



Charlotte Area Transit System

# Coordinated Human Services Transportation Plan for Charlotte - Mecklenburg



June 2008

Charlotte Area Transit System  
600 East Fourth Street  
Charlotte, NC, 28202

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## COORDINATED HUMAN SERVICES TRANSPORTATION PLAN FOR CHARLOTTE-MECKLENBURG

<b>DOCUMENT REVISION RECORD</b>	
<b>CHANGES</b>	<b>EFFECTIVE DATE</b>
Initial Issue	June 2008

### DOCUMENT REVISION POLICY

The Coordinated Human Services Plan for Charlotte-Mecklenburg was adopted by the Metropolitan Transit Commission Resolution No. 2008-03 on June 18, 2008. The Coordinated Human Services Plan for Charlotte-Mecklenburg will be updated in one year and a planned review will be conducted two years after that. Distributed copies of this document are not controlled.

The Coordinated Human Services Plan for Charlotte-Mecklenburg is available electronically through the Plans index located on the City's internal drive S:\CATS Policies and Procedures\Charlotte Area Transit System\Plans.doc and C-Net>CATS>CATS Policies and Procedures>CATS Plans.

For additional copies, please contact CATS Quality Assurance Section (704) 336-2961.

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## **1 INTRODUCTION AND BACKGROUND**

On August 10, 2005, Congress enacted the Safe, Accountable, Flexible, and Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), which provides funding for highway and transit programs. The law makes several changes to the transportation planning requirements. Among these, SAFETEA-LU requires that local communities have a coordinated public transit-human services transportation plan. Projects funded by the Federal Transit Administration's (FTA) Section 5310 (Elderly Individuals and Individuals with Disabilities), Section 5316 (Job Access and Reverse Commute – JARC) and Section 5317 (New Freedom) Programs, "must be derived from a locally developed, coordinated public transit-human services transportation plan." In addition to promoting local transportation coordination, this requirement is intended to improve transportation services for persons with disabilities, older adults and individuals with lower incomes.

FTA defines a coordinated plan as a unified, comprehensive strategy for public transportation service delivery that defines the transportation needs of individuals with disabilities, seniors and individuals with limited incomes, lays out strategies for meeting these needs and prioritizes services. The plan will also be used as the region's framework for prioritizing and competitively selecting projects for funding under the JARC and New Freedom competitive solicitation

### **1.1 Job Access and Reverse Commute (Section 5316)**

The Job Access and Reverse Commute grant program (JARC) was created by Congress in 1998. Administered by the Federal Transit Administration (FTA), the goal of the JARC program is to improve access to transportation services to employment and employment related activities for welfare recipients and eligible low-income individuals as well as transport residents of urbanized and non-urbanized areas to suburban employment opportunities. The program requires coordination of federally-assisted programs and services in order to make the most efficient use of Federal resources. The JARC program seeks to fill the gaps in the nation's

public transportation system for low-income workers so that they can remain in the workforce and decrease dependence on public assistance.

### **1.2 New Freedom Program (Section 5317)**

The New Freedom Program is a new transportation program under SAFETEA-LU. This formula-based program provides funding for capital and operating expenses designed to assist individuals with disabilities with accessing transportation services, including transportation to and from jobs and employment support services. Projects funded through the New Freedom Program must be both new and go beyond the requirements of the Americans with Disabilities Act (ADA). Funding is based on the population of individuals with disabilities in the state.

### **1.3 Designated Recipient**

As the regional public transportation provider, the Charlotte Area Transit System (CATS) is the designated recipient for JARC and New Freedom funds in the Charlotte-Mecklenburg area. CATS Operations Division is leading the coordinated transportation planning process and preparing the *Coordinated Human Services Transportation Plan for Charlotte-Mecklenburg*.

### **1.4 Plan Goals and Objectives**

The goal of the *Coordinated Human Services Transportation Plan for Charlotte-Mecklenburg* is to increase mobility, accessibility, and ridership through the efficient and effective coordination of transportation services and resources.

It is intended to increase:

- transportation options for people with disabilities, seniors, people with low incomes, and veterans
- the numbers of communities in Mecklenburg County with access to transportation services for people with disabilities, seniors, people with low incomes, and veterans
- the quality of transportation services for people with disabilities, seniors, people with low incomes, and veterans

## 2 PLANNING PROCESS/OUTREACH STRATEGIES

CATS adopted an inclusive approach to coordinated transportation planning, incorporating several strategies to gather broad input, including:

- Building on local transportation coordination efforts
- Establishing a coordinated transportation planning committee
- Conducting planning workshops
- Conducting stakeholder interviews
- Conducting a paratransit customer survey
- Conducting a community transportation survey

CATS Human Services Transportation Planning Committee is co-chaired by the Manager of Operations Administration and the Assistant General Manager of Special Transportation Service (STS), who also co-chairs the Council on Aging Transportation Committee. To build on existing local coordination efforts and facilitate community buy-in and participation, prior to implementation, a presentation of the proposed planning process was made to the Transportation Committee, Council of Aging.

### 2.1 Kick-Off Meeting

A coordinated planning process "Kick-Off" meeting was held in December 2007. Attendees included internal representatives from CATS affected divisions and representatives from the NC DOT and Mecklenburg County Department of Social Services.

### 2.2 Human Services Transportation Planning Committee

The human services transportation planning committee is comprised of representatives from public and private transportation providers, advocacy, disability, health and human service agencies in the Charlotte-Mecklenburg community and NC DOT. These organizations include:

- Charlotte Area Transit System
  - Special Transportation Service

- Service Development
- Operations Administration
- Charlotte Housing Authority
- Mecklenburg –Union Metropolitan Planning Organization
- CMG Express
- Council on Aging
- Crisis Assistance Ministry
- Disability Rights and Resources
- Employment Security Commission
- Goodwill Industries
- Joblinks
- Mecklenburg County Department of Social Services/Mecklenburg County Transportation Service
- Metrolina Association for the Blind
- North Carolina Department of Transportation (NC DOT)
- Presbyterian Hospital
- Red Cross
- Urban League
- Veterans Services
- Vocational Rehabilitation/Independent Living
- YMCA

### **2.3 Planning Workshops**

In January and February 2008, two planning workshops were held to solicit the input of the planning committee in identifying unmet transportation needs and developing strategies to

improve transportation to people with disabilities, seniors and individuals with low incomes in the Charlotte-Mecklenburg area.

A final workshop was held in May 2008. Participants finalized the list of strategies and developed selection criteria for the July 2008 Call for JARC and New Freedom Projects.

#### **2.4 MPO Presentation**

In March, an informational presentation was made to the Metropolitan Planning Organization (MPO) Technical Coordinating Committee. Metropolitan transportation planning rules stipulate that the preparation of a public transit human services plan should be coordinated and consistent with the metropolitan planning process.

#### **2.5 CATS STS Customer Survey**

A STS customer survey was designed to capture consumer insights and perceptions of the paratransit eligibility process. The results revealed several unmet transportation needs. Surveys were mailed to 256 individuals who applied for and/or used CATS paratransit service. A total of 117 surveys were completed and returned.

#### **2.6 CATS Survey of Transportation Services in Mecklenburg County**

A community transportation survey was designed to develop an inventory of transportation services in the county, identify perspectives about transportation needs, and capture interest in transportation coordination. The survey was sent to approximately 500 public and private transportation providers in the Charlotte-Mecklenburg Area.

#### **2.7 JARC Planning Activities**

CATS conducted interviews to identify transportation needs for the target groups that the JARC program was developed to assist. CATS staff interviewed several stakeholders that were a part of the coordinated transportation planning group during April and May 2008.

### 3 TARGET GROUP DEMOGRAPHICS

Charlotte/Mecklenburg has large urban and rural areas, presenting diverse transportation needs for those with no or limited access to personal automobiles. According to the 2000 U.S. Census, 695,454 people live in Mecklenburg County; approximately 40 percent of the population has a potential need for public transportation due to disability, age or income status (Table 1). Of this total:

- 15% are individuals with disabilities over age five
- 9% are individuals over the age of 65
- 10% are individuals with low incomes; and
- 8% are veterans.

Many are considered potentially “transportation-disadvantaged”: those with special transportation needs who are unable to transport themselves due to disability, age or income status. These individuals have a high probability of depending on public and human service transportation services for their daily living needs.

**Table 1**

**Population of Targeted Groups in Charlotte/Mecklenburg**

2000 Census Data	Mecklenburg County		Union County		Total	
	Total	Percent	Total	Percent	Total	Percent
<b>Population</b>	695,454	--	123,677	--	<b>819,131</b>	--
<b>Seniors (65 years and older)</b>	59,724	8.6%	11,148	9.0%	<b>70,872</b>	<b>8.7%</b>
<b>Individuals Below Poverty</b>	62,652	9.0%	9,926	8.0%	<b>72,578</b>	<b>8.9%</b>
<b>Individuals with a Disability (5 years and over)</b>	104,224	15.0%	20,467	16.5%	<b>124,691</b>	<b>15.2%</b>
<b>Civilian Veterans</b>	57,551	8.3%	10,440	8.4%	<b>67,991</b>	<b>8.3%</b>

The population in the Charlotte/Mecklenburg area has grown tremendously over the past decade. According to 2006 U.S. Census data, the population of Mecklenburg County has grown to 827,445, which represents a 19 percent increase from April 2000 to July 2006. The fastest growth rate has been among seniors. Trends suggest that as the population continues to grow and age, the number of individuals who are potentially transportation-disadvantaged

and the demand for public and human service transportation will increase. Census data were mapped to show population densities by these target groups (Figures 1-5).

