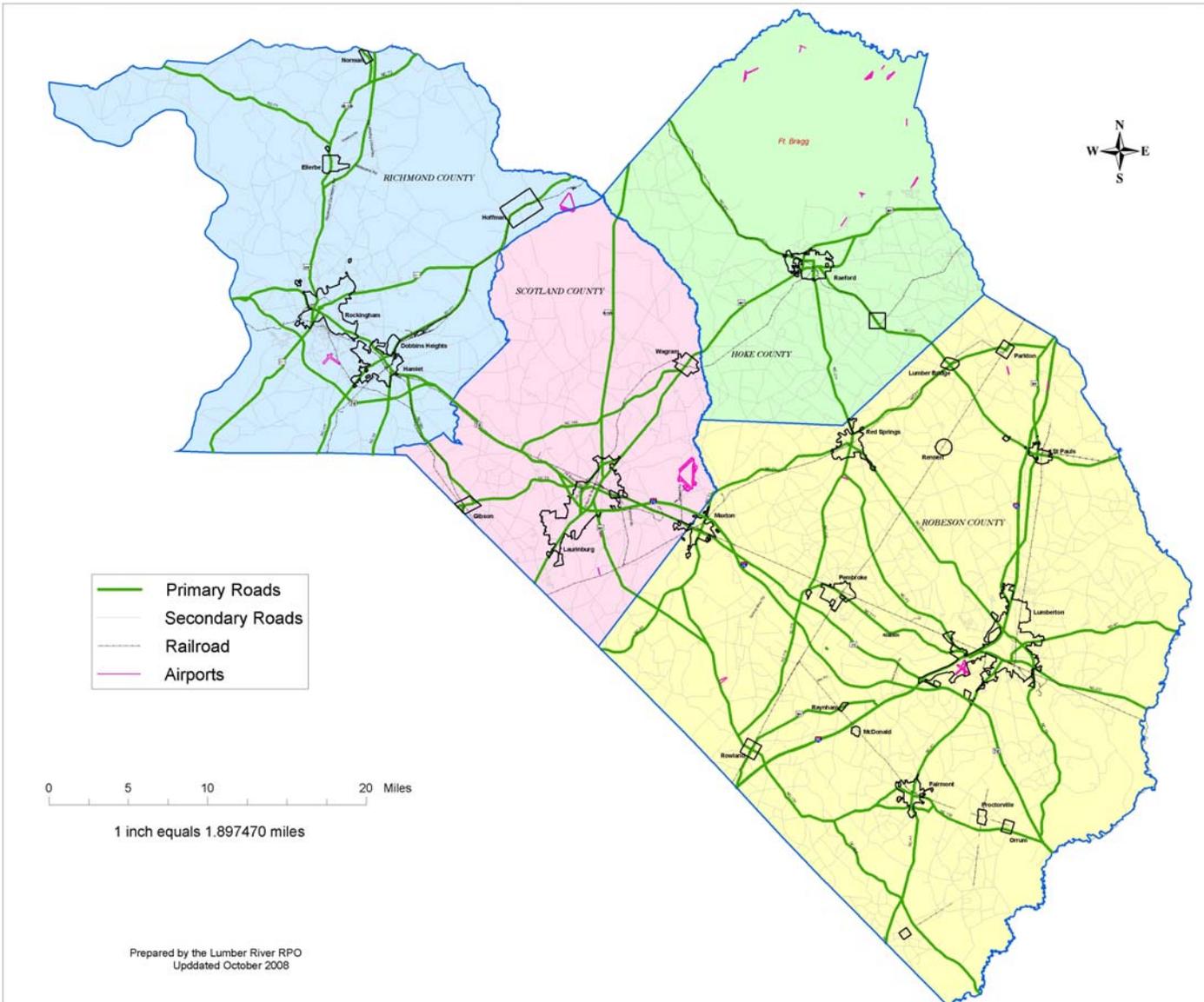


# Locally Coordinated Human Services Public Transportation Plan for the Lumber River Rural Planning Organization



Approved by the LRRPO Transportation Advisory Committee on September 28, 2009

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## **Purpose and Background for the Locally Coordinated Human Services Public Transportation Plan**

Community Transportation Systems and human service agencies are dependent on both state and federal funding grants to sustain their transportation administration and operations. The purpose of this plan is to provide a viable and effective public transportation service network that complies with the current federal regulatory requirements pertaining to human service public transportation coordination in the four counties that comprise the Lumber River Area Rural Transportation Planning Organization.

