Coordinated Public Transit – Human Services Transportation Plan for Davie County

February 2014

NORTHWEST PIEDMONT
RURAL PLANNING ORGANIZATION

PIEDMONT TRIAD
REGIONAL COUNCIL

Locally Coordinated Public Transit – Human Services Transportation Plan for Davie County
2013-2014

Northwest Piedmont Rural Planning Organization

Piedmont Triad Regional Council

February 2014

Approved by the Northwest Piedmont RPO Transportation Advisory Committee (TAC) on February 19, 2014

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Section 1: Background

Purpose

By coordinating public and private transit and human services transportation, Davie County ensures that transportation options exist for older adults, persons with disabilities, and low income individuals. The Locally Coordinated Public Transit – Human Services Transportation Plan satisfies federal requirements for transportation coordination and assists in developing an efficient and effective network.

History

Through the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), the Federal Transit Administration (FTA) created a requirement for a locally-developed, coordinated public transit - human services transportation plan. Initial plans were developed by 2007 as a condition of receiving funding for certain programs directed at meeting the needs of older individuals, persons with disabilities, and low-income individuals. Public participation is a core component of the planning process and must include representatives of the general public, human services agencies, and transportation providers, both public, private, and non-profit. By the Federal Fiscal Year 2013, the completion of updated plans is required and must include coordination with all existing human services transportation providers.

Planning Process

The Northwest Piedmont Rural Planning Organization developed this coordinated plan in partnership with stakeholders from Davie County, the Yadkin Valley Economic Development District, and North Carolina Department of Transportation. The plan meets the requirements of SAFETEA-LU, the Federal Coordinating Council on Access and Mobility (CCAM), the Federal Register Notice dated March 29, 2007 entitled, "Elderly Individuals and Individuals with Disabilities, Job Access and Reverse Commute, New Freedom Programs: Final Circulars' effect May 1, 2007," as well as MAP-21 requirements. The development and content of coordinated plans are intended to address the specific needs and issues of each service area. Additionally, the Rural Planning Organization (RPO) can adapt and expand the plan to incorporate regional programs and initiatives. The development of the Davie County plan involved these basic steps:

- an inventory of services
- a list of needs and a discussion of priorities
- strategies and actions
- county plan document and report

While at a minimum, projects funded under the Federal Transit Administration (FTA) formula programs for Sections 5310, 5316, and 5317 must derive from a coordinated plan, the plan will incorporate activities offered under other programs sponsored by Federal, State, and local agencies. These programs include: FTA's Section 5307 and 5311 programs, Temporary Assistance for Needy Families (TANF), Workforce Investment Act (WIA), Vocational Rehabilitation, Medicaid, Community Action (CAP), Independent Living Centers, and Area Agency on Aging (AAA) programs among others.

Northwest Piedmont Rural Planning Organization

The Northwest Piedmont Rural Planning Organization (NWPRPO) provides transportation planning services to rural communities in Davie, Stokes, Surry, and Yadkin Counties. For the purposes of developing this plan, the NWPRPO serves as the lead planning agency.

Section 2: Funding Overview

Projects funded through three SAFETEA-LU programs – the Job Access and Reverse Commute Program (JARC, Section 5316), the New Freedom Program (Section 5317), and the Formula Program for Elderly Individuals and Individuals with Disabilities (Section 5310) – are required to be derived from a locally developed, coordinated public transit – human services transportation plan. SAFETEA-LU guidance issued by the Federal Transit Administration (FTA) describes the plan as a "unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited income, laying out strategies for meeting these needs, and prioritizing services."

In 2012, Congress enacted a new two-year federal surface transportation authorization, Moving Ahead for Progress in the 21st Century (MAP-21). The MAP-21 Program retains all of the coordinated planning provisions of SAFETEA-LU. However, JARC and New Freedom are eliminated as standalone programs, and the Section 5310 and the New Freedom Programs are consolidated under Section 5310 into a single program, Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities. The revised Section 5310 program is the only funding program with coordinated planning requirements under MAP-21, beginning with FY 2013 and currently authorized through FY 2014.

MAP-21 Planning Requirements

Mobility of Seniors and Individuals with Disabilities Program (Section 5310)

The revised Mobility of Seniors and Individuals with Disabilities Program provides for a mix of capital and operating funding for projects. Beginning in Fiscal Year 2013, the new consolidated program is the only funding program with coordinated planning requirements under MAP-21. The program is currently authorized through Fiscal Year 2014.

The new consolidated program, which provides for a mix of capital and operating funding for projects, is the only funding program with coordinated planning requirements under MAP-21, beginning with FY 2013 and currently authorized through FY 2014. At the current time, the FTA has yet to update its guidance concerning administration of the new consolidated Section 5310 Program, but the legislation itself provides three requirements for recipients. These requirements would apply to NCDOT Public Transportation Division in distributing any Section 5310 funds for which it might serve as a designated recipient under MAP-21:

1. That projects selected are "included in a locally developed, coordinated public transit – human services transportation plan";
2. That the coordinated plan "was developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers, and other members of the pubic"; and
3. That "to the maximum extent feasible, the services funded…will be coordinated with transportation services assisted by other Federal departments and agencies," including recipients of grants from the Department of Health and Human Services.

Under MAP-21, only Section 5310 funds are subject to the coordinated-planning requirement. Sixty percent of funds for this program are allocated by a population-based formula to large urbanized areas, 20% is allocated to small urban zone areas, and 20% is allocated to the Rural areas. See 49 U.S.C. Section 5310 (e)(2) / MAP-21 Section 20009).

Section 5310: Elderly Individuals and Individuals with Disabilities

The 5310 Program was established in 1975 to serve the transportation needs of elderly persons and individuals with disabilities. Private non-profit agencies and public entities that coordinate human services transportation are eligible for funding and may utilize awards for capital projects and operational costs. In order to receive funds, projects must appear in the State Transportation Improvement Program (STIP).

Section 5310 is also referred to as Title 49 U.S.C. 5310, which authorizes the formula assistance program for the special needs of elderly individuals and individuals with disabilities. The FTA, on behalf of the Secretary of Transportation, apportions the funds appropriated annually to the States based on an administrative formula that considers the number of elderly individuals and individuals with disabilities in each state. These funds are subject to annual appropriations.

Section 5316: Job Access and Reverse Commute (JARC) Program

The 5316 Program seeks to improve access to transportation services for: 1) welfare recipients and eligible low income individuals to employment and employment-related activities, and 2) residents of urbanized areas and non-urbanized areas to suburban employment opportunities. Private non-profit agencies, public entities, and private operators are eligible to use funds for capital projects, planning, and operating expenses that support the development and maintenance of transportation services. Projects are identified through a competitive selection process and require coordination of federally assisted programs and services in order for the most efficient use of federal resources.

Eligible projects may support activities such as:

- Late-night and weekend service
- Expanding fixed-route public transit routes
- Ridesharing and carpooling activities
- Promote transit through voucher programs
- Supporting new mobility management and coordination programs among agencies and providers
- Development of call centers to coordinate transportation information on all travel modes
- Operational planning for the acquisition of transportation technologies such as GPS, GIS mapping, coordinated vehicle scheduling, dispatching, and monitoring, and customer payment systems
- Shuttle service and Demand-responsive van service
- Bicycle racks and storage
- Car loan programs
- Deploying vehicle position-monitoring systems
- Subsidizing the purchase or lease of a vehicle dedicated to reverse commuting
- Provide coordination services such as individualized trip planning and neighborhood coordination
- Note: Acquisition of technology is also eligible as a standalone capital expense.

Section 5317: New Freedom Program

The 5317 Program provides additional tools to reduce barriers to transportation services for individuals with disabilities and expand transportation mobility options beyond the requirements of the Americans with Disabilities Act (ADA). This program is designed to assist with accessing new transportation services, including transportation to and from jobs and employment support services. For the purposes of the New Freedom Program, "new" services consists of any service or activity that was not operational nor had an identified funding source as of August 10, 2005, as evidenced by inclusion in the State Transportation Improvement Plan (STIP). Private non-profit agencies, public entities, and private operators are eligible to use funds for capital projects, planning, and operating expenses. Projects are derived from a locally coordinated plan and identified through a competitive selection process.