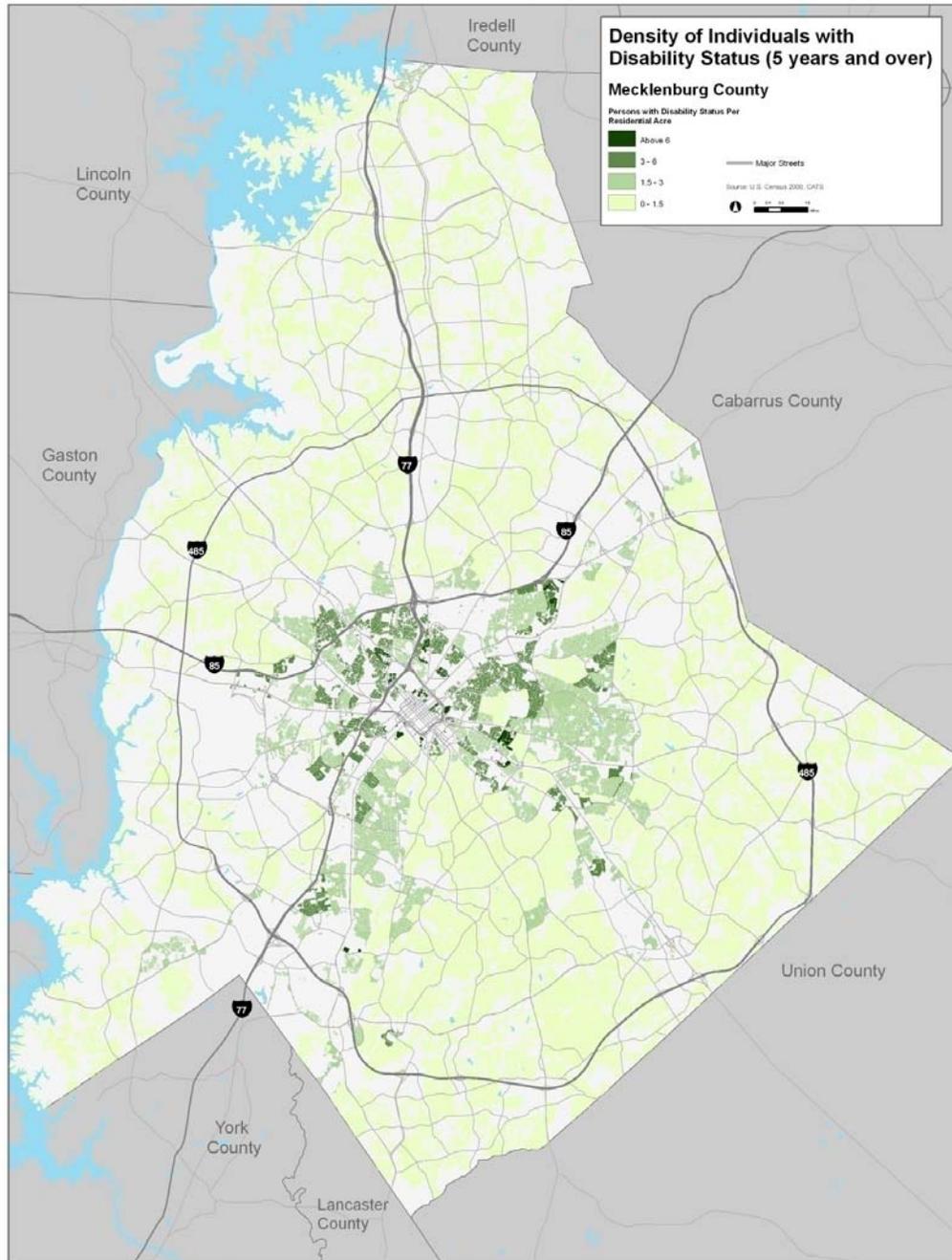


Figure 1

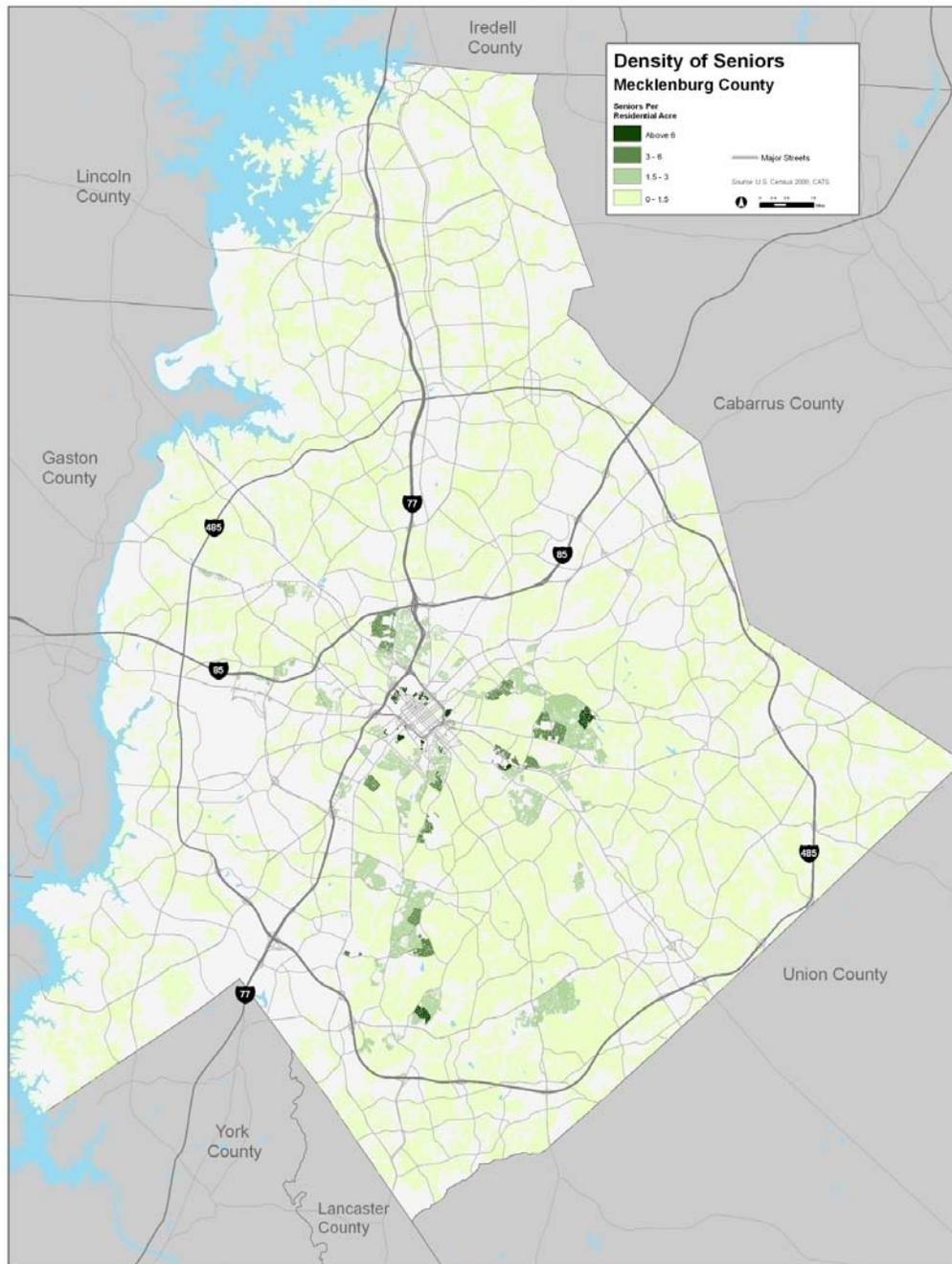


Figure 2

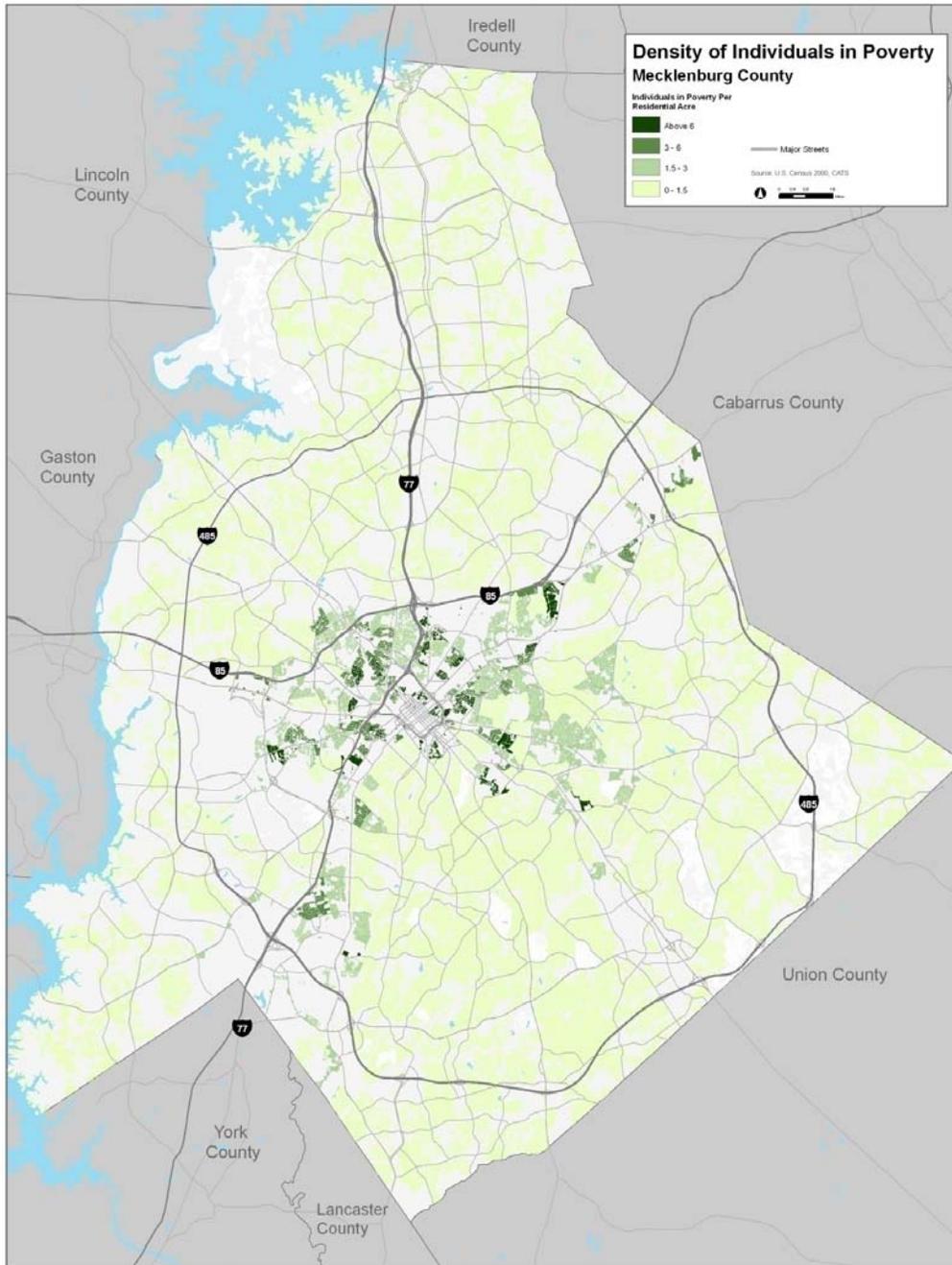


Figure 3

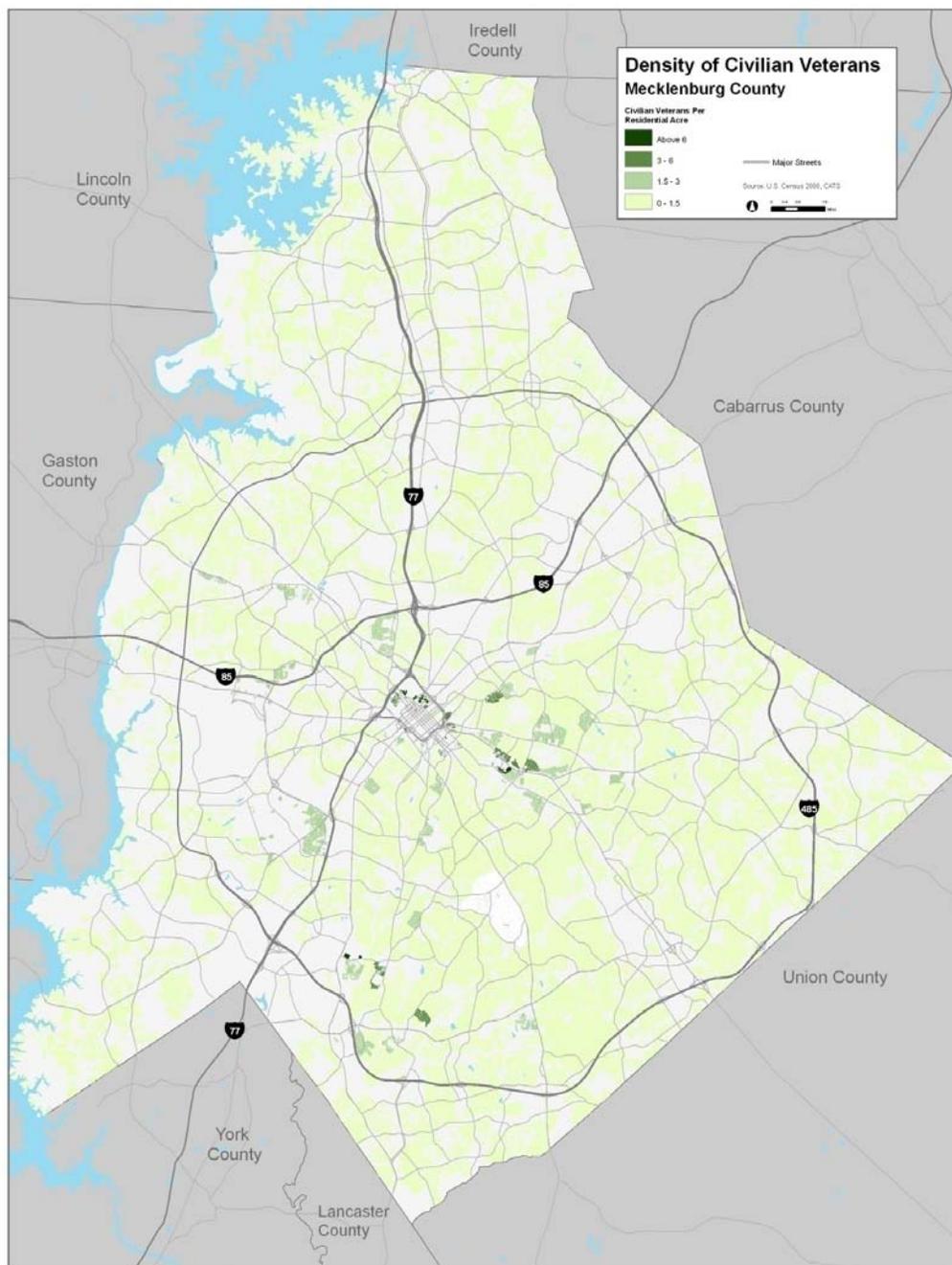


Figure 4

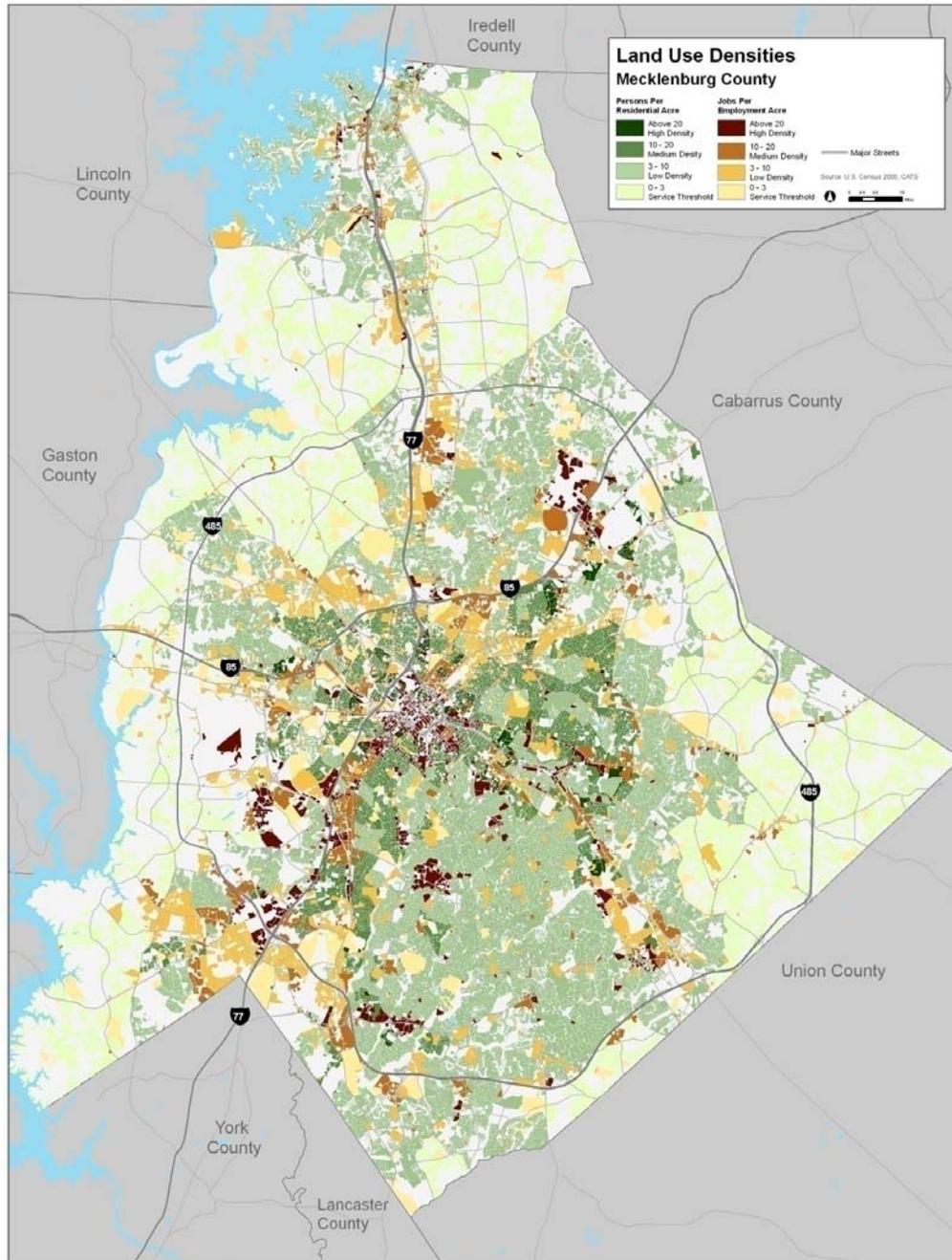


Figure 5

## **4 CURRENT TRANSPORTATION SERVICES**

Charlotte/Mecklenburg is served by a variety of public, human service and private transportation services. Transportation that serves individuals with disabilities, seniors, people with low incomes and veterans are funded and operated by state, county and local agencies. This section discusses the available transportation services and resources in Charlotte-Mecklenburg County.

### **4.1 Community Transportation Survey**

This information was identified through a review of several transportation studies and *A Survey of Transportation Services in Mecklenburg County* (in process). Surveys were sent to more than 500 transportation providers in the Charlotte Mecklenburg area to develop an inventory of available transportation services, identify unmet transportation needs and to determine interest in transportation coordination. A copy of the survey is included in the Appendix A and a list of the transportation providers surveyed can be found in Appendix B.

