

**Anson County Locally Coordinated
Human Service/Public Transportation Plan**

April, 2011

Approved by Anson County Commissioners 5/4/2011

Table of Contents

Purpose and Background for the Locally Coordinated Plan	3
Inventory of Anson County Transportation Services	4
Outreach and the workshop	4
Survey of Transportation Service Gaps and Needs	8
The Anson County Geospatial Gap Analysis	
Establishing a mission statement	
Recommendations	

Appendix A

State and Federal Funding Opportunities

Appendix B

A survey of community transportation needs

Appendix C

List of Workshop Participants

Appendix D

Geospatial Locations Map – Households Without Vehicles

Geospatial Locations Map – Disabled Persons

Geospatial Locations Map – Persons Below the Poverty Line

Purpose and Background for the Locally Coordinated Plan

Community Transportation Systems and human service agencies are dependent on both state and federal funding grants to sustain their transportation administration and operations. The purpose of this plan is to provide a viable and effective public transportation service network for Anson County that complies with the current federal regulatory requirements pertaining to human service public transportation coordination.

Both the Transportation Equity Act for the Twenty First Century (TEA-21) (Public Law 105-478 – 1998) and the Safe, Accountable, Flexible and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU)(Public Law 109-59 – 2005) required provisions for locally developed and coordinated public transportation human service planning processes. The Rocky River Rural Planning Organization and the North Carolina Department of Transportation – Planning Branch and Public Transportation Division have joined with local public transportation agencies and local stakeholder agencies in scheduling local workshops and in developing a regionally coordinated service plan that conforms to the current federal regulatory requirements. These efforts have resulted in the development of a coordinated plan that serves and qualifies the local transit providers for Federal Transit Administration (FTA) funding assistance under Section 5310 (Elderly and Disabled Transportation Assistance), Section 5316 (Job Access Reverse Commute), Section 5317 (New Freedom), and synchronizes such transport with other federal assistance programs such as FTA Section 5311 (Non-Urbanized Transit Formula Allocation), Community Action, Medicaid, Independent Living Centers, and Agency on Aging Programs. In the development of this plan, the client needs, service gaps and other issues of each local transportation provider have been considered. This coordinated plan is intended to be flexible and capable of being expanded or modified at a future date to incorporate additional efforts and initiatives to meet the needs of each local transit provider.

Inventory of Anson County Transportation Services

What follows are the vital signs of the system, as recorded from the Operating Statistics collected by NCDOT in October of 2010. Basically Anson County Transit provides demand responsive and subscription, door-to-door, weekday service, with lots of out-of -county service. They manage this with 22 drivers, 3 admin staff, and 14 revenue vehicles. This transit system provided about 39,500 one way trips in 2010, at a cost of \$676,283. Half of the expense is for driver salaries and benefits and another \$100,000 goes directly to fuel and maintenance. Anson County also coordinates a highly productive volunteer driver service using 147 volunteers to deliver needed door-to-door service; the cost of this service is about \$85,000 annually, to reimburse driver’s mileage expenses.

	Begin Time	End Time
Weekday	4:00 AM	6:30 PM
List out of service area destinations list counties and state only (if applicable)		
Union, Mecklenburg, Gaston, Cabarrus, Stanly, Rowan, Richmond, Moore, Cumberland, Scotland, Robeson, Orange, Durham, Wake, & Guilford Counties		
Coordination with		
Union County Transportation; SCUSA Transportation		
Clientele		
DSS Medicaid	15,294	39%
non-agency Rural General Public	13,906	35%
Vocational Workshop (or equivalent)	5,978	15%
Senior Services	3,972	10%

Nursing Home/Assisted Living Facility	277	1%
Mental Health	23	0%
Health Department	2	0%
Local Employer(s)	58	0%
TOTAL Annual Trips	39,510	
Revenue		
FTA Section 5311 - Administrative	\$130,907	18%
State CTP Funds - Administrative	\$8,182	1%
Local Government Administrative Funds	\$24,545	3%
State Rural Operating Assistance	\$89,083	13%
Local Government Operating Funds	\$106,481	15%
Contract Revenue collected from agencies	\$326,528	46%
Fares/Donations from passengers	\$21,208	3%
Proceeds from Vehicle Sales	\$1,620	0%
Total Revenue	\$708,554	100%

Other area public transportation providers include: Greyhound Lines, Inc. (Intercity Services, Booker Sturdivant's Taxi, Anson EMS (Emergency Medical Services Transportation).

Outreach and the workshop

A Local human services transportation planning workshops was held in Anson County in March of 2010, where a dozen citizens and officials discussed the transportation service needs of the County (see appendix .). In addition a dozen surveys were collected that ranked various transportation needs and services.

The local Community Transportation Systems that participated in the plan development was Anson County Public Transportation System (ACTS) represented by the Director, Scott Rowell.

While the turnout (12 people including one rider, a church representative, 2 citizens, the Red Cross, and 3 agency heads) was light, the meeting set a direction for further data collection and analysis, including:

- An assessment of transportation needs for individuals with disabilities, older adults, and persons with limited incomes;
- An inventory of the available services that identifies areas of redundant service and gaps in service;
- Strategies to address the identified gaps in service;
- Identification of coordination actions to eliminate or reduce duplication in services and strategies for more efficient utilization of resources;
- Prioritization of implementation strategies; and
- Developing a short-term regional plan document.