Eligible New Public Transportation Services:

- Expand paratransit service parameters beyond the three-fourths mile required by the ADA; Expand current hours of operation for ADA paratransit services beyond fixed-route service hours
- Incremental cost of providing same-day service; Incremental cost of making door-to-door service available to all eligible ADA paratransit riders, but not as a reasonable modification for individual riders in an otherwise curb-to-curb system
- Enhancement of the level of service by providing escorts or assisting riders through the door of their destination; Labor costs of aides to help drivers assist passengers with over-sized wheelchairs

  Acquisition of vehicles and equipment designed to accommodate mobility aids that exceed the dimensions and weight ratings established for common wheelchairs under the ADA
- Installation of additional securement locations in public buses beyond what is required by the ADA
- New "feeder" service to commuter rail, commuter bus, intercity rail, and intercity bus stations, for which complementary paratransit service is not required under the ADA
- Making accessibility improvements to transit and intermodal stations not designated as key stations:
  - Building an accessible path to a bus stop that is currently inaccessible, including curb cuts, sidewalks, accessible pedestrian signals or other accessible features
  - Adding an elevator or ramps, detectable warnings, or other accessibility improvements to a non-key station that are not otherwise required under the ADA
  - Improving signage, or wayfinding technology; Implementation of other technology improvements that enhance accessibility for people with disabilities, including ITS
  - Travel training

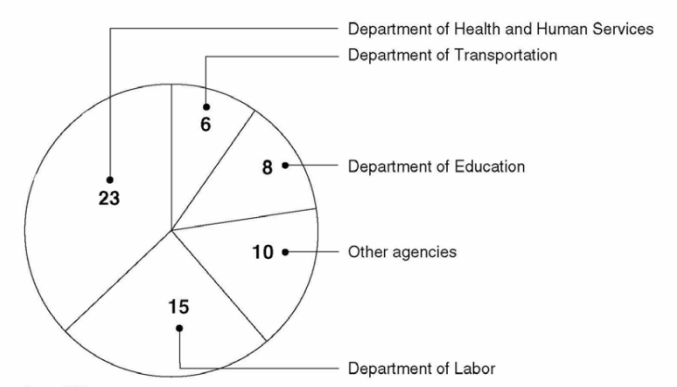
Eligible New Public Transportation Alternatives:

- Purchasing vehicles to support new accessible taxi, ridesharing, or vanpooling programs
- Supporting new mobility management and coordination programs among public transportation providers and human services agencies
- Supporting the administration and expenses of new voucher programs offered by human service providers
- Supporting new volunteer driver and aide programs
- Mobility management activities may include:
  - Operational planning for the acquisition of transportation technologies (e.g., GPS, GIS mapping, coordinated vehicle scheduling, dispatching, and monitoring, and customer payment systems)
  - Development of call centers to coordinate transportation information on all travel modes
  - Provide coordination services such as individualized trip planning and neighborhood coordination

Related Funding Sources for Human Services Transportation

In June 2003, the US General Accounting Office (GAO) issued a study on Federal transportation funding and coordination entitled, *Transportation—Disadvantaged Populations.* The study reported that sixty-two funding programs exist for transportation. Within those programs, sixteen are most regularly used for public transportation, including six from the USDOT through the Federal Transit Administration (FTA). See Figure 1.

Figure 1: Sources of Federal Transportation Funds



Source: Transportation-Disadvantaged Populations, Figure 1, page 9, USGAO, June 2013.

The non-DOT programs most commonly used for transportation:

- **Transitional Assistance for Needy Families (TANF)** – provides assistance to families with children, including funding transportation needs
- **Vocational Rehabilitation** – assists individuals with disabilities and provides a variety of vocational services, including transportation
- **Medicaid** – assists people with accessing medical services, including transportation to such services
- **Head Start** – assists pre-school children with a variety of services, including education readiness, health care, and transportation to/from such services
- **Grants for Supportive Services and Senior Centers** – assists in developing services for older people which include nutrition services, senior centers, and transportation
- **Workforce Investment Act (WIA) – Adults** – provides job skill training services as well as transportation to/from such services
- **WIA – Displaced Workers** – provides job skill training services as well as transportation to/from such services
- **WIA – Youth** – provides job skill training services to youth as well as transportation to/from such services
- Senior Community Service Employment program – provides work opportunities for older Americans
- **Program for Native Americans** (under Older Americans Act) – provides a variety of social service funding for Native Americans, including nutrition and caregiver services

The top human services transportation funding programs in U.S. DOT:

- Capital Grants (Section 5309)
- Urbanized Area Formula Program (Section 5307)
- Non-Urbanized Area Formula Program (Section 5311)
- Job Access and Reverse Commute (Section 5316)
- Over-the-Road Bus Program (Section 3038)
- Transportation for Elderly and Persons with Disabilities (Section 5310)

Since the 2003 GAO study, the "New Freedom" program (Section 5317) was enacted and provides operating and capital assistance to services that go beyond ADA complementary paratransit requirements.

Other Funding Sources

Local Funding Sources:

- Local sales tax
- General fund allocation
- Subscription service
- Vehicle registration tax
- Vehicle rental tax

State and Federal Funding Sources:

- **Community Transportation Program (CTP)**: a grant program administered by NCDOT that distributes state and federal funding to transit systems; Grants require a 10-15 percent local match and awards are used for eligible administrative and capital expenditures
- **Congestion Mitigation Air Quality (CMAQ) Program**: a program intended for projects that reduce transportation related emissions in air quality non-attainment or maintenance areas; Local governments in these areas should contact their MPO or RPO for information on CMAQ funding opportunities for bicycle and pedestrian facilities.
- **NC Community Transformation Grant (CTG)**: In 2011, the Centers for Disease Control awarded $7.4 million to North Carolina to engage partners from multiple sectors, such as education, transportation, and business, as well as faith-based organizations to improve the health of their communities' residents. Awardees also provide funding to community-based organizations to ensure broad participation in creating community change. The program is administered by health direction regions and more information is available at: www.cdc.gov/communitytransformation/
- **Community Facilities Grants**: a grant program that assists in the development of essential community facilities in rural areas and towns of populations less than 20,000. Grant funds are utilized to construct, enlarge, or improve community facilities for health care, public safety, and community and public services. For more information, visit: www.rurdev.usda.gov/HAD-CF_Grants.html
- **Community Development Block Grant (HUD-CDBG)**: The U.S. Department of Housing and Urban Development (HUD) offers financial grants to communities for neighborhood revitalization, economic development, and improvements to community facilities and services, especially in low and moderate income areas. Several Piedmont Triad communities have used HUD funds to develop housing, sidewalks, and greenways. For more information, visit: www.hud.gov/offices/cpd/communitydevelopment/programs/

Private Foundations and Organizations:

- **Blue Cross Blue Shield Foundation:** a grant program that supports projects ranging from local community equipment grants to collaboration on large statewide initiatives that work to improve health and lower obesity rates through healthy eating and active living. For more information, visit: www.bcbsncfoundation.org/
- **Kate B. Reynolds Charitable Trust**: a Winston-Salem based foundation that seeks to improve the quality of life and health of North Carolina's low-income residents. For more information, visit: www.kbr.org/content/divisions-overview
- **North Carolina Community Foundation**: a statewide foundation that manages community affiliates and non-profits throughout North Carolina. Grants are available for a variety of areas, including human services, health, education, and civic affairs. For more information, visit www.nccommunityfoundation.org/
- **Z. Smith Reynolds Foundation**: a Winston-Salem based foundation that assists with social justice and equity issues in North Carolina. For more information, visit: http://www.zsr.org/social-justice-and-equity

Section 3: Profile of Davie County

Davie County is among the rural counties of the Piedmont Triad region experiencing rapid population changes. The following tables and maps provide detailed demographic information that highlights aging, disabled, and low-income population groups.

Note: Demographic information was obtained from the U.S. Census Bureau Factfinder website and the PTRC GIS Database. Most estimates represent raw numbers of people and households, unless otherwise noted. By using this method, true numbers are provided for each census block and tract rather than percentages of the entire population.

Demographics

Demographic Profile of Davie County				
Davie County	**2000**	**2010**	**Net Change**	**Percent Change**
Total Population	34,835	41,240	6,405	18.39%
Age 65+ Population	4,807	6,829	2,022	42.06%
Disabled Population	6,983	6,338 (2007)*	-645	-9.24%
Persons Below Poverty Level	2,952	4,901^	1,949	66.02%
Median Household Income	$40,174	$49,727	$9,553	23.78%
Households with No Vehicle	852	518^	-334	-39.20%

