Appendix A

Transportation Advisory Board

Appendix A – TAB Members

Alexander

Hal Bond
Retired

Mary Hussain
Passenger

Karen Hoyle
Director
Alexander County Dept. of Social Services

Burke

Rebecca McCleod
Executive Director
Burke County Health Department

Teena Willis
Housing Specialist
Mental Health Partners

Mike Queen
Director
Handi-Care, Inc.

Caldwell

Kathy Hutchings
Veterans Service Officer
Veterans Services Division

Melissa Ledbetter
Housing Coordinator
Smoky Mountain Center LME

Will Wakefield
Social Work Supervisor
Caldwell County Dept. of Social Services

Cindy Younce
Public Health Nursing Director
Caldwell County Department
Department

Catawba

Mary Patton
Hickory District Director
Goodwill NWNC

Bruce McCoury
Community Service Coordinator
Catawba County Dept. of Social Services

Marie Connelly
Executive Director
Centro Latino

Eleanor Byrd
Retired

Jerry McCombs
Supervisor
NAACP

Rev. Reginald Longcrier
Executive Director
Exodus Homes

Appendix B

Public Opinion Survey

Greenway Public Transportation Community Transportation Service Plan
Public Opinion Survey

The Western Piedmont Regional Transit Authority, doing business as Greenway Public Transportation, is conducting a Community Transportation Service Plan (CTSP) for the service area that includes the Counties of Alexander, Burke, Caldwell, and Catawba. Greenway Public Transportation currently operates the services that were previously provided by Piedmont Wagon, Alexander County Transportation (ACT), Burke County Transit Administration (BCTA), and the Caldwell County Area Transit System (CCATS). The purpose of this study is to develop strategies to improve transit services in the region. An important task for this planning effort is to solicit input from residents concerning transit needs. This survey is one method that is being used to obtain this important public input.

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1. Please use the table below to indicate your current **primary** mode of transportation for the following trip purposes. Check the boxes that correspond with how you **usually** travel for these typical daily trips.

	Modes:						
Trip Purposes:	Drive Myself	Ride w/ Family/ Friends	Public Transportation	Bicycle	Walk	Taxi	Other
Work							
Medical							
Social/ Recreational							
School							
Shopping/Errands							

2. Are you aware of the public transportation services that are provided by Greenway Public Transportation (formerly operating as Piedmont Wagon, ACT, BCTA, and CCATS)?

   ❑ Yes ❑ No

3. Do you currently use any of the following forms of public transportation on a regular basis? Please check all that apply and indicate how often you typically ride:

   ❑ Greenway Public Transportation — How frequently? _____
   ❑ Taxis — How frequently? _____
   ❑ Vanpools — How frequently? _____
   ❑ Carpools — How frequently? _____
   ❑ Other:_____ — How frequently? _____
   ❑ I do not currently use public transportation.

4. If not, why not? (please check all that apply):

   ❑ No service is available near my home/work/school.
   ❑ Don't know if service is available and/or location of stops.
   ❑ I have limited mobility and it is hard for me to use the bus.
   ❑ Need my car for work/school.
   ❑ Need my car before/after work/school.
   ❑ Need my car for emergencies/overtime.
   ❑ It might not be safe/ I don't feel safe.
   ❑ Trip is too long/takes too much time.
   ❑ The bus is uncomfortable.
   ❑ The bus is expensive.
   ❑ Buses are unreliable/late.
   ❑ The hours of operation are too limited.
   ❑ Have to wait too long for the bus or between buses.
   ❑ Have to transfer/too many transfers
   ❑ Other: _____

Over, Please ⇨

5. Do you think there is a need for additional or improved public transportation in the region? ❑ Yes ❑ No
If you checked " No," please skip to Question #8.

6. If you checked "Yes" for Question #5 above, please indicate **where within the Western Piedmont region** there is a need for additional or improved public transit services?

❑ Alexander County ❑ Burke County ❑ Caldwell County ❑ Catawba County
❑ City of Hickory ❑ City of Conover ❑ City of Newton ❑ City of Morganton
❑ Town of Taylorsville ❑ City of Lenoir

a. If you think there is a need for additional intra-regional services between jurisdictions within the Western Piedmont region, please indicate the most important linkages *(for example, between Morganton and Hickory)*:

b. If you think there is a need for intercity bus services in the broader Western North Carolina region, please indicate the areas you feel need to be connected *(for example: between Hickory and Statesville).*

❑ Between _____ and Statesville
❑ Between _____ and Boone
❑ Between _____ and Asheville
❑ Between _____ and Salisbury
❑ Between _____ and Charlotte
❑ Between _____ and Greensboro
❑ Between _____ and Winston/Salem
❑ To/from:_____

7. If you checked "yes" to Question #5 above, please indicate what other improvements you think are needed:

❑ Additional days/ hours/frequency of service for the current Greenway Public Transportation services. Please indicate which additional days/hours are needed *(check all that apply)*:

❑ Sunday service ❑ Service later in the evenings
❑ Service earlier in the mornings ❑ Additional Saturday service
❑ More frequent service ❑ Other: _____

❑ Quality of service improvements for Greenway Public Transportation *(check all that apply)*:
❑ Improved on-time performance ❑ Cleaner buses
❑ Safer buses ❑ More helpful staff
❑ Additional bus shelters and benches ❑ Improved access to transit information
❑ More informative website ❑ Other : _____

8. Would you use public transportation services in the Western Piedmont region if there was a service that met your travel needs? ❑ Yes ❑ No

⇨

9. Would you support either of the following financing mechanisms that could potentially be used to help fund public transportation improvements in the Western Piedmont region? Please check all that apply.

