1 adult day care center		

Choanoke Public Transportation Authority

**Rider Survey - On Demand Service
Survey Given in May 2010 - 152 surveys completed**

How did you find out about CPTA's service?		note: more than one answer checked in some cases	percent of all surveys
	website		0.0%
	brochure	9	5.9%
	from an agency	68	44.7%
	asked someone who uses the service	47	30.9%
	other	28	18.4%
	no answer	9	5.9%
*5 writeins			
2	social services	1	senior service
1	from dialysis	2	Littleton Senior Center
1	my boss	1	caseworker
2	senior citizen center	1	ad
3	friend	1	saw bus
2	family member	1	recommended by other customers
			1 drivers
How often do you use CPTA's services?			percent of all answers
	less than once a month	5	3.3%
	once or twice a month	23	15.1%
	1 day a week	10	6.6%
	2-3 days a week	68	44.7%
	4 or more days a week	41	27.0%
	no answer	5	3.3%

Choanoke Public Transportation Authority

**Rider Survey - On Demand Service
Survey Given in May 2010 - 152 surveys completed**

How long is your typical trip?		percent of all answers
15 minutes or less	22	14.5%
between 15 and 30 minutes	26	17.1%
between 30 minutes and 1 hour	63	41.4%
between 1 and 2 hours	25	16.4%
more than 2 hours	9	5.9%
no answer	7	4.6%
	152	

What is your age?		percent of all answers
19 or under		0.0%
20-29	12	7.9%
30-39	13	8.6%
40-49	18	11.8%
50-59	20	13.2%
60 or older	86	56.6%
no answer	3	2.0%
	152	

What is your gender?		percent of all answers
male	36	23.7%
female	110	72.4%
no answer	6	3.9%
	152	

Choanoke Public Transportation Authority

**Rider Survey - On Demand Service
Survey Given in May 2010 - 152 surveys completed**

What is your primary ethnic background?		percent of all answers
white/caucasian	13	8.6%
Hispanic	1	0.7%
African American	125	82.2%
other	5	3.3%
no answer	8	5.3%

Would you recommend CPTA to family and friends?		percent of all answers
yes	132	86.8%
no	2	1.3%
no answer	18	11.8%

Other Comments:

For the last seven years Mr. Daniels has been my driver for the company. He has provided me with friendly courteous service. Mr. Lewis drives bus 44 and he gives good bus service. The bus is always clean.

I love riding the bus and the lovely scenery!

Thanks for providing this service!

The drivers are all so nice and helpful in assisting the riders on and off the bus. They are all so gracious.

I love the CPTA bus rides.

Drivers are so nice.

Like the No Smoking in buses!

The buses are nice and comfortable!

This is my favorite time using CPTA.

First time use-- very satisfied.

Others have said excellent service.

I only has about a 3 minute ride to our senior center



Choanoke Public Transportation Authority
Potential Rider Survey



Please help us serve you better by filling out this survey. Thank you!

1. What is your age?

- 19 or under
- 20 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 or older

2. What is your gender?

- Male
- Female

3. What is your primary ethnicity?

- White / Caucasian
- African-American
- Hispanic or Latino
- Asian
- Native American
- Other

CPTA will not discriminate based on your race, color, or national origin.

4. What town and/or county do you live in?

5. Do you have a car?

- Yes
- No

6. Do you have a need for public transportation?

- Yes
- No

7. How often do you need public transportation?

- Daily
- Once a week or more
- Once a month or more
- No set schedule

8. Do you require a wheelchair lift?

- Yes
- No

9. What do you need transportation for?

- Medical / Dental appointments
- Government service agencies (social security, social services, etc.)
- VA Facilities
- School / College
- Work
- Daycare
- Head Start
- Shopping
- Personal Business
- Recreation

10. Do you need transportation for any other destinations? Please list.



11. Did you know that there is public transportation available for Bertie, Halifax, Hertford, and Northampton Counties?

Yes

No

12. If yes, have you ever taken public transportation in one of these counties?

Yes

No

13. What transportation service did you use and what was the purpose of your trip?

14. How often did you use this service?

15. Have you ever ridden vehicles from CPTA?

Yes

No

If yes, how would you describe your typical ride?

16. Would you use the CPTA service again?

Yes

No

17. Is there anything CPTA could improve on?

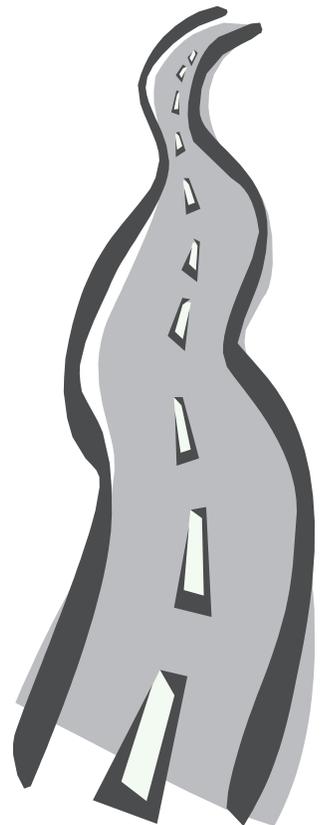
(Reservations, times of service, frequency of service, etc.)

18. Now that you know CPTA offers transportation for residents will you use their services?

Yes

No

If no, why not?





Choanoke Public Transportation Authority
Cuestionario para pasajeros potenciales



Ayúdenos atenderle mejor completando éste cuestionario. Gracias.

1. ¿Cuántos años tiene?

- 19 o menos
- 20 - 39
- 40 - 59
- 60 - 69
- 70 - 79
- 80 or más

2. ¿Sexo?

- Hombre
- Mujer

3. ¿Cuál es su origen étnico?

- Caucásico
- Afroamericano
- Hispano o Latina
- Asiático
- Indio americano
- Otro
- Prefiere no decir

CTN no discrimina basado en su étnico, en el color, ni en origen nacional.

4. ¿En cuál ciudad o comunidad vive usted?

5. ¿Tiene acceso a un coche?

- Sí
- No

6. ¿Se necesita transporte público?

- Sí
- No

8. ¿Se necesita un acensor para silla de ruedas?

- Sí
- No

7. ¿Con qué frecuencia utilizó (o utilizaría) transporte público?

- Diariamente
- Un día por semana o mas
- Una vez al mes o mas
- Ningún horario fijo

9. ¿Por que se necesita transporte público? 10. ¿Se necesita transporte público para otros lugares? Escribe los, por favor.

- Citas médicas o dentistas
- Agencias del gobierno (seguridad social, servicios humanos, etc.)
- Facilidades para Veteranos
- Escuela o colegio
- Trabajo
- Cuidado de niños
- Head Start
- Compras
- Negocio personal
- Recreación/diversión

SIGUE →

11. ¿Sabía que hay transporte público en los Condados de Bertie, Halifax, Hertford y Northampton?

Sí

No

12. ¿Si sí, ha utilizado el transporte público en estos condados?

Sí

No

13. ¿Qué servicio de transporte público ha utilizado y qué fué la razón por el viaje?

14. ¿Con qué frecuencia utilizó este servicio?

15. ¿Ha utilizado el servicio de CPTA en el pasado?

Sí

No

¿Si sí, cómo fué su viaje?

16. ¿Utilizaría el servicio de CPTA otra vez?

Sí

No

17. ¿Hay algo que CPTA podría mejorar?

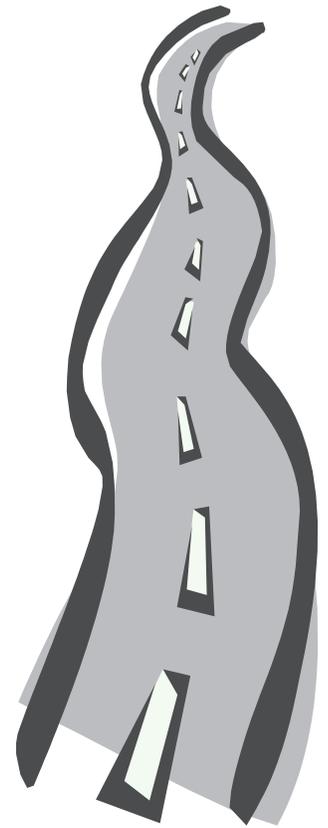
(el sistema de reservaciones, las horas de servicio, la frecuencia del servicio, etc.)

18. ¿Ahora que sabe que CPTA provea transporte al público, va a usar los servicios?

Sí

No

¿Si no, por qué?



Choanoke Public Transportation Authority

Public Outreach Sessions

Surveys completed in July 2010 - 115 surveys completed

- 33 Ahoskie Walmart - July 7
- 32 Jackson Piggly Wiggly - July 8
- 24 Roanoke Rapids Walmart - July 14
- 26 Windsor Food Lion - July 15

115 TOTAL SURVEYS TAKEN

What is your age?		percent of all answers
19 or under	4	3.5%
20-29	13	11.3%
30-39	12	10.4%
40-49	22	19.1%
50-59	24	20.9%
60 or older	40	34.8%
No Answer	115	0.0%
	115	115

What is your gender?		percent of all answers
Male	45	39.1%
Female	68	59.1%
No Answer	2	1.7%
	115	115

What is your primary ethnicity?		percent of all answers
white/caucasian	27	23.5%
African American	82	71.3%
Hispanic or Latino	1	0.9%
Asian	1	0.9%
Native American	3	2.6%
Other		0.0%
No Answer	1	0.9%
	115	115

Choanoke Public Transportation Authority

Public Outreach Sessions

Surveys completed in July 2010 - 115 surveys completed

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- 24 Roanoke Rapids Walmart - July 14
- 26 Windsor Food Lion - July 15
- 115 TOTAL SURVEYS TAKEN**

What town and/or county do you live in?		percent of all answers
Cofield, Hertford County	3	2.6%
Rich Square, Northampton County	8	7.0%
Colerain, Bertie County	2	1.7%
Gates County	1	0.9%
Ahoskie, Hertford County	4	3.5%
Aulander, Bertie County	4	3.5%
Windsor, Bertie County	13	11.3%
Murfreesboro, Hertford County	2	1.7%
Millennium, Hertford County	1	0.9%
Conway, Northampton County	1	0.9%
Hertford County	7	6.1%
Powellsville, Bertie County	1	0.9%
Seaboard, Northampton County	2	1.7%
Woodland, Northampton County	5	4.3%
Northampton County	14	12.2%
Halifax, Halifax County	6	5.2%
Jackson, Northampton County	8	7.0%
Margarettsville, Northampton County	1	0.9%
Garysburg, Northampton County	5	4.3%
Galatia, Northampton County	1	0.9%
Liberty, Alamance County	1	0.9%
Littleton, Halifax County	3	2.6%
Roanoke Rapids, Halifax County	5	4.3%
Weldon, Halifax County	3	2.6%
Lewiston, Bertie County	2	1.7%
Kelford, Bertie County	1	0.9%
Edenton, Chowan County	1	0.9%
Little Hertford, Hertford County	1	0.9%
Merry Hill, Bertie County	1	0.9%
Bertie County	7	6.1%
No Answer	1	0.9%
	115	115

Choanoke Public Transportation Authority

Public Outreach Sessions

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115 TOTAL SURVEYS TAKEN

Do you have a car?		percent of all answers
Yes	92	80.0%
No	22	19.1%
No Answer	1	0.9%
	115	115

Do you have a need for public transportation?		percent of all answers
Yes	33	28.7%
No	80	69.6%
No Answer	2	1.7%
	115	115

How often do you need public transportation?		percent of all answers
Daily	5	4.3%
Once a week or more	12	10.4%
Once a month or more	5	4.3%
No set schedule	52	45.2%
No Answer	41	35.7%
	115	115

Do you require a wheelchair lift?		percent of all answers
Yes	2	1.7%
No	104	90.4%
No Answer	9	7.8%
	115	115

Choanoke Public Transportation Authority

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Public Outreach Sessions

Surveys completed in July 2010 - 115 surveys completed

115 TOTAL SURVEYS TAKEN

What do you need public transportation for?		NOTE: MULTIPLE ANSWERS HERE	percent of all answers
Medical / Dental appointments	43		37.4%
Government service agencies	13		11.3%
VA facilities	2		1.7%
School / college	12		10.4%
Work	11		9.6%
Daycare	2		1.7%
Head Start	4		3.5%
Shopping	21		18.3%
Personal business	14		12.2%
Recreation	10		8.7%
No Answer	48	180	41.7%
		115	

Do you need transportation for any other destinations?		percent of all answers
hospital for chemo	1	0.9%
to Greenville and back	1	0.9%
Senior Center	1	0.9%
Elizabeth City, Williamston, Greenville	1	0.9%
No answer / No	111	96.5%
	115	

Did you know that there is public transportation for Bertie, Halifax, Hertford & Northampton?		percent of all answers
Yes	87	75.7%
No	25	21.7%
No Answer	3	2.6%
	115	

Choanoke Public Transportation Authority

33 Ahoskie Walmart - July 7
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115 TOTAL SURVEYS TAKEN

**Public Outreach Sessions
 Surveys completed in July 2010 - 115 surveys completed**

If yes, have you ever taken public transportation in one of these counties?		percent of all answers
Yes	26	22.6%
No	82	71.3%
No Answer	7	6.1%
	115	115

What transportation service did you use and what was the purpose of your trip?		percent of all answers
Social services private transportation volun	1	0.9%
CPTA	10	8.7%
CPTA for doctor	4	3.5%
doctor appointments	5	4.3%
CPTA for personal reason	1	0.9%
employment services for clients	1	0.9%
School	2	1.7%
shopping	3	2.6%
daycare	1	0.9%
Red Hats show in Littleton	1	0.9%
business	1	0.9%
No answer / None / NA	92	80.0%
	122	115

How often did you use this service?		percent of all answers
several times monthly	3	2.6%
weekly	3	2.6%
twice a month	1	0.9%
once	3	2.6%
once a week	2	1.7%
a few times	5	4.3%
monthly	1	0.9%
twice	1	0.9%
daily for six weeks	1	0.9%
daily	2	1.7%
No answer / None / NA	93	80.9%
	115	115

Choanoke Public Transportation Authority

Public Outreach Sessions

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- 115 TOTAL SURVEYS TAKEN**

Have you ever ridden vehicles from CPTA?			percent of all answers
Yes	26		22.6%
No	82		71.3%
No Answer	7	115	6.1%
		115	

If yes, how would you describe your typical ride?			percent of all answers
very good	2		1.7%
pleasant	3		2.6%
enjoyable	2		1.7%
excellent	1		0.9%
good	3		2.6%
it was ok	4		3.5%
great	1		0.9%
Service is always friendly & helpful	1		0.9%
It was nice	1		0.9%
harsh-- pick you up too early & have too m	1		0.9%
good but took too long to arrive at destinati	1		0.9%
No answer	95	115	82.6%

Would you use the CPTA service again?			percent of all answers
Yes	24		20.9%
No	2		1.7%
No Answer	89	115	77.4%
		115	

Choanoke Public Transportation Authority

33 Ahoskie Walmart - July 7
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115 TOTAL SURVEYS TAKEN

**Public Outreach Sessions
 Surveys completed in July 2010 - 115 surveys completed**

Is there anything CPTA could improve on?		percent of all answers
driver calling	1	0.9%
Sunday rides to church from nursing home	1	0.9%
calls to let you know ETA of bus	1	0.9%
doing a good job	1	0.9%
the air conditioning	1	0.9%
appreciate the service	1	0.9%
The service is good	1	0.9%
more frequent shopping trips	1	0.9%
time/duration of trip	1	0.9%
low cost	1	0.9%
dependability	1	0.9%
weekends & some later nights	1	0.9%
radins/ pick up locations & distance	1	0.9%
service	1	0.9%
No answer / No	101	87.8%
	115	115

Now that you know CPTA offers transportation for residents will you use their services?		percent of all answers
Yes	78	67.8%
No	15	13.0%
No Answer	22	19.1%
	115	115

If no, why not?		percent of all answers
maybe if I didn't have a car	3	2.6%
no requirement	1	0.9%
no need, but will recommend to others	1	0.9%
not a need right now	3	2.6%
I would get someone else	1	0.9%
Couldn't depend on CPTA	1	0.9%
No answer	105	91.3%
	115	115

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Choanoke Public Transportation Authority **Agency Survey**



**Choanoke Public Transportation Authority (CPTA) wants to serve you better.
Please take a minute to fill out this survey.**

Thank you!