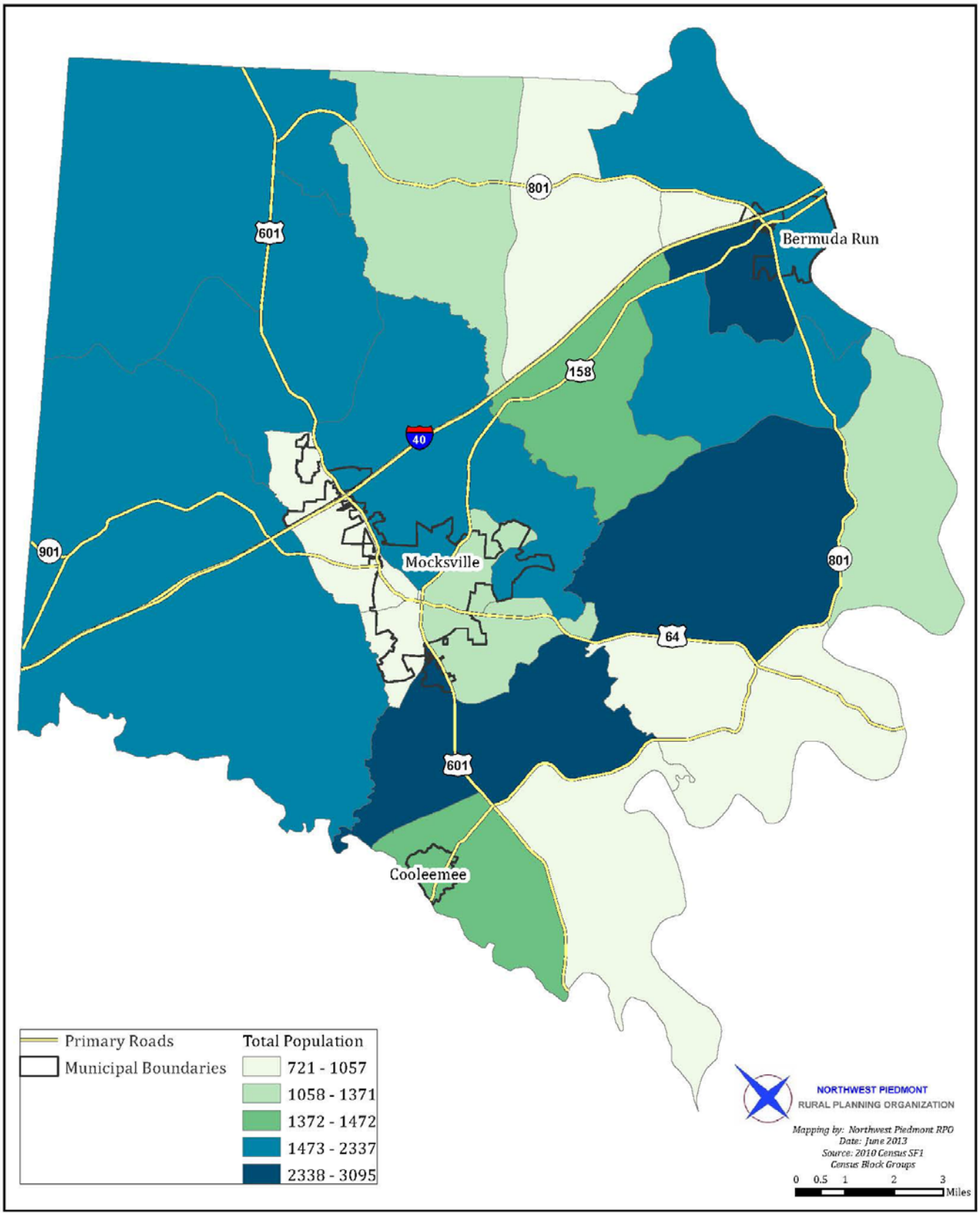
Data sources: 2000 Census and 2010 Census (Unless noted)
**ACS 2005-2007 3-Year Estimate*
^ACS 2006-2010 5-Year Estimate

Total Population

According to 2010 U.S. Census Bureau estimates, the population of Davie County was 41,240. Between 2000 and 2010, Davie County experienced an 18.39% increase in population, or a net gain of 6,405 persons. In comparison, the population of North Carolina grew by 18.46% during this timeframe to 9,535,483 persons. The three municipalities in Davie County also experienced growth; Mocksville achieved the highest growth rate at 20.90%, followed by Bermuda Run at 20.55% and Cooleemee at 6.08%.

Total Population of Municipalities within Davie County				
Municipalities	**2000**	**2010**	**Net Change**	**Percent Change**
Bermuda Run	1,431	1,725	294	20.55%
Cooleemee	905	960	55	6.08%
Mocksville	4,178	5,051	873	20.90%

Data sources: 2000 Census and 2010 Census



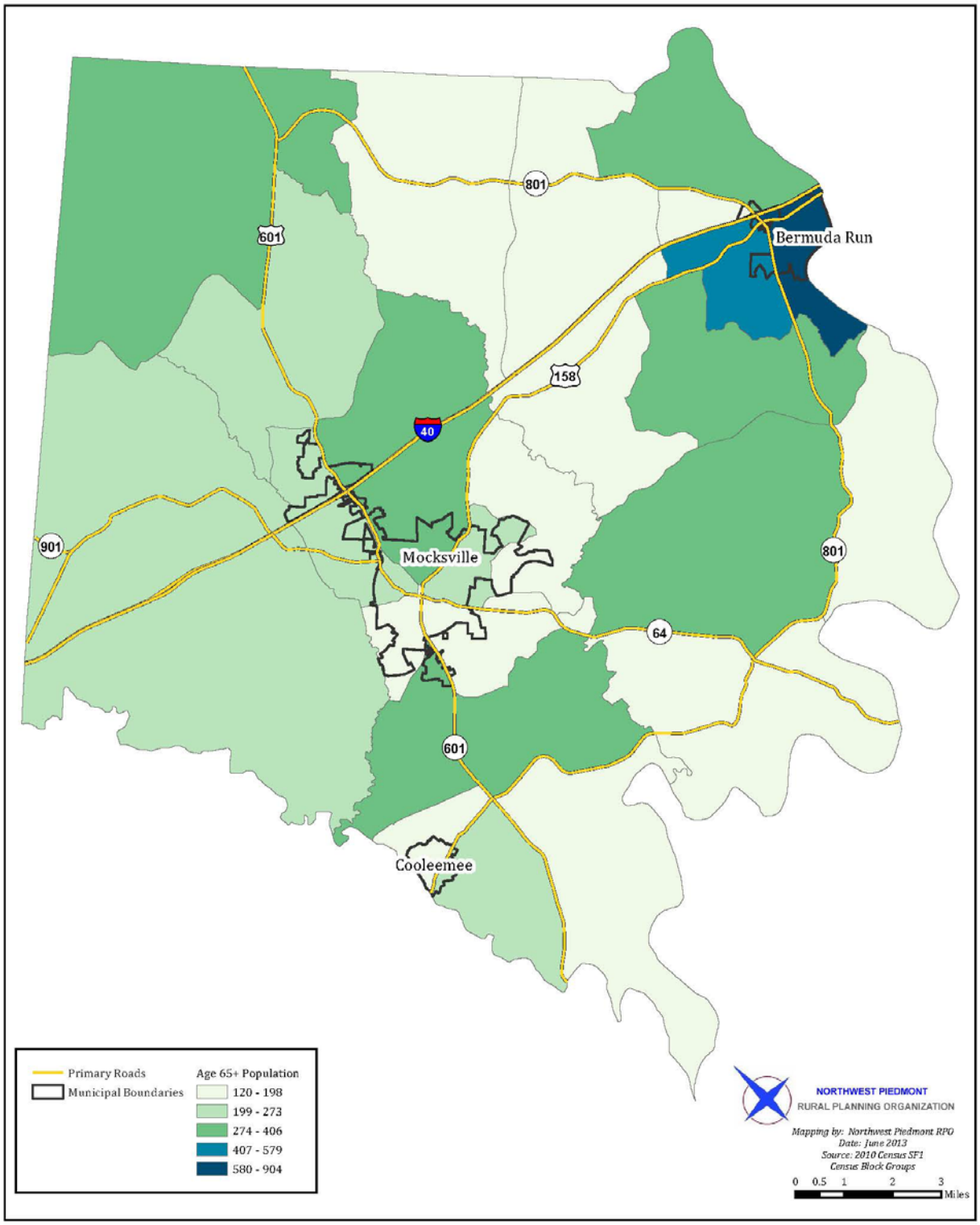
DAVIE COUNTY
2010 TOTAL POPULATION

Age 65+ Population

In 2010, 12.9% of North Carolina's population was 65 years and older. For Davie County, this age group represented 16.6% of the population, or 6,829 persons. The county's largest age group, 45 to 64 years, represented 29.8% of the total population. The NC State Demographics Branch projects that Davie County's 65 years and older population group will increase to 10,688 by 2030, or 25.36% of the county's population.

Davie County Growth Rate Trends Between Decades			
	1990-2000	**2000-2010**	
Total Population	25%	18%	Decreasing
Age 60 +	26%	47%	Increasing
Age 60-64	26%	63%	Increasing
Age 65-74	12%	48%	Increasing
Age 75-84	41%	29%	Decreasing
Age 85 +	61%	55%	Decreasing
Source: PTRC Area Agency on Aging, "Davie County: An Overview of the Aging Population and Individuals with Disabilities," 2012. Data: U.S. Census Bureau, 1990/2000/2010 Census, SF1			

Davie County Growth Rate Trends Between Decades 2010-2030			
	2010-2020	**2020-2030**	
Total Population	7%	6%	Slightly Decreasing
Age 60 +	32%	17%	Decreasing
Age 60-64	16%	-2%	Decreasing
Age 65-74	40%	13%	Decreasing
Age 75-84	37%	37%	No Change
Age 85 +	39%	35%	Decreasing
Source: PTRC Area Agency on Aging, "Davie County: An Overview of the Aging Population and Individuals with Disabilities," 2012. Data: U.S. Census Bureau, 1990, 2000, & 2010 Census of Population & Housing, NC Office of State Budget and Management, State Demographer, projections for 2020 and 2030 issued in May 2012. Numbers compiled by the PTRC Regional Data Center.			