- ❑ A vehicle registration tax of up to $7.00 per vehicle.
- ❑ A ¼ cent sales tax.
- ❑ I would not support either of these options, *but I do feel public transportation in the region is important.*
- ❑ I would not support either of these options, *and I do not feel that public transportation in the region is important.*

10. Are you: (you may check more than one)

- ❑ A resident of Alexander County
- ❑ A resident of Burke County
- ❑ A resident of Caldwell County
- ❑ A resident of Catawba County
- ❑ A resident of the City of Hickory
- ❑ A resident of the City of Newton
- ❑ A resident of the City of Conover
- ❑ A resident of Taylorsville
- ❑ A resident of Morganton
- ❑ A resident of Lenoir
- ❑ Other: _____

11. Please indicate your zip code of residence: _____

12. Do you have a valid driver's license? ❑ Yes ❑ No

13. How many working cars/trucks/suvs/motorcycles are there in your household?
❑ 0 ❑ 1 ❑ 2 ❑ 3 ❑ 4 or more

14. Please indicate your age group.

- ❑ Under 12 years old
- ❑ 12-17 years old
- ❑ 18-25 years old
- ❑ 26-55 years old
- ❑ 56-64 years old
- ❑ 65 years old or older

15. Which of the following best describes your current employment status? You may check more than one.

- ❑ Employed, full-time
- ❑ Employed, part-time
- ❑ Retired
- ❑ Student, full-time
- ❑ Student, part-time
- ❑ Homemaker
- ❑ Unemployed
- ❑ Other

16. What is your annual household income level? Please check only one.

- ❑ $14,999 or less
- ❑ $15,000- $29,999
- ❑ $30,000-$44,999
- ❑ $45,000-$59,999
- ❑ $60,000- $74,999
- ❑ $75,000 or higher

17. How would you classify yourself?

- ❑ African American
- ❑ Asian
- ❑ Caucasian
- ❑ Hispanic/Latino
- ❑ Native American
- ❑ Other

18. Please provide your comments regarding the need for improved public transportation in the Western Piedmont Region.

Please return this survey to the survey box, or mail to:

KFH Group, Inc.
4920 Elm Street, Suite 350
Bethesda, Maryland 20814
Questions? (301)951-8660

Appendix C

General Comments

Appendix C: General Comments

It is very difficult to get a "live person" on the telphone when calling to schedule a van trip. The time involved in scheduling trips and getting information is very difficult. The staff are generally very helpful if you are able to speak with one of them.

More days that are offered for Dial-a-Ride medical appointment transportation from each of the surrounding counties to Hickory.

Thank you for Dial a Ride. Please hire more staff. This service is such a benefit for low income people needing access to medical care. Please have routes to Catawba County from Burke and Caldwell more often and don't require a Medicaid recipient need transportation to make the run. Kelly is so helpful to me.

We need public transportation to help people get to work and home. We have many unemployed people in the county and one barrier to work is lack of transportation. What we have now seems to be an empty bus that does such short runs that people could walk it faster. The bus starts too late to get anyone to a regular job by 6:00 AM to 8:00 AM and shuts down before they could get a ride home after work between 3:00 PM and 5:00 PM. I would like to know what the rider statistics are for what has been being offered. I would think that the company has been losing money as the buses do not travel to the most needed areas at the times that support an economy. JFor instance, we need buses to travel to Mitchel-Gold and other local employers, the Alexander Alternative Learning Program, and the

People with disabilities/elderly could REALLY use better access to transportation! With most of the area rural, I don't believe that residential pick up makes sense for others.

I think we need more so those that can't afford a car can get around to job, shopping and medical appts.

I thought this was survey about greenway parks/trails etc... I cannot make the tue or thur meetings but I am a physican and see the major obesity issues in our adults and kids. Anything we can do in the county to increase free and safe exercise opportunities I support. Health care cost are so big that even small decreases in a patients weight can be helpful and ultimately reduce medical cost to our county and to busineses. I know these trails etc do not raise money and relly cost money to maintain, but we need places for people to go as a family or individual to exercise. Need the public transportation to be able to take people there and possibly the ability that a bike can be carried on the puclic transportaion as well. Local busineses also need to continue to financially penalize their workers for not chosing a healthy life style (weight control, exercise, preventive care and tobacco cessation). This will force the comunity to search for exercise options. Greenways, trails, low cost exercise facilites would be great to s

It is 1.75 miles from my house to the first bus stop I can use. I won't walk this far. If I could park near the bus stop I would drive there and then use the service. A "park and ride" would get me to use the bus since it doesn't go by my house.

For between city destinations, provide park-and-ride stops along a major highway for each

More expanded services in Alexander County (outside Town of Taylorsville) & longer hours to include

There is a need for communication between the sevice and the hispanic population. They need the service and want to use it, but can't because of the language barrier.
I've heard some people commenting on needing transportation in the later evenings.

clients receiving DSS services, especially work first clients cannot use this system due to the high cost that is charged for transportation.....new system charged in 2 months what had covered a full year before the GREAT improvement....can't seem to see people on the current routes because no one is

When I have called, it is very difficult to reach someone by phone. I always have to leave a msg. Our patients who live in all four counties in your service area have much difficulty getting to doctors appts as times/days are very limited.

I do believe that the more routes and times that are availible for clients that it would help. I also think that bus services to large plants could be a big help. But when you talk about funding and everyone is getting hit left and right with more taxes for this or that and you are getting family members laid off by the minute you do not want to commit to more money coming out of your paycheck. I believe that adding services at this time would not be a good thing for our community at the expense of those of us

I wish that the bus service went to all the branch libraries in the Catawba County Library System.

Services have declined dramatically since we lost Burke Transit. Consoladation may have brought better service to Hickory but at the expense of the surrounding counties.

There is a need for some type of designated route service in Lenoir and Caldwell County. There will never be increased use until this is done.

I am a big proponent of public transportation. I would prefer to take the bus to run errands, and for social/recreation purposes, but the hours are very limited.

I wonder how helpful for low income/elderly people it is to have buses only run a few hours a day, which is who would have the most benefit of public transportation. Having morning and evening buses only does not help those who have transportation difficulties get to non 9-5 jobs, nor elderly/low income conduct business, attend social events, or grocery shop.

I also feel that the college/universities should be better served. A more frequent bus to downtown from LR could do wonders for business and "night life" downtown.