Both the Transportation Equity Act for the Twenty First Century (TEA-21) (Public Law 105-478 – 1998) and the Safe, Accountable, Flexible and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU) (Public Law 109-59 – 2005) required provisions for locally developed and coordinated public transportation human service planning processes. The Lumber River Rural Planning Organization (LRRPO) and the North Carolina Department of Transportation Public Transportation Division (NCDOT PTD) have joined with local public transportation agencies and local stakeholder agencies in scheduling local workshops and in developing a regionally coordinated service plan that conforms to the current federal regulatory requirements. These workshops were held in the four LRRPO member counties during the period January 27-February 11, 2009. These efforts have resulted in the development of a coordinated plan that serves and qualifies the local transit providers for Federal Transit Administration (FTA) funding assistance under Section 5310 (Elderly and Disabled Transportation Assistance), Section 5316 (Job Access Reverse Commute), Section 5317 (New Freedom), and synchronizes such transport with other federal assistance programs such as FTA Section 5311 (Non-Urbanized Transit Formula Allocation), Community Action, Medicaid, Independent Living Centers, and Agency on Aging Programs. In the development of this plan, the client needs, service gaps and other issues of each local transportation provider have been considered. This coordinated plan is intended to be flexible and capable of being expanded or modified at a future date to incorporate additional efforts and initiatives to meet the needs of each local transit provider.

## **Lumber River Area Regional Demographic Profile**

The Lumber River Rural Planning Organization (LRRPO) region is made up of the following four counties: Hoke, Richmond, Robeson and Scotland.

The 2000 census indicates the population for the LRRPO region was 239,547 persons. This population was distributed as follows: 33,646 to Hoke County (14.04%), 46,564 to Richmond County (19.44%), 123,339 to Robeson County (51.49%), and 35,998 to Scotland County (15.03%). The total population of North Carolina reported for the 2000 census was 8,049,313 persons.

The US Census Bureau reported that 19.3% or approximately 49,746,248 persons over the age of four living in the United States were classified as disabled in 2000. Approximately 21.10% or 1,540,365 persons over the age of four living in North Carolina were classified as disabled in 2000. These specific metrics were reported for civilian, non-institutionalized persons over the age of 4.

The total disabled civilian non-institutionalized population over the age of 4 reported for the LRRPO region in 2000 was 41,153 (19.23%). The respective distributions for this parameter within the LRRPO region were as follows: 5,300 to Hoke County (18.89%), 6,895 to Richmond County (16.53%), 23,287 to Robeson County (20.3%), and 5,671 to Scotland County (17.22%).

The 2000 census listed that in 1999, 10,067,027 of the 105,539,122 households in the United States (9.54%) reported an income below \$10,000. In North Carolina, 328,770, or 10.49% of the households reported an income below \$10,000. The total number of households in the LRRPO region with an income below \$10,000 was 15,226 (17.63%). The respective distributions for this parameter within the LRRPO region in 2000 were as follows: 1,505 to Hoke County (13.23%), 3,187 to Richmond County (17.79%), 8,202 to Robeson County (18.79%), and 2,332 to Scotland County (17.39%).

The total minority racial population in the United States that was reported in the 2000 census was approximately 88,869,132 persons or approximately 30.90% of the total national population. In North Carolina, the total minority population in 2000 was reported to be approximately 2,402,158 persons, or approximately 29.84% of the total state population. The total minority population in the LRRPO region was 135,454 persons, or 56.55%. The respective distributions for this parameter within the LRRPO region in 2000 were as follows: 18,636 in Hoke County (55.39%), 16,432 in Richmond County (35.29%), 83,003 in Robeson County (67.3%) and 17,383 in Scotland County (48.29%). Although not captured in the Census data, it should also be noted that the LRRPO region has recently seen significant increases in the Hispanic population.

In 2000, 10.52% of the LRRPO population or 25,196 persons were Age 65 or older. The respective distributions for this parameter for each county were as follows: 2,617 to Hoke County (7.78%), 6,350 to Richmond County (13.64%), 12,255 to Robeson County (9.94%), and 3,974 to Scotland County (11.04%).

In 2000, approximately 10,861,067 or 10.30% of the households in the United States were without registered motor vehicles. In North Carolina, approximately 235,339 or 7.50% of the households were without registered motor vehicles. The total households in the LRRPO region that were without registered motor vehicles in 2000 was approximately 9,353 or 10.84%. The respective distributions for this parameter within the LRRPO region in 2000 were as follows: 1,031 to Hoke County (9.07%), 2,175 to Richmond County (12.17%), 4,824 to Robeson County (11.04%), and 1,323 to Scotland County (9.87%).