Agency Name _____

Your Name _____

Your Title _____

1. Do you currently use CPTA's services?

Yes - Please go to Question 2

No - Please go to Question 6

For Agencies currently contracting with CPTA

2. How long have you been contracting with CPTA? _____

3. What services does CPTA provide for you? _____

4. Are you happy with CPTA's service? _____

5. What do you think needs to be done to serve your agency better? _____

For Agencies NOT currently contracting with CPTA

6. Have you considered using CPTA in the past? _____

7. Why did you decide not to use CPTA? _____



For ALL Agencies: Please rate the following characteristics of CPTA's service based on importance to your agency:

Service	High Importance	Medium Importance	Low Importance	No Importance
Extension of service hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More daytime hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weekend service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Night service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Serve the following trip types	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
School	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VA facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Human / Social Service Agencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increase service to underserved clients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Elderly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low-income	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workers / migrant workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Veterans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disabled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increase service in underserved locations such as _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better coordination between transportation providers for cross-county trips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better coordination between transportation providers for inter-county trips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improve door to door service How? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improve reservation and scheduling procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Education / Marketing	High Importance	Medium Importance	Low Importance	No Importance
Better education / advertisement of services available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better education needed on eligibility requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better communication with non-English speaking agencies If so, what languages? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better advertising to elderly, low-income, or general public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need for increased participation on Transportation Advisory Board by my agency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thank you!



Choanoke Public Transportation Authority Agency Survey



Choanoke Public Transportation Authority (CPTA) wants to serve you better.
Please take a minute to fill out this survey.

Thank you!

Agency Name JW Faison Senior Center

Your Name Rebecca Bayse

Your Title Director

1. Do you currently use CPTA's services?

Yes - Please go to Question 2

No - Please go to Question 6

For Agencies currently contracting with CPTA

2. How long have you been contracting with CPTA? 10+ years

3. What services does CPTA provide for you? Congregate transportation, medical appts., field trips

4. Are you happy with CPTA's service? yes

5. What do you think needs to be done to serve your agency better? We would like to do some weekend trips. We have always had great service.

For Agencies NOT currently contracting with CPTA

6. Have you considered using CPTA in the past? _____

7. Why did you decide not to use CPTA? _____



For ALL Agencies: Please rate the following characteristics of CPTA's service based on importance to your agency:

Service	High Importance	Medium Importance	Low Importance	No Importance
Extension of service hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More daytime hours	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weekend service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Night service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Serve the following trip types	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> RB	<input checked="" type="checkbox"/> RB
School	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> RB	<input checked="" type="checkbox"/> RB
Medical	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VA facilities	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Human / Social Service Agencies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increase service to underserved clients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Elderly	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low-income	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workers / migrant workers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Veterans	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disabled	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General public	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increase service in underserved locations such as _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better coordination between transportation providers for cross-county trips	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better coordination between transportation providers for inter-county trips	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improve door to door service How? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Improve reservation and scheduling procedures	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Education / Marketing	High Importance	Medium Importance	Low Importance	No Importance
Better education / advertisement of services available	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better education needed on eligibility requirements	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better communication with non-English speaking agencies If so, what languages? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Better advertising to elderly, low-income, or general public	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need for increased participation on Transportation Advisory Board by my agency	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thank you!



Choanoke Public Transportation Authority Agency Survey



Choanoke Public Transportation Authority (CPTA) wants to serve you better.
Please take a minute to fill out this survey.

Thank you!

Agency Name Northampton Social Services

Your Name Phyllis Cannon

Your Title Work First/ Child Care Supervisor

1. Do you currently use CPTA's services?

Yes - Please go to Question 2

No - Please go to Question 6

For Agencies currently contracting with CPTA

2. How long have you been contracting with CPTA? About 15 years

3. What services does CPTA provide for you? Provides 2 van's to transport
Work First clients

4. Are you happy with CPTA's service? For the Most Part

5. What do you think needs to be done to serve your agency better? For CPTA to pick
up the clients that we ask them to transport
when we ask them to transport them.

For Agencies NOT currently contracting with CPTA

6. Have you considered using CPTA in the past? _____

7. Why did you decide not to use CPTA? _____



For ALL Agencies: Please rate the following characteristics of CPTA's service based on importance to your agency:

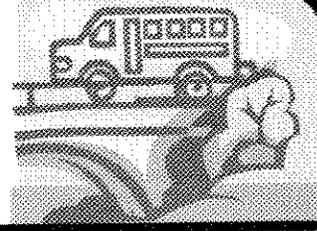
Service	High Importance	Medium Importance	Low Importance	No Importance
Extension of service hours	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More daytime hours	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weekend service	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Night service	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Serve the following trip types	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
School	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VA facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Human / Social Service Agencies	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increase service to underserved clients	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Elderly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Low-income	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workers / migrant workers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Veterans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disabled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
General public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Increase service in underserved locations such as _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Better coordination between transportation providers for cross-county trips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Better coordination between transportation providers for inter-county trips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Improve door to door service How? _____	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improve reservation and scheduling procedures	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Education / Marketing	High Importance	Medium Importance	Low Importance	No Importance
Better education / advertisement of services available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Better education needed on eligibility requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Better communication with non-English speaking agencies If so, what languages? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Better advertising to elderly, low-income, or general public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Need for increased participation on Transportation Advisory Board by my agency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Thank you!



Choanoke Public Transportation Authority Agency Survey



Choanoke Public Transportation Authority (CPTA) wants to serve you better.
Please take a minute to fill out this survey.

Thank you!

Agency Name Hartford County Dept. of Social Svcs.
Your Name Michael G. Felt
Your Title Director

- 1. Do you currently use CPTA's services?
 - Yes - Please go to Question 2
 - No - Please go to Question 6

For Agencies currently contracting with CPTA

- 2. How long have you been contracting with CPTA? More than 7 yrs.
- 3. What services does CPTA provide for you? Transportation
- 4. Are you happy with CPTA's service? Absolutely
- 5. What do you think needs to be done to serve your agency better? Expand services to other counties.

For Agencies NOT currently contracting with CPTA

- 6. Have you considered using CPTA in the past? _____
- 7. Why did you decide not to use CPTA? _____



For ALL Agencies: Please rate the following characteristics of CPTA's service based on importance to your agency:

Service	High Importance	Medium Importance	Low Importance	No Importance
Extension of service hours	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More daytime hours	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weekend service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Night service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Serve the following trip types	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
School	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Medical	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VA facilities	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Human / Social Service Agencies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increase service to underserved clients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Elderly	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low-income	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workers / migrant workers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Veterans	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disabled	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Increase service in underserved locations such as _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better coordination between transportation providers for cross-county trips	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better coordination between transportation providers for inter-county trips	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improve door to door service How? _____	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improve reservation and scheduling procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Education / Marketing	High Importance	Medium Importance	Low Importance	No Importance
Better education / advertisement of services available	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Better education needed on eligibility requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Better communication with non-English speaking agencies If so, what languages? _____	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better advertising to elderly, low-income, or general public	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Need for increased participation on Transportation Advisory Board by my agency	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Thank you!



Choanoke Public Transportation Authority Agency Survey



Choanoke Public Transportation Authority (CPTA) wants to serve you better.
Please take a minute to fill out this survey.

Thank you!

Agency Name Halifax County DSS
Your Name Tammy Bohannon
Your Title Employment Services Program Manager

1. Do you currently use CPTA's services?

- Yes - Please go to Question 2
- No - Please go to Question 6

For Agencies currently contracting with CPTA

2. How long have you been contracting with CPTA? Since 1997 ?

3. What services does CPTA provide for you? Transportation - ^{Work} Medical

4. Are you happy with CPTA's service? yes

5. What do you think needs to be done to serve your agency better? more hours and
Weekend transportation would be helpful

For Agencies NOT currently contracting with CPTA

6. Have you considered using CPTA in the past? _____

7. Why did you decide not to use CPTA? _____



For ALL Agencies: Please rate the following characteristics of CPTA's service based on importance to your agency:

Service	High Importance	Medium Importance	Low Importance	No Importance
Extension of service hours	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More daytime hours	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weekend service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Night service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Serve the following trip types	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
School	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VA facilities	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Human / Social Service Agencies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increase service to underserved clients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Elderly	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low-income	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workers / migrant workers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Veterans	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disabled	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General public	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increase service in underserved locations such as _____	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better coordination between transportation providers for cross-county trips	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better coordination between transportation providers for inter-county trips	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improve door to door service How? _____	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improve reservation and scheduling procedures	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Education / Marketing	High Importance	Medium Importance	Low Importance	No Importance
Better education / advertisement of services available	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better education needed on eligibility requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Better communication with non-English speaking agencies If so, what languages? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Better advertising to elderly, low-income, or general public	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need for increased participation on Transportation Advisory Board by my agency	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Thank you!



Choanoke Public Transportation Authority Agency Survey



Choanoke Public Transportation Authority (CPTA) wants to serve you better.
Please take a minute to fill out this survey.

Thank you!

Agency Name Northampton County Health Dept.
Your Name Sue L. Gay
Your Title Health Director

1. Do you currently use CPTA's services? *(We use but do not contract with - DSS schedules.)*
- Yes - Please go to Question 2
 - No - Please go to Question 6

For Agencies currently contracting with CPTA

2. How long have you been contracting with CPTA? No contract
3. What services does CPTA provide for you? They transport clients to our facility
4. Are you happy with CPTA's service? Most of the time
5. What do you think needs to be done to serve your agency better? Clients sometime complain about wait time; pickup may be after agency closing.

For Agencies NOT currently contracting with CPTA

6. Have you considered using CPTA in the past? DSS schedules client visits thru CPTA for us.
7. Why did you decide not to use CPTA? We do use them.



Agency Service

For ALL Agencies: Please rate the following characteristics of CPTA's service based on importance to your agency:

Service	High Importance	Medium Importance	Low Importance	No Importance
Extension of service hours	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More daytime hours	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weekend service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Night service	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Serve the following trip types	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
School	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VA facilities	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Human / Social Service agencies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increase service to underserved clients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Elderly	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low-income	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workers / migrant workers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Veterans	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disabled	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General public	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Increase service in underserved locations such as _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better coordination between transportation providers for cross-county trips	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better coordination between transportation providers for inter-county trips	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improve door to door service How? <i>Varied Sizes of Vehicles / Categories</i> ^{Age + Need}	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improve reservation and scheduling procedures	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Education / Marketing	High Importance	Medium Importance	Low Importance	No Importance
Better education / advertisement of services available	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better education needed on eligibility requirements	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better communication with non-English speaking agencies If so, what languages? <i>Spanish, Vietnamese</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better advertising to elderly, low-income, or general public	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Need for increased participation on Transportation Advisory Board by my agency	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thank you!



Choanoke Public Transportation Authority Agency Survey



Choanoke Public Transportation Authority (CPTA) wants to serve you better.
Please take a minute to fill out this survey.

Thank you!

Agency Name Edwards Assessments & Consulting
Your Name Elizabeth P. Edwards
Your Title Director

- 1. Do you currently use CPTA's services?
 Yes - Please go to Question 2
 No - Please go to Question 6

For Agencies currently contracting with CPTA

- 2. How long have you been contracting with CPTA? 2 years
- 3. What services does CPTA provide for you? client transportation
- 4. Are you happy with CPTA's service? yes
- 5. What do you think needs to be done to serve your agency better?

For Agencies NOT currently contracting with CPTA

- 6. Have you considered using CPTA in the past? _____
- 7. Why did you decide not to use CPTA?



For ALL Agencies: Please rate the following characteristics of CPTA's service based on importance to your agency:

Service	High Importance	Medium Importance	Low Importance	No Importance
Extension of service hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
More daytime hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weekend service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Night service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Serve the following trip types	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
School	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VA facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Human / Social Service Agencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increase service to underserved clients <i>medicaid / medicare</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Elderly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low-income	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workers / migrant workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Veterans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disabled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increase service in underserved locations such as <i>Holliston</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better coordination between transportation providers for cross-county trips	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better coordination between transportation providers for inter-county trips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improve door to door service How? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improve reservation and scheduling procedures	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Education / Marketing

	High Importance	Medium Importance	Low Importance	No Importance
Better education / advertisement of services available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Better education needed on eligibility requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Better communication with non-English speaking agencies If so, what languages? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Better advertising to elderly, low-income, or general public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Need for increased participation on Transportation Advisory Board by my agency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Thank you!

HOP A RIDE



Choanoke Public Transportation Authority - CPTA

Rider Questionnaire



- Over 150 riders completed surveys this summer about CPTA's service. Thanks!
- CPTA proposes six service additions/improvements based on the surveys with riders, agencies, and the public.
- CPTA will need to seek federal, state, and local funds and grants to start these additions/improvements.
- The six service additions/improvements will be detailed in a 5-year system and financial plan.
- Items included in a 5-year plan have a better chance of receiving funding.

Please tell us what you think about the proposed service additions and improvements so we can finalize the 5-year plan.

How often do you ride with CPTA? Daily Once a week or more Once a month or more Infrequently

1. Provide Weekday Evening Service from 5:30pm to 9:30pm (in addition to daytime service)

This proposal would extend existing operations into the evening on weekdays.

Is this a good idea? Yes No Don't Know

Would you use evening services? Often Once in a while Never

Where would you need to go in the evening?

Shopping

Community College

Recreation/Social activities

Classes at social service agency

Work

Medical/Dental

Would you prefer other hours? If so, what are they? _____

2. Provide Employment Shuttles

Under this proposal, CPTA would work with agencies and employers to provide rides for groups of workers to and from major employers.

Is this a good idea? Yes No Don't Know

Would you use this service? Yes No Maybe

If so, where do you work? _____

Other comments _____

Just a few more questions on back →

3. Hire a Mobility Manager

A mobility manager would work with agencies and customers to match transportation needs with available services. CPTA would need to compete for the federal grant, which would fund the position for 2 years. Anticipated after Year 3 of the 5-year plan.

Is this a good idea? Yes No Don't Know

Other comments _____

4. Install Mobile Data Computers in Each Transit Vehicle

These computers will make route planning more efficient and effective, decrease response times, and improve scheduling flexibility. Grant money is expected to be available after Year 3 of the 5-year plan.

Is this a good idea? Yes No Don't Know

Other comments _____

5. Enhance Marketing Program

CPTA will modestly increase its marketing budget to one percent of revenues, improve the CPTA website (www.choanokepta.org) and county websites, develop marketing/education materials for agencies to better inform them of trip options for their clients, etc.

Is this a good idea? Yes No Don't Know

Other comments _____

6. Coordinate Transit Trips with Other Agencies to Provide More Trip Options

CPTA will coordinate with other agencies in the service area to provide transit options and will work with other transit agencies, where practical, to provide out-of-county trips.

Is this a good idea? Yes No Don't Know

Other comments _____

Would the proposed additions/improvements result in you using CPTA more?

Yes No

Are there other comments you would like CPTA to consider over the next 5 years?

Thank you for your time and your ideas!