I desperately need public transportation as:
1)I am dependent on it to go for job since last 2-3 years.
2) I cannot keep a car for 2 reasons. One is I have problem with driving and another is I cannot afford a car and its insurance.
3) I always need to ask some family member to drive me to grocery store, doctors office, visit some one else etc. which makes me feel like I am bothering others thats why for many years I have been avoiding to get treatment for my health problems. As I cannot reach to doctors office.
4)I cannot go to library ,cannot visit different places ,cannot go for shoping etc because public transportation is very slow and very few.
5) We are asian indians, we need to go to charlotte to buy indian grocery . Because of unavailability of public transportation we have to face a lot of trouble to get indian grocery. We have big community in hickory and near by counties lik burke etc . We all are facing same problem to get our groceries.
6) Public transportation should run 2 way, it should be rapid, no. of bus should be increased. I think

I work in Alexander County. Since it is a rural area, with no taxis or buses. if a person does not have a car, it is hard for them to get to work.

nEED COUNTY STOPS SO THAT EVERYONE HAS ACCESS NOT JUST PEOPLE IN TOWN.

A LOT OF CLIENTS ARE HISPANIC AND NEED TRANSPORTATION FOR THEIR MEDICAL APPOINTMENTS. SINCE YOU DO NOT HAVE A TRANSLATOR, THEY ARE UNABLE TO SCHEDULE TRANSPORTATION FOR THEIR NEEDS. THEY ALSO DO NOT UNDERSTAND THE INFORMATION PUT OUT BY GREENWAY SINCE IT IS PRIMARILY IN ENGLISH. EXTENDED HOURS ARE ALSO NEEDED AS SOME PEOPLE NEED TRANSPORTATION AFTER TYPICAL

My daughter is a young adult with disabilities; she does not drive, but she does work. Safe, reliable public transportation would enable her to be more independent and save us (parents/sibling) from having to provide transportation for her.

I don't consider Greenway Transportation a public transportation system. It is not accessible to the majority of the population, hours of operation are very limited and the busline is limited. I would also like to say that the disabled and elderly do not appear to be a group you are sensitive to and this is apparent in the limitations and restrictions you impose as well as the attitude of drivers.

I appreciate the interest in improving services and can see the benefits of Hickory being a hub for accessing regions in western N. Carolina.

I work in the healthcare field. I do not use public transportation myself, but do have consumers that use it. Their appointment times do not often times go well with public transportation. Not only the times, but the additional fees that they have to pay to use the transportation. The population of consumers that I serve, some, are indegent and do not have the money to pay for transportation so

I am grateful for the services Greenway has been able to offer; the region needs more of the same.

Knowing people that don't have private transportation, I've heard many complaints regarding the inconvenience of the bus schedules when it comes to getting to work early in the morning (5 am) and home from work in the evenings (12 midnight).

Public Transportation is a necessity for some folks. I feel there is always room for improvement
& the Public Transportation has been in need of updates for a long time. One improvement that needs to be implemented is a good communication line. When you leave a number for folks to call, make sure that message gets to the proper person & in a timely manner. Good Communication is the key to a successful business.

Try to boost the economy by offering more out of county trips for folks who can afford to go out of the county shopping. I am not saying you should cater to one group or the other, but to make the trips available for Senior Citizens to go out of the county & shop would be a boost to your business as well as the economy.

One idea might be to charge a flat fee for a bus load. A flat fee for a van load & etc.
Try not to have so many empty busses on the road. Changing the routes so more people are on the routes & the busses do not have to run so empty.

I work in a medical office and our patients suffer due to their horrible service or lack there of. They wait for hours and have to reschedule the last minute because transportation has a problem with the schedule. We schedule our patients months in advance and make sure transportation is notified. There is no excuse for for our patients health to be a risk for a service they cant control. I would never

Need more evening availability; also drop off around Big/Lots and BiLo in Conover; Do you serve the Mountain View area? If not, you should have a stop in that vicinity...

Improve staff and transit services slowly and not have any major setbacks. Have strong support before launching new programs.

I think that our current transportation system needs to be upgraded/improved, instead of continuing to add more roads, bridges, etc. to the current system. All projects have to be funded, and with the current economy, individuals cannot continue to have more taxes and/or fees taken from what they currently make, or in a lot of cases now, do not make.

There is no transportation along the Old Lenoir Road Area and Geitner Road. I often see people walking along these roads.

I do not feel like the current public transportation is very cost effective. The current large buses only have what appears to be less then 5 riders (customers) on them at any given time.

Support public transportation but don't know what services are needed. Large Greenway buses seem to be underutilized.

Dont need the bus service we have already, never see more than 2 people riding at the most, the radio stations make fun and have contest for people to call in on a piedmont wagon total rider ship and

I would suggest getting the word about the service using billboards advertising Greenway and public transit, a facebook page, ads on local government websites, ads/articles in newspapers etc

It would be nice to see a faster service than bus. perhaps light rail. Those systems seem to be more reliable, more automated, and can travel further distance more efficiently.

Simplify the system as a whole and concentrate on the riders needs especially as it relates to riders with mental/physical disabilities, call riders ahead when in route for pick-up for medical appts, allow more time for riders to exit home to van without leaving them, stop causing pts to cut medical appts short to avoid being left at medical offices, allow clients to call when ready for pick-up from appts as done with private providers in past, allow riders the choice as much as possible when special needs exist to ride with provider of choice, remain rider centered instead of policy centered, have a person answer calls not automatically going to voice mail and rider never receives a call to know if appt was even scheduled or not. Treat riders as passengers instead of baggage. Dont expect riders to wait outside in cold for pick-ups. Allow more missed appts before suspensions for developmentally

Run the buses at nights. That might keep some of drunk drivers off the road and the ridership would increase tremendously.

I would like to see a fixed route in Burke County and some linkage between Hickory and Morganton. There may also be the need for other areas to link to Hickory since there are more resources in this area. I am not aware of that need but I would imagine that people from Lenoir and Taylorsville access resources in Hickory on a regular basis.

I work for the local community college and wish students who use transit (like Voc Rehab. consumers) could attend evening classes.

I FEEL THE FUNDING WOULD BE BETTER USED FOR THE ELDERLY, OR DISABLED. THOSE WHO CAN NOT DO FOR THEMSELVES.

I feel that is especially important with the price of gas increase and believe it would not only help with current residents but also with families relocating to this area

I may use it when I get too old to drive.