Gap Analysis

The matrix analysis tool included the following generic needs elements:

- Increased services to fill gaps, including inter-county fixed routes and highway service corridors
- Increased local area services, including circulators, shuttles, or deviated fixed routes
- Increased time span for existing services, such as early morning, early evening or weekend services
- Broadcasting user-friendly services, such as web based or peer-to-peer services
- The provision of enhanced amenities at transit stops, such as lighting, sidewalks, benches, or audible signals
- Increased all types of services to new user or stakeholder groups
- Travel training for the transit inexperienced, elderly or language impaired
- More travel services needed to major county employment centers
- Transit services geared to long-haul commuters
- Customer service improvements
- County to county transfers and enabling agreements
- Removing physical and institutional barriers for the mobility impaired
- Local government policy issues concerning land use and transit service compatibility
- Strengthening the county transit advisory boards policies
- Policies to remove language barriers
- Policies related to emergency evacuation needs
- Other (write in) local needs

Coupled with these needs elements, the matrix analysis tool also noted the following generic strategies:

- Fixed route services
- Local circulator services
- Extended evening services
- Weekend services
- Voucher programs
- Greater utilization of volunteer drivers
- Brokered trips
- Express services
- Use of transit passes
- Auxiliary client agency operated services
- Vanpools
- Use of larger capacity vehicles (greater than 20 passengers)
- Park and ride lots
- Institution of door-to-door services
- Other (write in) local strategies

The matrix analysis exercise was used in breakout sessions to identify existing gaps and inadequacies, to identify and discuss existing barriers to adequate or efficient services, and to identify service improvements and opportunities for coordinated services. The breakout group results were orally reported and a composite matrix was prepared for each local workshop.

Finally the NCDOT Mobility Development Specialist collected a dozen surveys to better understand Anson County transportation 'needs'. Participants added to this array as they made specific comments (see appendix ... for details). The average score for each priority is listed below in rank order.

AVG SURVEY RESULT SUMMARY

- 3.7 more outreach and participation in the planning process
- 3.6 service focused on getting people to jobs.
- 3.6 education on available services and eligibility
- 3.5 extend service hours.
- 3.5 extended service focusing on employment
- 3.5 sustain support for coordinated transportation planning
- 3.4 not enough public transportation service available.
- 3.4 fill gaps in underserved areas
- 3.4 make reservations after business hours
- 3.4 Agency staffing is too small
- 3.2 more door-to-door for the elderly & disabled community.
- 3.1 late night and weekend service
- 3.1 continued coordination for cross-county trips.
- 3.1 service for shopping and recreation
- 3.1 need to be more "consumer friendly."
- 3.0 increase access to Transportation Advisory Board (TAB).
- 2.8 There are issues with communication
- 2.3 Too much advanced planning is required to book trip

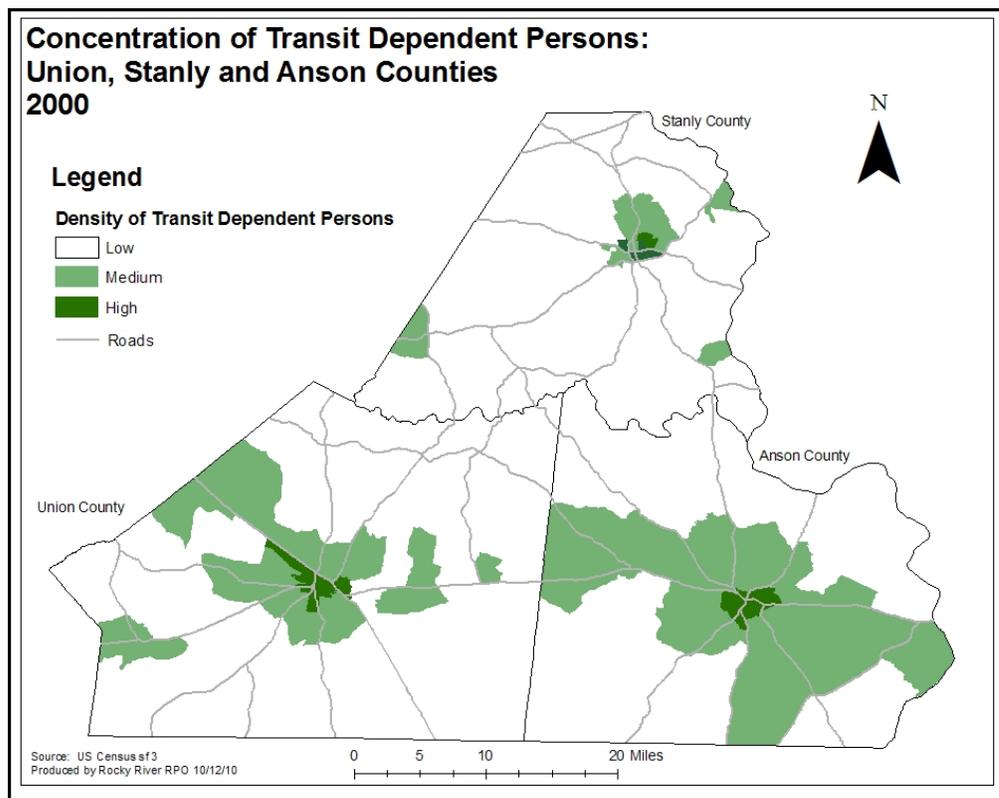
COMMENTS

alternative solutions to improve provision of transportation
 transportation for uptown, real economic growth in Wadesboro, VANPOOLING
 larger staff and more hours
 better service to the elderly and disabled, too expensive for VA trips(\$14.40)
 less confusion as to roles of transportation providers, more rural general public
 need a truly analytic examination of public transit services - solutions must be feasible.