Appendix A contains maps depicting the demographic statistics listed above.

## **The Planning Process**

The LRRPO regional coordinated plan will comply with the requirements of SAFETEA-LU as detailed in the March 29, 2007 Federal Register and entitled “Elderly Individuals and Individuals with Disabilities, Job Access and Reverse Commute, New Freedom Programs: Final Circulars, effective May 1, 2007. The plan development will involve compiling an inventory of existing transit services; assessing the transportation needs for individuals with disabilities, older adults and people with low incomes; prioritizing these needs; and developing strategies and actions to address these needs and improve transit services.

The coordinated aspect of the planning process involves the assembly of representatives of a broad range of human service agencies and client groups at each of four county-level workshops to consider additional measures to deliver more cost effective transit service delivery, to provide increased capacity to serve unmet needs, to improve the quality of service, to encourage greater utilization of transit services, and to provide services that are more convenient and readily understood by various potential users.

### **Forming the Locally Coordinated Plan for the Lumber River RPO**

The Lumber River RPO is served by four separate transit systems, one in each County. Hoke County is served by Hoke Area Transportation Service (HATS). Richmond County is served by Richmond Interagency Transit, Inc. (Area of Richmond Transit –ART). Robeson County is served by South East Area Transit System (SEATS). Scotland County is served by Scotland County Area Transit System (SCATS). Each county’s current transit services will be looked at individually.

A survey was distributed and a local human services transportation planning workshop was held in each of the four counties. Invitees to the workshop included area Human Service agencies, the public transit provider, the advisory boards for the transit provider and the RPO, taxicab companies, government officials, and current riders of the systems. The workshops were advertised in area newspapers. The results from the workshops will be examined individually.

### **Workshop format**

All workshops started at 9:00 a.m. with a light continental breakfast and were facilitated by a representative from NCDOT PTD with assistance from the LRRPO Transportation Planner. The facilitators and participants introduced themselves and an overview of the workshop’s purpose and the legislative requirements was given by PTD. The director of the existing public transit system gave a summary of the services that were currently being provided in each county. Next, there were group discussions of the transportation needs and shortfalls in the area. The results of the groups’ discussions were reported, like items were consolidated, and the list of transportation needs was written on a flipchart. This list of needs was then prioritized using a “sticky dot” procedure. The group identified possible strategies to meet these needs and discussed coordination opportunities.

## Hoke County

### Description of Current Public Transit Service

Hoke Area Transit Service (HATS) is a public system operated through Hoke County. It serves human service agencies and the public through subscription and demand response service. To schedule service, persons must call by 11:00 a.m. the day before the transportation is needed. HATS hours of operation are 4:30 a.m. to 7:00 p.m. Monday through Friday. It also provides service for dialysis patients on Saturdays from 4:30 a.m. to 6:00 p.m. HATS provides medical trips to Chapel Hill, Durham, Fayetteville, Pinehurst, and Robeson and Scotland Counties. It operates fifteen vehicles, eight of which are lift-equipped.

There is one Taxicab company in Hoke County.

Greyhound Bus Lines provides scheduled inter-city bus service to Raeford (tickets are not sold at this location).

### Workshop and Survey Results

A total of seven surveys were turned in either at the workshop, by fax, or by mail. The local human services transportation workshop was held on February 11, 2009 at the Raeford Civic Center. Thirteen people representing nine different entities were present. The following prioritized transportation needs were identified:

1. Coordination between the agencies within the county is needed to more effectively apply for the available grants
2. Fixed routes are needed to the areas of Bowmore, Clay Hill, McCain, Peyton Place, Shawtown, Queenmore, Quewiffle, and the Downtown area
3. Reduced, fixed fees need to be charged to agencies for elderly passengers
4. Outreach and marketing
5. Creation of a regional network to use other Counties' transit systems
6. Extension of service hours to 11:30 p.m.
7. Out of County trips for employment (i.e. Mountaire and Smithfield Packing)
8. Provide service for recreational trips to museums, etc. (Fayetteville and Raleigh) and Givens Performing Arts Center (Pembroke)
9. Add service on weekends
10. Add service to the nutrition sites at South Hoke and Mount Pisgah
11. Need to offer a discounted long-term transportation pass

## 12. Door-to-door service for the elderly and disabled

The following strategies were identified to meet some of the transportation needs in Hoke County:

- Increase radio advertisement
- Obtain funding for advertisement in water bills
- Work with mental health facilities to familiarize people with how to use the transit services
- Increase use of gas vouchers

### **Richmond County**

#### Description of Current Public Transit Service

Area of Richmond Transit (ART) is a private nonprofit system operating under the official name of Richmond Interagency Transportation, Inc. It serves human service agencies and the public through subscription and call for appointment. Hours of operation for employment and school transportation are Weekdays from 6:00 a.m. to 6:00 p.m. All other appointments for general public transportation are available on Tuesday and Thursday only (also 6:00 a.m. to 6:00 p.m.). To request service, clients must call before 1:00 p.m. the day before service is required. Service for dialysis patients is provided on Saturdays from 5:00 a.m. to 5:30 p.m. ART operates thirteen vehicles, five of which are lift-equipped.