Rider Questionnaire Results															
Ride CPTA?	Provide Weekday Evening Service				Provide Employment Shuttles				Hire a Mobility Manager		Install Mobile Data Computers	Enhance Marketing	Coordinate Transit Trips	Improvements = use CPTA more	
	1a - Good Idea?	1b-Use evening services?	1c-Where to go evenings?	2a-Good Idea?	2b-Use service?	3a-Good Idea?	4a-Good Idea?	5a-Good Idea?	6a-Good Idea?	6a-Good Idea?	6a-Good Idea?	6a-Good Idea?	6a-Good Idea?	6a-Good Idea?	Improvements=use CPTA more?
TOTAL Daily	TOTAL Often	TOTAL Shopping	TOTAL Yes	TOTAL Yes	TOTAL Yes	TOTAL Yes	TOTAL Yes	TOTAL Yes	TOTAL Yes	TOTAL Yes	TOTAL Yes	TOTAL Yes	TOTAL Yes	TOTAL Yes	TOTAL Yes
27	35	14	28	33	21	30	28	31	33	38					
TOTAL Once a week	TOTAL Once in a While	TOTAL Recreation/Social	TOTAL No	TOTAL No	TOTAL No	TOTAL No	TOTAL No	TOTAL No	TOTAL No	TOTAL No	TOTAL No	TOTAL No	TOTAL No	TOTAL No	TOTAL No
20	8	18	7	8	12	8	15	7	5	12					
TOTAL Once a month	TOTAL Never	TOTAL Work	TOTAL Don't Know	TOTAL Don't Know	TOTAL Maybe	TOTAL Don't Know	TOTAL Don't Know	TOTAL Don't Know	TOTAL Don't Know	TOTAL Don't Know	TOTAL Don't Know	TOTAL Don't Know	TOTAL Don't Know	TOTAL Don't Know	TOTAL Don't Know
2	6	12	9	7	10	14	9	13	14	0					
TOTAL Infrequently		TOTAL Community College													
2		8													
		TOTAL SS Classes													
		2													
		TOTAL Medical/Dental													
		15													
		Did not Respond													
		13													
TOTAL ANSWERS	TOTAL ANSWERS	TOTAL ANSWERS	TOTAL ANSWERS	TOTAL ANSWERS	TOTAL ANSWERS	TOTAL ANSWERS	TOTAL ANSWERS	TOTAL ANSWERS	TOTAL ANSWERS	TOTAL ANSWERS	TOTAL ANSWERS	TOTAL ANSWERS	TOTAL ANSWERS	TOTAL ANSWERS	TOTAL ANSWERS
51	49	44	82	48	43	52	52	51	52	52	51	52	52	50	

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HOP A RIDE



Choanoke Public Transportation Authority - CPTA

Public Questionnaire



- CPTA is developing a 5-year system and financial plan with strategies to improve operations and increase transit options.
- Six service additions/improvements proposed to be included in the 5-year plan were developed through input from riders, the public, and agencies.
- CPTA will need to seek federal, state, and local funds and grants to start these additions/improvements.
- The six service additions/improvements will be detailed in a 5-year system and financial plan.
- Items included in a 5-year plan have a better chance of receiving funding.

Please tell us what you think about the proposed service additions and improvements so we can finalize the 5-year plan.

Have you ridden with CPTA? Often Occasionally Never

1. Provide Weekday Evening Service from 5:30pm to 9:30pm (in addition to daytime service)

This proposal would extend existing operations into the evening on weekdays.

Is this a good idea? Yes No Don't Know

Would you use evening services? Often Once in a while Never

Where would you need to go in the evening?

Shopping

Community College

Recreation/Social activities

Classes at social service agency

Work

Medical/Dental

Would you prefer other hours? If so, what are they? _____

2. Provide Employment Shuttles

Under this proposal, CPTA would work with agencies and employers to provide rides for groups of workers to and from major employers.

Is this a good idea? Yes No Don't Know

Would you use this service? Yes No Maybe

If so, where do you work? _____

Other comments _____

Just a few more questions on back →

3. Hire a Mobility Manager

A mobility manager would work with agencies and customers to match transportation needs with available services. CPTA would need to compete for the federal grant, which would fund the position for 2 years. Anticipated after Year 3 of the 5-year plan.

Is this a good idea? Yes No Don't Know

Other comments _____

4. Install Mobile Data Computers in Each Transit Vehicle

These computers will make route planning more efficient and effective, decrease response times, and improve scheduling flexibility. Grant money is expected to be available after Year 3 of the 5-year plan.

Is this a good idea? Yes No Don't Know

Other comments _____

5. Enhance Marketing Program

CPTA will modestly increase its marketing budget to one percent of revenues, improve the CPTA website (www.choanokepta.org) and county websites, develop marketing/education materials for agencies to better inform them of trip options for their clients, etc.

Is this a good idea? Yes No Don't Know

Other comments _____

6. Coordinate Transit Trips with Other Agencies to Provide More Trip Options

CPTA will coordinate with other agencies in the service area to provide transit options and will work with other transit agencies, where practical, to provide out-of-county trips.

Is this a good idea? Yes No Don't Know

Other comments _____

Would the proposed additions/improvements result in you using CPTA more?

Yes No

Are there other comments you would like CPTA to consider over the next 5 years?

Thank you for your time and your ideas!

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HOP A RIDE



Choanoke Public Transportation Authority - CPTA

Campus Questionnaire

Chowan University



- CPTA is developing a 5-year system and financial plan with strategies to improve operations and increase transit options.
- Six service additions/improvements proposed to be included in the 5-year plan were developed through input from riders, the public, and agencies.
- CPTA will need to seek federal, state, and local funds and grants to start these additions/improvements.
- The six service additions/improvements will be detailed in a 5-year system and financial plan.
- Items included in a 5-year plan have a better chance of receiving funding.

Please select the group to which you belong: On-campus resident student Off-campus commuting student Faculty or Staff

How do you usually commute to Chowan University?

I don't commute (I live on campus) Drive alone Bicycle Walk Taxi Dropped off CPTA transit van Carpool

How far do you live from campus?

Live on campus Less than 1 mile 1 to 3 miles 3 to 5 miles 5 to 10 miles More than 10 miles

What time do you typically arrive on Campus?

Before 8am Between 8am-12pm Between 12pm-5pm Between 5pm-9pm After 9pm

What time do you typically leave Campus?

Before 8am Between 8am-12pm Between 12pm-5pm Between 5pm-9pm After 9pm

Would you be in favor of a dedicated Chowan University shuttle connecting off-campus points of interests to campus?

Yes No Yes, but I would not use it

Please list specific destinations the Chowan University shuttle should serve:

Have you ridden with CPTA? Often Occasionally Never

Please tell us what you think about the proposed service additions and improvements so we can finalize the 5-year plan.

1. Provide Weekday Evening Service from 5:30pm to 9:30pm (in addition to daytime service)

This proposal would extend existing operations into the evening on weekdays.

Is this a good idea? Yes No Don't Know

Would you use evening services? Often Once in a while Never

Where would you need to go in the evening?

- | | |
|---|---|
| <input type="checkbox"/> Shopping | <input type="checkbox"/> Community College |
| <input type="checkbox"/> Recreation/Social activities | <input type="checkbox"/> Classes at social service agency |
| <input type="checkbox"/> Work | <input type="checkbox"/> Medical/Dental |

Would you prefer other hours? If so, what are they? _____

Just a few more questions on back →

2. Provide Employment Shuttles

Under this proposal, CPTA would work with agencies and employers to provide rides for groups of workers to and from major employers.

Is this a good idea? Yes No Don't Know

Would you use this service? Yes No Maybe

If so, where do you work? _____

Other comments _____

3. Hire a Mobility Manager

A mobility manager would work with agencies and customers to match transportation needs with available services. CPTA would need to compete for the federal grant, which would fund the position for 2 years. Anticipated after Year 3 of the 5-year plan.

Is this a good idea? Yes No Don't Know

Other comments _____

4. Install Mobile Data Computers in Each Transit Vehicle

These computers will make route planning more efficient and effective, decrease response times, and improve scheduling flexibility. Grant money is expected to be available after Year 3 of the 5-year plan.

Is this a good idea? Yes No Don't Know

Other comments _____

5. Enhance Marketing Program

CPTA will modestly increase its marketing budget to one percent of revenues, improve the CPTA website (www.choanokepta.org) and county websites, develop marketing/education materials for agencies to better inform them of trip options for their clients, etc.

Is this a good idea? Yes No Don't Know

Other comments _____

6. Coordinate Transit Trips with Other Agencies to Provide More Trip Options

CPTA will coordinate with other agencies in the service area to provide transit options and will work with other transit agencies, where practical, to provide out-of-county trips.

Is this a good idea? Yes No Don't Know

Other comments _____

Would the proposed additions/improvements result in you using CPTA more? Yes No

Are there other comments you would like CPTA to consider over the next 5 years?

Thank you for your time and your ideas!

Public Questionnaire - Chowan University

Questions specific to Chowan University

Your Group	How commute?	How far from campus?	Time arrive on campus?	Time leave campus?	Dedicated U. shuttle?	Destinations?
TOTAL On-Campus Student	TOTAL Don't Commute	TOTAL Live on Campus	TOTAL Before 8am	TOTAL Before 8am	TOTAL Yes	TOTAL Walmart
63	45	55	28	5	47	33
TOTAL Off-Campus Student	TOTAL Drive Alone	TOTAL Less than a Mile	TOTAL 8am-12pm	TOTAL 8am-12pm	TOTAL No	TOTAL Restaurants
4	8	6	19	3	3	11
TOTAL Faculty/Staff	TOTAL Bicycle	TOTAL 1 to 3 Miles	TOTAL 12pm-5pm	TOTAL 12pm-5pm	TOTAL Yes, but not use	TOTAL Grocery Stores
2	4	0	4	13	18	12
	TOTAL Walk	TOTAL 3 to 5 Miles	TOTAL 5pm-9pm	TOTAL 5pm-9pm		TOTAL Movie Theaters
	11	1	1	6		4
	TOTAL Taxi	TOTAL 5 to 10 Miles	TOTAL After 9pm	TOTAL After 9pm		TOTAL Mall
	0	1	1	18		5
	TOTAL Dropped Off	TOTAL More than 10 Miles				TOTAL Bowling
	1	5				4
	TOTAL CPTA Transit Van					TOTAL Other Towns/Locations
	0					23
	TOTAL Carpool					
	0					
TOTAL ANSWERS	TOTAL ANSWERS	TOTAL ANSWERS	TOTAL ANSWERS	TOTAL ANSWERS	TOTAL ANSWERS	TOTAL ANSWERS
69	69	68	53	45	68	50

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HOP A RIDE



Choanoke Public Transportation Authority - CPTA

Campus Questionnaire

Roanoke-Chowan Community College



- CPTA is developing a 5-year system and financial plan with strategies to improve operations and increase transit options.
- Six service additions/improvements proposed to be included in the 5-year plan were developed through input from riders, the public, and agencies.
- CPTA will need to seek federal, state, and local funds and grants to start these additions/improvements.
- The six service additions/improvements will be detailed in a 5-year system and financial plan.
- Items included in a 5-year plan have a better chance of receiving funding.

Please select the group to which you belong: Student Faculty or Staff General Public

How do you usually commute to college?

Drive alone Bicycle Walk Taxi Dropped off CPTA transit van Carpool

How far do you live from campus?

Less than 1 mile 1 to 3 miles 3 to 5 miles 5 to 10 miles More than 10 miles

What time do you typically arrive on Campus?

Before 8am Between 8am-12pm Between 12pm-5pm Between 5pm-9pm After 9pm

What time do you typically leave Campus?

Before 8am Between 8am-12pm Between 12pm-5pm Between 5pm-9pm After 9pm

Have you ridden with CPTA? Often Occasionally Never

Please tell us what you think about the proposed service additions and improvements so we can finalize the 5-year plan.

1. Provide Weekday Evening Service from 5:30pm to 9:30pm (in addition to daytime service)

This proposal would extend existing operations into the evening on weekdays.

Is this a good idea? Yes No Don't Know

Would you use evening services? Often Once in a while Never

Where would you need to go in the evening?

- | | |
|---|---|
| <input type="checkbox"/> Shopping | <input type="checkbox"/> Community College |
| <input type="checkbox"/> Recreation/Social activities | <input type="checkbox"/> Classes at social service agency |
| <input type="checkbox"/> Work | <input type="checkbox"/> Medical/Dental |

Would you prefer other hours? If so, what are they? _____

Just a few more questions on back →

2. Provide Employment Shuttles

Under this proposal, CPTA would work with agencies and employers to provide rides for groups of workers to and from major employers.

Is this a good idea? Yes No Don't Know

Would you use this service? Yes No Maybe

If so, where do you work? _____

Other comments _____

3. Hire a Mobility Manager

A mobility manager would work with agencies and customers to match transportation needs with available services. CPTA would need to compete for the federal grant, which would fund the position for 2 years. Anticipated after Year 3 of the 5-year plan.

Is this a good idea? Yes No Don't Know

Other comments _____

4. Install Mobile Data Computers in Each Transit Vehicle

These computers will make route planning more efficient and effective, decrease response times, and improve scheduling flexibility. Grant money is expected to be available after Year 3 of the 5-year plan.

Is this a good idea? Yes No Don't Know

Other comments _____

5. Enhance Marketing Program

CPTA will modestly increase its marketing budget to one percent of revenues, improve the CPTA website (www.choanokepta.org) and county websites, develop marketing/education materials for agencies to better inform them of trip options for their clients, etc.

Is this a good idea? Yes No Don't Know

Other comments _____

6. Coordinate Transit Trips with Other Agencies to Provide More Trip Options

CPTA will coordinate with other agencies in the service area to provide transit options and will work with other transit agencies, where practical, to provide out-of-county trips.

Is this a good idea? Yes No Don't Know

Other comments _____

Would the proposed additions/improvements result in you using CPTA more? Yes No

Are there other comments you would like CPTA to consider over the next 5 years?

Thank you for your time and your ideas!

Public Questionnaire - Roanoke-Chowan Community College

Questions specific to Rowan-Choanoke Community College

Your Group	How commute?	How far from campus?	Time arrive on campus?	Time leave campus?
TOTAL Students	TOTAL Drive Alone 76	TOTAL Less than a Mile 4	TOTAL Before 8am 37	TOTAL Before 8am 1
TOTAL Faculty/Staff	TOTAL Bicycle 15	TOTAL 1 to 3 Miles 9	TOTAL 8am-12pm 43	TOTAL 8am-12pm 11
TOTAL General Public	TOTAL Walk 0	TOTAL 3 to 5 Miles 14	TOTAL 12pm-5pm 4	TOTAL 12pm-5pm 57
	TOTAL Taxi 0	TOTAL 5 to 10 Miles 23	TOTAL 5pm-9pm 6	TOTAL 5pm-9pm 15
	TOTAL Dropped Off 18	TOTAL More than 10 Miles 41	TOTAL After 9pm 1	TOTAL After 9pm 5
	TOTAL CPTA Transit Van 3			
	TOTAL Carpool 4			
TOTAL ANSWERS	TOTAL ANSWERS 89	TOTAL ANSWERS 91	TOTAL ANSWERS 91	TOTAL ANSWERS 89

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APPENDIX C

FUNDING SOURCES OVERVIEW



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1. FUNDING SOURCES OVERVIEW

1.1 INTRODUCTION

Rural transit agencies provide a critically important service to their communities, but they are not self-supporting. Like all rural transit agencies in North Carolina, CPTA receives the majority of their direct funding from federal (FTA) and state (NCDOT) sources, with a smaller portion provided by local government, farebox revenue, and other operating revenue.

Federal transit-related grants primarily are administered through the Federal Transit Administration (FTA), as authorized by the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) (Pub. Law 109-59). Each year, Congress provides an annual appropriation which funds the programs specified in SAFETEA-LU. Upon receiving this appropriation, FTA apportions and allocates these funds. FTA programs are typically identified by a name and/or a section number (of Title 49 of the United States Code) – for example, the "Elderly Persons and Persons with Disabilities" or "Section 5310" grant program (FTA Web site: www.fta.dot.gov/grants_financing.html).

Some federal and state revenue is received indirectly through subscription services contracts with other agencies. For example, under the State's Rural Operating Assistance Program (ROAP), Work First funds are distributed to social service departments. Also under ROAP, funds from the Elderly and Disabled Transportation Assistance Program (EDTAP) are distributed to a variety of agencies. These agencies then contract with CPTA to provide related transportation services, drawing on these programs to pay CPTA.