Outreach, education and coordination dominated the top concerns for public transportation services. Employment trips followed. The need for extended hours of service was noted. Generally it seemed planning and coordination was lacking. The typical requests for: better communication, more access to the TAB and a customer friendly atmosphere almost always needs continued improvement; but these issues still require attention.

The Anson County Geographic Gap Analysis

A composite map was constructed from several census tract level maps showing the concentrations of: low income, those without vehicles, and those with reported disabilities. The individual maps are located in Appendix D.



Anson County target area of needed coverage is at least half of the County’s physical area (e.g. 250 of the 532 square miles). This is an extremely high percentage compared with any other counties in North Carolina. There were 6,768 persons with a disability, age 5+, in year 2000. Median household income in 2008 was \$34,012; compared to the average median income for the State of North Carolina of \$46,574. Low incomes and the large number of persons with disabilities definitely put a strain on the Community Transit System.

Setting a goal

Measures to deliver more cost effective transit service delivery, to provide increased capacity to serve unmet needs, to improve the quality of service, to encourage greater utilization of transit services, and to provide services that are more convenient and readily understood by various potential users.

Recommendations

The comments lead to some feasible immediate solutions:

- Vanpooling to provide more job related trips for those willing to cost share
- A Job Access Reverse Commute grant to help fund trips to lower income job locations
- A Mobility Manager to broker the various agency trips, the mobility manager may solve a portion of the staffing problem and truly help the education needs. The mobility manager might also foster continued support from government officials.
- A voucher program for Veterans to ease their financial burden.

The geospatial analysis leads to a need for further study on service delivery designs:

- Possibility of a deviated fixed route running east-west to meet other transportation options, possibly in collaboration with Stanly and Richmond Counties.
- Zonal routes that circulate in loops in the “concentration of transit need area”.

Appendix A

Federal and State Transportation Programs for Rural Areas¹

NON-URBANIZED AREA FORMULA PROGRAM (FTA Section 5311)

Funding Source: Federal

Purposes: Funds capital, operating and administrative purposes. Maximum federal participation of 80% for administrative and capital costs. NCDOT matches 5% state funds for administrative costs and 10% for capital costs. Small urban fixed route systems and regional community transportation systems are eligible to apply for up to 50% of the net operating costs associated with general public routes.

Eligible Recipients: State and local governments, nonprofit organizations (including Indian tribes and groups) and public transit operators in non-urbanized areas are eligible sub-recipients.

RURAL CAPITAL PROGRAM

Funding Source: Federal and State

Purposes: Provides up to 90% federal and/or state participation. Funds are for the purchase of vehicles, communications equipment and related capital equipment; the purchase or upgrade of computer equipment, file servers, software, printers, telephone systems, mobile data terminals, automatic vehicle locators and other technologies; and the purchase or renovation of facilities for administrative and/or operating use. Funds cover up to 90% of feasibility plan preparation, land acquisitions, design and construction costs.

Eligible Recipients: Community transportation system grantees including local governments and nonprofit organizations (including Indian tribes and groups) in non-urbanized areas and in urbanized area counties where there is not a consolidated urban/rural transportation system.

HUMAN SERVICE TRANSPORTATION MANAGEMENT PROGRAM

Funding Source: State

Purposes: Funds the administrative costs associated with the transportation of consolidated human service transportation systems and systems operating in urbanized area counties where a consolidated countywide transit system does not exist. Provides up to 85% of eligible costs.

Eligible Recipients: Consolidated human service and community transportation systems operating in urbanized area counties where a consolidated countywide transit system does not exist. Grantees include local governments and nonprofit organizations.

ELDERLY AND DISABLED INDIVIDUALS TRANSPORTATION PROGRAM (FTA 5310)

Funding Source: Federal

Purposes: Funds capital projects. Most funds are used to purchase vehicles, but acquisition of transportation services under contract, lease or other arrangements and state program administration are also eligible expenses. Prior to SAFETEA-LU, NCDOT transferred funds annually to the Section 5311 program. North Carolina can use up to one-third of funds through 2009 for operating costs to serve elderly and disabled in regional systems.

Eligible Recipients: State and local governments, nonprofit organizations (including Indian tribes and groups) and public transit operators in nonurbanized areas.

REGIONAL AND INTERCITY PROGRAM

Funding Source: State and Federal

Purposes: Funds intercity bus service in underserved areas of North Carolina that connect to the national intercity 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 costs. Section 5311(f) funds used to support portion of NCDOT share.

¹ As listed on the NCDOT-PTD website in November 2008

Eligible Recipients: Community transportation systems; other public, private nonprofit and private for-profit transportation providers; public transportation authorities; intercity bus providers; local public bodies including counties and municipalities; Indian tribes and regional or local planning organizations.

RURAL OPERATING ASSISTANCE PROGRAM (ROAP)²

Part 1; Elderly and Disabled Transportation Assistance Program (EDTAP)

Funding Source: State

Purposes: Provides operating assistance for the transportation of the state's elderly and disabled citizens. Funds up to 100% of cost of service.

Eligible Recipients: County governments.