### **4.2 Charlotte Area Transit System**

The Charlotte Area Transit System (CATS) is the largest public transit system between Washington, DC and Atlanta, Georgia, providing public transportation services to Mecklenburg County, the City of Charlotte, suburban towns surrounding Charlotte, and the Town of Rock Hill in York County, South Carolina. CATS carries more than 19.7 million riders annually. Service is provided via local fixed route bus service, express routes, neighborhood shuttles, regional bus services, vanpool, complementary paratransit and rail transportation. Figure 6 illustrates the CATS service area.

The Light Rail LYNX Blue Line opened for revenue service November 26, 2007 to overwhelming crowds and exceeded the fiscal year 2008 daily ridership projections by 54 percent.

CATS' ADA complementary paratransit service, Special Transportation Service (STS), provides door-to-door service to eligible riders in Charlotte, Matthews and Pineville. STS II offers non-mandated, demand responsive paratransit service to STS-eligible customers in northern Mecklenburg County, Mint Hill and the unincorporated areas of Mecklenburg County based upon limited resource availability.

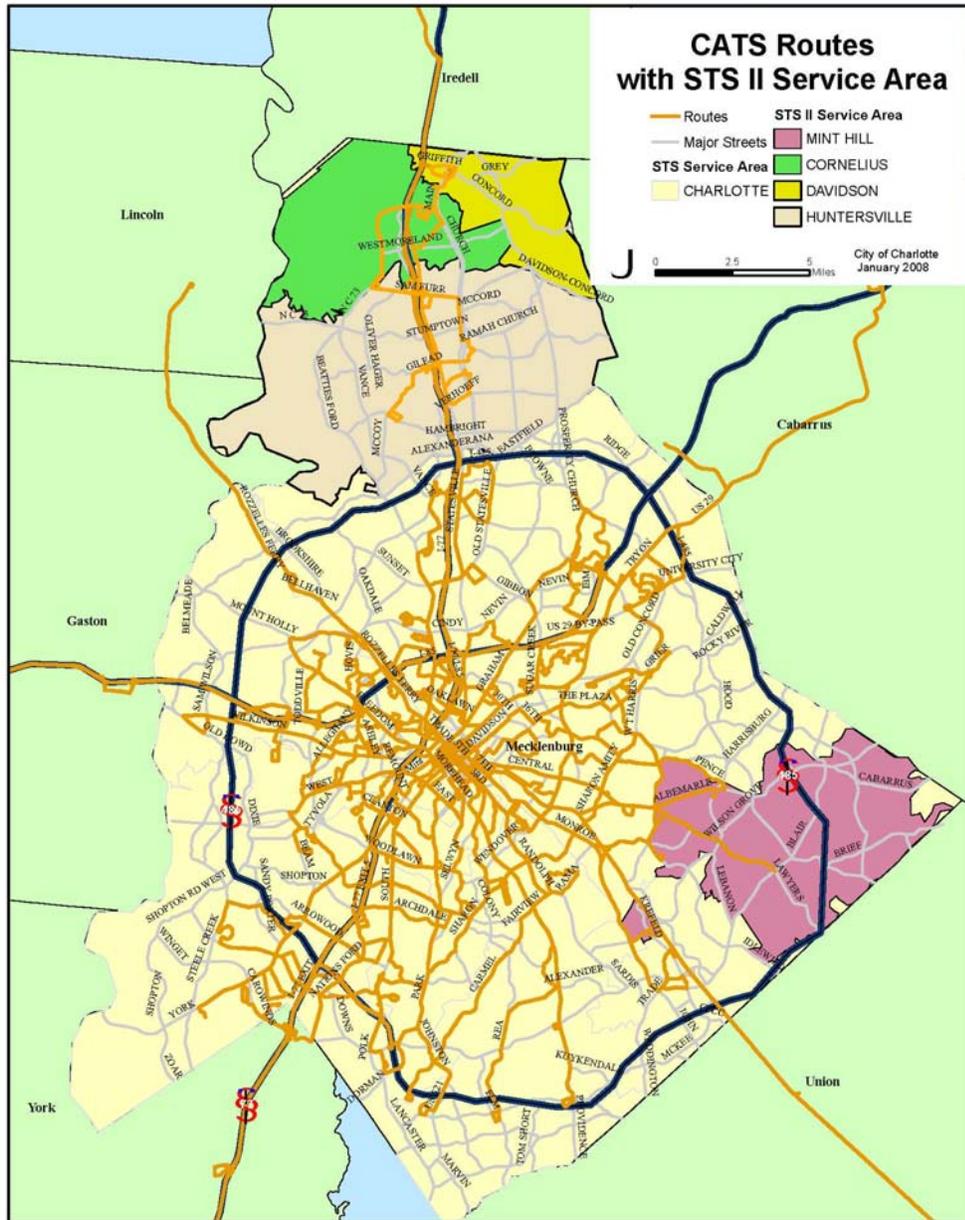


Figure 6

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### 4.3 Mecklenburg Transportation System (MTS)

The Mecklenburg County Department of Social Services (DSS) operates the County's human service transportation program, Mecklenburg County Transportation System (MTS). As the largest operator of human service transportation, MTS provides demand responsive and subscription transportation with both vendor and direct services vehicles through several programs for the County's seniors and individuals with disabilities. Services are funded by Medicaid, health and human service agency funding, and Mecklenburg County's ½ cent transit sales tax dedicated to service improvements. Some of the services provided by DSS include:

- Medicaid Transportation – Adult and children authorized to receive Medicaid transportation are transported to and from a medical destination.
- Elderly Disabled Transportation Assistance Program (EDTAP) – Adults aged 60+ and children and adults with disabilities are transported to and from dialysis or chemotherapy.
- Elderly General Purpose (EGP) – Adults aged 60+ who are not living in an assisted living facility or nursing home are transported to and from medical appointments (physicians, lab tests, chemotherapy/radiation treatments, dialysis, mental health, etc.), dental appointments, pharmacy, grocery shopping, senior centers, paid employment, and Mecklenburg County Senior Citizens Nutrition Program (SCNP) sites, also known as congregate sites.
- Rural General Purpose (RGP) – Persons living outside the corporate city limits and where a CATS bus stop is not near their home are transported to and from their residence to destinations in their community or to the city to access CATS services.
- Veterans Services Transportation – Qualified veterans are transported to and from Veterans Affairs hospitals in North Carolina and to and from medical clinics in Charlotte.