Other sources of revenue for CPTA include the farebox, advertising, interest income, and other sources. In some communities, such as Charlotte, local option sales taxes or vehicle registration fees provide a portion of transit funding.

Most of the state and federal funding programs have restrictions on what the funds from the programs can be used for. Some programs may fund capital improvements, others may fund operating expenses or specific types of services. Many of the funding programs require a local match of some percentage of the grant.

1.2 FEDERAL AND STATE FUNDING PROGRAMS

The NCDOT Public Transportation Division has a guide to programs and funding available on their website, titled "Programs and Funding" (www.ncdot.org/nctransit/download/programs_funding.pdf). The following information about federal and state funding programs CPTA is eligible for is from this guide and from the FTA Web site: www.fta.dot.gov/funding/grants.

Major federal and state funding programs available to rural transit agencies such as CPTA are listed in **Table 4**. Brief descriptions of the major federal and state funding programs are provided below.

Table 4. Federal and State Funding Programs

Program	State or Federal	Summary	Operating (Op), Capital (Cap), Administrative (Admin) Funds	Local Match Requirements
Formula Programs				
Community Transportation Program (CTP)	Nonurbanized Area Formula Program	Federal – FTA Section 5311	General program that funds capital, operating, and administrative expenses	Op, Cap, Admin 50% Op 10% Cap 15% Admin
	Rural Capital Program	State and Federal -3 consolidated programs	Funds capital costs for vehicles, equipment, and technology	Cap 10%
	Human Service Transportation Management	State	Funds administrative expenses associated with consolidated human service transportation systems and systems in urbanized areas where a consolidated county system does not exist.	Admin Does not apply to CPTA
Rural Operating Assistance Program (ROAP)	Elderly and Disabled Transportation Assistance Program (EDTAP)	State	Funds operating costs for transportation needs of the elderly and disabled.	Op None
	Rural General Public (RGP) Program	State	Funds operating costs for transportation needs of the rural general public	Op 10%
	Employment Transportation Assistance Program (ETAP)	State	Funds operating costs for employment-related transportation need for low-income individuals.	Op None
Competitive Grant Programs				
Elderly and Disabled Individuals Transportation Program	Federal - FTA Section 5310	Funds capital costs for meeting mobility needs of elderly and persons with disabilities. Funds use primarily for vehicle purchases, but also acquisition of transportation service under contract, lease or other arrangement. State program administration expenses also eligible.	Cap	20% Cap
Jobs Access Reverse Commute (JARC) Program	Federal – FTA Section 5316	Funds employment-related transportation needs for welfare recipients and low-income persons	Op, Cap	50% Op 20% Cap



Table 4. Federal and State Funding Programs

Program	State or Federal	Summary	Operating (Op), Capital (Cap), Administrative (Admin) Funds	Local Match Requirements
New Freedom Program	Federal – FTA Section 5317	Funds transportation services for disabled persons beyond what is required by the Americans with Disabilities Act (ADA)	Op, Cap, Admin	50% Op 20% Cap 20% Admin
Rural Transit Assistance Program (RTAP)	Federal – FTA Section 5311(b)(3)	Funds training, technical assistance, research, and related activities.	Admin	None
Intercity Bus Program	Federal – FTA Section 5311(f)	Funds intercity bus service in underserved areas of North Carolina that connect two or more urban areas not in proximity.	Op, Cap, Admin	50% Op 20% Cap 20% Admin
Public Transportation Grant Program – Apprentice and Intern Programs	State	Funds work position for recent graduates and graduate students.	Admin	10%

1.2.1 Community Transportation Program (CTP)

The CTP is a combination of federal and state funds administered by NCDOT that provide the majority of funding for North Carolina’s rural transportation systems. There are three programs comprising the CTP: Nonurbanized Area Formula Program, Rural Capital Program, and Human Service Transportation Management Program. The Human Service Transportation Management Program applies only to urbanized area counties where a consolidated countywide transit system does not exist. This program does not apply to CPTA and is not described below.

Nonurbanized Area Formula Program (FTA Section 5311)

Funding Source: Federal

Eligible Recipients: State and local governments, non-profits, and public transit operators in non urbanized areas.

What Does This Fund? The program funds capital, operating, and administrative expenditures.

What are the Match Requirements? The maximum federal participation is 80 percent for administrative and capital costs. NCDOT matches 5 percent for administrative costs and 10 percent for capital costs. Local match would be 15 percent for administrative costs and 10 percent for capital costs. Regional community transportation systems (e.g., CPTA) and small urban fixed route systems



are eligible for up to 50 percent of net operating costs associated with general public routes. Local match would be 50 percent for these operating costs.

Rural Capital Program

Funding Source: Federal and State – combination of three consolidated programs

Eligible Recipients: Community transportation system grantees, including local governments and non-profits in nonurbanized areas and in urbanized area counties where there is not a consolidated urban/rural transportation system.

What Does This Fund? The program funds:

- Purchase of vehicles
- Purchase of communications equipment and related capital equipment
- Purchase or upgrade of computers and related equipment
- Purchase of telephone systems
- Purchase of mobile data terminals
- Purchase of automatic vehicle locators and other technologies
- Purchase or renovation of facilities for administrative and/or operating use

What are the Match Requirements? Federal and state funds cover 90 percent of purchases, and 90 percent of feasibility plan preparation, land acquisition, design, and construction costs.

1.2.2 Rural Operating Assistance Program (ROAP)

ROAP is comprised of three separate State programs: Elderly and Disabled Transportation Assistance Program (EDTAP), Rural General Public (RGP) Program, and Employment Transportation Assistance Program (ETAP).

County governments are the only eligible recipients. However, many counties pass most of their ROAP funds to their regional transit system, including the counties in the CPTA service area. ROAP funds are distributed by the State to each county based on a formula. Counties can also apply for supplemental ROAP funds, also up to a formula-based amount.

In FY 2010, there was \$12,439,869 disbursed to counties and tribes across the state through the regular ROAP program. In addition, \$9,500,000 was available through the supplemental ROAP program, with \$8,725,181 (91.8 percent) disbursed. Eight counties, including Bertie County, did not receive any supplement funds.

Elderly and Disabled Transportation Assistance Program (EDTAP)

Funding Source: State

Eligible Recipients: County governments



What Does This Fund? The program funds operating assistance for the transportation of elderly and disabled citizens.

What are the Match Requirements? The State provides up to 100 percent of the cost of service.

Rural General Public (RGP) Program

Funding Source: State

Eligible Recipients: County governments

What Does This Fund? The program funds community transportation systems that serve the general public in rural areas.

What are the Match Requirements? The State provides 90 percent of the funds. Ten percent is local match.

Employment Transportation Assistance Program (ETAP)

Funding Source: State

Eligible Recipients: County governments

What Does This Fund? The program funds community transportation service to employment for low-income individuals. This program also supports the NC Rural Vanpool Program.

What are the Match Requirements? The State provides up to 100 percent of the cost of the service.

1.2.3 Elderly and Disabled Individuals Transportation Program (FTA Section 5310)

This program provides formula funding to States for the purpose of meeting the transportation needs of the elderly and persons with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. Funds are apportioned based on each state's share of population for these groups of people.

Funds are obligated based on the annual program of projects included in a statewide grant application. Once FTA approves the application, funds are available for state administration and allocation to subrecipients through competitive grants (FTA Website: www.fta.dot.gov/funding/grants/grants_financing_3556.html). Funded projects must be included in a Locally Coordinated Plan.

Funding Source: Federal, administered through the State



Eligible Recipients: State government. Eligible subrecipients include local governments, non-profits, and public transit operators in nonurbanized areas.

What Does This Fund? The program funds capital projects such as vehicle purchase, radio and communications equipment, wheelchair lifts, and also mobility managers. Acquisition of transportation service under contract, lease or other arrangements and state program administration also are eligible.

What are the Match Requirements? The local match is 20 percent for capital costs.

1.2.4 Job Access and Reverse Commute (JARC) Program (FTA Section 5316)

The JARC program was established to address the unique transportation challenges faced by welfare recipients and low-income persons seeking to obtain and maintain employment. Funded projects must be included in a Locally Coordinated Plan.

Funding Source: Federal

Eligible Recipients: Local governments and non-profits.

What Does This Fund? This program funds capital, planning, and operating expenses to provide services to assist welfare recipients and low-income individuals with transportation to jobs, training, and child care.

What are the Match Requirements? The local share of eligible capital and planning costs shall be no less than 20 percent of the net cost of the activity, and the local share for eligible operating costs shall be no less than 50 percent of the net operating costs (FTA Web site: www.fta.dot.gov/funding/grants/grants_financing_3550.html).

1.2.5 New Freedom Program (FTA Section 5317)

The New Freedom formula grant program seeks to reduce barriers to transportation services and expand the transportation mobility options available to people with disabilities beyond the requirements of the Americans with Disabilities Act (ADA) of 1990. Funded projects must be included in a Locally Coordinated Plan.

Funding Source: Federal

Eligible Recipients: Local governments and non-profits.

What Does This Fund? This program funds capital and operating expenses for new public transportation services and new public transportation alternatives beyond those required by the American with Disabilities Act of 1990 (ADA), that are designed to assist individuals with disabilities.

What are the Match Requirements? The local share of eligible capital and planning costs shall be no less than 20 percent of the net cost of the activity, and the local



share for eligible operating costs shall be no less than 50 percent of the net operating costs FTA Web site: www.fta.dot.gov/funding/grants/grants_financing_3549.html).

1.2.6 Rural Transit Assistance Program (RTAP) (FTA Section 5311(b)(3))

The RTAP provides a source of funding to assist in the design and implementation of training and technical assistance projects and other support services tailored to meet the needs of transit operators in non-urbanized areas (FTA Web site: www.fta.dot.gov/funding/grants/grants_financing_3554.html).

Funding Source: Federal

Eligible Recipients: NCDOT. However, funds can be passed to other entities.

What Does This Fund? RTAP funds training, technical assistance, research, and related support activities.

What are the Match Requirements? FTA funds up to 100 percent of the cost of service.

1.2.7 Intercity Bus Program (FTA Section 5311(f))

Intercity bus service means regularly scheduled bus service for the general public that operates with limited stops over fixed routes connecting two or more urban areas not in close proximity, that has the capacity for transporting baggage carried by passengers, and that makes meaningful connections with scheduled intercity bus service to more distant points, if such service is available. Feeder service that provides connections to an intercity service also is eligible. In the CPTA service area, this program could fund service to cities outside the CPTA service area such as Rocky Mount, Greenville, or cities in Virginia.

Funding Source: Federal

Eligible Recipients: NCDOT. However, funds can be passed to other entities.

What Does This Fund? Intercity bus service and related feeder services.

What are the Match Requirements? FTA funds up to 50 percent of the cost of operations and 80 percent of capital and administrative costs.

1.2.8 Public Transportation Grant Program – Apprentice and Intern Programs

This program funds the work experience for selected recent graduates and graduate students in public transportation. Apprentices, who are recent graduates, work full time for a 12-month period. Interns, who are graduate students, work approximately 12 weeks full time during the summer between their two years of graduate school and

approximately 10 hours per week during the fall and spring semesters of their second year.

Funding Source: State

Eligible Recipients: State transit systems.

What Does This Fund? Work experience for recent graduates and graduate students in public transportation.

What are the Match Requirements? The State funds up to 90 percent of eligible costs.



APPENDIX D

STEERING COMMITTEE MEETING #2 MINUTES



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MEETING MINUTES

Date: August 11, 2010 10:00 am - 12:00 pm

Location: Choanoke Public Transportation Authority
505 North Main Street
Rich Square, NC

Project: CPTA Steering Committee Meeting #2

Attendees (Sign-in Sheet Attached):

Pam Perry	CPTA Director
Keshia Greene	CPTA
Jeff Crouchley	NCDOT Public Transportation Division
Jill Gurak	PBS&J
Kiersten Giugno	PBS&J

Steering Committee Members

Tracy Bristow	Hertford County Public Health Authority
Judy Collier	Northampton County Chamber of Commerce
Ruby Gerald	Roanoke Rapids Chamber of Commerce
Brenda Greene	CPTA Board Member
Lonnie Hedgepeth	Halifax County Council on Aging
Robin Phillips	Roanoke Electric Cooperative
Tom Schwartz	Halifax Community College
Beverly Sessoms	Roanoke-Chowan Community College
Linda Speller	Bertie County Dept. Of Social Services
Venita Thompson	Director, Bertie Co. Council on Aging
Barbara Whitaker	EU Turn
Ann Whitley	Upper Coastal Plain Council of Governments

Please note that telephone interviews were conducted with Steering Committee Members Ms. Jessica Newsome and Ms. Sue Gay after the meeting occurred. In the version of the meeting minutes sent to the Steering Committee Members, their input was not included. It is included in this updated version under the tallies of rankings from Worksheet #1 and in the input included on Worksheet #2.

Purpose: To review information from Tech Memo #1, to rank potential service alternatives listed in Chapter 6 of Tech Memo #1, and to define details about the highest-ranked service alternatives.

Meeting Materials:

- Agenda
- Tech Memo #1 Highlights handout
- Large-scale maps showing the CPTA service area and the Roanoke Rapids Area
- Focus Group Worksheet #1
- Focus Group Worksheet #2

Welcome and Introduction

- Introduced meeting attendees.
- Provided an overview of the purpose of Steering Committee Meeting #2.
- Explained the activities for the meeting, including the focus group break-out sessions.

Summary of Tech Memo #1

- A handout with highlights of Tech Memo #1 was distributed to attendees. This handout is attached.
- Maps available for use during the break-out sessions were reviewed. These maps included the following:
 - Map of CPTA service area (Bertie, Halifax, Hertford, and Northampton Counties) showing pick-up and drop-off locations for the period July 1-16. The map showed CPTA covers their entire service area, even during the typically slower summertime period.
 - Map of CPTA service area showing common activity centers such as major employers, nursing homes, hospitals, community colleges, etc.
 - Map of CTPA service area showing common activity centers and the July pick-up/drop-off locations, with detailed roadways.
 - Map of Roanoke Rapids area with activity centers and July pick-up/drop-offs.

Focus Group Break-Out Session

Attendees broke into focus groups to discuss service alternatives. The first part of the break-out session, Part 1, involved ranking the potential service alternatives. There was not enough time to discuss all the alternatives listed in Chapter 6 of Tech Memo #1. The second part of the break-out session involved defining details about the highest-ranked service alternatives.

Break-out Session – Part 1 – Ranking of Service Alternatives

- Attendees divided into three focus groups - Groups 1, 2, and 3.
- Each focus group was asked to rank the potential service alternatives listed on Focus Group Worksheet #1.

As a result of the rankings provided by each group as a whole, the top service alternatives to discuss during Part 2 of the break-out session were:

Potential Service Expansion/Improvement

- B. Increase rural general public ridership to fully utilize the supplemental grant funds available for this service.
- C. Increase service to persons with disabilities, including those requiring wheelchair lifts.
- D. Increase service to the elderly, who are projected to be a growing segment of the population through 2030.

Potential New Service

- A and B. Increase employment transportation, particularly those companies that work with Work First programs. Provide service to identified employment centers, including fixed routes from various centralized pick up locations throughout the service area to the employment centers.
- C. Evening service.

- G. Fixed route service in Roanoke Rapids. Although this was ranked toward the bottom, the groups were asked to discuss this alternative if they had time so we could benefit from the committee’s local knowledge of the area.

Break-out Session - Part 2 – Service Alternative Details

- Each focus group had approximately 45 minutes to discuss the service alternatives identified through Part 1, as described above.
- Input provided by all focus groups during Part 2 of the break-out session is consolidated on the attached Worksheet #2. The Steering Committee provided good details and thoughts on defining the service alternatives.

Individual Ranking of Potential Service Alternatives

Due to time constraints, the rankings provided by each focus group in Part 1 of the break-out sessions were used to determine the potential service alternatives to discuss in Part 2 of the break-out sessions. Individual rankings were not fully tallied during the meeting.