Part 2: Rural General Public Program

Funding Source: State

Purposes: Funds community transportation systems that serve the general public in the state's rural area. Provides up to 90% of cost of service.

Eligible Recipients: County governments

Part 3: Employment Transportation Assistance Program

Funding Source: State

Purposes: Funds transportation service to employment for low-income individuals. Also supports the N.C. Rural Vanpool Program. Provides up to 100% of cost of service.

Eligible Recipients: County governments

RURAL PLANNING PROGRAM

Funding Source: Federal and State

Purposes: Funds the updating of local community transportation plans, regional transportation feasibility studies and special studies. Provides up to 100% of cost of regional feasibility studies (90% of implementation plan) and 90% of local planning studies.

Eligible Recipients: Lead transportation agencies including local governments, transportation authorities, nonprofit organizations and Indian tribes.

RURAL TRANSIT ASSISTANCE PROGRAM (RTAP) (FTA SECTION 5311 (B)(2))

Funding Source: Federal

Purposes: Funds training, technical assistance, research and related support activities. Maximum of 100% federal participation.

Eligible Recipients: NCDOT is the grant recipient; however, funds can be contracted or passed through to other entities.

JOB ACCESS AND REVERSE COMMUTE (JARC) PROGRAM (FTA Section 5316)

Funding Source: Federal

Purposes: Funds new transit service to assist welfare recipients and low-income individuals with transportation to jobs, training and childcare.

Eligible Recipients: Local governments and nonprofit organizations.

NEW FREEDOM PROGRAM (FTA Section 5317)

Funding Source: Federal

Purposes: Funds new transportation services and public transportation alternatives beyond those required by ADA to assist persons with disabilities in both urban and rural areas.

Eligible Recipients: Local governments and nonprofit organizations.

PUBLIC TRANSPORTATION GRANT PROGRAM

Funding Source: State

² Composed of three separate funding sources, allowing for one application

Purposes: Matches NCDOT statewide grants and local federal capital and planning grants. Also funds the Apprentice and Intern Programs and the Transportation Demand Management Program. Program funds short-term demonstration projects and those ineligible for federal funding.

Eligible Recipients: Local governments, nonprofit organizations, community transportation systems, transportation authorities and institutions of higher education.

APPRENTICE AND INTERN PROGRAMS

Funding Source: State

Purposes: 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 a week during the fall and spring semesters of their second year. It funds up to 90% of eligible costs.

Eligible Recipients: All state transit systems are eligible to receive reimbursement of project costs for salary, benefits and travel within specified guidelines.

TRANSPORTATION DEMAND MANAGEMENT (TDM) PROGRAM

Funding Source: State and Federal (Congestion Mitigation and Air Quality)

Purposes: This program is Urban by its' very nature. It funds programs that encourage ridesharing arrangements such as carpools and vanpools and the use of public transit and other alternative transportation in an effort to reduce congestion and vehicle emissions. State funds are matched dollar-for-dollar by local funds.

Eligible Recipients: Public bodies responsible for promotion of TDM activities that may provide services such as carpool/vanpool matching and vehicles for use in vanpooling. It is the intent of the program to fund only one organization per region with the temporary exception of the Triangle area but requiring that certain program components, such as marketing activities, be coordinated in one regional marketing program.

TECHNOLOGY GRANT

The North Carolina Department of Transportation Public Transportation Division (PTD) encourages North Carolina's Community Transportation systems to employ advanced technologies to foster increased efficiencies in the state by providing grants for qualifying transportation systems. Technologies that may be eligible for this grant include:

- Advanced Scheduling Software
- Maintenance Software
- Mobile Data Computers/Automatic Vehicle Locators (MDC/AVL)
- Integrated Voice Response Systems (IVR)

First, the Community Transit System must be identified as eligible for the technology in the Technology Implementation Plan. Next, the business practices and policies of the transit system must be reviewed and adapted where necessary.

Appendix B

A survey of community transportation needs

In order to quickly prioritize the transportation issues that need to be addressed in your community – a common list of problems has been assembled from other ‘plans’ developed throughout the country. Please mark all those that apply to your experience.

"Typical Problems"

EDUCATION & INFORMATION

	There is a need for education on available services, various programs, and eligibility requirements (to both clients and the general public). There should be an emphasis on providing this education to the elderly.
	Travel training programs exist, but are limited and have long waiting lists in order to access them.
	Travel training is needed where there is less experience with public transportation.
	There is a need for a basic information telephone line for all public transit services.
	There needs to be a transportation information clearinghouse.
	There are issues with communication, e.g., websites are poor quality and/or difficult to find; the ‘call center’ is not as informed as it should be and does not address cross-county needs; and the transportation agencies are inconsistent in interpreting eligibility requirements.
	There is a need for more non-traditional public outreach efforts in order to achieve greater public participation during the planning process for transit services.
	There needs to be advertising of the various services to the elderly, low income, and general public
	Use of acronyms and lack of understanding of specific terms creates a language barrier between transportation agencies and the public and also with agency-to-agency coordination.
	Staff, information, and the ability to understand transit services when an individual does not speak English create a language barrier.
	Need to market/increase participation on the Transportation Advisory Board (TAB).
	The staff of assisted living facilities needs to become more knowledgeable about the actual transportation needs of the residents for whom they are caring.
	User notification of any changes in services needs to be improved.
	For the elderly population, there is fear/reluctance to learn about and actually use the fixed route public transportation system.