**Comment [ssm1]:** See [www.charmeck.nc.us/Departments/DSS/Services+for+Seniors+and+the+Disabled/Nutrition/Home.htm](http://www.charmeck.nc.us/Departments/DSS/Services+for+Seniors+and+the+Disabled/Nutrition/Home.htm)

- Senior Citizens Nutrition Program (SCNP) Congregate Sites – Adults aged 60+ are transported to and from Mecklenburg County Senior Citizens Nutrition congregate sites for meals and social activities.
- Subscription – Transportation of individuals with disabilities to sheltered workshops/supported employment sites and Adult Day Care sites.

#### **4.4 Other Community Transportation Services**

There are a number of other community-based transportation services that are operated by non-profit, health and human service, faith-based agencies, churches and school districts. The majority of these services are eligibility-based, providing transportation to their specific client populations for specific trip purposes.

#### **4.5 Private Transportation Services**

Private transportation providers are also major players in the Charlotte Mecklenburg transportation arena. These include operators of taxi companies, limousines, accessible vans, airport shuttles and intercity, tour and charter bus companies. The Charlotte-Mecklenburg Police Department's Passenger Vehicles for Hire (PVH) Office administers and enforces Chapter 22 of the Charlotte City Code-Passenger Vehicle for Hire ordinance, governing :

- taxis,
- limousines
- sedans
- SUVs,
- shuttles
- vans
- vehicle operators
- chauffeur licensing

PVH regulates 130 taxi and transportation companies, 1145 vehicles and 1230 driver/chauffeurs. Seventeen companies have contracts with DSS.

## 5 TRANSPORTATION NEEDS

Planning activities to identify transportation needs included conducting consumer and transportation provider surveys, workshops and interviews with members of the human services transportation planning committee. The following presents the results of the consumer survey, workshops and interviews.

### 5.1 CATS STS Customer Survey

To gain customer perceptions of the STS eligibility process and service, CATS surveyed 256 applicants with disabilities for STS eligibility (*CATS STS Eligibility Process Survey, October 2007*). Many of the 117 respondents were regular STS users, who shared concerns about unmet transportation needs. Chief among these was the lack of paratransit service outside the CATS paratransit service area. Several individuals indicated that they did not have access to public transit because they lived several miles away from a bus stop. Several were unable to be transported by STS because of over-sized wheelchairs and weight issues. Other individuals were concerned about the cost and lack of STS II availability on the weekends. The consumer concerns were reiterated in the workshops and interviews.

### 5.2 Workshop I: Transportation Needs

Workshop I, to identify transportation needs, was held on January 30, 2008.

Twenty-six individuals participated, representing the following organizations:

- Charlotte Area Transit System
  - Special Transportation Service
  - Service Development
  - Operations Administration
- Charlotte Housing Authority
- Mecklenburg–Union Metropolitan Planning Organization

- CMG Express
- Council on Aging
- Crisis Assistance Ministry
- Disability Rights and Resources
- Employment Security Commission
- Goodwill Industries
- Mecklenburg County Department of Social Services/Mecklenburg County Transportation Service
- Metrolina Association for the Blind
- North Carolina Department of Transportation
- Presbyterian Hospital
- Red Cross
- Veterans Services
- Vocational Rehabilitation/Independent Living

Participants were asked to meet in small groups to identify and then prioritize the unmet transportation needs of people with disabilities, senior citizens and individuals with low incomes. Following small group presentations to the entire body, all participants voted to select their top priorities for transportation needs. These needs are summarized below. The following needs received the highest number of votes. A complete list of the needs identified can be found in Appendix C.

### **5.3 Target Groups**

From these discussions, in addition to people with disabilities, senior citizens and individuals with low incomes, two additional target groups emerged, veterans and individuals who are homeless.

#### 5.4 Transportation Needs

The discussions highlighted issues and barriers to coordination, and identified specific areas of need.

- Many individuals with disabilities, seniors, persons with low incomes and veterans are unaware of the wide range of public transportation service provided by CATS, and how to use it. Some are intimidated by the complexity and other have concerns about personal safety.
- Charlotte/Mecklenburg has a wide range of public and community transportation services that are not coordinated.
- STS and most of the human services transportation have strict eligibility requirements. General purpose demand responsive service is needed to better serve all target groups. Expanded transportation options for daily living activities for seniors, veterans and people with disabilities are needed.
- CATS is heavily concentrated within the city boundaries. Some individuals who reside in the suburbs and outlying areas are not close to public transportation routes.

Specific needs include:

1. Travel training and transportation information
  - Travel training and information to help all target groups learn how to use CATS
  - Improved information for individuals and service providers about the availability and how to use CATS and other public transportation services
  - Travel training programs for individuals with visual impairments (way finding, improved signage and CATS website)
  - Centralized brokerage for travel training

- Marketing information and communication to help overcome resistance to using fixed route transportation
2. Mobility management and improved coordination between transportation providers
- Regional mobility manager to serve as an information and referral source for all available transportation
  - Central dispatching with appropriate technology (STS, DSS, Red Cross) to help overcome institutional resistance to coordination and enhance transparency
  - Regional coordinated transportation for Mecklenburg and surrounding counties
  - On-going regional communication
3. Seniors
- Volunteer driver programs that provide transportation and clarify insurance and mileage reimbursement
  - Expanded elderly general-purpose transportation
  - Elderly patient hospital discharge transportation
4. Veterans
- Transportation to out of county medical facilities in Ashville, Salisbury and Durham
  - Transportation for veterans who have visual impairments
5. People with Disabilities
- Expansion of STS II (people who are STS-eligible but live or need transportation outside the service STS area)
  - General-purpose transportation (people with disabilities who are not STS-eligible)
  - STS-same day service
  - Larger vehicles to accommodate passengers who use over-sized mobility aids

6. Transportation for people who are homeless to basic services, i.e. job training, medical, counseling, recovery programs, GED and other educational programs
7. Expanded dialysis transportation
8. Transportation to provide access to jobs for individuals with low incomes
9. Improved CATS bus service
10. Improved private transportation
  - o Taxi and limousine drivers need sensitivity training for serving passengers with disabilities.
  - o Larger, accessible vehicles to transport individuals who use over-sized mobility aids

### **5.5 JARC Interviews**

During April 16 to May 30, 2008 CATS staff conducted additional interviews with the following organizations:

- Charlotte Housing Authority
- Crisis Assistance Ministry
- Department of Social Services
- Employment Security Commission
- Joblinks
- Urban League
- Vocational Rehabilitation
- YMCA

The stakeholders were asked the following questions:

- *What are the transportation obstacles that your customers face in getting to work and/or to job training?*

- *Are there any employment locations, or related employment services, that are currently not served by public transit in Mecklenburg County? If so, can you provide these locations?*
- *Are there locations currently being served by public transit, that are not adequate in meeting the needs of individuals (service is not early or late enough, no service on the weekends, etc.)? If so, can you provide these locations?*

The results are as follows. A complete list of interview results is included in Appendix D.

For the most part, the responses to the interview questions were very similar among all of the stakeholders. The transportation needs for low-income individuals that were identified by the stakeholders in the interviews are:

- Travel training for JARC target groups
- Expand van pool program
- Implement Ways to Work Program
- Expand free/subsidized pass programs for JARC target groups
- Expand public transit cross-town services and improve time transfers
- Expand public transit services to suburban employment centers and provide better schedules to meet shift times
- Provide more public transit service on current services to major employment areas (add weekend service, earlier and later service on weekday, etc.)
- Expand service to employment training centers and childcare facilities

Some of the key destinations within Mecklenburg County that stakeholders feel are underserved with the current public transit services are:

- Idlewild-Highway 51
- Thermal Road
- Coliseum Drive & Independence Boulevard

- Eastfield Road
- Statesville Road
- Harris Boulevard
- Lake Norman
- University area & JW Clay Boulevard areas
- Ballantyne area
- Westinghouse Boulevard/Arrowood area
- Monroe Road
- Albemarle Road
- Lake Norman area
- Concord Mills
- Airport area
- Yorkmont/Tyvola Road
- Freedom Drive
- Billy Graham Parkway
- Rozzelles Ferry Road
- Tuckaseegee Road

## 6 TRANSPORTATION STRATEGIES

Workshop II, to develop strategies, was held on February 22, 2008. A total of 21 agency representatives attended. Participants again met in small and large groups to develop and prioritize strategies to address the previously identified transportation needs and priorities. The prioritized strategies obtained during the JARC interviews are also incorporated below.

### **Strategy 1: Mobility Management**

Facilitate coordination among existing public and human service transportation providers in Mecklenburg County through mobility management.