There are two private Taxicab companies in Richmond County.

Greyhound Bus Lines provides scheduled inter-city bus service to Rockingham (tickets are not sold at this location).

The Silver Star, an Amtrak north-south passenger train, makes daily scheduled stops in Hamlet.

#### Workshop and Survey Results

Four surveys were returned. The local human services transportation workshop was held on January 27, 2009 at the Cole Auditorium at Richmond Community College. Eleven people representing seven different entities and the public were present. The following prioritized transportation needs and/or problems were identified:

1. Extension of service to cities outside of the County, especially Laurinburg
2. Need to reduce the amount of time riders have to wait to be picked up after they call when their appointment is over (especially dialysis and other medical appointments)
3. More education and marketing
4. Not enough capacity for RGP

5. Insufficient funding (especially to handle the unexpected)
6. Fixed routes needed within Hamlet, Dobbins Heights, and Rockingham
7. Interruption of services due to Holidays (this is especially burdensome for dialysis patients)
8. Service to VA clinics in Rockingham and Fayetteville

A commissioner noted that a complaint had been received that it is a long distance phone call from some areas to make an appointment. The ART director said that they were adding a toll free number. Another person requested that the flashers be used when stopping to pick up and let off riders; the ART director said this could be done.

The following strategies were identified to meet some of the transportation needs in Richmond County:

- Purchase computer software for scheduling
- Establish Park and Ride lots
- Advertise in water bills
- Conduct a study to determine if a fixed route is warranted
- Add 25 foot buses for fixed routes
- Advertise on sides of vans that this service is available to the public

## **Robeson County**

### Description of Current Public Transportation Service

South East Area Transit System (SEATS) is a public system operated through Robeson County. SEATS provides human service agency and rural general public transportation for Robeson County residents. SEATS has established routes throughout Robeson County operating Monday through Friday from 5:30 a.m. to 5:30 p.m. for the general public and agency-sponsored passengers. SEATS provides scheduled routes for out-of-county medical trips to Duke Hospital, UNC-Chapel Hill Hospitals, and VA Hospitals in Durham and Fayetteville. SEATS operates sixteen vehicles, fourteen of which are lift equipped. To request service, persons must call by 12:00 noon the day before the service is needed. Requests for transportation are considered on a first come – first serve basis.

There are three taxicab companies in Robeson County.

Greyhound Bus Lines provides scheduled inter-city bus service to Lumberton. Scheduled stops are also made in Red Springs, however tickets are not sold at that location.

### Workshop and Survey Results

A total of twelve surveys were turned in either at the workshop, by fax, or by mail. The Robeson County local human services transportation workshop was held on February 5, 2009 at the Lumber River Council of Governments. Twenty people representing sixteen different entities were present. The following prioritized transportation needs/problems were identified:

1. Weekend routes are needed for employment and shopping/personal/trips to restaurants
2. Transportation is needed to serve the towns/areas of Proctorville, Marietta, Orrum, Littlefield, and Long Branch
3. Mid-day service is needed to Fairmont, Pembroke, Red Springs, Rowland, and St. Pauls
4. More Marketing, Education, and Communication are needed (Need to educate the general public on available services and utilize the marketing feedback to determine need for additional routes)
5. Transportation is needed for second and third shift employment
6. Coordination is needed between adjacent counties for employment, medical, shopping, and recreational purposes
7. Need to Add Bus Stops (seating, lighting, shelter) as needed
8. Marketing and training in how to use services are needed for the elderly (non-computer based)
9. Service needed to Scotland and Moore Counties for medical appointments and employment
10. Marketing and communication is needed for the hearing and vision impaired
11. Marketing and communication is needed for the Hispanic community/ limited English speaking population

The following strategies were identified to meet some of the transportation needs in Robeson County:

- Supply more vehicles and drivers to provide expansion in service
- Provide vouchers for use when SEATS services not available
- Enhance the current SEATS web-site
- Increase radio, television, and newspaper advertisement
- Provide Spanish instruction for drivers
- Provide information in Braille
- Improve and advertise TTY service

## **Scotland County**

### **Description of Current Public Transit Service**

Scotland County Area Transit System (SCATS) is a county operated system that provides human services curb to curb transportation to that portion of the population for which transportation or mobility is a problem. SCATS operates four different types of vehicles daily: mini-vans, center aisle 12 passenger vans, lift equipped handicapped vans, and 18 passenger cutaway vans. SCATS regularly transports, by appointment, patients to doctor's offices, clinics, dialysis, physical therapy, and pharmacies. SCATS also transports clients to workshops, Workfirst appointments, Senior Citizen nutrition sites, out of county medical appointments, and various other contracted services. To schedule service, clients must call three business days prior to their appointment date. SCATS also offers two fixed route services to the Rural General Public at a cost of \$1.00 per rider.

There are two Taxicab companies in Laurinburg and one charter bus company. Scotia Village operates a twelve-passenger van for its residents, Century Care Nursing home has a wheelchair vehicle, and Morgan Center Nursing Home operates a twelve-passenger van.

### **Workshop and Survey Results**

A total of eight surveys were turned in either at the workshop, or by fax, mail, or email. The local human services transportation workshop was held on February 4, 2009 at the Scotland County Government Annex. Eight people representing seven different entities were present. The following prioritized transportation needs were identified:

1. Extension of service hours to cover the period from 6:00 a.m. to 12 Midnight
2. Extend service to the weekend
3. Increase service on the US 74 corridor from the western county line to the eastern county line
4. Reduce the amount of time required to call in ahead to arrange a pick up
5. Provide employment transportation to Mountaire, House of Raeford, and Campbell Soup
6. Add door-to-door service for the elderly and disabled
7. Coordination of inter-county trips to Richmond, Robeson, and Cumberland Counties, especially for medical and VA services
8. Increase community leader support
9. More Education/Outreach/Marketing

The following strategies were identified to meet some of the transportation needs in Scotland County:

- Apply for grants to extend service hours
- Work with the transit systems in Richmond, Robeson, and Cumberland Counties to expand service
- Provide gas vouchers for service not provided by SCATS

## **Regional Coordination Opportunities**

In all four county workshops, participants listed the need for the extension of transportation service to towns in neighboring counties. This need was cited especially for medical appointments and employment. Several of the counties offer service out of the region to hospitals in Durham, Chapel Hill, Fayetteville, and/or Pinehurst; this provides opportunity for utilization of “seat available” coordination of transportation. It would be beneficial to formally establish county-to-county agreements to coordinate travel within the region as well as to major medical centers outside of the region. There are also opportunities to coordinate with non-traditional partners (taxicab companies, churches, long-term care facilities) to provide cost effective after hours service and service to remote areas.

### **Formation of a Working Group**

Coordination, by definition, involves a collection of agencies or groups working toward a common end. Any effort to promote coordination needs to be achieved by mutual cooperation of the affected entities. A working group to tackle a given action, would be an important step in forming and executing implementation projects. The working group might be formed based on the scope of activity to be undertaken. The working group should be composed of stakeholder agencies and with persons who are committed to finding a common ground and can be counted on to attend meetings as well as to carry out assignments outside regular meetings. As with any group working together, meetings should be documented with summaries distributed to all participants as soon after the meeting as possible.