ACCESSIBILITY & SAFETY

	Bus stop locations are not accessible to the disabled, elderly, and general populations due to the lack of sidewalks and gaps between sidewalks and lack of proximity to services.
	There is a concern for safety on transit service. Lighting around stops is needed to help with the passenger feeling of security.
	Traffic near bus stop locations is a problem and often makes it difficult for pedestrians to get to the vehicle.
	There is a need for shelters and benches to protect passengers from weather conditions and make utilizing transit more appealing.
	All vehicles providing service for the disabled need to be made wheelchair accessible; includes taxis, vanpool vans, and all buses in the fleet.
	Audible signs are also needed.
	There is a lack of confidence among users to utilize the services.
	Those who really need the services are disenfranchised.

CROSS-COUNTY TRIPS & COORDINATION

	There is a need for inter-county travel for fixed route and paratransit trips.
	The coordination of transportation providers needs to occur.
	There are too many funding sources and too many entities with which to coordinate.
	Private paratransit trip providers need to coordinate better with the CTS.
	There is a lack of transit connectivity between North/South/East and West

APPLICATIONS & ELIGIBILITY

	Users of the various services must be willing and prepared to provide detailed personal information so that eligibility determinations for services can be made.
	The disabled are being denied trips.
	A large percentage of applications for employment trips are rejected
	The applications for service are long, complicated, and difficult to fill out.
	There is a lack of knowledge of the eligibility requirements among agencies. (Agencies do not always know where to send people for service if they do not qualify for a particular program.)
	There is a challenge with fast-tracking applications.
	There are difficulties with ADA service in that the trips take too long, it is a long process to be eligible for service, and sometimes users are only offered a one-way trip.
	The eligibility applications for paratransit service need to be more readily accessible, e.g., on the web, in the case manager's office.

SERVICE-RELATED (GENERAL)

	In general, there is not enough public transportation service available.
	There are many areas without service – poor coverage.
	There are gaps in service.
	The system is too fragmented.
	More routes are needed and existing routes need to be extended.
	The span of bus service is too short.
	There are not enough transportation alternatives/services to permit true independence for the users.
	There needs to be more fixed stop locations along routes and at certain uses.
	There is a need for door-to-door service for the user and possibly the user's escort.
	Paratransit service needs to be more responsive and more flexible for all paratransit trip needs and for all persons with disabilities.
	There is a lack of flexibility within the system.
	Too much advanced planning is required in order to get transportation.
	There are too many transfers on public transit routes.
	There are too many "drops" from taxi service.
	Shared taxi is not appropriate.
	Connections are not designed well.
	There is no service on main roads.
	There is no paratransit service outside of the ¾ mile corridor.
	For the elderly population, door-to-door service is needed.
	Transit service is too infrequent on most routes.
	People have to wait too long for a ride.
	There is a need to improve the efficiency of scheduling to reduce the amount of vehicle idle time between trips.
	There are some overlaps in county services.
	Existing feeder transit service is not in sync with bus schedules and is inflexible.
	There is no linkage from local service to express service.

SERVICE-RELATED (SPECIFIC)

	Transportation services are too limited in the evening hours and on weekends.
	There needs to be service for workers working the second and third shifts.
	There is a need for shopping, recreational, and employment paratransit trips.
	There is a need for public transportation service (both fixed route and paratransit) focused specifically on getting people to jobs.
	Service needs to connect workers with employment and there needs to be "after hours" service to provide transportation for late shifts.
	The large percentage of trips used for dialysis purposes uses too much of the funding available for paratransit trips.
	For secondary school age children with disabilities, there is little availability of service in rural areas.

	There needs to be more buses to provide holiday services and to provide more service for the rural counties that receive much less service than other areas.
	There is not enough express bus service.
	The public transportation system needs to be utilized to provide emergency evacuation services.
	Limitation prevents opportunities for persons with disabilities to access employment, education, training, volunteer opportunities, recreation, and housing.

CUSTOMER SERVICE

	There is some dissatisfaction with the service times for door-to-door service due to the "time window" on each end of the trip and with the handling of "no shows".
	It difficult to provide many trips due to the emphasis on "on-time" service.
	The current system is set up to accommodate those who administer the services as opposed to being geared towards those who will use the services.
	Service providers need to be more "consumer friendly."
	Transit passes wear out and/or often have difficulty being read.
	Users cannot make reservations for service after business hours.
	Agencies that do not have a paratransit driver policy regarding the assistance of passengers when boarding and exiting the vehicle (help with baggage, or walking to the door etc. especially an issue with curb to curb service).
	Some agencies do not have a paratransit policy to address fees and service for companion riders.
	There needs to be a central transit customer service hub that spans the boundaries of the planning area.
	Agency staffs are too small to handle the number and complexity of issues that arise.

CUSTOMER PRICE FOR SERVICE

	The system needs to be more cost effective and provide more affordable services.
	The customer price for services is too high especially for the elderly population.
	Some pass issues are related to availability.
	Discounts should be offered for bulk purchases of passes.