Suggestions for potential projects include:

- Create a department of transportation coordination
- Integrate social services sites (Nevins, Lifespan, etc.)
- Centralize demand responsive dispatching with on-line options (Red Cross, STS, DSS)
- Establish a centralized intake-dispatch brokerage to integrate STS, PVH, county and city transportation resources
- Hire a mobility manager to coordinate community transportation resources
- Develop, implement and support a toolbox of services for seniors and people with disabilities
- Implement technology for one-stop transportation
- Facilitate regional communication
- Develop and implement standardized demand responsive ridership eligibility guidelines

- Improve and disseminate information about available community transportation services to individuals, their families and health and human service providers
- Provide/expand the availability of travel training to individuals with disabilities, seniors, individuals with low incomes, veterans and individuals who are homeless
- Establish transportation kiosks in senior and low income housing
- Create a demonstration bus
- Create a mobile classroom
- Develop way finding strategies, improve signage, CATS website
- Develop and market "How to Find a Ride"
- Develop and implement a travel companions program

**Strategy 2: Improve Existing Services**

Improve existing services that increase reliability and expand transportation options for people with disabilities, seniors, individuals with low incomes.

Suggestions for potential projects include:

- Provide same day STS
- Expand STS II
- Expand dialysis transportation
- Expand/improve volunteer driver programs
- Purchase larger vehicles to accommodate over-sized mobility aids
- Expand CATS neighborhood circulators
- Provide disability sensitivity training to taxi and limousine drivers
- Improve transportation options for employment and related needs
- Improve access to transportation for veterans and others with visual impairments
- Improve access to transportation to basic services for individuals who are homeless

**Strategy 3: Develop New Services**

Develop new services that expand transportation options for people with disabilities, seniors, individuals with low incomes, and veterans.

Suggestions for potential projects include:

- Provide general purpose transportation for people with disabilities
- Provide transportation to veterans' medical facilities in Asheville, Salisbury and Durham
- Provide fixed route service along Highway 51

**Strategy 4: Expand Employment Transportation Options (JARC)**

Develop/expand transportation services for employment and related needs for individuals with low incomes.

Suggestions for potential projects include:

- Expand public transit services to suburban employment centers and provide better schedules to meet time shifts
- Provide more service on existing public transit service to major employment areas (add weekend service and earlier and later service on weekdays)
- Expand service to employment training centers and childcare facilities
- Expand public transit cross-town service and improve time transfers

## **7 JARC/ NEW FREEDOM SOLICITATION PROCESS**

CATS will conduct a solicitation for proposals to fund JARC and New Freedom projects on a bi-annual basis. The initial solicitation for proposals will be issued in July 2008, and will cover a one-year funding cycle only. The subsequent solicitation for proposals to fund JARC and New Freedom projects will be conducted in 2009, and will continue every two years thereafter.

### **7.1 CATS Call for JARC and New Freedom Projects 2008 and 2009**

The schedule for the CATS 2008 solicitation for JARC and New Freedom projects is as follows:

Project Solicitation Issued	July
Proposals Due	July
Proposal Review/Recommendations	August
MPO Final Selections	September
FTA Funding Requests	September

### **7.2 CATS Call for JARC and New Freedom Projects 2010 and Beyond**

Following the initial year, the bi-annual solicitation to fund JARC and New Freedom projects should follow the schedule below:

Project Solicitation Issued	January
Proposals Due	April
Proposal Review/Recommendations	May
MPO Final Selections	May
FTA Funding Requests	June

### **7.3 Proposal Selection Criteria**

The human services transportation planning committee identified the following selection criteria and points to fund JARC and New Freedom projects (Table 2).

**Table 2**  
**JARC and New Freedom Project Selection Criteria**

Project Selection Criteria	Maximum Points
<b>1. Coordination</b> Does this project respond to one of the strategic categories? Does the project meet a regional need? Does this project increase coordination?	<b>20</b>
<b>2. Benefits</b> Describe the target group and number of people to be served. Describe the benefits of this project (target group(s), economic, etc.)	<b>35</b>
<b>3. Innovation</b> Describe the characteristics that may make this project an innovative solution to meet the needs of the targeted group(s).	<b>10</b>
<b>4. Organizational Capability</b> Describe the qualifications and experience of the proposing organization(s).	<b>15</b>
<b>5. Budget</b> Is the budget reasonable for the proposed project? Does it meet the requirement for matching funds? Describe sources of on-going funding.	<b>20</b>
<b>TOTAL POINTS</b>	<b>100</b>

## **8 CONTINUING COORDINATION STRATEGIES**

Coordinated transportation planning activities will continue, but not be limited to the following activities:

- The human services transportation planning committee will continue to serve as a forum to discuss coordination issues in the region; meetings will be held as needed.
- On-going communication will be facilitated through several mechanisms, including: 1) a coordinated transportation website with links to the various agencies; 2) an email listserv; and 3) a regularly scheduled newsletter.
- Committee members will review applications and make recommendations for funding through the JARC and New Freedom competitive selection process.
- The committee will provide oversight of the JARC and New Freedom-funded projects.
- To avoid duplication of efforts, the existing human services transportation planning committee structure will be maintained and incorporated within the Council on Aging, Transportation Committee. This structure will be formalized to ensure the continuation of coordination efforts.

## **9 PLAN ADOPTION**

On Wednesday, June 18, 2008, the Metropolitan Transit Commission adopted Resolution No.

2008-03, *Adoption of Human Services Transportation Plan for Charlotte-Mecklenburg.*

## 10 APPENDICES

Appendix A: CATS Survey of Transportation Services in Mecklenburg County

Appendix B: Transportation Providers Surveyed

Appendix C: Workshop Results-Transportation Needs

Appendix D: JARC Interview Results

## **APPENDIX A**

# **CATS SURVEY OF TRANSPORTATION SERVICES IN MECKLENBURG COUNTY**



The purpose of this survey is to develop an inventory of the transportation services available in Mecklenburg County. This survey is being conducted as part of the Charlotte Area Transit System Coordinated Public Transit-Human Service Transportation Plan. Your cooperation and assistance is appreciated. Please complete and return your survey to SIMON & SIMON Research Associates, Inc. by **May 2, 2008**.

Email your survey to [CATSsurvey@simonandsimon.org](mailto:CATSsurvey@simonandsimon.org), or fax your survey to **410-480-9094**. You may also mail your survey to:

SIMON & SIMON Research and Associates, Inc.  
3213 Corporate Court  
Ellicott City, MD 21042  
Thank you!

**GENERAL INFORMATION**

1. \_\_\_\_\_  
Agency, Community, or Company Name
2. \_\_\_\_\_  
Street Address
3. \_\_\_\_\_  
City, State, Zip Code
4. \_\_\_\_\_  
Telephone# Fax#
5. \_\_\_\_\_  
Name of Agency Director
6. \_\_\_\_\_  
E-Mail Address
7. Please describe your services or enclose a brochure about the services you provide.

8. Which of the following best describes your situation regarding transportation service? (Please check one). **[If you offer no transportation service now, please skip to Question #24.]**

- We offer transportation service.
- We would like to offer transportation service in the future in some way.

**GENERAL CHARACTERISTICS OF TRANSPORTATION SERVICE**

Questions 8 through 18 address the transportation service you provide or purchase from someone else. **[If you do not offer transportation service of any kind, please skip to Question #24.]**

9. Do you provide transportation service in any of the following ways (check all that apply)?
- We operate our own vehicles.
  - We operate door-through-door.
  - We contract with someone else who provides transportation service for us.
  - Some of our clients reach our services using CATS regular bus service.
  - Some of our clients reach our services using CATS Special Transportation Service (STS).
  - We purchase and provide CATS tickets and passes so that our clients can ride CATS and STS.
  - Some of our clients reach our services using other transportation services.
  - We provide no transportation services to our clients.
  - We provide travel training.
  - Other (please explain)

10. Which of the following describes the type of transportation service you offer (check all that apply)?
- Service that operates door to door and requires a schedule for each day of service
  - Service that operates door to door on a route that is revised periodically as required
  - Service that operates on a route and requires people to meet a vehicle at a fixed location for pickup

11. Please check each of the days of the week that you provide transportation services. On the right, indicate the hours during which service is available to your clients:

Day of the week:

Hours of service availability each day:

Monday

\_\_\_\_\_

Tuesday

\_\_\_\_\_

Wednesday

\_\_\_\_\_

Thursday

\_\_\_\_\_

Friday

\_\_\_\_\_

Saturday

\_\_\_\_\_

Sunday

\_\_\_\_\_

Holidays

\_\_\_\_\_

12. What are the eligibility requirements for people who use your transportation service?

13. What is the geographic area (counties, communities, etc.) that your transportation serves?

14. Do you limit the kinds of trips for which people can use your transportation service?

No

Yes (Please explain)

15. Please describe any special needs that passengers on your transportation service may have.

16. What is the passenger cost for a one-way trip? \_\_\_\_\_

17. How do you provide vehicles, drivers, and maintenance? (Please check all that apply)

- We own our own vehicles.
- We lease our vehicles.
- We have paid drivers.
- We have volunteer drivers.
- We perform our own vehicle maintenance.
- We contract out for maintenance service.