Public transportation is a very needed service. I think it is a great service already, so little needs to be done to improve it. Have heard responses from the community that $2.00 each way for general public is too expensive to get to work everyday. However, I disagree and feel $2.00 per trip is very fair.

Transportation should be made available on Sundays- should try to appeal to the church goers, especially the elderly. This may help public transportation grow.

Is very important

3rd shift routes please

In the future, I may need to use public transit from Happy Valley to anywhere.

We need Green Way transportation service.

Please provide Lenoir with public transport!

Am very interested in this

Need bus routes within the city for people that don't have cars

I didn't know it even existed, so advertisement.

would save gas

Yes, it's needed here, but a lot of people are unemployed here now and the ones here that get a job need transportation.

It's a great idea; there is a need for it. So many are without jobs and can't afford a car and still need a There is a need now and there may be more need as we get older. I have a friend that needs it very

I work in Mental Health and there is a great need for more services.

More transportation would be safer. There would not be so many cars on the road!

the high cost does not allow the people who really need it to use it. Agencies who provided tickets for clients can not afford to use the service any more. People who have no car adn no job cannnot pay the

A fixed route in Morganton would be great.

I enjoy the bus service, but wish it went more places.

Have drivers announce where the bus will go next and if anyone needs a transfer.

There is a need for public transportation to provide better access to region resources. As things stand now, the only access is locally with limited access to other places within the region.

Improve commerce and tourism with train accessibility from Taylorsville to Statesville (via Stone Point). Novelty, yet economically sound idea! Consider!

I do not currently have a need for public transportation but due to my age I am sure I will need to rely on it in the future. I think it's a GOOD thing. I can't make a reliable opinion on the areas of need.

I need to go where I need to go. Like Hickory, Lenoir, Morganton, etc.

Need to have a stop in Bethlehem.

If you want to ride the bus, pay for it. Don't tax me to cover it, I don't use it.

Service outside Taylorsville area, because you have to have transportation to Taylorsville and to leave

I think it is important to have longer hours and larger travel radius.

My neighbor lost his license due to a DUI and has to walk from Hiddenite to Taylorsville, which is a

Would use this if it was in my area.

I believe the need is great.

Not enough coverage in County.

This should be for everyone who has a need for the service.

None at this time.

Being told when to be done with appointment rather than having time for entire appointment. Afraid they will be left so they end appointment early.

Seniors and handicaps need help.

I think the bus service in Taylorsville is useless!

It is incumbent upon citizens of NC to preserve the environment and its resources - public transportation is a way to accomplish this goal. Let's make it happen.

It would be very helpful.

Shuttle bus to other towns.

Improve to serve more residents in part of Catawba County, within county and outside areas.

Really haven't given much thought.

I was born in Raleigh, NC and used the public bus many times with my family and as an adult. Would now probably use public transportation to Boone, Charlotte, Winston-Salem and Greensboro.

To keep some of the cars off the road

Transit to Charlotte from Newton

It would be wonderful for Intra Regional Services and to other counties from Newton-Hickory cities

Keep new services intact.

I have elderly friends who need this service and hopefully it will be available in this area

It helps people like me who don't have resources.

More transit for senior citizens.

Rail between major cities/town would be great.

It's really good to see the accessibility being made to those who don't have transportation. Just need

Need more routes through rural neighborhoods (e.g., Oxford Park, Conova Park, and a route from Taylorsville to Conover via NC-16).

Very supportive!

Need better public transportation in outlying areas -from Catawba - town of - Hickory - from outside Conover to Hickory - etc. Needs to be on a regular basis - the route maps need to be clearer - easier to read. I come from an area where you can get anywhere by bus - the bus is a safe - reliable transportation and young people can go from home to the beach safely.

Transportation to schools to large metropolitan areas

Many families need transportation to get to work or provide opportunities for themselves or their children. If we had strong public transportation each family would need only 1 car.

There are people that can't get around or are disabled or can't drive

Some services are only available in Hickory. For example, SS Office.

It is very important for all those who don't have any other way around, and no one to take them to work, stores, and doctor appts.

Public transport is the future. We also need train service and education teaching people that it's ok to

If the bus would go more places.

Definitely need.

Need to get people to dr. appointments

More bus stops through out Burke County.

Not sure. Don't use it much. No need for my daily use.

The need to use less gasoline.

More transportation for shopping, school, work, expanded area

More flyers/literature for the transportation needs.

More advertise, put info in dr. office

I just think there is a need for the Morganton to Hickory route!

Aging citizens are becoming a larger part of the population. Much of Western Piedmont is rural and a need for reliable public transportation is needed for their needs.

Elderly, disabled and low-income people need this. Also, many cannot drive in large cities. Many elderly do not need to be driving and need transportation.

I have no opinion.

There are people who can't even get their shopping done.

Wondering why Maiden has been left out of the mix?

Appendix D

Passenger Surveys

Greenway Public Transportation
ON-BOARD RIDER SURVEY- Fixed Route Services

Greenway Public Transportation is conducting a Community Transportation Services Plan (CTSP). As part of our planning process, it is important for us to understand the travel patterns and needs of our riders and to solicit input concerning our services. Please complete this survey for your current bus trip. When you are finished with this survey, please give it to the surveyor on your bus. If you have already completed a survey this week you do not need to complete a second one. ***Thank you!***

---

1. What route are you **currently** riding?
   - ❑ *(1)* West Hickory
   - ❑ *(2)* NC 127/Springs Road
   - ❑ *(3)* Hickory/Conover/Newton
   - ❑ *(4)* Tate/Conover
   - ❑ *(5)* Taylorsville

2. What was the location where you boarded the bus? If you transferred, the place where you first boarded a bus for this trip. Please indicate the street address, intersection, building, or landmark. *For example, HillTop Apartments.* Please do not use vague terms, such as "home" or "work."