FUNDING

	There is a general lack of funding for public transportation.
	Transportation funding needs to be divided much more equitably between roads and public transportation with more funding for public transportation.
	No one is in charge of seeing that the cheapest trip option is utilized – no trip broker
	Limited funding causes prioritization of paratransit trips with those trips going to serving elderly and medical needs.
	ADA paratransit service is constrained by funding only the 3/4 mile service area.
	The funding for the Locally Coordinated Human Services Transportation Plan is extremely limited

DEVELOPMENT- RELATED

	How do public transportation agencies provide service in lower density areas?
	Caseworkers that obtain housing for clients do not ensure that the transit dependant people are housed near existing transit routes.
	Users of the system need to make better home/transit choices.
	There needs to be affordable housing near transit stops.
	It is difficult to find property and clear the property for shelter installation.
	Affordable housing is only available in "pockets" throughout the County.
	Transportation demand has increased because of the way the study area has developed.
	Developments being built now are "high end."

OTHER

	Private, volunteer services are not allowed to operate without a permit and insurance.
	Veterans' Administrative services are not opened to all veterans. It is difficult to monitor volunteer services.
	The transit boards that govern policy decisions are too unstable
	Transportation Disadvantaged labeling is humiliating

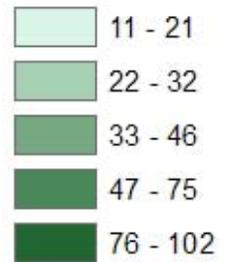
	The Veterans' Administration should be compensated for transportation services provided
	The current transportation system "fosters" disabling with the limited service schedule.
	There are different expectations across county lines for service.
	One county's service is perceived to be better than another.

Actual Results of the Surveys that were collected.

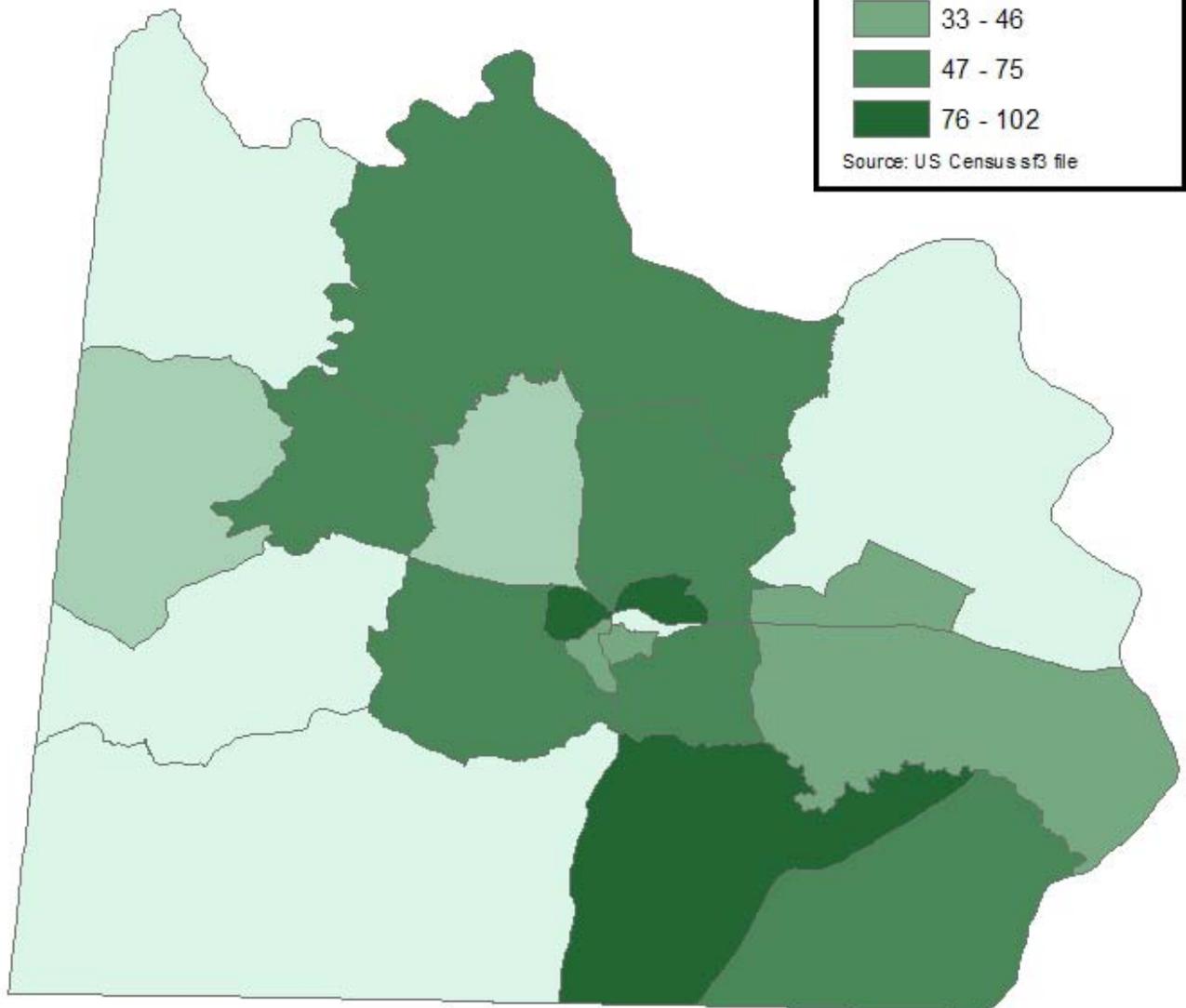
Har	Mar	Dix	Kris	Lul	Gra	Rub	Tam	Jen	Rob	AVG	SERVICE-RELATED (GENERAL)
4	0	4	4	4	3	4	4	4	3	3.4	In general, there is not enough public transportation service available.
4	4	4	4	2	4	4	3	3	3	3.5	There needs to be extended service hours.
2	4	4	4	2	2	4	3	3	3	3.1	There needs to be late night and weekend service
3	4	4	4	2	4	3	3	4	4	3.5	There needs to be extended service focusing on employment type trips
4	3	4	4	3	2	3	4	4	3	3.4	There is a need to increase service to fill gaps in underserved areas
3	4	4	4	2	4	4	2	2	2	3.1	There is a need for continued coordination between transportation providers to provide cross-county trips.
4	4	4	4	3	4	2	4	4	3	3.6	There is a need for public transportation service focused specifically on getting people to jobs.
4	3	4	4	2	4	4	2	2	2	3.1	There is a need for public transportation service focused specifically on shopping and recreation
3	3	4	4	0	2	1	3	0	3	2.3	Too much advanced planning is required in order to get transportation
4	3	4	4	2	4	3	3	2	3	3.2	There is a need for increase/improved door-to-door service for the elderly and disabled community.
EDUCATION & INFORMATION											
4	4	4	4	4	4	3	3	2	4	3.6	There is a need for education on available services, various programs, and eligibility requirements (to both clients and the general public). There should be an emphasis on providing this education to the elderly.
3	2	4	4	2	3	3	2	2	3	2.8	There are issues with communication, e.g., websites are poor quality and/or difficult to find; the 'call center" is not as informed as it should be and does not address cross-county needs; and the transportation agencies are inconsistent in interpreting eligibility requirements.
4	4	4	4	3	4	4	3	3	4	3.7	There is a need for more non-traditional public outreach efforts in order to achieve greater public participation during the planning process for transit services.
3	4	3	4	0	4	3	3	3	3	3	Need to market/increase participation on the Transportation Advisory Board (TAB).
AGENCY RELATED											
3	4	3	4	4	4	2	4	4	3	3.5	There is a need for sustained support for coordinated transportation planning among elected officials, agencies, transportation providers and other community leaders.
4	3	3	4	3	3	3	2	3	3	3.1	Service providers need to be more "consumer friendly."
4	4	4	4	2	4	4	3	2	3	3.4	There is a need for users to have the option to make reservations after business hours
4	3	4	4	3	4	4	3	2	3	3.4	Agency staffing is too small to handle the number and complexity of issues that arise.