18. How many vehicles do you have available for your transportation service? \_\_\_\_\_

19. How many of these vehicles do you operate in transportation service on an average day?

20. How many of your vehicles are of the following passenger capacities?

- |   |  |
|---|--|
| <input type="checkbox"/> # of vehicles that are 9 or fewer passengers | <input type="checkbox"/> # that are wheelchair lift-equipped |
| <input type="checkbox"/> # of vehicles that are 10 to 14 passengers   | <input type="checkbox"/> # that are wheelchair lift-equipped |
| <input type="checkbox"/> # of vehicles that are 15 to 24 passengers   | <input type="checkbox"/> # that are wheelchair lift-equipped |
| <input type="checkbox"/> # of vehicles that are 25 or more passengers | <input type="checkbox"/> # that are wheelchair lift-equipped |

21. How many of your vehicles need to be replaced:

- Now
- Within the next year
- Within the next two years

22. On an average day of transportation service,

How many miles do your vehicles in total operate? \_\_\_\_\_  
How many hours are your vehicles in total in service? \_\_\_\_\_  
How many passengers in total do you transport? \_\_\_\_\_

23. For your most recent operating year (or 12-month period),

What were your total transportation expenditures?	\$ _____	(Please Circle) Estimate or actual
How many total miles did your vehicles operate?	_____	Estimate or actual
How many total passengers did you transport?	_____	Estimate or actual

**TRANSPORTATION NEEDS AND INTEREST IN COORDINATION**

24. Please describe transportation needs, specific to your agency or community, that you feel are not being adequately met. Please be as specific as you can. (Please include any special needs or requirements your clients or passengers may have.)

25. Please describe other transportation needs in Mecklenburg County that you feel need to be addressed?

26. Please indicate below areas of your *potential interest* in becoming involved in improving transportation services through better coordination of the services and resources that are available today and can be available in the future (Please check all that may apply):

- Joining a network of agencies that coordinate transportation services to better meet travel needs
- Pooling of financial resources you budget for transportation services to better coordinate services
- Joint use, pooling, or sharing of vehicles among agencies
- Purchasing of vehicles cooperatively
- Centralized fueling of vehicles
- Centralized maintenance services for vehicles
- Centralized scheduling of your passenger trips with other agency trip scheduling
- Centralized operation of vehicles for your passenger trips and other agency trips
- Contracting to purchase transportation service rather than continuing to operate it
- Contracting to provide transportation service to other agencies needing service

27. Please provide us with other thoughts you have on how you may participate in efforts to improve transportation services in Mecklenburg County through coordination of services.

## **APPENDIX B**

### **SELECTED TRANSPORTATION PROVIDERS SURVEYED**

### **Partial List of Transportation Providers Surveyed**

A&B Transportation  
A-1 Limousine & Airport Towncar  
A-1 Wheelchair Patient Transport, Inc.  
AAA Transportation Company  
Ada Jenkins Center  
Adult Care & Share Center  
Agape Creative Ministries, Inc.  
Al-Anon Family Groups [Meck] [Cabarrus] [Union][Stanly]  
Aldersgate  
Alexander Youth Network  
All City Limousine  
Always On Time Limo Service  
Alzheimer's Association - Western Carolina Chapter  
American Cab Company - Taxi USA, LLC  
Americare Transportation & Delivery  
Angel Garcia Service  
Arc of Mecklenburg County, The  
Area Mental Health Authority  
At Home Total Care  
Atria MerryWood Retirement & Assisted Living Community  
Autism Services of Mecklenburg County  
Barb's Specialty Transport, Inc.  
Behavioral Health Centers - Carolinas Healthcare System  
Bethlehem Center  
Better Business Bureau of the Southern Piedmont  
Big Brothers Big Sisters of Greater Charlotte  
Blue Line Limo Service  
Boy Scouts of America, Mecklenburg County Council  
Boys & Girls Club of Greater Charlotte  
Brian Center @ Shamrock Dr.  
BRIDGE Jobs Program, Inc.  
C. U. P. Ministry  
C.W. Williams Community Health Center  
Calvary Church  
Carmel Baptist Church  
Carolina Transportation Service  
Carolina Youth Commission, The  
Carolinas HealthCare System  
Carolina's Medical Center  
Carolinas Medical Center - Carolinas HealthCare System  
Catholic Social Services  
Central House  
Central Piedmont Community College  
Centralina Area Agency on Aging  
Charlotte Center for Aging Services  
Choice Tours Transportation Inc  
CLT Express Delivery LLC

Comfort Keepers  
Community Link  
Concierge Unlimited Limousine  
Connections Transportation Co.  
Council on Aging, Charlotte-Mecklenburg  
Crisis Assistance Ministry [Meck]  
Crop Walk/Church World Service  
Davidson College  
Department of Social Services (DSS) [Meck]  
Devaughn Limousine Service  
Diamond Cab Company  
Disability Rights & Resources  
Disabled American Veterans  
Eagle Cab Company - Taxi USA, LLC  
Easter Seals UCP NC  
Elegance Transportation  
Elite Transportation Company  
Emergency Winter Shelter  
Employment Security Commission [Meck]  
Employment Security/Work First  
Executive Express Transportation  
Expressway Cab Company  
Faith C.M.E. Church  
Family Center, Inc., The  
Federation of the Blind, Mecklenburg  
First Presbyterian Church  
First United Methodist Church  
G W Limousine, Inc.  
Garr Memorial Church  
Gents Limousine LLC  
Gold Line Express  
Goodwill Industries of the Southern Piedmont  
Hickory Limousine Service  
Island Transportation  
J.E.S. Transportation Company  
Jacob's Ladder Job Center, Inc.  
JB's Limousine Service  
Jewish Community Center, Sandra & Leon Levine  
L&L Shuttle Service  
Lake Norman Limousine  
Lake Norman Shuttle LLC  
Levine Senior Center-Matthews  
Liberty Baptist Church  
LifeSpan Incorporated  
Lincoln Transportation Service  
Loving Care Adult Day Care & Health Center  
Loving Touch Adult Day/Health Care Center, Inc.  
Luxury Transportation  
Matthews Help Center  
Mecklenburg EMS Agency

Mecklenburg Ministries  
Metrolina AIDS Project (MAP)  
Metrolina Association for the Blind  
Moore Pleasant Transportation  
National Alliance for the Mentally Ill [Charlotte]  
Nevins, Inc.  
New Friends Adult Day Care/Day Health, Inc.  
North Tryon JobLink - Charlotte Enterprise Community  
PALS Adult Day Care  
Passenger Vehicles for Hire Section  
Pearl Limousine Co.  
Peoples Special Transportation  
Philadelphia Presbyterian Church  
Piedmont Adult Living Services (PALS)  
Pineville Rehabilitation & Living Center  
Point to Point Transportation  
Queen's Transportation Company  
Queens University of Charlotte  
Red Cross, American, Greater Carolinas [Meck] [MSI]  
Rose Chauffeured Transportation  
Rowan-Cabarrus Community College/South Campus  
Salvation Army of Greater Charlotte, The  
Salvation Army, Statesville Corps., The  
Samaritan Adult Day Health Home  
Shining Stars Adult Day Respite  
Sierra Transportation Inc.  
Sky Cap Limo Service  
Speedy Cab Company  
Super Shuttle  
Trips for Kids Charlotte  
Turning Point Services, Inc.  
United Limousine  
United Way of Central Carolinas, Inc.  
University Adult Care, Inc.  
University of North Carolina at Charlotte (UNCC)  
Uptown Limousine  
Urban League of Central Carolinas, Inc.  
Veterans Service Office [Meck]  
Vocational Rehabilitation Services [Meck]  
Walker Transportation Shuttle Service  
Yellow Cab Company - Taxi USA, LLC  
Young Wheelchair Transportation  
Your Pleasure Limousine Service

**APPENDIX C**

**WORKSHOP I RESULTS**  
**TRANSPORTATION NEEDS**



**Group 1**

**IDENTIFYING AND PRIORITIZING TRANSPORTATION NEEDS  
 IN MECKLENBURG COUNTY  
 JANUARY 30, 2008**

Target Group	Type of Service Needed	Frequency of Service Needed	Geographic Need	Reason for Need
Elderly-Ambulatory/non-ambulatory hospital patients without private transportation	After hours medical transportation	Daily	City of Charlotte Mecklenburg County	Patients with medical needs who are being discharged from the hospital, but have no private transportation
Elderly Hospital Inpatients	Transportation to other facilities	On-demand		
People with disabilities	General Transportation	Daily	Mecklenburg and surrounding counties	Bus stops IADL; quality of life
STS II	Non-ADA Service Expansion	Daily	Mecklenburg County	More stops
General public low income without private transportation	Access to jobs and services beyond the current fixed route system	Daily	Beyond CATS current service	Limited bus access