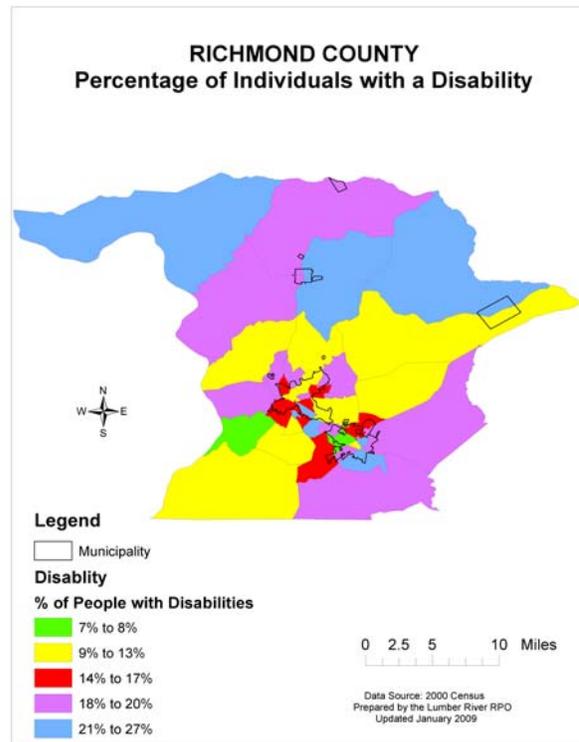
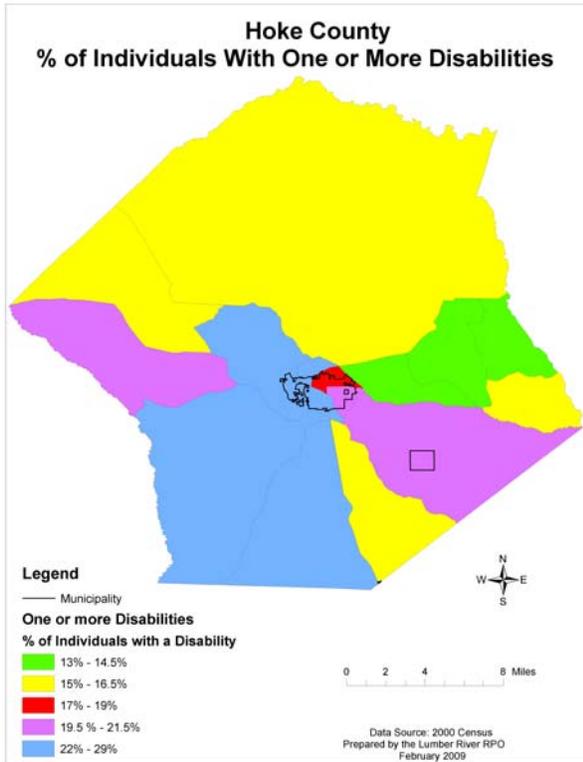
## **Project Selection**

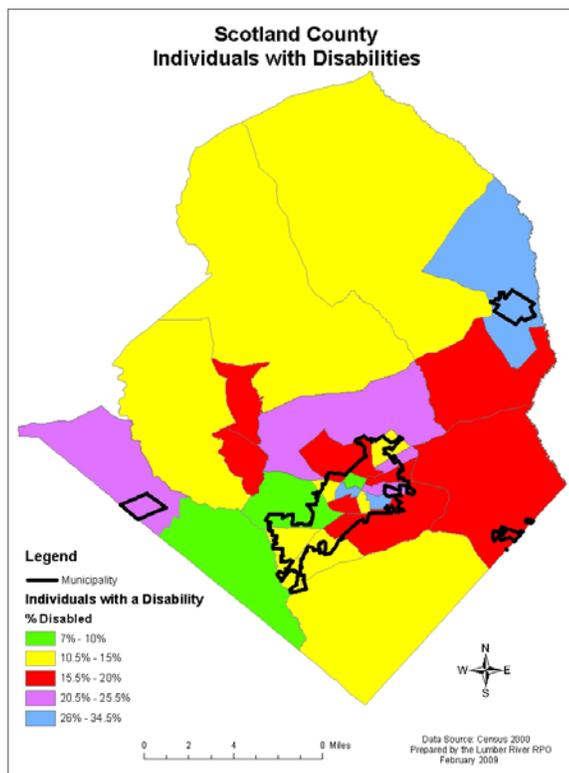
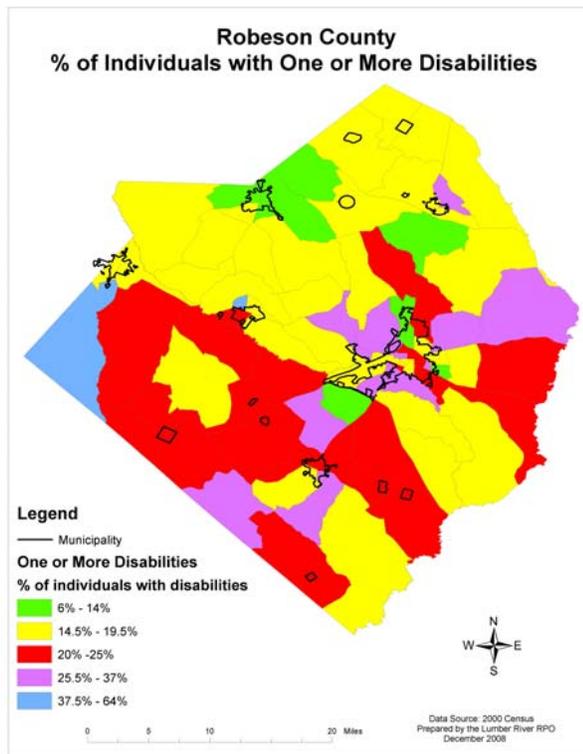
The workshops and surveys have shown that there is a lengthy list of transportation needs in each of the Lumber River RPO counties. Projects should be selected that will address current needs, that will likely produce favorable impacts, and that will address core issues. This will help reduce redundancies and inefficiencies and will provide the greatest returns for the limited available funds. Projects should also be selected that bring not only immediate benefits and improvements but will