The following table provides the results based on individual rankings of alternatives (not lumping results by focus group *and also including input from two Steering Committee members during telephone interviews after the meeting*). It’s interesting to note that based on individual rankings of expansion/improvement alternatives, individual rankings were consistent with the focus group rankings. All will be considered in the evaluation that will be documented in Tech Memo #2.

Consolidated Ranking	Potential Service Improvement	Tally of Each Steering Committee Member’s Ranking of Alternative
Potential Expansion/Improvement of Service		
4	A. Increase visibility for the transit system (especially to attract general public riders) through marketing and advertising.	60
2	B. Increase rural general public ridership to fully utilize the supplemental grant funds available for this service.	52
3	C. Increase service to persons with disabilities, including those requiring wheelchair lifts.	55
1	D. Increase service to the elderly, who are projected to be a growing segment of the population through 2030.	48
5	E. Improve door to door service.	56
7	F. Voucher program	102
6	G. Shorten time needed between the trip reservation and the trip	76

Consolidated Ranking	Potential Service Improvement	Tally of Each Steering Committee Member's Ranking of Alternative
Potential New Service		
2/3	A. Increase employment transportation, particularly those companies that work with Work First programs.	45
1	B. Service to identified employment centers, including fixed routes from various centralized pick up locations throughout the service area to the employment centers.	42
2/3	C. Evening service (for example, many agencies offer classes that clients cannot find transportation to enable them to attend).	45
4	D. Weekend service.	68
6	E. Service to locations in Virginia, particularly for medical trips.	81
7	F. Transportation for low-income youth.	89
5	G. Fixed route loop in Roanoke Rapids.	77

Next Steps

- PBS&J, CPTA, and NCDOT to define potential service alternatives for evaluation in Tech Memo #2.
- Prepare Tech Memo #2 to describe service alternatives and potential costs associated with each.
- Hold Steering Committee Meeting #3 in October.

TECH MEMO #1 HIGHLIGHTS

Rider Composition (Based on 152 surveys completed by current riders) (Ch 3., pgs 5-9)

Gender	Race	Age
72 % Female	82% African-American	57% age 60+
	9% White	25% age 40-59
	3% Other	16% age 20-40
	1% Hispanic	2% No Response
	5% No Response	

General Population Composition and Distribution (Ch. 5, pgs 28-32)

Existing and future population projections:

Overall population expected to decline about 4% between 2010 and 2030

County	Jul 2000	Jul 2010	Jul 2020	Jul 2030
Bertie	19,715	20,037	19,890	19,882
Halifax	57,237	55,019	53,407	51,793
Hertford	22,947	23,953	23,923	23,922
Northampton	22,055	20,933	20,792	20,792
CPTA Service Area	121,954	119,942	118,012	116,389

Transit Dependent Populations

Transit dependent populations from the 2000 Census are shown on maps located on pages 30-31 of Tech Memo #1. Generally, these populations (households without vehicles, persons living in poverty, persons over age 65, and persons with disabilities) are distributed throughout the CPTA service area and the percentages are higher than statewide averages.

- Households without vehicles – 15.4 % (18,780 households)
- Persons living in poverty – 22.3% in 2000 23.9% in 2008 (28,760 people)
- Persons w/ disabilities - 30.6% (37,320 people)
- Persons over age 65 - 15.7% (19,140 people)

Note that the population of persons over age 65 expected to grow 30% from 19,138 people in 2000 to 24,707 people in 2030, even though overall population projected to decline slightly.

Public Outreach Results (4 sessions, one in each county at WalMart or a grocery store) (Ch 3., pgs 11-12)

- 115 Surveys received
- 60% female, 56% age 50 or older
- 71% African-American, 24% White, 2.6% Native American
- 80% had a car, but 30% indicated a need for public transportation,
- 68% said they would consider using CPTA
- 37% needed medical/dental trips, 18% shopping

Historic Operating Statistics (Ch. 4)

Statistic	2007	2008	2009	Percent Change 2007 to 2008	Percent Change 2008 to 2009
Total Service Miles	1,248,397	1,244,364	1,301,025	<1	4.6
Total Service Hours	51,984	51,618	53,316	<1	3.3
Total Passenger Trips	204,018	200,091	202,673	-1.9	1.3
Non-Contract	19,099	22,799	22,733	19.4	No change
Medicaid (Contract)	25,368	28,111	35,037	10.8	24.6
Other Contract Agency	159,551	149,181	144,903	-6.5	-2.9
Out of County Trips	636	543	994	-14.6	83.1
Mobility Impaired Passenger Trips	3,082	3,669	3,493	19.1	-4.8
Total Passenger Trips per Service Hour	3.92	3.88	3.80	-1.0	-2.1
Total Passenger Trips per Service Mile	0.16	0.16	0.16	No change	No change
Cost per Passenger Trip	\$7.78	\$8.36	\$8.19	7.5	-2.0
Cost per Mile	\$1.27	\$1.34	\$1.28	-5.5	-4.4
Cost per Hour	\$30.52	\$32.41	\$31.11	6.2	-4.0

Sources: OPSTATS Reports for 2007, 2008, and 2009

Also, note that CPTA currently has 43 transit vehicles in service, with 31 of these handicapped-accessible.

Budget Highlights for FY 2009 (Ch. 4, pgs 24-25)

FY 2009 had a \$235,364 surplus (Revenue-Expenses).

Revenue

Federal Assistance Total: \$381,733	Contract Revenue: \$1,067,791
State Assistance Total: \$264,555	Fare Revenue: \$90,239
Local Assistance Total: \$71,575	Other Revenue: \$18,356

Expenses

Administrative: \$477,167	Operating: \$1,253,659
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FOCUS GROUP WORKSHEET #1

RANKING OF SERVICE ALTERNATIVES

Choanoke Public Transportation Authority
Community Transportation Service Plan (CTSP)
Steering Committee Meeting #2
August 11, 2010

FOCUS GROUP # _____

Potential Expansion or Improvement of Existing Service

Please rank in order of importance from most important (#1) to least important.

- A. Increase visibility for the transit system (especially to attract general public riders) through marketing and advertising. (*CPTA's 2009 advertising/promotion budget was \$15,181*)
- B. Increase rural general public ridership to fully utilize the supplemental grant funds available for this service.
- C. Increase service to persons with disabilities, including those requiring wheelchair lifts. (*Compared to their peer group, CPTA had fewer trips for wheelchair passengers and averaged about 2% of trips in 2009.*)
- D. Increase service to the elderly, who are projected to be a growing segment of the population through 2030.
- E. Improve door to door service. (*e.g., timing of trip, on-time performance, etc.*)
- F. Voucher program (*ticket books are currently available*).
- G. Shorten time needed between the trip reservation and the trip. (*Currently, customers must call before 10 am the day prior to desired day of travel.*)

Potential New Service

Please rank in order of importance from most important (#1) to least important.

- A. Increase employment transportation, particularly those companies that work with Work First programs.
- B. Service to identified employment centers, including fixed routes from various centralized pick up locations throughout the service area to the employment centers.
- C. Evening service (for example, many agencies offer classes that clients cannot find transportation to enable them to attend).
- D. Weekend service.
- E. Service to locations in Virginia, particularly for medical trips.
- F. Transportation for low-income youth.
- G. Fixed route circulator loop in Roanoke Rapids.

**SERVICE EXPANSION/IMPROVEMENT
 ALTERNATIVES**

**FOCUS GROUP WORKSHEET #2
 DEFINE DETAILS OF SERVICE ALTERNATIVES**

FOCUS GROUP # _____ All focus groups and telecons with Jessica Newsome and Sue Gay _____

EXPANSION/IMPROVEMENT ALTERNATIVE	MARKET (Who?, which populations, agencies, companies, etc.)	ORIGINS/DESTINATIONS (Where from and to? Trip purposes)	SERVICE CHARACTERISTICS (days, times, freq/headway, demand-resp, fixed rte, equipment needed [e.g., wheelchair lifts])	OTHER CONSIDERATIONS (e.g., coordination opportunities, capital needs, items that don't fit other columns, etc.)
<p>B- Increase rural general ridership to fully utilize the supplemental grant funds available for this service.</p>	<ul style="list-style-type: none"> • Students • General public • Nursing home residents • R-C Joblink Center on campus • Hispanic population • Interested • Enfield senior home • Workfirst • Enfield redistribution plant • Seniors • Young workers • Persons with disabilities – such as mental retardation, deafness, and blindness 	<ul style="list-style-type: none"> • Community colleges • Shopping • Regular devoted fixed route to campus • Salad factory – Hispanic population interested & potential for 500 jobs • 30 people for start • Grocery stores- shopping • Resers Fine Foods • Hollister • Enfield employment center • Roxobel / Lewiston • Social security office • Other social service agencies 	<p>(days, times, freq/headway, demand-resp, fixed rte, equipment needed [e.g., wheelchair lifts])</p> <ul style="list-style-type: none"> • Shifts are multiple • Daytime shift • Retail customers too • Add routes • More time • Work with agencies for subscription services • Schedule service so that individual trip times are minimized 	<p>OTHER CONSIDERATIONS (e.g., coordination opportunities, capital needs, items that don't fit other columns, etc.)</p> <ul style="list-style-type: none"> • Better advertising at places other than DSS • On county website • On campus • At nursing homes • Utility bill • Create a catchy name—use more often. Put name, like “Hop a Ride” in telephone directory and yellow pages. • Getting to the right people • Additional marketing to ALL populations • Market not just to Workfirst but to general workers • Work with agencies to get people to centers for senior services
<p>C- Increase service to persons with disabilities, including those requiring wheelchair lifts.</p>	<ul style="list-style-type: none"> • Nursing homes • Assisted living facilities • Homeless shelters • DSS's • COA's • Scattered population • Wheelchair handicapped • Dialysis patients • Persons with disabilities – such as mental retardation, deafness, and blindness 	<ul style="list-style-type: none"> • Shopping • Dinner • Social outing • Northampton Co. Cultural • Wellness Center (new in Jackson) • Medical • Trips to Virginia (Norfolk) for medical appointments. There is a vascular access surgeon in Norfolk that many dialysis patients see. 	<ul style="list-style-type: none"> • On demand probably • Anytime • Increase marketing of free rides for attendants • Distance is an issue • More frequent trips 	<ul style="list-style-type: none"> • People with disabilities tend to use friends/family first because of the direct route they can provide.

EXPANSION/IMPROVEMENT ALTERNATIVE	MARKET (Who?, which populations, agencies, companies, etc.)	ORIGINS/DESTINATIONS (Where from and to? Trip purposes)	SERVICE CHARACTERISTICS (days, times, freq/headway, demand-resp, fixed rte, equipment needed [e.g., wheelchair lifts])	OTHER CONSIDERATIONS (e.g., coordination opportunities, capital needs, items that don't fit other columns, etc.)
<p>D- Increase service to the elderly, who are projected to be a growing segment of the population through 2030.</p>	<ul style="list-style-type: none"> • All agencies • COA's • DSS's • Dotted among 4 counties • Elderly • Halifax DSS – discussions to increase service to Rocky Mount • Dialysis patients 	<ul style="list-style-type: none"> • NHCO Cultural Wellness Center (new in Jackson) • Faison Center • Community college classes • Senior centers • Various • Medical • Grocery • Greenville • Roanoke rapids • Aboskie • Rocky Mount • Food banks at Methodist Church in Jackson and CADA office in Rich Square 	<ul style="list-style-type: none"> • On demand • Anytime • Stray marketing • Need more direct routes to senior centers • Frequency • Food banks are open the 4th Monday of every month. 	<ul style="list-style-type: none"> • Too many cancellations and no shows • Educate regarding cancellations • Centralized pickup doesn't work • Trips to food bank could also serve young mothers

NEW SERVICE ALTERNATIVES

**FOCUS GROUP WORKSHEET #2
 DEFINE DETAILS OF SERVICE ALTERNATIVES**

FOCUS GROUP # _____ All focus groups and telecons with Jessica Newsome and Sue Gay _____

NEW SERVICE ALTERNATIVE	MARKET (Who?, which populations, agencies, companies, etc.)	ORIGINS/DESTINATIONS (Where from and to? Trip purposes)	SERVICE CHARACTERISTICS (days, times, freq/headway, demand-resp, fixed rte, equipment needed [e.g., wheelchair lifts])	OTHER CONSIDERATIONS (e.g., coordination opportunities, capital needs, items that don't fit other columns, etc.)
<p>B- Service to identified employment centers, including fixed routes from various centralized pick up locations throughout the service area to the employment centers</p>	<ul style="list-style-type: none"> Roanoke Chowan and Roanoke Rapids community college joblink Workfirst clients / joblink center Newly released offenders Vocational rehab centers Workforce Investment Act CADA (Bertie) Turning Point (Halifax) Workforce Development Boards & Economic Development Commissions Roanoke Rapids & elsewhere People living in towns Non rural & other who can't get to centralized pick up 	<ul style="list-style-type: none"> College campus Purdue - Lewiston Ahoshkie Hospitals Downtown Windsor Region Q- Bertie, Pittsboro, Hertford, etc Scattered in Northampton to Roanoke Rapids Jackson Park & Ride Roanoke Rapids employment center Enfield – SafeGlass Weldon Halifax Gaston area, Garysburg 	<ul style="list-style-type: none"> To Roanoke Rapids Use existing Park & Ride lots—several on Route 11, Lewiston, Winton, Roanoke Rapids old Walmart Extend hours past 5pm to get people home Park & Ride AM & PM shifts Earlier pick up Later drop off 	<ul style="list-style-type: none"> Mobility manager Routes should not take long to get people to their destinations Work with employers to see if they would contribute the fare or portion of the fare for employees that use CPTA
<p>C- Evening service</p>	<ul style="list-style-type: none"> Students at campuses Classes at DSS facilities or colleges Jobs—especially shift workers Wed night out activities by agency or location Various colleges Factories Seniors Workers Young adults Dialysis patients with 2nd shift appts 	<ul style="list-style-type: none"> Purdue (like people who can't keep job due to transportation issues) Fast Food Walmart Windsor Roanoke Rapids All over Lots in Roanoke Rapids Classes at senior centers Art classes Dances 2nd & 3rd shifts Community colleges Dialysis facilities in Rich Square, Roanoke Rapids, and Scotland Neck 	<ul style="list-style-type: none"> Evening hours up to 9pm Work shifts: 4pm-12am, 3-8pm, 11pm-7am 5pm to 9 or 10pm Seniors 3-5 for classes Serve 3rd shift dialysis patients – usually finishing about 6 pm. 3rd shift starts around 1 pm. This is in Roanoke Rapids facility. There is a need for a new facility, and one is being constructed in Weldon, but it is on hold at this time. 	<ul style="list-style-type: none"> Additional drivers Shortens life of vehicles Advertising needed

NEW SERVICE ALTERNATIVE	MARKET (Who?, which populations, agencies, companies, etc.)	ORIGINS/DESTINATIONS (Where from and to? Trip purposes)	SERVICE CHARACTERISTICS (days, times, freq/headway, demand-resp, fixed rte, equipment needed [e.g., wheelchair lifts])	OTHER CONSIDERATIONS (e.g., coordination opportunities, capital needs, items that don't fit other columns, etc.)
<p>G- Fixed route circular loop in Roanoke Rapids</p>	<ul style="list-style-type: none"> Population in Roanoke Rapids People within walking distance of route Some dialysis patients in Roanoke Rapids are younger and may be able to access a fixed route circulator 	<ul style="list-style-type: none"> In Roanoke Rapids College to shopping or US 158 Medical Dialysis facility in Roanoke Rapids 	<ul style="list-style-type: none"> New industry in region Traffic on US 158 bad Monthly drivers Every hour or maybe 2 hours Signage Benches Shelter Have at least one vehicle in route with wheelchair lift Elderly need bus not a van—easier to get in them Provide service during the times the dialysis facility is operating. 	<ul style="list-style-type: none"> May not loop Roanoke Rapids CITY has a senior transport service already

12.11.10

STEERING COMMITTEE #2 SIGN-IN SHEET

August 11, 2010

Your Name	Organization You Represent	Email Address
Kiersta Giugno	PBS&T	krgiugno@pbsj.com
Jill Gurak	PBS&T	jsgurak@pbsj.com
Pam Fair	CPTA	pperry@choanokepta.org
Barbara Whitaker	EUTVEN	Barbr117@yahoo.com
Tracy Bristow	Hertford County Public Health Authority	tracy.bristow@hoptel.net
Suey Collier	Norhampton City Chamber	scollier@ncs@embury.mail.com
Robin Phillips	Roanoke Electric Cooperative	rphillips@roanokeelectric.com
Tom Schwartz	Halifax Community College	SchwartzT@HalifaxC.edu

STEERING COMMITTEE #2 SIGN-IN SHEET

August 11, 2010

Your Name	Organization You Represent	Email Address
Ann Whitely	Plant Belt RPO / UCPCOG	awhitely@dupees.org
Beverly Lessons	R-G Community College	lessonsb@comtechcoll.edu
Brenda Greene	CPTA Board Member	bgreene@nc-cada.org
Vanita C. Thompson	Bertie Co. Council on Aging	vanita.thompson@bertie.nc.gov
Linda D. Speller	Bertie Co. Dept. of Social Services	linda.speller@bertie.nc.gov
Ruby Gerald	RV Chamber of Commerce	rgerald@rvchamber.com
Louise Hudgopeth	Halifax County Council on Aging	lhudgopeth@halifaxva.com
Thachia Greene	CPTA	kgreene@choanokepta.org

STEERING COMMITTEE #2 SIGN-IN SHEET

August 11, 2010

Your Name	Organization You Represent	Email Address
Sept Crutchley	NCPOT	

APPENDIX E

COST ESTIMATE CALCULATIONS

EVENING SERVICE



Cost Estimate Calculations for CPTA Evening Service

Levels of service for the evening hours from 6:30 pm to 9:30 pm were calculated by estimating the number of vehicles that would operate at any given time during the evening service. To calculate cost, this value was multiplied by the numbers of evening service per week (or year) to get the total service hours estimated for the evening period, and multiplying that by the cost per service hour.