**Group 2**

**IDENTIFYING AND PRIORITIZING TRANSPORTATION NEEDS IN MECKLENBURG  
 COUNTY  
 JANUARY 30, 2008**

Target Group	Type of Service Needed	Frequency of Service Needed	Geographic Need	Reason for Need
Elderly	Travel Training	On-going	Char-Meck	Increase transportation options
	More circulator routes	On-going	CATS Service Area	Increase transportation options
Individuals with Disabilities	Travel Training	M-F On-going	CATS Service Area	Increase CATS ridership
				Decrease STS ridership
	Reverse Buses	CATS Operation	CATS Service Area	Reliable Transportation
	PVH	On-going 24/7	County	Not STS/CATS Eligible
	Better STS Route Scheduling	All hours of operation	CATS Service Area	More efficient use of STS
Low Income				
Homeless	Basic Transportation	Daily M-F	Charlotte	Break the cycle
				GED, Skills Training, Medical Treatment



**Group 3**

**IDENTIFYING AND PRIORITIZING TRANSPORTATION NEEDS IN MECKLENBURG  
 COUNTY  
 JANUARY 30, 2008**

Target Group	Type of Service Needed	Frequency of Service Needed	Geographic Need	Reason for Need
Seniors 60 and over	EGP	7 Days/Wk	Meck Co.	Cannot meet demand
People with Disabilities	STS II General Purpose Transportation	7 Days/Wk	Meck Co.	Cannot meet demand
	Wayfinding			
	<ul style="list-style-type: none"> <li>Improved information on CATS website re:</li> </ul>			
	<ul style="list-style-type: none"> <li>LRT Stations</li> </ul>			
	<ul style="list-style-type: none"> <li>Fixed Route Amenities</li> </ul>			
	<ul style="list-style-type: none"> <li>Bus Stop Identification (Braille about route and # for specific stop)</li> </ul>			
	Centralized Dispatch			
	Organized Volunteer Driver Program			
	Fixed Route Service- Hwy 51			
	Neighborhood Circulators			



**Group 4**

**IDENTIFYING AND PRIORITIZING TRANSPORTATION NEEDS IN MECKLENBURG  
 COUNTY  
 JANUARY 30, 2008**

Target Group	Type of Service Needed	Frequency of Service Needed	Geographic Need	Reason for Need
All agencies and private companies	Regional communication with Transportation Advisory Board	Meet bi-monthly	Mecklenburg County	To improve educational services and distribution of information
People with Disabilities, Elderly , Veterans	Mobility Management and expanded travel training	On-going	Mecklenburg County	Lack of knowledge of the availability of funding to teach disability groups the logistics of how to use the bus system
Veterans	Improved Veteran's Transportation	On-going	Regional coordination, starting with Mecklenburg County	Currently limited, just starting, small amount of funds, no dedicated funding,
Seniors	Volunteer Driver Program with mileage reimbursement	On-going	Start with Mecklenburg County, especially unincorporated areas like North Meck where there is limited access to bus transportation	Current barriers are: Cost of gas, liability issues, insurance needs. Benefits: creates community, people can stay in their homes longer, saves taxpayer dollars



**Group 5**

**IDENTIFYING AND PRIORITIZING TRANSPORTATION NEEDS IN MECKLENBURG COUNTY  
 JANUARY 30, 2008**

Target Group	Type of Service Needed	Frequency of Service Needed	Geographic Need	Reason for Need
Veterans	To major medical facilities	M-F	Salisbury, Ashville, Durham	Limited provider sites, income, age, etc.
Low Income	Comprehensive	7 Day	Regional	Job access
Children with mental health disorders	To schools Lack of other???	M-F	Mecklenburg County	Need adult supervisors
Users of oversized mobility aids	Medical and emergency	7 Day	Mecklenburg County	Most vehicles designed for standard sized mobility aids; Ability to participate in normal, daily activities
Dialysis #1 Destination for EGP and RGP	Dialysis Transportation	7 Day	Mecklenburg County	#1 destination for some programs
Elderly	General Transportation	7 Day	Mecklenburg County	To keep people part of the larger community and to keep them healthy
Visually Impaired	To appointments and employment			350 blind veterans alone; lack of mobility impacts quality of life

**Comment [ssm2]:** What does this mean? That they didn't have any other needed services to include?

**APPENDIX D**  
**JARC INTERVIEW RESULTS**

**Job Access Reverse Commute (JARC) Grant Program  
 Interview Summaries to Identify Transportation Needs of Low-Income Individuals**

<b>Charlotte Housing Authority (CHA)</b>	
<p><b>Key Points:</b></p> <ul style="list-style-type: none"> <li>• Improve transit service connection</li> <li>• Provide subsidies for Bus and Rail</li> <li>• Provide better access to new properties</li> </ul>	<p><b>Key Locations:</b></p> <ul style="list-style-type: none"> <li>• Idlewild-Highway 51</li> <li>• Thermal Road</li> <li>• Coliseum Drive &amp; Independence Boulevard</li> </ul>
<b>Crisis Assistance Ministry</b>	
<p><b>Key Needs:</b></p> <ul style="list-style-type: none"> <li>• Improve cross-town connections</li> <li>• Improve service to employment areas</li> <li>• Improve shift work connections with transit</li> <li>• Provide subsidies for Bus and Rail</li> </ul>	<p><b>Key Locations:</b></p> <ul style="list-style-type: none"> <li>• Eastfield Road</li> <li>• Statesville Avenue</li> <li>• Harris Boulevard</li> <li>• Lake Norman</li> <li>• University area</li> <li>• Ballantyne area</li> </ul>
<b>Department of Social Services</b>	
<p><b>Key Needs:</b></p> <ul style="list-style-type: none"> <li>• Provide travel training for transit</li> <li>• Look into Van-Pool option</li> <li>• Improve timed transfers</li> <li>• Improve service to employment areas</li> </ul>	<p><b>Key Locations:</b></p> <ul style="list-style-type: none"> <li>• Westinghouse Boulevard</li> <li>• Statesville Road</li> <li>• Monroe Road</li> <li>• Albemarle Road</li> <li>• Lake Norman area</li> <li>• Concord Mills</li> </ul>
<b>Employment Security Commission/Job Links</b>	
<p><b>Key Needs:</b></p> <ul style="list-style-type: none"> <li>• Provide travel training for transit</li> <li>• Look into Van-Pool option</li> <li>• Improve timed transfers</li> <li>• Improve shift work connections with transit</li> <li>• Improve cross-town connections</li> </ul>	<p><b>Key Locations:</b></p> <ul style="list-style-type: none"> <li>• Airport area</li> <li>• Westinghouse Boulevard</li> <li>• Statesville Road</li> <li>• Albemarle Road</li> <li>• Monroe Road</li> <li>• Lake Norman area</li> <li>• Westlake –Yorkmont</li> <li>• Arrowood area</li> <li>• JW Clay- University area</li> </ul>

<b>United Way of Charlotte</b>	
<p><b>Key Needs:</b></p> <ul style="list-style-type: none"> <li>• Way to Work Program-Cars for Work</li> <li>• Address Job-Hopping (two(2) part-time jobs)</li> <li>• Improve transit service connection</li> <li>• Improve shift work connections with transit</li> <li>• Provide subsidies for Bus and Rail</li> </ul>	<p><b>Key Locations:</b></p> <ul style="list-style-type: none"> <li>• Westinghouse Blvd</li> <li>• Statesville Road</li> <li>• Freedom Drive</li> <li>• Billy Graham Parkway</li> </ul>
<b>Urban League</b>	
<p><b>Key Needs:</b></p> <ul style="list-style-type: none"> <li>• Provide travel training for transit</li> <li>• Look into Van-Pool option</li> <li>• Improve timed transfers</li> <li>• Improve service to employment areas</li> <li>• Increase trip amounts</li> </ul>	<p><b>Key Locations:</b></p> <ul style="list-style-type: none"> <li>• Rozzelles Ferry Road</li> <li>• Tuckaseegee Road</li> <li>• Tyvola Road</li> <li>• Wilkinson Boulevard</li> <li>• Arrowood Road</li> <li>• Northlake area</li> </ul>

**Transportation Priorities**

Based on the transportation needs for low-income individuals identified above the JARC Stakeholders prioritized them as follows:

JARC Transportation Needs	Department of Social Services	Crisis Assistance Ministries	Charlotte Housing Authority	Employment Security Commission	Prioritization Total
Expand public transit services to suburban employment centers and provide better schedules to meet shift times	7	8	6	8	29
Provide more public transit service on current services to major employment areas (add weekend service, earlier and later service on weekday, etc.)	8	7	8	6	29
Expand service to employment training centers and childcare facilities.	6	2	7	5	20
Expand public transit crosstown services and improve time transfers	1	4	5	7	17
Expand Free/subsidized pass programs for JARC target groups	5	6	1	2	14
Expand Van Pool program	2	5	3	3	13
Travel training for JARC target groups	4	1	2	4	11
Implement Ways to Work Program	3	3	4	1	11