   _____

3. Did you or will you have to transfer buses in order to complete this trip?
   ❑*(1)* Yes, one transfer ❑*(2)* Yes, two or more transfers ❑*(3)* No (If No, Skip to question #5)

4. What bus route(s) will you transfer to or did you transfer from?
   - ❑ *(1)* West Hickory
   - ❑ *(2)* NC 127/Springs Road
   - ❑ *(3)* Hickory/Conover/Newton
   - ❑ *(4)* Tate/Conover
   - ❑ *(5)* Taylorsville

5. What is your destination? Please indicate the street address, intersection, building, or landmark. *For example, Tate Medical Commons.* Please do not use vague terms such as "home" or "work."

   _____

6. What is the purpose of your bus trip today? You may check more than one.
   - ❑ *(1)* Work
   - ❑ *(2)* Shopping
   - ❑ *(3)* School
   - ❑ *(4)* Social/ Recreation
   - ❑ *(5)* Medical
   - ❑ *(6)* Government Service Agency
   - ❑ *(7)* Errands/personal business
   - ❑ *(8)* Other: _____

7. Are you: (*you may check more than one, as appropriate*)
   - ❑ *(1)* A resident of the City of Hickory
   - ❑ *(2)* A resident of the City of Conover
   - ❑ *(3)* A resident of the City of Newton
   - ❑ *(4)* A resident of Taylorsville
   - ❑ *(5)* A resident of Alexander County
   - ❑ *(6)* A resident of Burke County
   - ❑ *(7)* A resident of Catawba County
   - ❑ *(8)* A resident of Caldwell County
   - ❑ *(9)* Other, *please indicate*_____

8. If Greenway Public Transportation were to make service improvements or expand to serve additional geographic areas, what would be your top three choices?

   (1)_____ (2) _____ (3) _____

OVER, PLEASE ☞

9. Please rate your satisfaction with Greenway Public Transportation services in the following areas:

	Very Satisfied *(1)*	Satisfied *(2)*	Unsatisfied *(3)*	Very Unsatisfied *(4)*
On-time performance	❑	❑	❑	❑
Convenience of bus routes	❑	❑	❑	❑
Convenience of bus stop locations	❑	❑	❑	❑
Days of service	❑	❑	❑	❑
Hours of service	❑	❑	❑	❑
Frequency of service	❑	❑	❑	❑
Cost of bus fare	❑	❑	❑	❑
Cleanliness of the buses	❑	❑	❑	❑
Driver courtesy	❑	❑	❑	❑
Availability of information	❑	❑	❑	❑
Safety and security	❑	❑	❑	❑
Telephone customer service	❑	❑	❑	❑
Usefulness of Greenway website	❑	❑	❑	❑

10. How would you classify yourself?
❑ *(1)* African American ❑ *(3)* Caucasian ❑ *(5)* Native American
❑ *(2)* Asian ❑ *(4)* Hispanic/Latino ❑ *(6)* Other

11. Are you: ❑ *(1)* Male ❑ *(2)* Female 12. Do you have a driver's license? ❑ *(1)*Yes ❑ *(2)* No

13. How many vehicles (cars, trucks, motorcycles) are available in the household where you live?
❑ 0 ❑ 1 ❑ 2 ❑ 3 ❑ 4 or more

14. Please indicate your age group.
❑ *(1)* Under 12 years old ❑ *(3)* 18-25 years old ❑ *(5)* 56-64 years old
❑ *(2)* 12-17 years old ❑ *(4)* 26-55 years old ❑ *(6)* 65 years old or older

15. Which of the following best describes your current employment status? You may check more than one.
❑ *(1)* Employed, full-time ❑ *(4)* Student, full-time ❑ *(7)* Unemployed
❑ *(2)* Employed, part-time ❑ *(5)* Student, part-time ❑ *(8)* Other
❑ *(3)* Retired ❑ *(6)* Homemaker

16. What is your annual household income level? Please check only one.
❑ *(1)* $14,999 or less ❑ *(3)* $30,000-$44,999 ❑ *(5)* $60,000- $74,999
❑ *(2)* $15,000- $29,999 ❑ *(4)* $45,000-$59,999 ❑ *(6)* $75,000 or higher

17. Please provide any comments you may have concerning public transportation in the region.

Greenway Public Transportation
ON-BOARD RIDER SURVEY- Demand Response Services

Greenway Public Transportation is conducting a Community Transportation Services Plan (CTSP). As part of our planning process, it is important for us to understand the needs of our riders and to solicit input concerning our services. ***Thank you!***

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1. What was the location where you boarded the van? Please indicate the street address, intersection, building, or landmark. *For example, HillTop Apartments.* Please do not use vague terms, such as "home" or "work."

   _____

2. What is your destination? Please indicate the street address, intersection, building, or landmark. *For example, Tate Medical Commons.* Please do not use vague terms such as "home" or "work."

   _____

3. What is the purpose of your van trip today? You may check more than one.
   - ❑ *(1)* Work
   - ❑ *(2)* Shopping
   - ❑ *(3)* School
   - ❑ *(4)* Social/ Recreation
   - ❑ *(5)* Medical
   - ❑ *(6)* Government Service Agency
   - ❑ *(7)* Errands/Personal Business
   - ❑ *(8)* Attend Senior Center
   - ❑ *(9)* Other: _____

4. Do you also use the fixed route bus services operated by Greenway Public Transportation?
   - ❑ *(1)* Yes, I use the services operated in Hickory, Newton, and Conover.
   - ❑ *(2)* Yes, I use the fixed route bus in Taylorsville.
   - ❑ *(3)* No, I only use the demand response bus.