Estimate of Number of Vehicles Operating at any Given Time During the Evening

Based on the rider surveys, approximately 60 percent of the trips taken by the riders surveyed were for non-medical purposes (shopping, business, recreation, etc.). Medical trips were not considered because they occur primarily during the daytime hours.

Therefore, it is assumed that demand for evening service would be approximately 60 percent of the demand for daytime service.

The numbers of vehicles operating at any given time during the daytime hours provides a basis for daytime demand. In order to determine the typical demand for daytime service, vehicle utilization data (VUD reports) for the week of April 19-24, 2010, were analyzed to determine how many vehicles were operating at any given time from 6:00 am to 6:00 pm. The VUD reports are provided at the end of this appendix.

Based on the April 2010 data, there is an average of 12 vehicles operating at any given time during the day. If approximately 60 percent of the trips are non-medical trips, then on average, there is demand for about 7 vehicles to serve non-medical trips at any given time.

Estimate of Number of Service Hours per Week for Evening Service

If there are 7 vehicles operating at any given time during the 3-hour evening period, then approximately 21 service hours would be provided each weekday evening.

This translates to an additional 105 service hours per week (21 service hours per day times 5 days per week), and 5,229 service hours per year (21 x 249 days per year).

As a point of comparison, for FY 2009, CPTA had a total of 53,316 annual service hours. The additional three hours of evening weekday service increases service hours by approximately 9.8 percent.

Estimate of Cost of Evening Service

The FY 2009 cost per service hour was \$29.95. The fully allocated cost per service hour in FY 2009 was \$29.95. Adjusted for inflation, it increases to \$31.78 per service hour in FY 2013, the first implementation year. Therefore, evening service is estimated to have an operating cost of approximately \$166,000 per year in FY 2013.



Performance Indicators (Daily) and CAP

From 4/19/2010 to 4/24/2010

CPTA

Date: 4/22/2010 Day: Thursday

	Veh ID	Cap	Miles	Hours	Pass	5 am	6	7	8	9	10	11	12 pm	1	2	3	4	5	6	7	8	9	10	
1	003(WC)	16	136	2:30	3																			
2	004(WC)	10	90	5:21	15																			
3	005(WC)	16	57	2:00	8																			
4	006(WC)	16	146	3:31	10																			
5	008(WC)	16	184	8:50	24																			
6	013(WC)	12	78	4:33	2																			
7	014(WC)	16	338	10:45	44																			
8	015(WC)	16	170	8:05	22																			
9	019(WC)	16	190	7:42	28																			
10	021(WC)	20	325	12:05	15																			
11	022(WC)	16	180	4:30	6																			
12	023(WC)	24	108	2:01	14																			
13	026(WC)	16	255	8:12	18																			
14	029(WC)	16	105	9:37	23																			
15	030(WC)	16	199	8:29	31																			
16	031(WC)	16	214	4:49	27																			
17	034(WC)	16	121	3:24	3																			
18	035(WC)	7	340	9:00	30																			
19	037(WC)	14	29	2:46	3																			
20	039(WC)	12	191	6:31	21																			
21	042(WC)	16	318	9:39	31																			
22	043(WC)	16	338	9:00	38																			
23	044(WC)	16	266	10:30	32																			
24	054(WC)	13	100	2:39	4																			

Performance Indicators (Daily) and CAP

From 4/19/2010 to 4/24/2010

CPTA

37 Revenue Vehicles | 4,478 | 156.5 | 452 | Daily Totals

Active (Vehicle in Service)

Inactive (Vehicle NOT in Service)

Performance Indicators (Daily) and CAP

From 4/19/2010 to 4/24/2010

CPTA

Date: 4/23/2010 Day: Friday

	Veh ID	Cap Miles	Hours	Pass	5 am	6	7	8	9	10	11	12 pm	1	2	3	4	5	6	7	8	9	10	
1	003(WC)	16	80	3:30	30																		
2	004(WC)	10	179	8:43	8																		
3	005(WC)	16	48	2:28	12																		
4	006(WC)	16	144	3:16	14																		
5	007(WC)	18	242	8:26	30																		
6	008(WC)	16	122	5:10	39																		
7	011(WC)	7	77	2:05	1																		
8	012(WC)	7	257	10:25	13																		
9	014(WC)	16	260	9:02	29																		
10	015(WC)	16	161	4:52	14																		
11	019(WC)	16	177	8:53	24																		
12	023(WC)	24	169	5:10	7																		
13	026(WC)	16	226	9:40	21																		
14	028(WC)	16	97	4:36	14																		
15	029(WC)	16	67	9:29	17																		
16	030(WC)	16	184	9:44	33																		
17	032(WC)	16	135	5:09	16																		
18	034(WC)	16	110	1:32	0																		
19	035(WC)	7	269	6:56	4																		
20	039(WC)	12	15	7:02	2																		
21	042(WC)	16	302	9:18	20																		
22	043(WC)	16	274	10:50	33																		
23	044(WC)	16	266	10:35	13																		
24	054(WC)	13	48	2:50	1																		

Performance Indicators (Daily) and CAP

From 4/19/2010 to 4/24/2010

CPTA

37 Revenue Vehicles | 3,909 | 159.7 | 395 | Daily Totals

Active (Vehicle in Service)

Inactive (Vehicle NOT in Service)

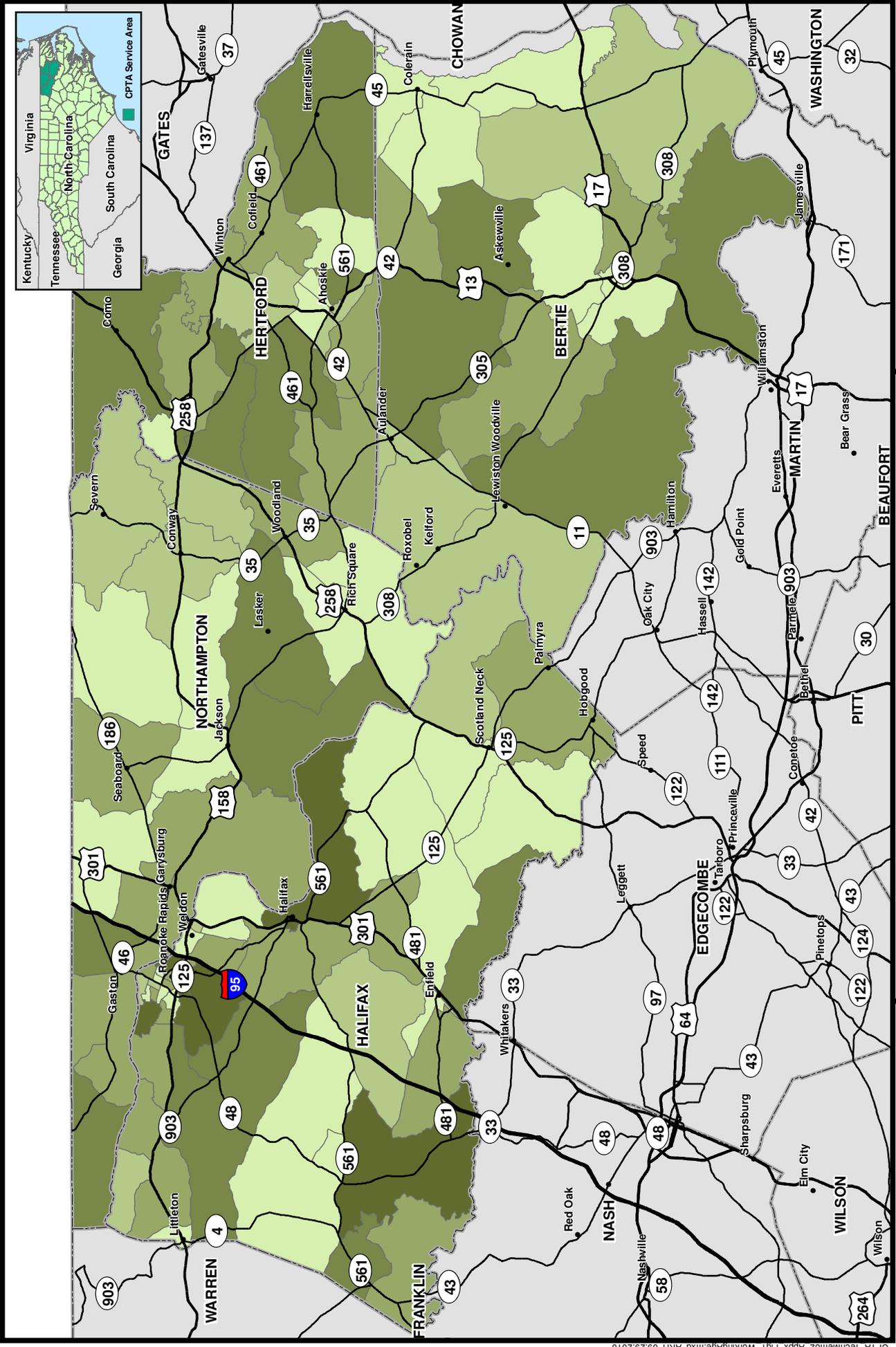
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APPENDIX F

**SUPPORTING DATA FOR
EMPLOYMENT SHUTTLE ROUTES**



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DISTRIBUTION OF WORKING AGE POPULATIONS FROM 2000 CENSUS

LEGEND

Persons of Working Age

300 - 484
485 - 631
632 - 778
779 - 1048
1049 - 1800

Counties

US	NC
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Scale

0 24,000 48,000 Feet

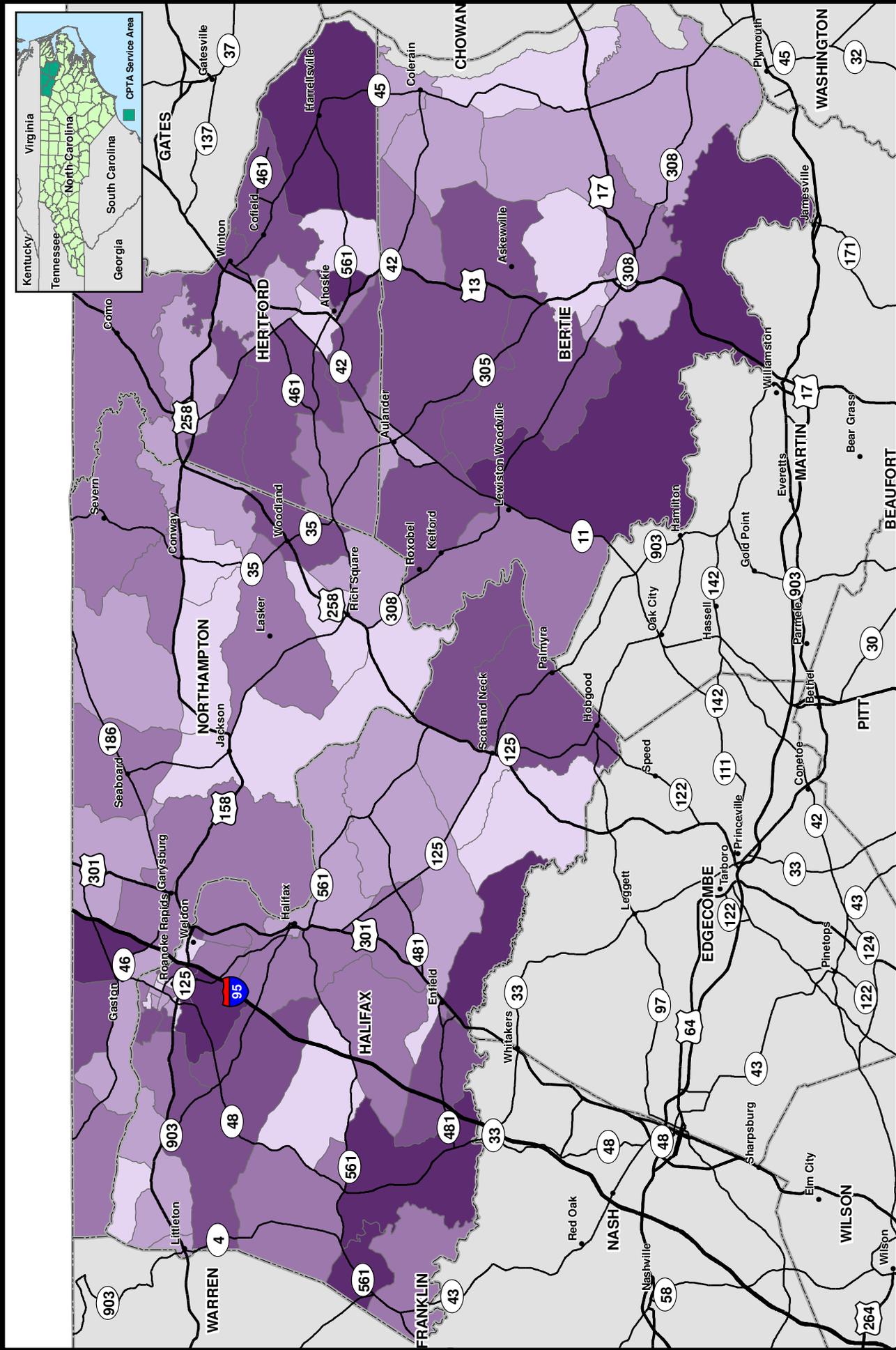
North Arrow

Source: 2000 US CENSUS

Choanoke Public Transportation Authority

Bertie, Halifax, Hertford, and Northampton Counties

Figure 1



POPULATION WITH A POVERTY RATIO OF 1.99 OR LESS FROM 2000 CENSUS

LEGEND

Counties
 US
 NC

Poverty Ratio 1.99 or Less
 20 - 308
 309 - 456
 457 - 610
 611 - 778
 779 - 1137