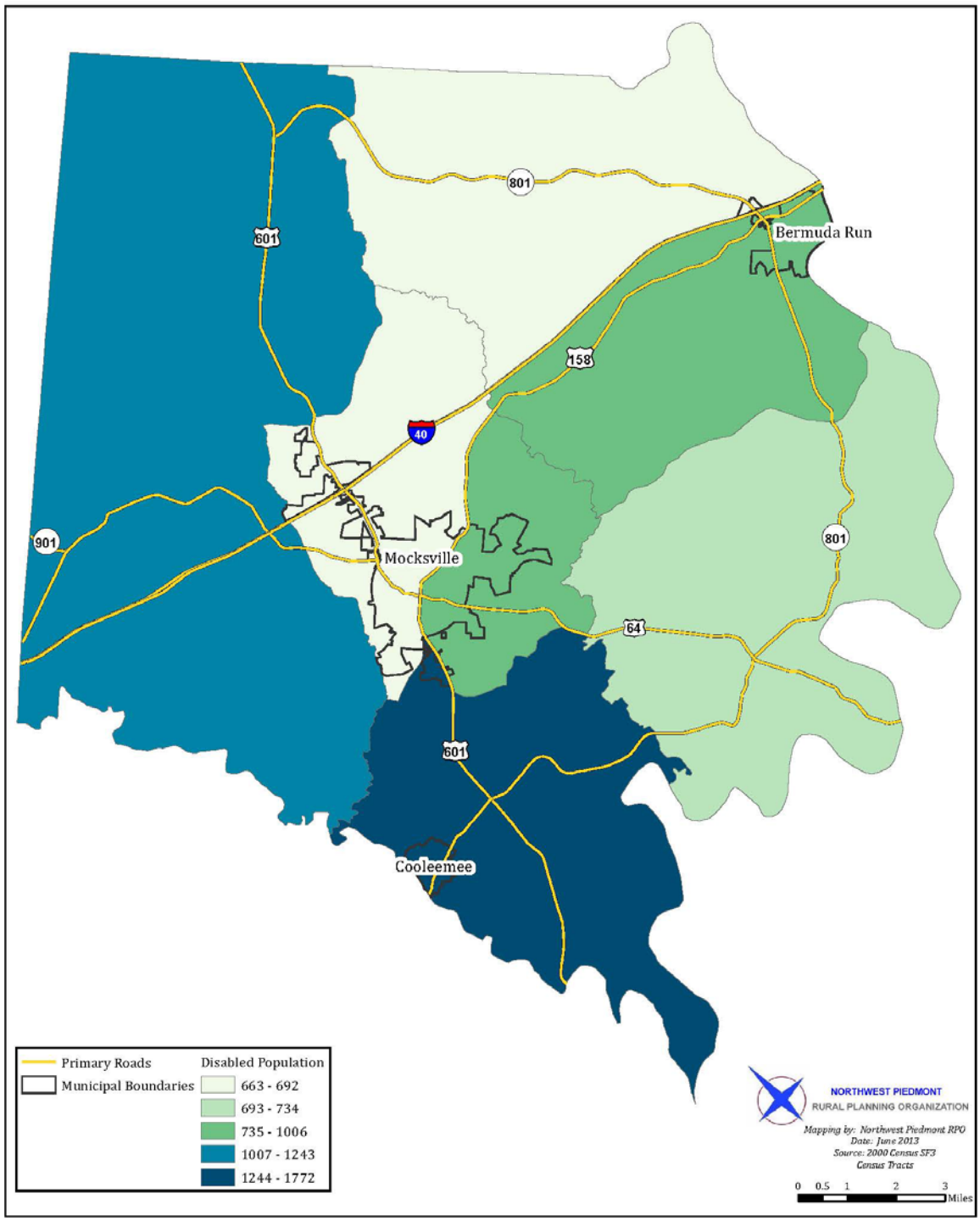


DAVIE COUNTY
2010 AGE 65+ POPULATION

Disabled Population

According to the 2005-2007 American Community Survey 3-Year Estimates, approximately 16.8% of persons age five and older in North Carolina were identified as disabled. With 6,338 disabled persons, Davie County has a slightly higher proportion than found statewide at 17.2% of the population age 5 years and older. Between 2000 and 2007, the data indicates a decline in the disabled population by 9.24%. This information will require verification when the 2010 Census data is released.

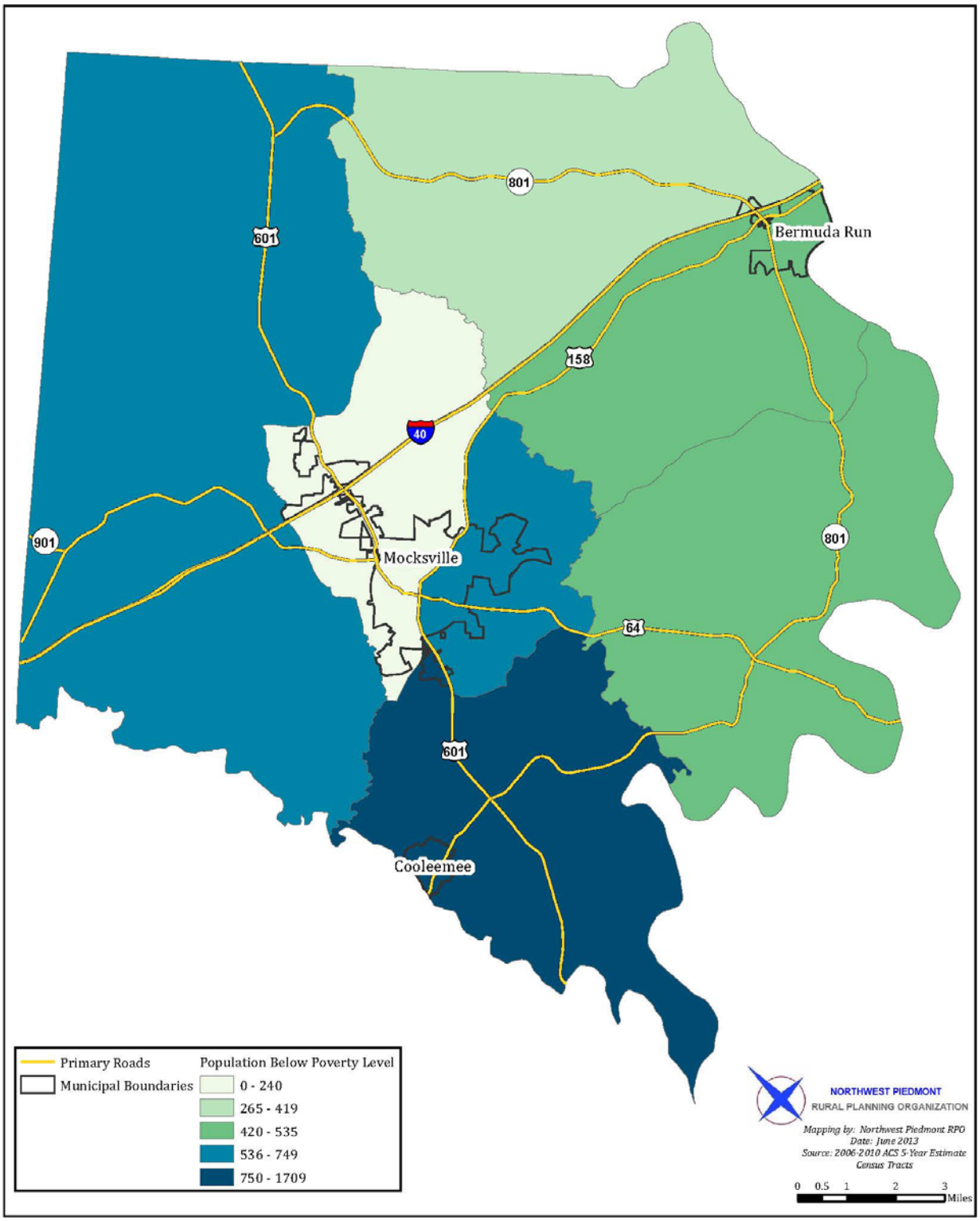
Note: Due to data availability, the following map displays information from the 2000 U.S. Census.