5. Do you use any other transportation services operated in the Western Piedmont region? (for example, the transportation operated by Department of Social Services for medical appointments). If so, please list:

6. How often do you use the van service?
   - ❑ *(1)* 4 times per week or more
   - ❑ *(2)* 2-3 times per week
   - ❑ *(3)* Once a week
   - ❑ *(4)* 2-3 times per month
   - ❑ *(5)* Once a month
   - ❑ *(6)* Less than once a month

7. How did you find out about the van service?
   - ❑ *(1)* Already knew
   - ❑ *(2)* Asked someone who uses the service
   - ❑ *(3)* Greenway Website
   - ❑ *(4)* Senior Center Staff
   - ❑ *(5)* Other Agency Staff
   - ❑ *(6)* Brochure
   - ❑ *(7)* Asked Driver
   - ❑ *(8)* Telephoned Greenway
   - ❑ *(9)* Other: _____

OVER, PLEASE ☞

8. How long have you been using community transportation services in the region?

❑ *(1)* Six months or less ❑ *(2)* Between six months and one year
❑ *(3)* About one year ❑ *(4)* Between 1 and 2 years
❑ *(5)* More than 2 years ❑ *(6)* More than 5 years

9. Please rate your satisfaction with Greenway Public Transportation services in the following areas:

	Very Satisfied *(1)*	Satisfied *(2)*	Unsatisfied *(3)*	Very Unsatisfied *(4)*
The trip scheduling process	❑	❑	❑	❑
Telephone customer service	❑	❑	❑	❑
On-time performance	❑	❑	❑	❑
Days of service	❑	❑	❑	❑
Hours of service	❑	❑	❑	❑
Cost of bus fare	❑	❑	❑	❑
Cleanliness of the vans	❑	❑	❑	❑
Driver courtesy	❑	❑	❑	❑
Availability of information	❑	❑	❑	❑
Safety and security	❑	❑	❑	❑
Usefulness of Greenway website	❑	❑	❑	❑

10. Are there places in the region where you would like to go on a regular basis, but you cannot get to because there is not a public transportation service available for the trip?

❑ No ❑ Yes If yes, from where to where? _____

11. What do you like best about Greenway Public Transportation? _____

12. What do you like least about Greenway Public Transportation? _____

13. How many vehicles (cars, trucks, motorcycles) are available in the household where you live?

❑ 0 ❑ 1 ❑ 3 ❑ 4 or more

14. Was a car available for this trip? ❑ Yes ❑ No 15. Do you have a driver's license? ❑ Yes ❑ No

16. Please provide any comments you may have concerning public transportation in the region.

Appendix E

Public Meeting Notes

Appendix E

Greenway Public Transportation

COMMUNITY TRANSPORTATION SERVICE PLAN (CTSP)

Public Meeting Notes

Public meetings concerning the proposed alternatives for the Greenway Public Transportation Service Plan were held during the week of June 14-17 in Alexander, Burke, Caldwell, and Catawba Counties. The comments received during these four meetings are summarized below, organized by County.

ALEXANDER COUNTY

Meeting Date and Time: Monday, June 14, 2010, 3:00-6:00 p.m.

Location: Catawba Valley Community College, Alexander Campus, Taylorsville

Attendees: 3

Comments Received:

- There is a need to provide convenient connections from Greenway Public Transportation to intercity bus and other public transportation options in Statesville. *(It should be noted that Statesville is not currently served by intercity bus service.)* For example, when people use Greenway to get to Statesville it would be helpful if there were to be shared stop and coordinated schedule with the intercity bus service *(It should be noted that Statesville is not currently served by intercity bus service)* and the Iredell County Area Transit System (ICATS).

- Mothers riding with their young children have a difficult time using Greenway Public Transportation's van service, as it is very hard to carry more than one car seat, and keep track of more than one child. Greenway staff commented that car

seats are not required on the Taylorsville Shuttle, as the vehicle is larger than a van. This needs to be publicized to customers.

- Would it be possible for the van-based services to stop at the Smart Start Center each day to get one or more car seats installed by a certified car seat installer so that the moms would not have to carry their own car seats?

- There is a need to publicize the pre-existing agency-based routes that currently travel between Taylorsville and Hickory.

- Longer hours of service are needed on the Taylorsville Shuttle, particularly in the late afternoon.

- There is a need to link Taylorsville to Lenoir.

- Would it be possible for Greenway Public Transportation to provide service for the "More at 4" program, which is a preschool program for 4-year olds? This program is different from Head Start, as it serves children who live households above the poverty rate and transportation is not a component of the services.

- Would it be possible for Greenway to provide group rate tickets for programs that have ongoing transportation needs?

- Transportation Demand Management (TDM) strategies would be helpful in the region, but the low-wage tier of workers would likely have a hard time finding an eligible vanpool driver.

- Many more people (estimate of 30-40 people) could be enrolled in the GED program at CVCC- Alexander if transportation were to be provided for the way home. The program ends at 9:00 p.m. and there is no way to get home via public transportation at that hour.

- Many more people could take advantage of the English as a second language (ESL) program at CVCC- Alexander if evening transit services were to be provided (estimate of between 10 and 20 people).

- Transportation is needed to serve students who travel from the high school to the Old Wittenburg school, where classes are held from 3:30 p.m. to 6:30 p.m. Transportation for these students would be a drop-out prevention effort. Research is needed to see if there is any grant money available to fund such a service.

- Saturday service is needed in Alexander County. CVCC offers classes on Saturdays.

- The proposed corridor service from Taylorsville to Conover should extend to terminate at the hospital.

- The best way to market to the immigrant community is through local human service agencies. The best way to market to students is via the Internet.

BURKE COUNTY

Meeting Date and Time: Tuesday, June 15, 2010, 3:00-6:00 p.m.

Location: Western Piedmont Community College, Morganton, NC

Attendees: 1

Note: There was a severe thunderstorm an hour prior to the meeting that caused a number of power outages, including the Community College. Power to the Community College was restored prior to the start time of the meeting, but attendance was likely affected.

Comments Received:

- The Burke County Planning Department completed a land use plan for NE Burke County in 2009. The plan recommended a public transportation route along Highway 70 between Morganton and Hickory.

- There is lots of discussion going on currently about ¼ cent sales tax referendums for various issues- previous referendum for water/sewer infrastructure in Burke County did not pass.

- TDM may be worth investigating as residents may now be traveling further (i.e., Asheville and Charlotte) in order to find work.

CALDWELL COUNTY

Meeting Date and Time: Wednesday, June 16, 2010, 3:00-6:00 p.m.