Feet
 0 24,000 48,000

N
 ↑

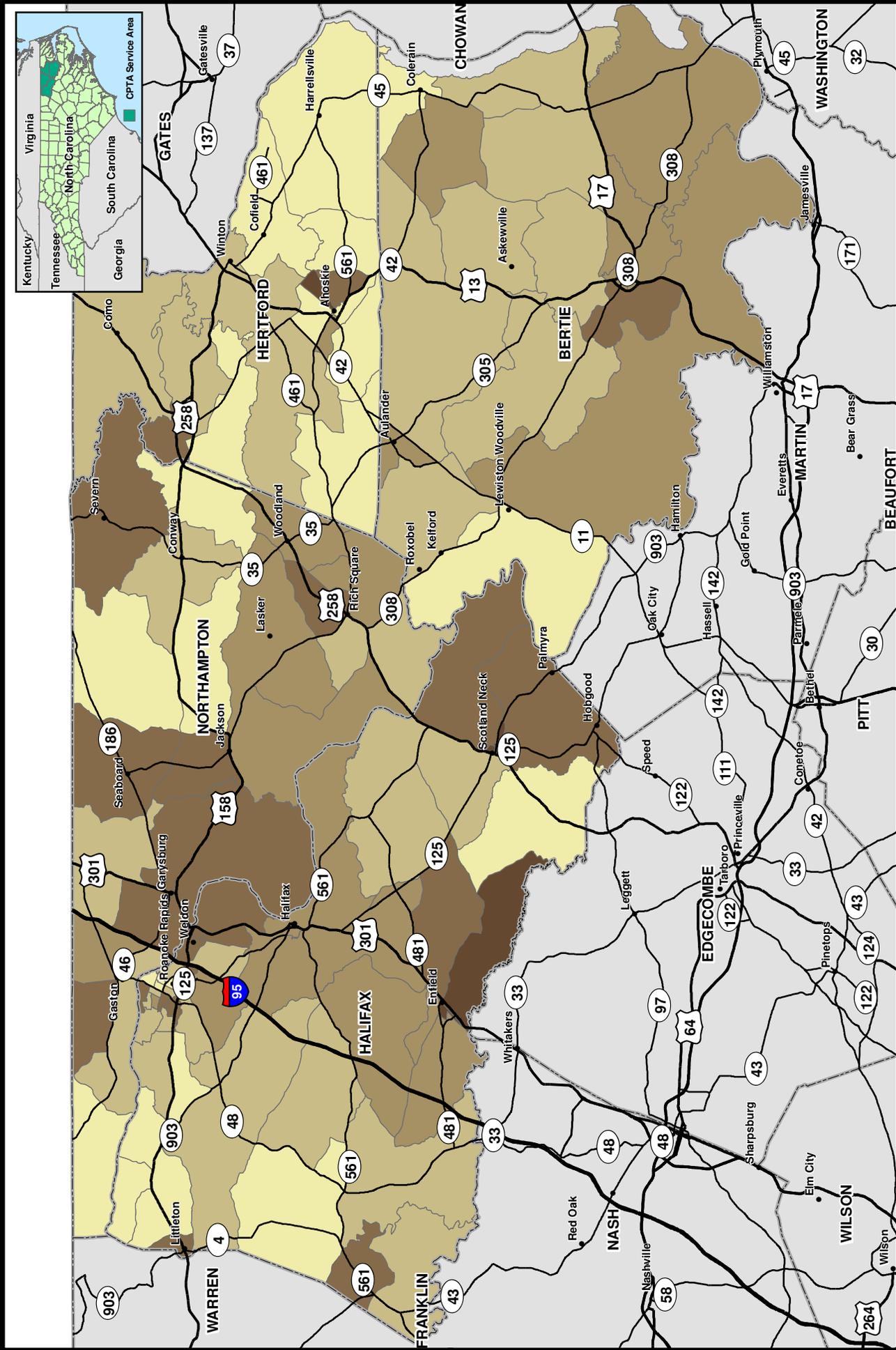
Source: 2000 US CENSUS



Choanoke Public Transportation Authority
 Bertie, Halifax, Hertford,
 and Northampton Counties

Figure 2

PFTA TechMem2 Appx Fig2 PovertyRatio.mxd AKH 09.29.2010



DISTRIBUTION OF HOUSEHOLDS WITHOUT VEHICLES FROM 2000 CENSUS

Figure 3

LEGEND

Households Without Vehicles

- Less than 10%
- 10 - 14.99%
- 15 - 19.99%
- 20 - 29.99%
- 30% or Greater

Counties

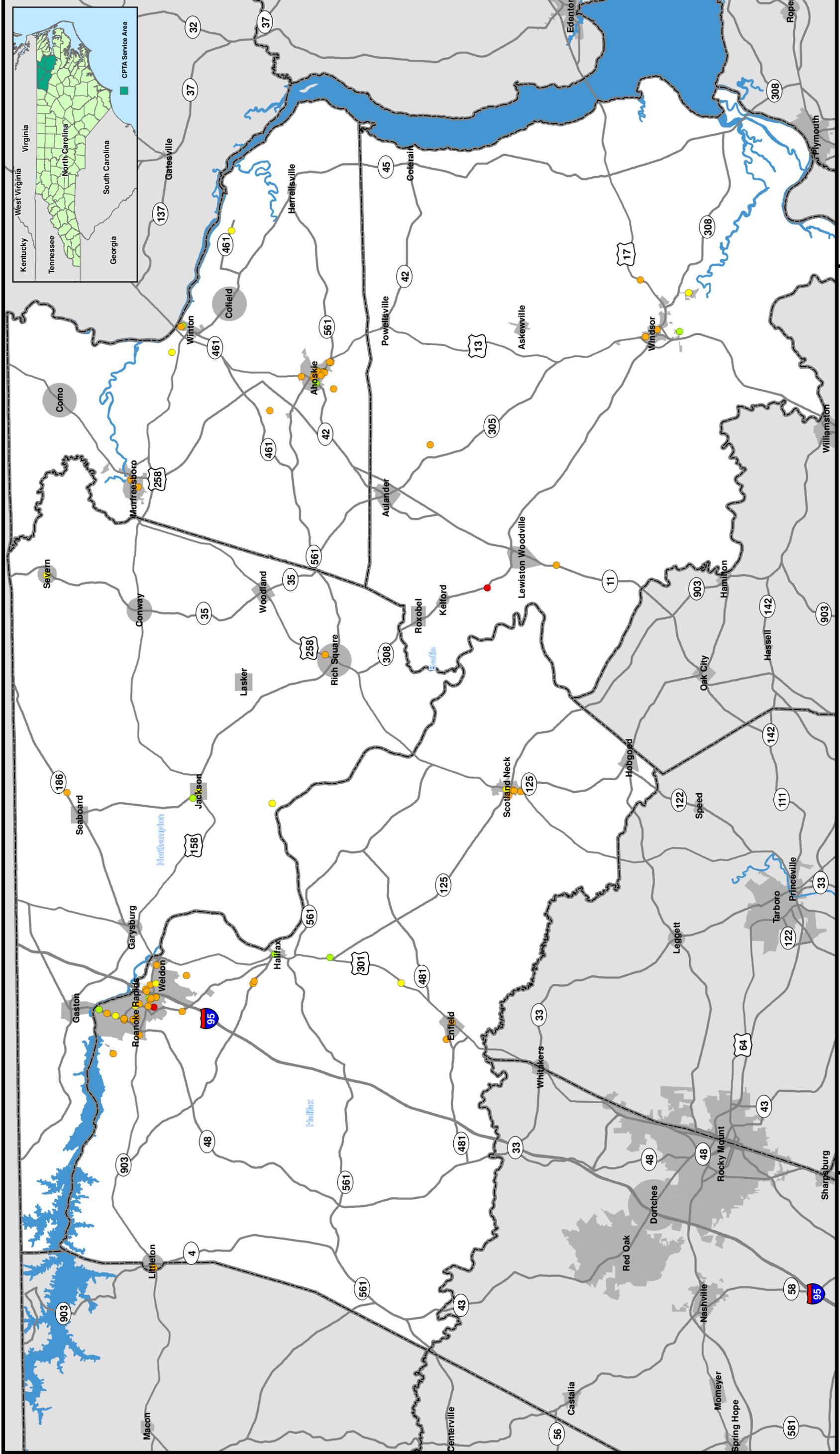
- US
- NC

Scale: 0, 24,000, 48,000 Feet

Source: 2000 US CENSUS

Choanoke Public Transportation Authority

Bertie, Halifax, Hertford, and Northampton Counties



MAJOR EMPLOYERS WITH 100 OR MORE EMPLOYEES IN THE CPTA SERVICE AREA

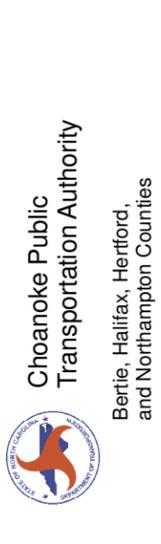


Source: NC Employment Security Commission, Labor Market Information, Top 25 Employers by NC County, www.ncsec.com, Halifax Economic Devt. Commission

LEGEND

- County Boundary
- Major Lakes and Rivers
- 100 - 249 Employees
- 250 - 499 Employees
- 500 - 999 Employees
- 1000 + Employees

Choanoke Public Transportation Authority
 Bertie, Halifax, Herford, and Northampton Counties



CPTA Technicals2 Appx Fig4 MajorEmployers.mxd AKH 09.29.2010

Employers with 100 Or More Employees in CPTA Service Area

County	Name	Address	Town & Zip	Employees
Bertie	Bertie County Board of Education	222 County Farm Rd	Windsor, NC 27983	500-999
Bertie	County of Bertie	108 Dundee St	Windsor, NC 27983	100-249
Bertie	East Carolina Health Inc	1403 South King Street	Windsor, NC 27983	100-249
Bertie	Home Life Care Inc	100-2496 N King St	Windsor, NC 27983	100-249
Bertie	New Hope Foundation	1503 Hexlena Rd	Aulander, NC 27805	100-249
Bertie	Perdue Inc	3539 Governors Rd	Lewiston Woodville, NC 27849	1000 +
Bertie	State of NC Dept. of Correction	218 Cooper Hill Rd	Windsor, NC 27983	250-499
Bertie,Northampton	Kind Hearts Home Health Care	104 Short Rd	Lewiston Woodville, NC 27849	100-249
Halifax	AAA Carolina's Call Center	1415 E. 10th St	Roanoke Rapids NC 27870	250-499
Halifax	City of Roanoke Rapids	1040 Roanoke Ave	Roanoke Rapids, NC 27870	100-249
Halifax	Coastal Lumber Company	1772 Trueblood Rd	Weldon, NC 27890	100-249
Halifax	County of Halifax	10 N. King St	Halifax, NC 27839	500-999
Halifax	Eastern Petroleum Corp.	347 Ringwood Rd	Enfield, NC 27823	100-249
Halifax	Flambeau Inc	100-249 Grace Dr	Weldon, NC 27890	100-249
Halifax	Food Lion Llc	258 Main St	Scotland Neck, NC 27874	100-249
Halifax	Food Lion Llc	1201 Julian R Allsbrook Hwy	Roanoke Rapids, NC 27870	100-249
Halifax	Food Lion Llc	250-4990 W 10th St	Roanoke Rapids, NC 27870	100-249
Halifax	Food Lion Llc	175 Roanoke Ave	Roanoke Rapids, NC 27870	100-249
Halifax	Guardian Care of Roanoke Rapids	305 Fourteenth Street	Roanoke Rapids, NC 27870	100-249
Halifax	Halifax Community College	100-249 College Dr	Weldon, NC 27890	250-499
Halifax	Halifax County Schools	9525 Hwy 301 South	Halifax, NC 27839	500-999
Halifax	Halifax Linen Service Inc	405 West Littleton Rd	Roanoke Rapids, NC 27870	100-249
Halifax	Halifax Regional Medical Center, Inc.	250-499 Smith Church Rd	Roanoke Rapids, NC 27870	1000 +
Halifax	Hardees	105 S Mcdaniel St	Enfield, NC 27823	100-249
Halifax	Hardees	1711 Julian R Allsbrook Hwy	Roanoke Rapids NC 27870	100-249
Halifax	Hardees	608 Main St	Scotland Neck, NC 27874	100-249
Halifax	Hardees	120 E 10th St	Roanoke Rapids NC 27870	100-249
Halifax	Hardees	221 E Main St	Littleton, NC 27850	100-249
Halifax	Home Life Care Inc	927 Hamilton St	Roanoke Rapids, NC 27870	250-499
Halifax	Home Life Care Inc	1208 Main St	Scotland Neck, NC 27874	250-499
Halifax	Interim Health Care Morris Group	200 Becker Dr	Roanoke Rapids, NC 27870	100-249
Halifax	Kapstone Paper & Packaging	100-249 Gaston Rd	Roanoke Rapids NC 27870	500-999
Halifax	Kennametal Inc	100-249 Kennametal Dr	Weldon, NC 27890	100-249
Halifax	Kindred Nursing Centers East Llc	305 E 14th St	Roanoke Rapids, NC 27870	100-249
Halifax	McDonalds	251 Premier Blvd	Roanoke Rapids NC 27870	100-249
Halifax	McDonalds	1515 Julian R Allsbrook Hwy	Roanoke Rapids NC 27870	100-249
Halifax	McDonalds	701 Main St	Scotland Neck, NC 27874	100-249
Halifax	New Dixie Oil Corp.	1501 Marshall St	Roanoke Rapids, NC 27870	100-249
Halifax	Our Community Hospital & Nursing Home	921 Jr. High Rd	Scotland Neck, NC 27874	100-249
Halifax	Patch Rubber Company	100-249 Patch Rubber Rd	Weldon, NC 27890	100-249
Halifax	PCB Piezotronics	10869 Hwy 903	Hafifax, NC 27839	100-249
Halifax	Reser's Fine Foods	11251 Hwy 903	Halifax, NC 27839	100-249
Halifax	Roanoke Rapids Graded Schools	536 Hamilton St	Roanoke Rapids NC 27870	250-499
Halifax	Rural Health Group Inc	2064 NC Hwy 125	Roanoke Rapids, NC 27870	100-249
Halifax	Safelite Glass Corporation (Belron US Inc.)	18388 Hwy 301 N	Enfield, NC 27823	250-499
Halifax	Wal-Mart Supercenter	251 Premier Blvd	Roanoke Rapids NC 27870	250-499
Halifax	Weldon City Schools	301 Mulberrt St	Weldon, NC 27890	100-249
Halifax,Northampton	Lowe's	1600 Julian Blvd	Roanoke Rapids NC 27870	500-999
Hertford	Carolinas Home Care	224 Main St W	Ahoskie, NC 27910	100-249
Hertford	Chowan College	200 Jones Dr	Murfreesboro, NC 27855	100-249
Hertford	County of Hertford: Board of Education	701 Main St	Winton, NC 27986	500-999
Hertford	East Carolina Health Inc	500-999 Academy St	Ahoskie, NC 27910	500-999
Hertford	Freeman Metal Products Inc	2124 US Hwy 13 S	Ahoskie, NC 27910	100-249
Hertford	Hertford County	701 N King St	Winton, NC 27986	100-249
Hertford	Home Life Care Inc	613 Memorial Dr E	Ahoskie, NC 27910	100-249
Hertford	Jernigan Oil & Propane Inc.	126 Rhue St	Ahoskie, NC 27910	250-499
Hertford	Kerr Glass Manufacturing Inc	228 Johnny Mitchell Rd	Ahoskie, NC 27910	100-249
Hertford	Kindred Nursing Centers East LLC	604 Stokes St E	Ahoskie, NC 27910	100-249
Hertford	McDonalds	1484 Memorial Dr E	Ahoskie, NC 27910	100-249
Hertford	McDonalds	800 E Main St	Mufreesboro, NC 27855	100-249
Hertford	NC Dept. of Transportation	230 NC Hwy 42 W	Ahoskie, NC 27910	100-249
Hertford	Nucor Steel	1505 River Rd	Cofield NC 27922	250-499
Hertford	Roanoke-Chowan Community College	109 Community College Rd	Ahoskie, NC 27910	100-249
Hertford	Rooted & Grounded Inc	402 Main St E	Ahoskie, NC 27910	100-249
Hertford	The Geo Group	145 Parker Fishery Rd	Winton, NC 27986	250-499
Hertford	United Home Care Inc	613 Memorial Dr E	Ahoskie, NC 27910	250-499
Hertford	Val's Home Health Care Inc	232 Main St E	Ahoskie, NC 27910	100-249
Hertford	Wal-Mart	1532 Memorial Dr E	Ahoskie, NC 27910	100-249
Northampton	Meherrin Agricultural & Chemical Co.	413 Main St	Severn, NC 27877	250-499
Northampton	Northampton Co. Board of Education	320 Bagley Dr	Jackson NC 27845	500-999
Northampton	Northampton Co. Managers Office	108 West Jefferson St	Jackson NC 27845	250-499
Northampton	Rich Square Health Care Center	320 N Main St	Rich Square, NC 27869	100-249
Northampton	State of NC Dept. of Correction	485 Odom Prison Rd	Jackson, NC 27845	250-499
Northampton	West Fraser Inc	4400 NC Hwy 186 E	Seaboard, NC 27876	100-249

Source: NC Employment Security Commission, Labor Market Information, Top 25 Employers by NC County; and Halifax Economic Development Commission

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APPENDIX G

MOBILITY MANAGER SAMPLE JOB DESCRIPTIONS



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Mountain Projects, Inc. Job Description

2251 Old Balsam Road
Waynesville, NC 28786

25 Schulman Street
Sylva NC 28779

Effective Date: 11/1/2008 Revision Date: 11/1/2008 Description #: _____

Job Title: Mobility Coordinator **Department:** Transportation

Job Summary:

This position requires someone to work well with the transit staff as well as leaders developing and identifying needs for transportation. Community Centers, Faith Based Organizations and residents of our county will be some of those involved in working to coordinate additional services through a Volunteer Driver Pool and extended services. This position is to work to effectively build services not currently available to the county as well as in educating others to take advantage of the existing services.