DAVIE COUNTY
2000 DISABLED POPULATION

Persons Below Poverty Level

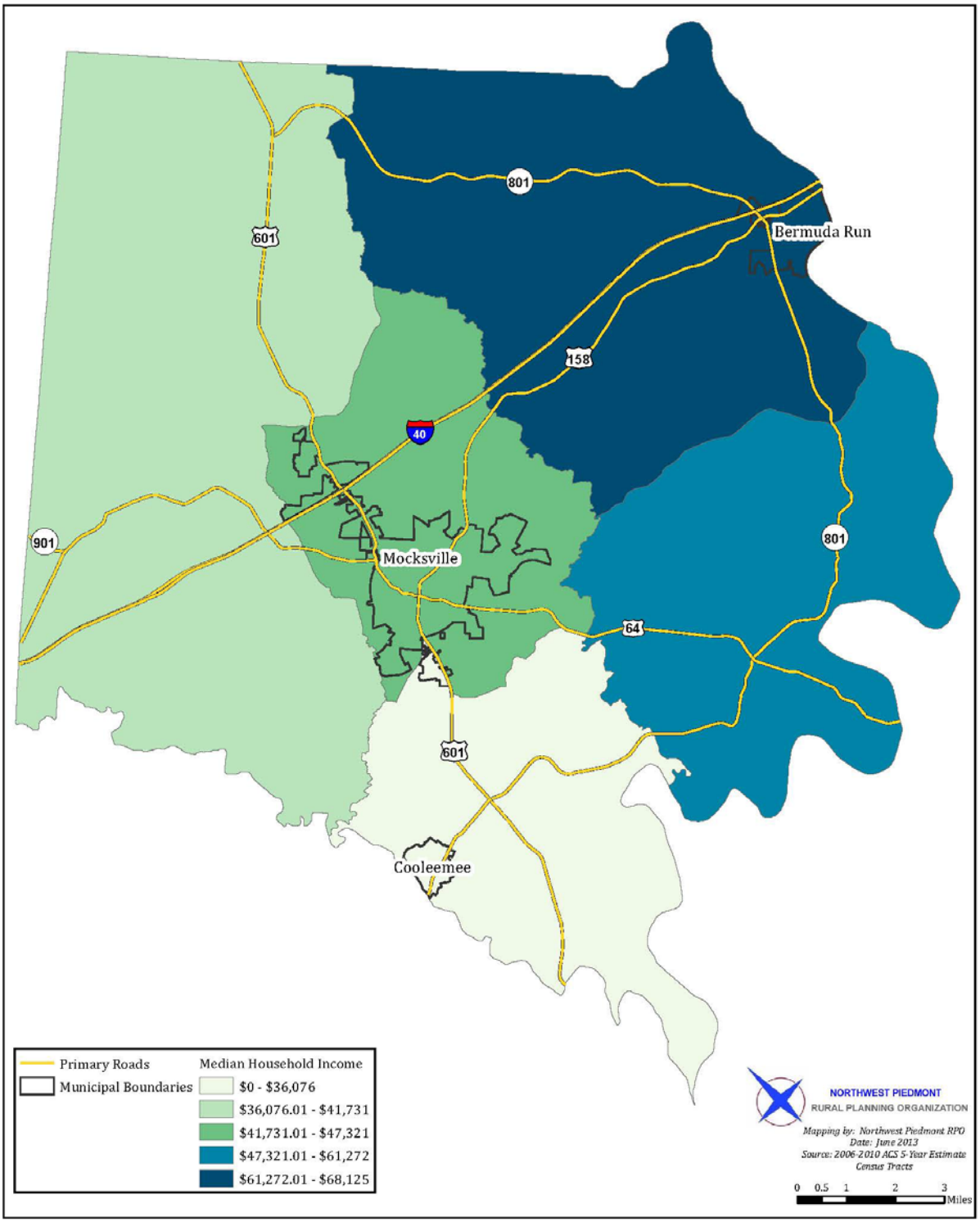
In 2010, 15.5% of North Carolina's population was living in poverty. Davie County had 4,901 persons living below the poverty level, representing 12.2% of the population according to the 2006-2010 American Community Survey 5-Year Estimates. Between 2000 and 2010, this population group increased 66.02%.



DAVIE COUNTY
2010 POPULATION BELOW POVERTY LEVEL

Median Household Income

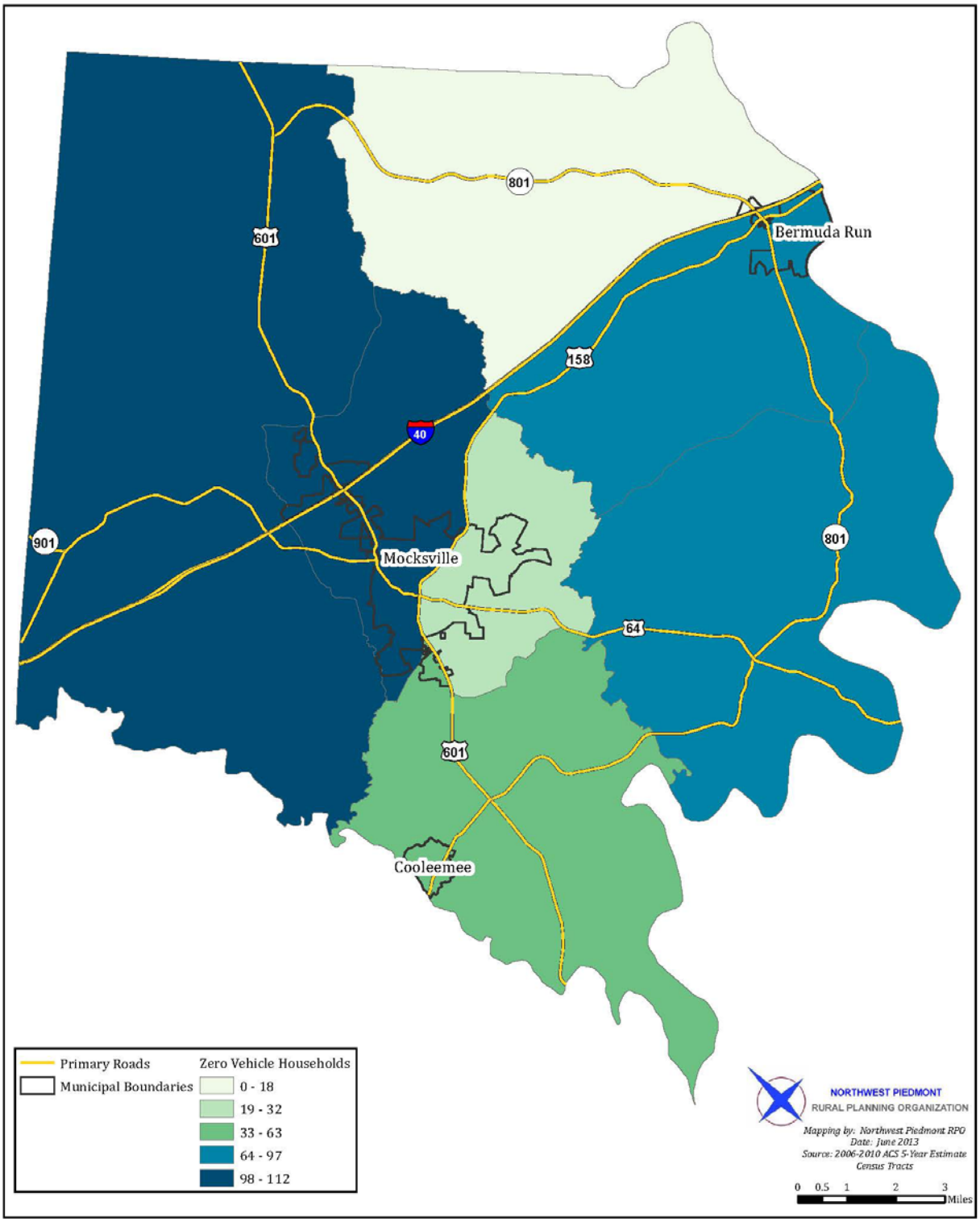
According to the 2006-2010 American Community Survey 5-Year Estimates, North Carolina's median household income was $45,570. In comparison, the median household income of Davie County was $49,727. Approximately 16.7% of the county's households earned $35,000 to $49,000.



DAVIE COUNTY
2010 MEDIAN HOUSEHOLD INCOME

Zero Vehicle Households

In 2010, 6.5% of households in North Carolina did not possess a vehicle. Between 2000 and 2010, Davie County experienced a decline in the amount of zero vehicle households by 39.20%. The 2006-2010 American Community Survey 5-Year Estimates reported that 518 households (3.27%) within the county did not possess a vehicle in 2010.



DAVIE COUNTY
2010 ZERO VEHICLE HOUSEHOLDS

Commuting Patterns

Davie County has diverse commuting patterns within the Piedmont Triad region and beyond. According to the 2006-2010 American Community Survey 5-Year Estimates, 19,871 persons were a part of Davie County's labor force and 9,801 residents worked outside of the county.

The primary destination for out-commuters is Forsyth County (5,800), followed by Rowan (1,135). In-commuters. The primary source of in-commuters is Forsyth County (1,015), followed by Rowan (595).