Anson County, NC 2000: Households without a Car by Block Group

Households without a Car



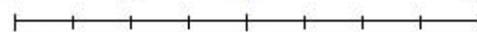
Source: US Census s3 file



N



0 3 6 12 Miles



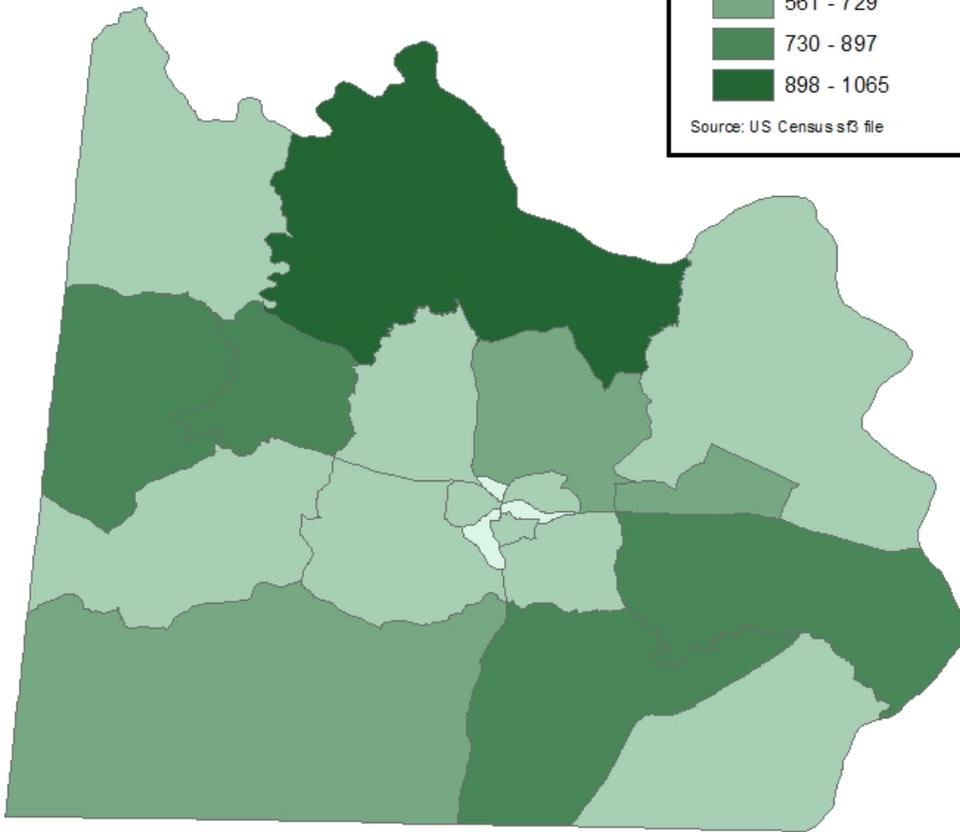
Produced by the Rocky River Rual Planning Organization
10/13/10