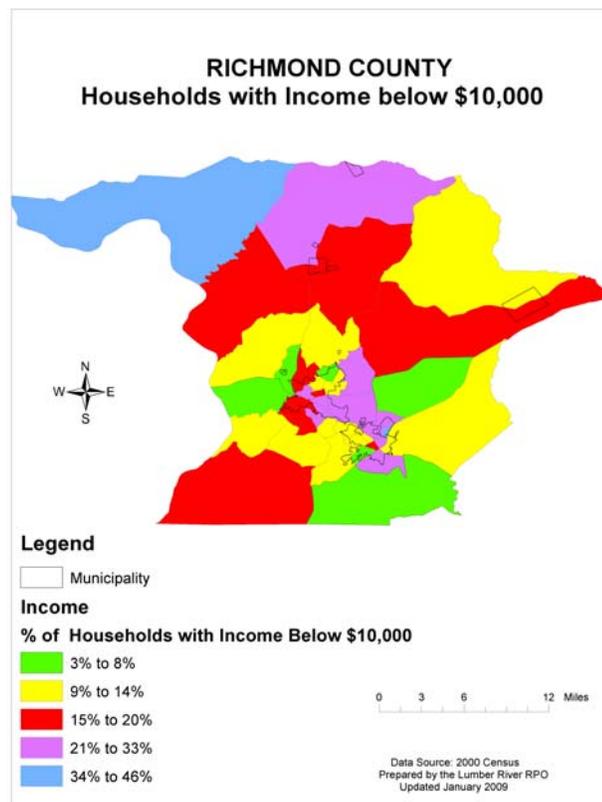
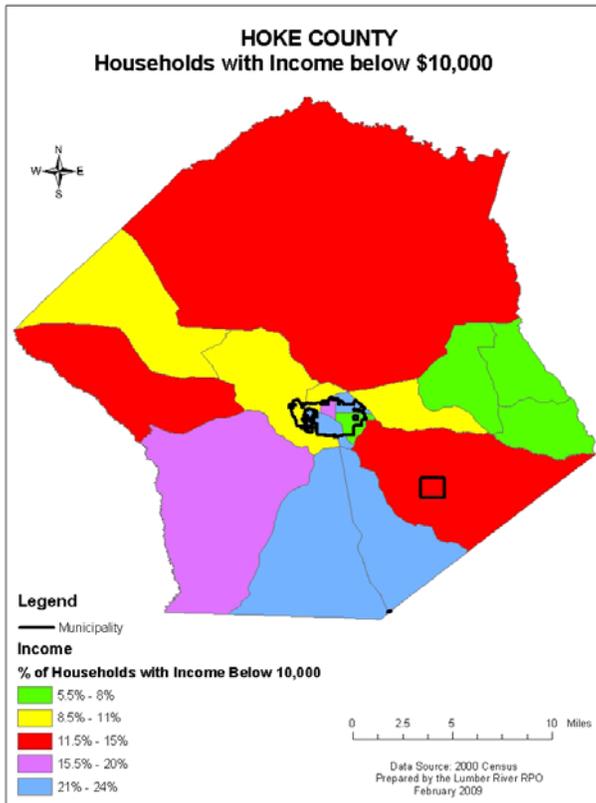
also contribute to favorable results beyond the initial plan period. The most helpful resources in identifying which projects most need to be funded in each of the counties include the American Public Transportation Association, The Community Transportation Association of America, the Transit Cooperative Research Program of the Transportation Research Board, the NCDOT Public Transportation Division, peer transit agencies, and professional consultants and experts.