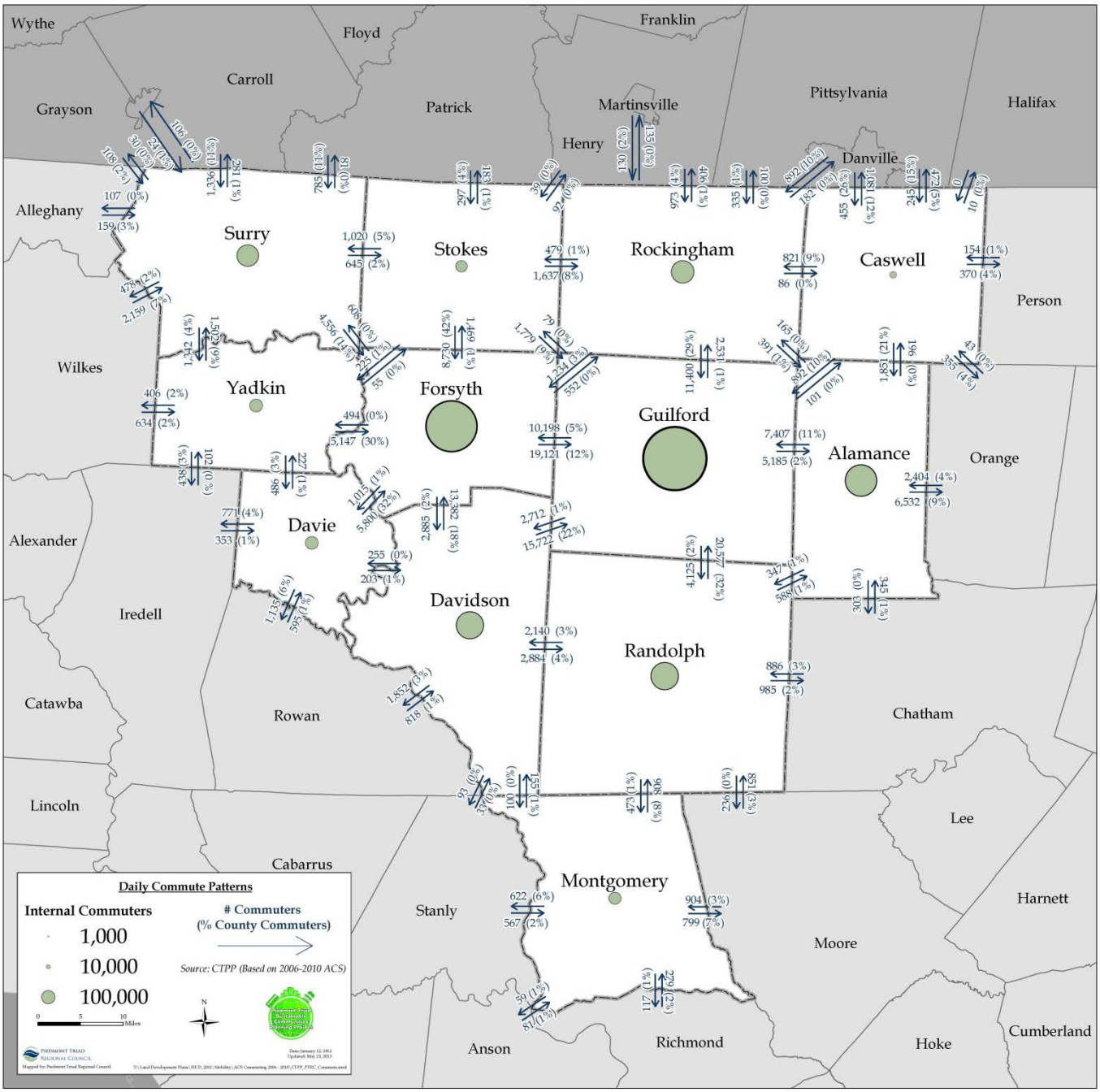
In-Commuters

2010 In-Commuters	Residence County	Number of Commuters	Percent of Commuters
To Davie County	Davidson	255	2.77
	Forsyth	1,015	0.50
	Iredell	353	0.65
	Rowan	595	0.35
	Yadkin	486	1.00
	Total	**2,704**	

Out-Commuters

2010 Out-Commuters	Workplace County	Number of Commuters	Percent of Commuters
From Davie County	Davidson	203	1.26
	Forsyth	5,800	4.29
	Iredell	771	32.26
	Rowan	1,135	1.13
	Yadkin	227	6.31
	Total	**8,136**	

Daily Commute Patterns of the Piedmont Triad Region



Section 4: Inventory of Transportation Services

Yadkin Valley Economic Development District Inc.

The public transit system operated by the Yadkin Valley Economic Development District Inc. (YVEDDI) serves as the primary transportation provider in Davie County. YVEDDI, a regional nonprofit organization, administers transportation, human services, and community development programs in the four counties of Davie, Stokes, Surry, and Yadkin. Organized in 1965, YVEDDI is a 501(c)(3) nonprofit organization that receives funding from federal, state, and county governments. The Governing Board of Directors oversees YVEDDI and meets once per month. The Transportation Advisory Board (TAB) assists the transportation staff with service design and billing decisions, resolves complaints, compliance with federal regulations, and identifies unmet transit needs.

The Yadkin Valley Public Transportation Program provides transportation to the general public along with several human services agencies throughout the four county area. The program utilizes 72 vans and 57 full-time equivalent drivers. The following list of agencies is currently served by Yadkin Valley Public Transportation Program:

- Lifespan: A day program which provides work experience and organized activities for developmentally disabled adults, preparing them to live as independently as possible
- Senior Centers: Educational and social programs for senior adults
- Senior Nutrition Programs: Congregate meals for senior citizens at selected sites
- Department of Social Services: Non-Emergency medical transportation for Medicaid eligible clients
- Headstart: A preschool program that assists children with developmental learning and preparation for kindergarten
- Hugh Chatham, WIllowbrook, Stokes Skilled, Elkin Health Care, and Bermuda Commons: Nursing facilities providing long-term care for the elderly and disabled and rendering speech, physical, and occupational therapy.
- YVEDDI Inc.: Sponsors OAA, CSBG, Headstart, and migrant Headstart programs

The Yadkin Valley Public Transportation Program has also recently added a circulator fixed route in Elkin, which serves the general public, while connecting many of the agencies traditionally served by demand response transit.

YVEDDI receives federal Section 5311 funds and state funds for the Yadkin Valley Public Transportation Program's administrative and capital needs. YVEDDI is responsible for a 15% local match on all administrative funds and a 10% match on all capital funds received through the 5311 program. Replacement and expansion vehicles, technology, and equipment are purchased using capital funds. The operation of transportation services is funded by fares generated from providing trips, passenger donations, revenues generated from providing contractual transportation services for community agencies, and the state-funded Rural Operating Assistance Program.

Piedmont Authority for Regional Transportation

The Piedmont Authority for Regional Transportation (PART) provides regional mobility choices for Davie County residents. Regional public bus services between Mocksville and Winston-Salem are funded by local car rental taxes. From Winston-Salem, passengers can connect with buses that will take them to High Point, the Piedmont Triad International Airport, Greensboro, and other destinations using intercity transit systems or trains. The PART park and ride lot in Davie County allows citizens to safely park their cars and carpool or ride PART buses. In addition to carpooling and regional bus service, PART also manages vanpool services from Davie County to the urban core of the Piedmont Triad.

Other Providers

Additional agencies that provide transportation services to specific clients or members include:

- Davie County Department of Social Services: two minivans and one sedan
- Davie County Senior Services: two minivans
- Cancer Services: limited financial assistance (gas cards)
- Faith-based organizations: church vehicles

Section 5: Assessment of Transportation Needs, Gaps, and Coordination

Methodology

Two key sources of information were utilized to describe the transportation needs and gaps in Davie County. Stakeholders identified transportation needs by completing a survey and attending a planning workshop. The survey allowed agencies to contribute to the development of the coordinated plan, giving advanced notice of workshop topics and an opportunity to participate for stakeholders unable to attend. The workshop hosted human services agencies, non-profit organizations, government staff, and other stakeholders. Attending agencies were asked to bring customer survey responses to the workshop to assist the planning process. Both the survey responses and feedback provided during the workshop formed the basis for the transportation assessment.

Survey

In addition to the statistical information provided in the profile of Davie County, a number of human services agencies and other service providers were surveyed to determine *current* transportation services and describe the *needs* in Davie County. Surveys were distributed to 65 stakeholders by mail, email, and online through SurveyMonkey. Stakeholders were asked to provide responses to 11 questions which covered the following topics:

- Descriptive information about transportation services provided or purchased from transportation providers
- Types of clients and destinations desired
- Days of week and times for needed services
- Areas of interest with respect to coordination
- Areas of public transportation that need improvement
- New or expanded service needs

Public Workshop

The NC Department of Transportation, the Northwest Piedmont Rural Planning Organization (NWPRPO), and the Yadkin Valley Economic Development District, Inc. (YVEDDI) sponsored a planning workshop for stakeholders on Thursday, June 27th, 2013 at the Davie County Public Library in Mocksville. The workshop was held to facilitate discussion about transportation issues and potential strategies to address these issues. In order to strengthen the coordinated plan, the workshop focused on identifying transportation resources, gaps in service, strategies, and priorities.

Following an introduction of the planning process, attendees helped to compile an inventory of vehicles currently in service and ways to utilize them in different ways. Discussions also included existing transportation services and funding resources. As a group, stakeholders developed lists of new needs, gaps, and barriers and identified continued issues from the previous coordinated plan. Stakeholders developed a list of the most significant gaps that should serve as the focus of projects and strategies funded under the three FTA programs. The list is not inclusive of all gaps in transportation, however the group created strategies and actions to address identified gaps and improve efficiencies in delivery of services.

Summary of Transportation Needs

• Improve flexibility and reduce limitations in transportation services
• Add vehicles to improve capacity at peak times
• Assistance for elderly residents who are avoiding nursing home placement and staying in their homes longer
• Matching funds for transportation grants and in-kind opportunities
• Regular, dependable commuter transportation for Davie residents who work at Baptist Hospital, Forsyth Hospital, and downtown Winston-Salem
• Affordable out of county trips for medical purposes, especially to the VA Hospital in Salisbury and cancer facilities in Winston-Salem
• Add additional wheelchair accessible vehicles to the fleet
• Transportation to county special events on weekends and evenings
• Assistance and education on reservation requirements to elderly residents that arrange their own transportation
• More funding for gaps in general services and non-Medicaid customers
• Education for general public about YVEDDI services
• Assistance for caregivers traveling with passengers
• Greater promotion of public transit service
• Increase services to the elderly and disabled for shopping and errands
• Additional transportation providers to increase service options
• More funding for elderly and disabled medical transportation in order for cancer patients to have adequate access to transportation for their life saving treatments, in the same ways that dialysis patients currently have access

Needs Accomplished Since Previous Locally Coordinated Plan

• YVEDDI purchased scheduling software that increases the efficiency of scheduling trips. In previous planning workshops, stakeholders recognized a need for reducing rates and waiting times.