Anson County, NC 2000: Total Population with Disabilities by Block Group

Total Population: Disabilities

- 224 - 392
- 393 - 560
- 561 - 729
- 730 - 897
- 898 - 1065

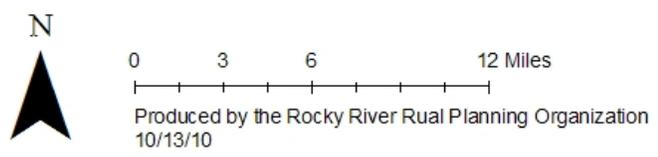
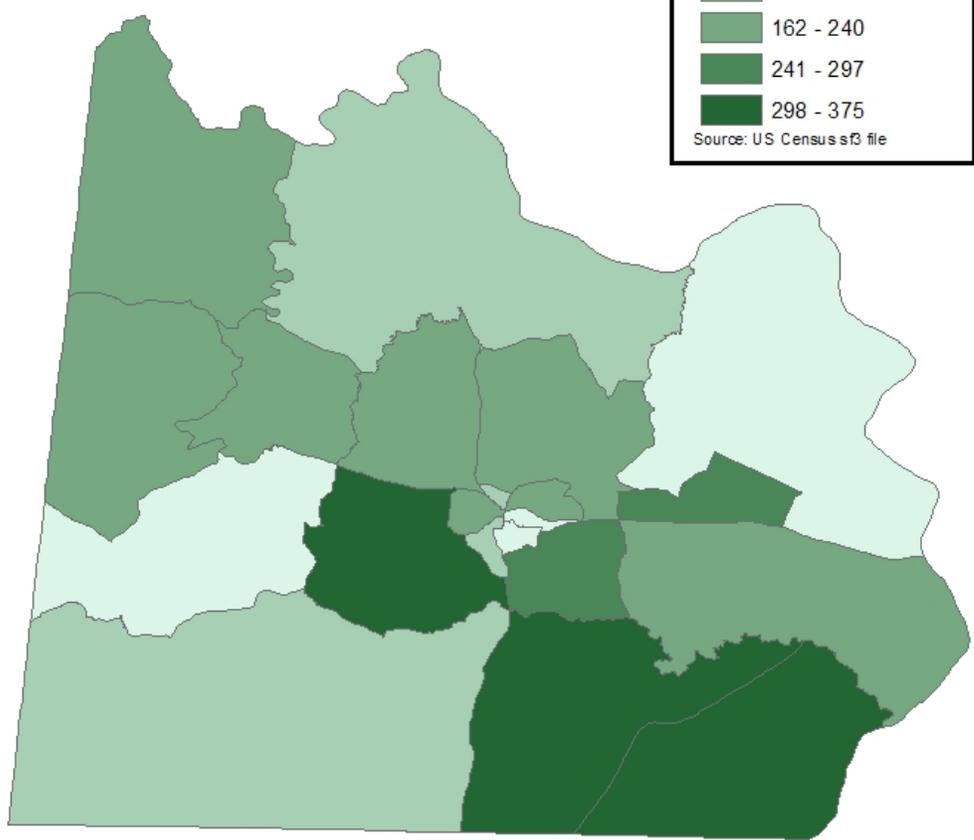
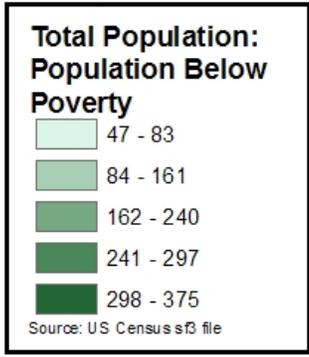
Source: US Census s3 file



0 3 6 12 Miles

Produced by the Rocky River Rual Planning Organization
10/13/10

Anson County, NC 2000: Population Below Poverty by Block Group



CERTIFICATION STATEMENT

Locally Developed Coordinated Human Services Public Transportation Plan

Title 49 U.S.C. Sections 5310, 5316 and 5317 as amended by SAFETEA-LU, requires a recipient of these funds to certify that projects selected are derived from a locally developed, coordinated public transit-human services transportation plan developed through a process that includes representatives of public, private, and non-profit transportation and human service providers, participation by the public, and representatives addressing the needs of older adults and individuals with disabilities.

I certify that a good faith effort was made by the lead agency/ies and/or persons serving on the steering committee to identify, contact, and include organizations or persons representing the interest of persons identified in Federal Sections 5310, 5316 and 5317 Circulars which includes representatives of public, private, non-profit transportation and human services providers in the local coordinated plan development.

I certify that the final locally developed coordinated human service public transportation plan named: Anson County Human Service Transportation Coordination Plan was approved on the 3rd day of May 2011, by a process that was agreed upon by the steering committee and or stakeholders, and that the approval process included a requirement that the minimum plan elements identified in the respective Federal Circulars be satisfactorily addressed in the final plan.

I certify to my thorough review of official documents and/or my direct knowledge through my active participation on the planning steering committee and/or workshops held in the development of the above named locally developed coordinated human service public transportation plan that it is SAFETEA-LU compliant.

The plan covers geographical areas in the following county/ies,

1	Anson County	3		5	
2		4		6	

I understand that falsification of this certification will likely result in personnel actions being taken up to and including termination of my employment.

Name: Bill Barlow
Title: Mobility Development Specialist

Date: 5/12/11
Organization: NCDOT- PTD