Location: Caldwell County Public Library, Lenoir

Attendees: 10

Comments Received:

Demand Response Transportation:

- 5-day a week service is needed for disabled children/young adults to get to school and vocational/socialization programs. Currently Greenway offers service for these programs three days a week, which leaves the parents/guardians with two days that they must either provide their own transportation for the programs or stay home with their children. The programs that the young people with disabilities attend operate five days a week. One meeting participant indicated that he would pay more to transport his daughter if five-day service were to be implemented. Parents of disabled adult children have requested this service in the past. The program destinations include Caldwell Community College and the Mulberry Recreation Center.

The Proposed Lenoir Circulator:

- How much would the Lenoir Circulator reduce expenses for the demand-response services?
- The proposed route should include service for Hospital Road, William Lenoir Middle School, and the housing areas off of Piedmont. There are a number of people in these areas who do not have vehicles available. Overall the proposed route looks good.
- Medicaid-eligible people can access current services to get to Medicaid-eligible appointments but have no way to access other types of classes held at the Health Department or grocery stores/pharmacies, etc. Many of these clients do not know how to access public transportation on their own (i.e., not through Medicaid), and they cannot afford $2.50 per trip. The proposed Lenoir Circulator would help people access needed services.

The Proposed US321A Corridor Service:

- Need transportation along the 321 Corridor to take individuals to doctors' appointments, medical treatment, grocery stores, etc. Fixed route and flex route system would be beneficial. After-hours transportation is important for people who work the second shift.
- 321A is a good route. There are lots of potential riders in that corridor.

On Financing/Funding/Sales Tax/Vehicle Registration Fee:

- Not sure that people in Caldwell County would support either of the potential local revenue options.

- Caldwell Opportunities would be willing to be a financial partner for their clients/on behalf of their clients. A local source of revenue for public transportation would best serve the needs of the clients of Caldwell Opportunities, as the program goal is to have them operate as independently as possible (i.e., riding public transportation rather than exclusive agency vehicles).
- A vehicle registration fee is a better option than the ¼ cent sales tax (two similar comments).
- Getting people to work via transit (such as through one of the proposed corridor services) would be a good way to sell a fee or tax in support of transit services. It is likely more cost effective to put a fee in place to help support transit options that will help people access employment opportunities and contribute tax revenue, rather than continuing to support people through unemployment.
- A fee or tax to support public transportation that can help mental health clients access appointments is more cost effective than providing the range of costly services that are required when mental health clients are unable to get to needed services.

On Marketing:

- Potential transit proposals should be publicized on the local cable access channel. Many residents of Caldwell County watch this programming.

Other Comments:

- Caldwell Opportunities, Inc. (COI) is very interested in contracting their transportation services with Greenway. COI transports 70+ clients on a daily basis using 6 of their own vans. COI clients live in all areas of the County. The clients arrive at work at 9:00 a.m. and depart at 3:00 p.m. COI clients would benefit from the proposed Lenoir Circulator, as well as an alternative that would service clients in outer Caldwell County. COI is eager to be a partner in providing transportation services to the people of Caldwell County with disabilities, both financially and otherwise.
- The proposed Taylorsville to Conover route would be of benefit to residents who will be living in a new apartment complex off of Main Street in Taylorsville. These residents are clients of Smokey Mountain Center.
- The job market is changing such that employment transportation is needed at differing hours, not simply the historical 9 to 5 job pattern.
- There is a need for service between Lenoir and Morganton.

CATAWBA COUNTY

Meeting Date and Time: Thursday, June 17, 2010, 3:00-6:00 p.m.

Location: Ridgeview Public Library, Hickory

Attendees: 14

Comments Received:

New Fixed Route Schedule:

- The new schedule for the fixed routes is not convenient. The headways are longer, which is not convenient. Riders now have to travel a full hour earlier than previously so that they can get to work on time.
- New time schedule is confusing and often not on time.
- Riders would like the service to stay on hourly headways (not one hour and ten minute headways).
- People like hourly headways that keep to a similar schedule (i.e., 6:05; 7:05; 8:05, etc.)
- Service overall is good, just need to work on the timing and keeping the one-hour headways, people are used to this.

Service Area:

- There is a need for direct service to the unemployment office.
- There is a need for service on Sulphur Springs Road, off of Springs Road.

Stops and Shelters:

- More shelters are needed, the following stops were mentioned:
    - 7th Ave SW and 4th St. SW
    - Bottom Dollar Grocery Store (off of Route 70)
    - Route 127, just past Frye, and several other stops along this corridor.
    - Walmart

- There is a need for more designated bus stops with signs.

- There needs to be a sign at the Square in Hickory to let people know that the new Transfer Center is the place to transfer between buses. Otherwise riders have to pay again (i.e. if they exit the vehicle at the Square and get back on at the Transfer Center).

Splitting the Route 127:

- Like the idea of splitting the route as the current loop leads to long trips to reach destinations. Several meeting attendees supported the concept of splitting the route for quicker and more convenient travel.

Splitting the Hickory-Conover-Newton Route:

- Splitting this route is a good idea so that people won't have to ride longer than is necessary.

Longer Hours of Service:

- The Tate Boulevard Route needs longer hours of service.
- The last bus for all of the routes has been getting earlier over the years, making it difficult to use the bus to get home from work.
- There is support for longer hours so that bus riders can access work opportunities.
- Later hours of service are needed.

Sunday Service

- Sunday service- yes, yes
- Maybe Sunday service every other Sunday, or once a month?
- Interested in Sunday service!
- Not sure Sunday services would be good.

Funding/Financing/Fees/Taxes

- The vehicle registration fee would be better, as it is a one-year increase.
- Sales tax would be better if it would raise more money.
- Vehicle registration fee would be better.
- Fare Free Fridays have helped get people to ride.

Other Comments

- Like the idea of transitioning from demand response to deviated fixed routes.
- The drivers are very nice, there is never a problem with them.
- There is a need to split the trips between people who are going to the VA in Salisbury and people going to medical appointments in Charlotte. The combined trips result in ride times and wait times that are too long. The vehicle used is also too small for the days where there are several riders.

- Discounted group rate ticket purchases are desired by area agencies for their customers.
- Hickory hospitals have greater connections to Winston-Salem hospitals, as compared to Charlotte hospitals, could there be a connection between the two areas?
- There is a need for service between Morganton and Hickory that serves Hildebran.
- The new map is easy to read and understand, with the cross streets marked and the Saturday schedule shaded.