Job Responsibilities:

- 1 To coordinate transportation through all available transportation modes of services
- 2 To understand and address unmet needs related to transportation in our community.
Assist in making improvements to the effectiveness, efficiency & quality of travel services delivered
- 3 Design and assist in promoting transit oriented developments
- 4 Improve information available to the general public
Focus on meeting individual needs
- 5 Offer full range of travel options
- 6 Coordinate community wide planning with transportation
- 7 Ensure transit friendly designs and services by working with Haywood Transit & other available sources
- 8 Create and strengthen network of available services & development of new services
- 9 Emphasize and promote changing traditional business practices in transportation as currently known
- 10 Work directly with the Transit Director and other staff members to ensure coordination is maximized and available services are utilized before seeking outside resources
- 11 Be the central contact and coordinator for interested parties needing or seeking help with services and match funding resources to cover all or partial cost of those services
- 12 Must seek approval and confirmation from the Transit Director before obligating services, vehicles, or funding.
- 13 Improve business & community support for transit organizations.
- 14 Must have empathy for the persons involved, and understanding of how to solve needs, and the desire to see that this opportunity works well for our community
- 16 Direct outreach to employers, community centers, faith based organizations, general public
- 17 Develop and design, produce and distribute the marketing materials
- 18 Serves as a liaison/salesperson
- 19 Become familiar with all travel options in our area

Job Requirements:

1 Skill

Education/Trade Knowledge:

- * Must prepare and plan public announcements, meeting agendas, promotional material
- * Must have computer/data entry experience.
- * Good oral and written communication skills
- * Must be able to manage and create an annual budget
- * Must be able to work outside of normal office hours as needed
- * Must be able to make public presentations

Mountain Projects, Inc. Job Description

2251 Old Balsam Road
Waynesville, NC 28786

25 Schulman Street
Sylva NC 28779

Effective Date: 11/1/2008 Revision Date: 11/1/2008 Description #: _____

Job Title: Mobility Coordinator **Department:** Transportation

Experience:

- * Should possess the ability to work effectively with diverse populations
- * Should be able to speak publicly
- * Experience in dealing with the elderly and/or disabled
- * Acceptable driving record

Independent Action and Judgment

- * Must be able to act independently.
- * Must be able to work with a team that coordinates services and prepare to plan for situations outside the normal routines of transit by educating others.
- * Must be able to explain and sell this program to community leaders, county officials, etc

2 Effort

Physical Demand

- * Office Environment and travel to other facilities or homes to give presentations
- * Little physical effort required. Some lifting, carrying, pulling, kneeling, and reaching may be required at times.
- * Ability to travel both locally and out of the area
- * _____

Mental and/or Visual Demand

- * Must be able to keep accurate records and complete required reports.
- * Must be able to assist in completing applications for future funding and/or projects
- * Make public presentations, conduct meetings and being able to hear, speak, see clearly.
- * Ability to handle stress associated with managing multi-tasks

Responsibilities

- * Must be able to travel out of area from time to time.
- * Must be able to work occasional evenings and weekends if necessary.
- * Responsible to act as point person for contact information and promotion of services from community leaders and residents needing assistance
- * Telephone duties to answer questions and coordinate services as needed

Working Conditions

- * Normal office environment.
- * Sometimes requires ability to drive for long distances and work into evening hours.
- * May have repetitive motion in working on the computer for hours or driving, opening doors
- * Sitting for extended periods or driving may be alternating responsibilities
- * Computer usage

Direct Supervisor

Executive Director

Sample
Mobility Manager – Job Description

Job Title: Manager of Human Services Transportation Coordination

Hiring Salary Range: \$60,000 yr

Job Summary: Human services transportation coordination aims to improve transportation services for persons with disabilities, older adults and individuals with lower incomes by ensuring that communities coordinate transportation resources through multiple federal programs. This position will be responsible for Mobility Management which, under the Federal Transit Administration (FTA) definition: "consists of short-range planning, management activities and projects for improving coordination among public transportation and other transportation service providers with the intent of expanding the availability of services."

This position is FTA funded and is contingent upon continued future grant funding. Eligible activities for this position shall be limited and shall meet all program requirements identified in FTA program circulars.

Duties:

Develops and annually updates a "Locally Developed, Coordinated Public Transit-Human Services Transportation Plan" which identifies the transportation needs of individuals with disabilities, older adults and individuals with lower incomes; provides strategies for meeting those local needs and prioritizes transportation services for funding and implementation.

Promotes the enhancement and facilitation of access to transportation services, including the integration and coordination of services.

Supports state and local coordination planning and policy bodies such as regional partnering agencies and funding partners. Promotes the FTA initiative on the development of coordinated family of services.

Supports operational planning for the acquisition and implementation of ITS technologies to help plan and operate coordinated systems.

Develops enhanced strategies to implement FTA's required competitive project selection process.

Gathers and analyzes data to evaluate intermodal transportation service options for persons with disabilities, the elderly and others who are transportation disadvantaged to design the most efficient and cost effective option possible.

Promotes "United We Ride" efforts including activities related to the Job Access

and Reverse Commute (JARC) Program, New Freedom Program (NFP), Elderly Individuals and Individuals with Disabilities programs.

Develops and maintains the Mobility Action Council, a pro-active stakeholder group and coordinates public involvement activities.

Develops and manages JARC and NFP projects and budgets.

Develops strategies for seeking other funding sources and to leverage existing funding with non-FTA federal programs.

Required Knowledge, Skills, and Abilities:

Knowledge of the Americans with Disabilities Act (ADA) and its specific applications to public transportation.

Knowledge of the updated JARC (Section 5316), NFP (Section 5317) and Elderly Individuals and Individuals with Disabilities (Section 5310) programs.

Knowledge of the Coordinating Council on Access and Mobility (CCAM), United We Ride (UWR), Mobility Services for All Americans (MSAA) and other federal coordination initiatives with federal programs.

Knowledge of federal programs providing transportation funding for the targeted population.

Knowledge of the principles, procedures and strategies of coordinated human services transit-transportation planning and coordination strategies.

Knowledge of Federal Transit Administration (FTA) and Georgia Department of Transportation (FDOT) policies, procedures and practices.

Proficiency with spreadsheet, word processing, presentation, database and project management software.

Excellent interpersonal, written and verbal communication skills.

Ability to provide leadership and speak before public groups.

Ability to work independently and with others in an effective manner.

Ability to use a personal computer and other modern office equipment.

Ability to analyze data, define problems, identify potential solutions, develop implementation strategies and evaluate outcome.

Ability to prepare clear and concise oral and written reports.

Ability to read and understand transportation and program planning documents and standards.

Ability to work a flexible schedule that may include evenings and weekends.

Ability to establish and maintain effective working relationships with all levels of staff, community leaders, government representatives, and customers.

Ability to operate a motor vehicle; must possess and maintain a valid Georgia Driver's License.

Physical Requirements:

Extended periods sitting at a table, desk or workstation with use of a computer; normal visual acuity and field of vision; hearing, speaking and color perception; work involves periodic bending, stooping, reaching, standing and walking; requires dexterity in operating office machines and equipment; periodic need to carry items for short distances weighing up to 10 lbs. Periodic fieldwork in varying environments. Travel as necessary within or outside of service area via automobile or other mode of transportation.

Required Education and Experience:

A Bachelor's Degree from an accredited college or university in Transportation/Urban Planning, Business/Public Administration or a related field and four (4) years of progressively responsible experience with a public transit system handling the day-to-day operations of service planning, accessible services, human services transportation coordination or a related field. Qualifying experience must include computer proficiency and at least two (2) years of experience at an independent decision-making level. An equivalent combination of related education, training and experience that demonstrates the knowledge, skills and ability to effectively perform the functions of this position may be considered. A Master's Degree in Transportation/Urban Planning, Business/Public Administration or a related may be substituted for one year of the required experience.

MOBILITY MANAGER JOB DESCRIPTION

SCOPE OF WORK: The mobility manager in a transportation organization serves the general public through conceptualization, planning, developing and operating programs that respond to and influence the demands of the market. These actions and supportive strategies are performed directly or in collaboration with others in order to provide a full range of travel options that are more effective in meeting needs and more efficient through reasonable pricing.

This position is responsible to improve business and community support for the transportation organization. It will require the development and distribution of information that explains how to utilize the available resources in meeting the diverse travel needs of the market it serves.

Some skills, abilities and competencies that enhance the performance of this position are:

Change agent	Problem solver
Innovative thinker	Leadership
Collaborative partnerships	Negotiator
Conflict resolution	Mediator
Persuader	Empathy
Communicator	Customer focus
Initiator	Team builder
Visionary	Management skills

ESSENTIAL JOB FUNCTIONS: Below is a list of actions that are required in the fulfillment of the duties:

- Develops and directs the design, production and distribution of specific marketing materials directed at employers, employees, human service agencies and other entities;
- Serves as the liaison/ salesperson to community leaders in an effort to demonstrate how transportation enhances economic development;
- Provides direct outreach to area employers and employment agencies to gain support for employer and employee transit programs;
- Researches, develops and writes grant applications for future funding;
- Plans annual conference on issues relating to transportation;
- Develops potential for future expansion of transit options across municipal boundaries;
- Plans and coordinates special promotional events and activities related to general public transportation;
- Makes public presentations on the benefits of mobility management for the community;
- Builds supportive community networks;
- Leads in the design of operational functions that are nontraditional in service delivery;
- Is familiar with technological advances that increase travel options and/or convenience;
- Is knowledgeable about techniques that foster transit ridership through links with land development.



Job Opening for Mobility Manager

The Transit Authority of River City is looking for a full time Mobility Manager within its Marketing and Planning Department. This person will implement tasks as determined by TARC and the Coordinated Transportation Steering Committee, which includes members of local non-profit and private transportation providers. The objective of this organization is to coordinate transportation services provided throughout the metropolitan area in order to improve overall mobility, with near-term improvements for elderly persons or persons with disabilities. This position provides the opportunity to interact with experienced professionals in a variety of fields. Prospective candidates with a background in non-profit organizations, transportation planning, communications or public relations should apply.

Duties include data collection and analysis; general clerical tasks; research and report generation; grant writing; outreach to businesses, non-profits and government agencies, and organizing and staffing community events, serving as project manager for grants obtained, and researching and testing potential ITS applications.

Applicant should be extremely detail oriented and enjoy a fast paced working environment and must be able to work independently. Daily travel is expected.

Essential Computer Skills:

Microsoft Office – Word, Excel, and Access (or other similar desktop programs)

Hours: 40 hours/week

Salary: negotiable

Where to apply: Send resume and salary history to Human Resources, Attention: Mobility Manager, 1000 W. Broadway; Louisville, KY 40203.

**TRANSIT AUTHORITY OF RIVER CITY
POSITION DESCRIPTION**

JOB TITLE: Mobility Manager

FLSA STATUS: Exempt

EEO CODE: 02

JOB GRADE:

JOB CODE:

REPORTS TO: Director of Marketing and Planning

GENERAL SUMMARY:

Under general supervision of Coordinated Transportation Steering Committee based on the organization's long term goals and objectives

ESSENTIAL DUTIES AND TASKS:

1. Develop coordination program for transportation providers
 - a. Develop incentive program
 - b. Create communication plan
 - c. Review regulatory processes
 - d. Research needs and demands of users
2. Develop transportation program
 - a. Explore use of local cab company and school system for service provision
 - b. Establish system for shared use vehicles
3. Develop information program
 - a. Create map of assets and needs
 - b. Produce outreach materials for users and providers
 - c. Develop grants and other funding sources
4. Explore and implement opportunities to generate additional resources
 - a. Research and apply for eligible grants
 - b. Pursue opportunities for corporate and government sponsorships
 - c. Seek government grants and other funds.
5. Perform other duties as assigned

WORKING CONDITIONS:

This work is generally performed in a quiet office environment. Some work may take place in the field, depending on the assignment. The incumbent will be exposed to diesel fumes and/or airborne particles.

EFFORT:

Long periods of time working at a computer terminal. Use of keyboard may be stressful to hands or wrists. Must be able to see, hear and speak. Frequent handling and fingering, reading,

working with information, standing, walking. Occasional lifting up to 25 pounds, reaching, climbing, stooping. Requires driving almost daily. Must be available for evening and weekend work.

MACHINES, TOOLS, EQUIPMENT:

Computer, printer, photocopy machine, fax machine, calculator, shredder, telephone, TARC van or car

MINIMUM QUALIFICATIONS:

Post secondary education in business, communications or related field preferred. A combination of education, training and experience that results in demonstrated competency performing the work may be substituted.

Excellent verbal and written communication skills. Ability to coordinate multiple projects simultaneously. Ability to create effective communication devices.

Must have excellent computer skills.

Must maintain a valid driver's license.

Successful performance on all pre-employment tests, including any required drug test.

The incumbent must be able to maintain the confidentiality of any information s/he encounters.

Reasonable accommodations may be made to those who are able to perform the essential duties of the job.

SPECIALIZED SKILLS AND KNOWLEDGE:

Experience with the following types of software and/or applications is preferred: word processing, spreadsheets, scheduling, project management, presentation, graphics, layout and design.

Approved:

Employee Date

Supervisor Date

Director of Human Resources Date

Executive Director Date

- **TARC reserves the right to revise this Position Description, as it deems necessary.**

Job Opening for Mobility Manager

Lee-Russell Council of Governments is seeking a Mobility Manager to oversee the coordinated transportation program by planning, coordinating, and implementing transportation for low income persons, the elderly, & persons with disabilities. Responsibilities include: meeting with users and providers of transportation and human service organizations; developing and maintaining a regional coordinated transportation plan; developing transportation resource materials; applying for and administering federal transportation grants; maintaining records; submitting reports; supporting regional public transit day to day operations and conducting community outreach.

Requirements: A Bachelor's Degree in Transportation Planning, Public Administration, Community Planning, or other related field with excellent communication and organization skills. Two years of job experience in public sector transportation, is preferred.

Salary Range: \$36,102 - \$54,154.

Send resume and references to: Suzanne Burnette, Executive Director, Lee-Russell Council of Governments, 2207 Gateway Drive, Opelika, AL 36801, 334-749-5264 or Suzanne.Burnette@adss.alabama.gov.

Position will remain open until filled.