Transportation Gaps and Barriers to Coordination

Non-Regulatory Challenges

While regulatory factors do not prevent different social programs from sharing resources, there are practical and programmatic considerations that can make coordination challenging. Some of these are service delivery issues and others relate to administration.

Service delivery related issues include special requirements imposed by certain funding streams that are unique to other funding streams. For example, Head Start requires use of safety restraints for passengers. These requirements are not typical with general public services funded by FTA. Thus, for an operator of FTA-only funded services, transporting a Head Start client would require additional features, creating additional expense.

Administrative-related issues refer to the documenting the use of a funding stream's dollars. For example, Medicaid only pays for medical-related transportation. A service provider who transports the general public as well as a Medicaid traveler would need to document to Medicaid the incremental cost of the trip. This would demonstrate to Medicaid that it is paying for only its share of the service. While a cost allocation formula can overcome this issue, it still presents an administrative hurdle in providing shared services.

Summary of Transportation Gaps and Barriers to Coordination

• Out of county trips needed for some human services agency client appointments
• Non-Medicaid home health clients need transportation to appointments
• Second and third shift transportation service gaps; people who work very early, very late, or part-time work schedules need flexible transportation services
• Evening or weekend clinic, group therapy, and other treatment appointments are scheduled when public transportation is not available
• Public transportation services are needed on the weekends for special clinics offered by the Health Department or urgent care facilities
• Community College night classes attract a lot of working adults, but transportation is not available
• Familiarity and connectivity with partner transportation services; e.g., to Winston-Salem and Greensboro, some people won't use it without instruction how to use services or assistance planning a trip
• Children, the frail elderly, and persons with diminished mental capacity need an attendant to travel with them; family or friends are not always available
• Provide volunteers to construct handicapped ramps and make sidewalk or driveway improvements at homes; drivers have problems getting passengers safely to the vehicle from the door
• Make transportation fares/costs to individuals more affordable
• Peak hour service challenges and need to inform users about best travel times
• Need for mobile data terminals (MDTs) in each vehicle to help reduce advance notice requirements and add flexibility by making automatic schedule adjustments
• Senior citizens are sometimes limited in the amount of days and events they are able to attend Senior Centers due to transportation access
• Hospitals want discharged patients picked up as soon as possible, therefore individuals with limited transportation options experience challenges finding ways to return home

Section 6: Coordination Strategies and Actions

Based on the needs, gaps, and barriers to coordination identified in Section 5, several strategies and actions were developed. "Strategy" is defined as a general direction for a course of action, while "actions" are more specific steps in fulfillment of the given strategy.

Primary Strategies

• Extended hours and days
• Add vehicles to increase overall capacity, especially lift equipped vehicles
• Install mobile data terminals in each vehicle to allow for automatic schedule adjustments
• Provide education sessions about public transportation programs at senior citizens
• Incorporate human services agencies in driver training programs

Action Steps

• Offer a voucher program to expand evening and weekend transportation options
• Purchase mobile data terminals for each vehicle to allow for automatic schedule adjustments
• Establish a program to loan/give cars to working persons without a vehicle
• Incorporate a volunteer program and a travel training program into the mobility management program
• Provide same day service within designated service areas
• Reduced advanced reservation requirements
• Provide commuter services to out-of-county employment and medical centers
• Recruit faith-based organizations to provide transportation from remote areas of the county to connection points with public transportation routes; research insurance requirements and liabilities for these organizations

Section 7: Plan Approval Process

The Transportation Advisory Committee (TAC) of the Northwest Piedmont RPO will serve as the approval body for the locally coordinated plan. The TAC Board consists of elected officials from the municipalities and counties of the RPO area. Prior to the TAC approval, the Technical Coordinating Committee (TCC) will review the plan and provide recommendations to the TAC. Local government planners and managers serve as members of the TCC Board.

Appendix A: Transportation Stakeholder List

List compiled from NCDOT and NWPRPO contacts

First Name	Last Name	Agency
Karen	Smith	Davie County Dept. of Social Services
Beth	Dirks	Davie County
Chris	Brady Comer	Davie Family YMCA
Jami	Lawhon	NC Cooperative Extension
Karen	Hudson	Piedmont Triad Regional Council
Kim	Shuskey	Davie County Senior Services
Gilda	Pruitt	Yadkin Valley Economic Development District, Inc.
Jeff	Cockerham	Yadkin Valley Economic Development District, Inc.
Marie	Collins	A Storehouse for Jesus
Suzanne	Wright	Davie County Health Department
Nancy	Luckey	Davie County Veteran Services
Andrew	Meadwell	Davie County Development Services
Blair	Barton-Percival	PTRC AAA
Charlotte	Williams	PTRC AAA
Karen	Spicer	PTRC Housing Program
Michael	Blair	PTRC Housing Program
Mark	Kirstner	Piedmont Authority for Regional Transportation
Debby	Pendleton	Yadkin Valley Economic Development District, Inc.
Brent	Hawks	Yadkin Valley Economic Development District, Inc.
Shirin	Scotten	Healthy Carolinians
Mark	Hancock	Davie County EMS
Jo Ann	Harmon	Community Alternatives Program (CAP)
Gregory	Fariss	Triumph Behavorial Health
Kenny	Smith	Triumph Behavioral Health
Billy	Beard	Towergate Youth & Family Services, Inc.
Anthony	Dotson	CenterPoint Human Services
Betty	Taylor	CenterPoint Human Services
Jacque	Dunbar	Davie County Schools
Sara	Hepler	CareNet Counseling
Annie	Brown	CareNet Counseling
Michelle	Ellis	Mock Place Apartments
Janet	Blair	Davie County Home Health
Janine	Atkinson	Davie County Home Health
Mary Beth	Forst	Davie County United Way
Debbie	Pilson	Bermuda Commons Nursing & Rehabilitation Center
Kelley	Ryan	Hospice & Palliative Care Center
Melissa	Lyle-Nipper	Cancer Services

Appendix A: Transportation Stakeholder List

First Name	Last Name	Agency
Ron	Taylor	Hospice & Palliative Care Center
Mitzi	Hutchens	YVEDDI Transportation
Lori	Contos	Retired & Senior Volunteer Program
Bethany	Landry	Davie Family YMCA
Todd	Naylor	Davie County Schools
Ronnie	Robertson	Communications (9-1-1)
Christine	Bralley	Town of Mocksville
Diane	Hampton	NCDOT Division 9
Vernia	Wilson	NCDOT Transportation Planning Branch
Terry	Renegar	Davie County Commissioner / NWPRPO TAC
Will	Marklin	Town of Mocksville
John	Chandler	Town of Cooleemee
Lee	Rollins	Town of Bermuda Run
Gary	Miller	Cape Fear Regional Transport
Kelly	Sloan	kelly.sloan@co.davie.nc.us
Jake	Reavis	Davie County
Felecia	McSwain	Davie County DSS
Kathi	Perkins	CenterPoint Human Services
Marc	Allred	Piedmont Triad Regional Council
Christina	Walsh	Piedmont Triad Regional Council
Pam	Hawley	NCDOT
		ARC of Davie County
		rmarshall@monarch.org
		ron_a_thon@yahoo.com
		Becky Finney <becky.finney@co.davie.nc.us>
		dlyvers@ptrc.org
		yveddirsvp@triad.rr.com
		greg_Hoover@ncsu.edu

Appendix B: Public Workshop Invitations

"Save-the-Date" Email from NWPRPO to Stakeholders

Ms. Shuskey,

The Northwest Piedmont Rural Planning Organization (NWPRPO) invites you to participate in a planning workshop for the Locally Coordinated Public Transit – Human Services Transportation Plan for Davie County. The workshop will be held on **Thursday, June 27th**, from 9:00 – 11:00 a.m. at the Davie County Public Library, 371 N. Main Street, Mocksville.

The purpose of the plan is to evaluate the unmet public transportation needs and gaps of elderly, disabled, or low income residents. We seek your input as an important stakeholder in these issues and we hope to develop solutions that will lead to new funding opportunities for area transit services. The planning workshop will consist of a collaborative discussion between participating stakeholders and agencies. We will identify needed improvements and develop strategies to address service gaps.

We hope you will join us! Additional information and a survey will be sent soon. Please contact me with any questions at 336-294-4950 or cwalsh@ptrc.org.

Sincerely,
Christina Walsh
NWPRPO Coordinator

Christina Walsh
Regional Planner
PIEDMONT TRIAD REGIONAL COUNCIL
2216 W. Meadowview Road, Suite 201
Greensboro, NC 27407-3480
(336) 294-4950 cwalsh@ptrc.org

Appendix B: Public Workshop Invitations

Email sent by NCDOT (Pam Hawley) to Stakeholders

YOU ARE INVITED To Talk About Transportation in Davie County!