Appendix F

Funding Glossary

Appendix F: Funding Glossary

State of North Carolina Community Transportation Funding Programs

Apprentice and Intern Programs - Funds the work experience for selected recent graduates and graduate students in public transportation. Funds up to 90% of eligible costs.

Community Transportation Program (CTP) Funds - Used to support the administrative, operating, and capital expenses incurred by local transit agencies in North Carolina. It is funded with Federal S.5311 funds and state matching fees.

Rural Operating Assistance Program (ROAP) - A state-funded public transportation grant program administered by the North Carolina Department of Transportation, Public Transportation Division. ROAP funds are allocated to each county by a formula. County governments are the only eligible applicants for ROAP funds. ROAP includes the following Programs:

- **Elderly and Disabled Transportation Assistance Program (EDTAP) -** Provides operating assistance funds for the transportation of the state's elderly and disabled citizens. EDTAP funds are for operating expenses and are not to be used for capital or administrative expenses.
- **Employment Transportation Assistance Program (EMPL) -** Intended to assist Department of Social Services (DSS) clients that are transitioning from Work First or Temporary Assistance to Needy Families (TANF), Work First participants, and/or the general public, to travel to work, employment training, and/or other employment-related destinations. EMPL funds are for operational activities, not for capital or administrative expenses.
- **Rural General Public Program (RGP) -** Provides funds that are intended to provide transportation services for individuals who do not have a human service agency or organization that will pay for the transportation service. Either the origin or destination of a trip funded with RGP funds must be in a non-urbanized area.

Rural Planning Program - Funds the updating of local community transportation plans, regional transportation feasibility studies, and special studies. Funds up to 100% of regional feasibility studies and 90% of local planning studies.

State Maintenance of Assistance Program (SMAP) - State program used to help provide operating assistance for transit programs in primarily urbanized areas of the state.

Transportation Demand Management (TDM) Program - Funds local programs that encourage ridesharing arrangements such as carpools, vanpools, use of public transportation, and other alternative transportation in an effort to reduce congestion and vehicle emissions. The TDM program funds up to 50% of the administrative expenses incurred by local TDM programs.

Urban/Regional Technology Program - Funds the advanced technology needs of public transportation systems. Provides up to 90% state funds or one-half of local match for areas using Federal S.5307 funds.

Federal Transit Administration Funding Programs

Federal Section 5303 - Funds transportation planning activities in urbanized areas of over 50,000 population, including long-range plans, transportation improvement programs, and technical studies. Matching ratios are up to 80% federal, 10% state, and 10% local.

Federal Section 5307- Urbanized Area Formula Program - Provides funding assistance for urbanized areas of over 50,000 people. Funds capital, planning, and operating assistance (for those systems in urbanized areas of fewer than 200,000 people). Federal matching ratios are generally 80% for capital and 50% for operating.

Federal Section 5309 - Funds capital projects, including buses, bus-related equipment, paratransit vehicles, and construction of bus-related equipment. Includes up to 83% federal for vehicles and up to 80% federal for facilities. State funds typically provide up to one-half the local match requirement, up to 10%.

Federal Section 5311-Non-Urbanized Area Formula Program - Funds capital, operating, and administrative expenses for transit programs operating in non-urbanized areas. Maximum federal participation is 80% for administrative and capital costs. Small urban fixed routes and regional community transportation systems are eligible to apply for up to 50% of the net operating costs associated with general public routes. This federal program is administered by the state.

Federal Section 5311(f)-Regional and Intercity Bus Program - Funds intercity bus services in underserved areas of North Carolina that connect to the national intercity bus network. Also provides state funds for Travelers' Aid programs that assist homeless, stranded, or indigent travelers with their intercity transportation needs through the purchase of bus tickets. Provides up to 50% of the net operating expenses.

Federal Section 5310 - Provides funding assistance for the provision of transportation services for elderly people and people with disabilities. In North Carolina, projects can include capital and/or operating. This program is administered at the state level. Matching ratios are 80% federal, 10% state, 10% local for capital, for purchase of service,

and for voucher programs. The matching ratio for operating assistance is 50% federal 50% local. Funds are awarded through a competitive grant application process and projects must address a need identified in a region's Locally Developed Coordinated Plan.

Federal Section 5316 (Job Access and Reverse Commute (JARC)) - Provides funding assistance for the provision of transportation so that low-income individuals can access jobs and job-training. For rural areas and small urban areas, this program is administered at the state level. Matching ratios for capital items are 80% federal, 10% state, and 10% local; matching ratios for operating assistance are 50% federal, 50% local. Funds are awarded through a competitive grant application process and projects must address a need identified in a region's Locally Developed Coordinated Plan.

Federal Section 5317 (New Freedom) - This program is intended to provide transportation for people with disabilities "above and beyond" what is required by the Americans with Disabilities Act (ADA). For rural areas and small urban areas, this program is administered at the state level. Matching ratios for capital items are 80% federal, 10% state, and 10% local; matching ratios for operating assistance are 50% federal, 50% local. Funds are awarded through a competitive grant application process and projects must address a need identified in a region's Locally Developed Coordinated Plan.

Selected Other Funding Programs

Home and Community Care Block Grant (HCCBG) - Comprised of funding for in-home and community based services available through the Division of Aging as well as a portion of funding targeted for in-home and community based services previously administered by the North Carolina Division of Social Services. Federal Older Americans Act funds constitute approximately 45% of Home and Community Care Block Grant funding, and are intended to develop and enhance comprehensive and coordinated community-based systems of services, opportunities, and protections for older adults. Transportation is an allowable service under this program.

Medicaid - A health insurance program for low income people who cannot afford health care costs. This federal program is administered at the state level by the North Carolina Department of Health and Human Services. Non-emergency transportation to medical services covered under the program is funded by the program.

Sources:
Federal Transit Administration (FTA) website.
North Carolina Department of Health and Human Services website.
North Carolina Division of Aging and Adult Services website.
North Carolina Department of Transportation Website: "Programs and Funding" and "Rural Operating Assistance Program State Management Plan."