Because you are working in a human service agency or you are an elderly, disabled or low income resident of Davie County, you can tell us about the unmet transportation needs there. A transportation planning workshop will be held on **Thursday, June 27, 2013** in the **Davie County Public Library** in Mocksville, NC from **9:00 a.m. until 11:00 a.m.** During the meeting we will update and gather information from participating agencies and/or stakeholders about needed transportation services in Davie County, and create strategies, activities and projects to address the identified gaps between current services and needs. I am attaching a draft plan that was started in the past and needs to be updated and completed. Pay special attention to pages 15-18 of the attached document.

We need your expertise and knowledge at the meeting if you can come. Invite any of your neighbors, colleagues or co-workers to come too. If you cannot attend the meeting next week, please complete the attached survey and email it, fax it or mail it to me by July 5, 2013. If you have questions about this planning workshop, please call me at 336-315-4906.

Look forward to seeing you there!

Pam Hawley, Mobility Development Specialist
Public Transportation Division
North Carolina Department of Transportation
Office Location: 201 S. Chimney Rock Rd., Greensboro, NC 27409
Phone: 336-315-4906
Fax: 336-315-7081
Email: phawley@ncdot.gov

Appendix B: Public Workshop Invitations

Letter from NWPRPO to Stakeholders

NORTHWEST PIEDMONT
RURAL PLANNING ORGANIZATION

June 17, 2013

Ms. Kim Shuskey
Davie County Senior Services
278 Meroney Street
Mocksville, NC 27028

Dear Ms. Shuskey,

The Northwest Piedmont Rural Planning Organization (NWPRPO) invites you to participate in a planning workshop for the Locally Coordinated Public Transit – Human Services Transportation Plan for Davie County.

June 27, 2013
Davie County Public Library
371 N. Main Street
Mocksville, NC
9:00 a.m. – 11:00 a.m.

The purpose of the plan is to evaluate the unmet public transportation needs and gaps of elderly, disabled, and low income residents. We seek your input as an important stakeholder in these issues and we hope to develop solutions that will lead to new funding opportunities for area transit services.

The planning workshop will consist of a collaborative discussion between participating stakeholders and agencies. We will identify needed improvements and develop strategies to address service gaps. In preparation for the workshop, please complete the survey at https://www.surveymonkey.com/s/lcpdavie. If you are unable to attend, but wish to have your input included, please complete by Friday, July 19th.

We hope you will join us! Please contact me with any questions at 336-294-4950 or cwalsh@ptrc.org.

Sincerely,

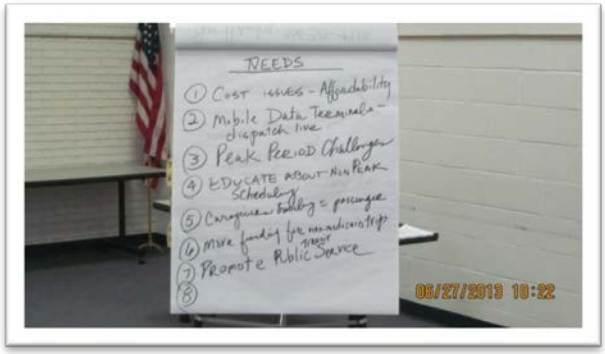
Christina Walsh

Christina Walsh
Regional Planner and NWPRPO Coordinator

Piedmont Triad Regional Council, Lead Planning Agency
2216 West Meadowview Road, Suite 201 • Greensboro, NC 27407-3480 • Phone (336) 294-4950 • Fax (336) 632-0457

Appendix C: Planning Workshop

Davie County Planning Workshop
Thursday, June 27th, 2013 – 9-11 a.m.
Davie County Public Library
Mocksville, NC



Appendix D: Planning Workshop Attendance

Locally Coordinated Public Transit - Human Services Transportation
Planning Workshop
Davie County
June 27th, 2013

Name	Agency	Address	Email / Phone
Debby Pendleton	YVEDDI Public Transp.	1413 W. Main St. Yadkinville, NC	dpendleton@yveddi.com 336.849.4203
Mitzi Hutchens	YVEDDI	1413 W. Main St. Yadkinville, NC 27055	mphutchens@yveddi.com 336-849-4204
Jeff Cockerham	YVEDDI Public Transp.	P.O. Box 309 Boonville NC 27011	jcockerham@yveddi.com 336-367-3532
Andrew Meadwell	Davie County	298 E Depot Street, Ste 100 Mocksville NC 27028	andrew.meadwell@co.davie.nc.us 336-753-6050

Locally Coordinated Public Transit - Human Services Transportation
Planning Workshop
Davie County
June 27th, 2013

Name	Agency	Address	Email / Phone
Jake Reavis	DC Senior Services	504 Angell Rd Mocks.	reavisje@appstate.edu
Kim Shuskey	Davie Co. Senior Services	278 Meroney St. Mocksville	kim.shuskey@co.davie.nc.us
Nancy Luckey	Veterans Services	277 Meroney St. Mocksville	Nancy.Lucke@co.davie.nc.us
Felecia McSwain	DSS	642 Wilksboro St. Mocksville	Felecia.McSwain@co.davie.nc.us
Kelly Sloan	Davie Co. Sr. Services	278 Meroney St. Mocksville 27028	kelly.sloan@co.davie.nc.us
Melissa Lyle-Nipper	Cancer Services	3175 Maplewood Ave. Winston-Salem, NC 27103	mlylenipper@cancerservicesonline.org

Appendix E: Planning Workshop Agenda

Coordinated Public Transit – Human Services Transportation Planning

AGENDA

9:00 – 9:15	Welcome and Overview
9:15 – 9:45	Inventory of Current Transportation Resources/Services Vehicles Services
9:45 – 10:15	Discussion: Transportation Needs and Gaps
10:15 – 10:45	Discussion: Service Strategies and Actions
10:45 – 11:00	Next Steps in Planning Process
11:00	Adjourn

Appendix F: Stakeholder Survey

Stakeholders received surveys by an email attachment and a link to SurveyMonkey

Davie County Transportation Plan Service Survey

We encourage you to provide feedback about current and needed transportation services in Davie County. The information you provide will be used to help identify future transportation services as well as to improve existing services.

Section I - EXISTING SERVICES of Human Service Agencies (If you are not employed by a human service agency, skip to Section II)

• What types of transportation services does your agency provide directly or indirectly to clients?

_____

_____

_____

• If you don't provide the service directly, who provides these services for your agency?

_____

_____

• If your agency provides transportation in agency-owned vehicles, how many vehicles does the agency own and what type of vehicles are they?

_____

_____

_____

• Where are your clients going? What times of day does your agency provide transportation services to your clients?

_____

_____

• Could any of your transportation funding or other funds be used as matching funds? Describe.

_____

_____

• Do you have any specific areas of interest in regard to trip coordination?_____

_____

(continues on other side)

Appendix F: Stakeholder Survey

• What improvements would you like to see made to existing transportation services in your county? (Examples: frequency of service, hours of service, new destinations)

_____

_____

Section II - NEW SERVICES

• What kinds of transportation services, not currently provided, are needed in your area?

_____

_____

• What group(s) of people would use these services? (Examples: commuters, elderly, disabled, shoppers)

_____

_____

• What origins and destinations would be connected by these services? (Examples: hospitals, schools, office parks, etc.)

_____

_____

• Do you have any additional comments?

_____

_____

_____

Thank you for your time. You can scan and email this document to phawley@ncdot.gov, fax it to the number provided or mail it to the following address by July 5, 2013. Thank you for your help.

Pam Hawley
NCDOT – Public Transportation
201 S. Chimney Rock Rd.
Greensboro, NC 27409
FAX: (336) 315-7081
phawley@ncdot.gov

Appendix G: Summary of Public Participation

Surveys	
Distribution Method:	• Distributed by NCDOT via email attachment • Distributed by NWPRPO via 1) mailed letters containing links to SurveyMonkey, 2) emails with links to SurveyMonkey
Number of Surveys Distributed:	65 *Note: Stakeholders were encouraged to forward surveys to other providers/agencies.*
Number of Responses Received:	9
Planning Workshop	
Workshop Information:	Workshop held Thursday, June 27th, 2013 at the Davie County Public Library in Mocksville from 9 a.m. to 11 a.m.
Notification Method:	• Notified by NCDOT via email • Notified by NWPRPO via 1) mailed letters, 2) emails
Notification Date:	June 17, 2013
Number of Stakeholders Notified:	65
Number of Stakeholders Attended:	10 (15.4% of invited stakeholders)
Follow-Up Correspondence	
Correspondence Method:	NWPRPO sent emails to all workshop attendees
Date of Correspondence:	July 1, 2013
Summary of Correspondence:	Stakeholders were thanked for their participation in the planning workshop and provided a link to the SurveyMonkey site. Information about the next steps in the planning process was also provided.
Draft Plan Feedback	
Distribution Method:	NWPRPO sent emails with draft plan attached to all stakeholders, provided copies to TCC and TAC for review, and placed draft plan on the RPO's website
Plan Feedback Timeframe	August 2013 – October 2013
Final Plan	
Date Recommended by TCC:	February 18, 2014
Date Approved by TAC:	February 19, 2014