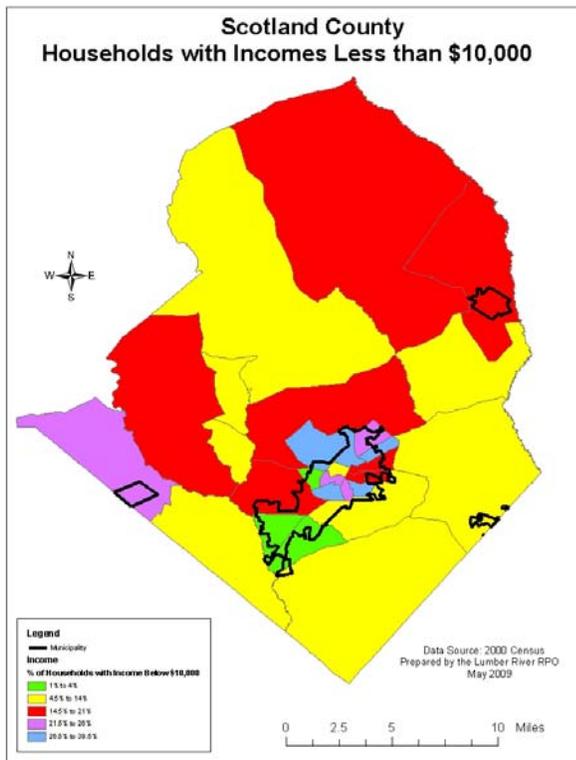
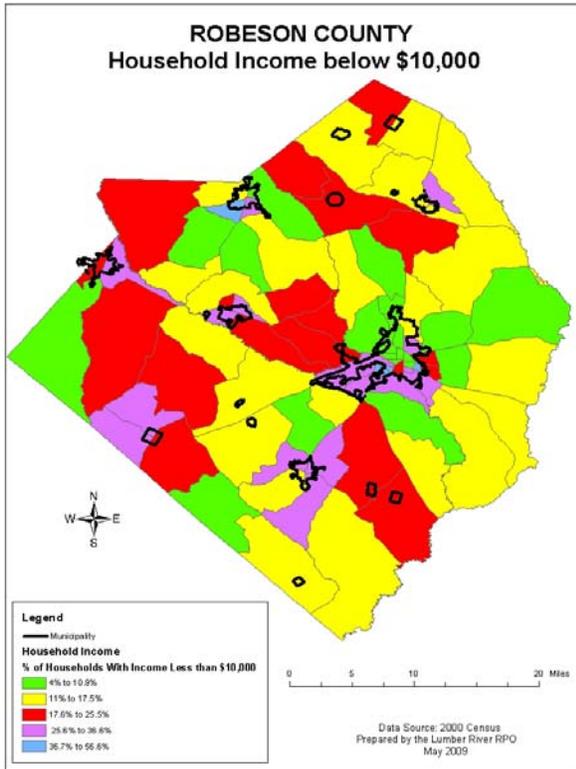
When selecting projects, it would be beneficial to maintain a healthy balance between operating assistance projects and capital projects. Operating assistance projects should be maximized based on match funds from locally available resources to meet the greatest number of needs and to provide the greatest degree of service flexibility. Capital projects may be advantageous in the near-term along travel corridors and in areas where the service demands are greatest and will help build service capacities in later years.

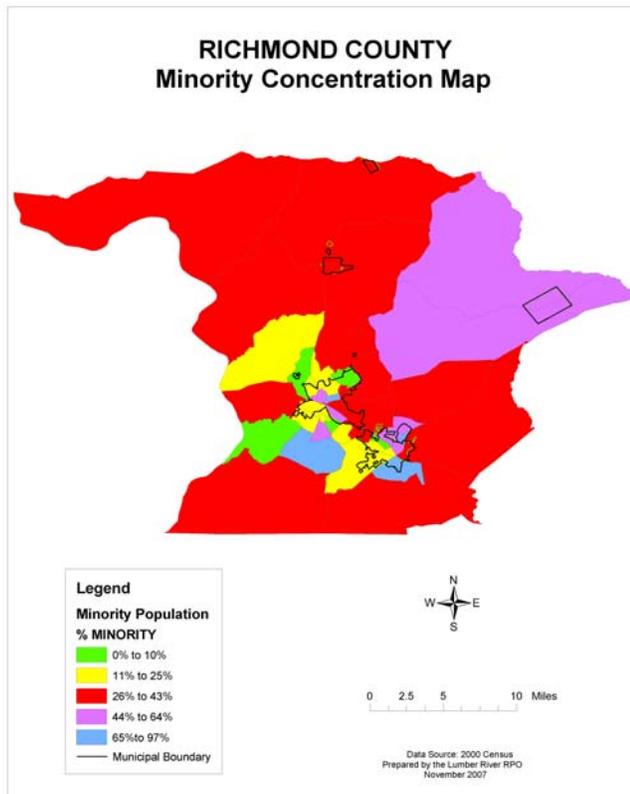
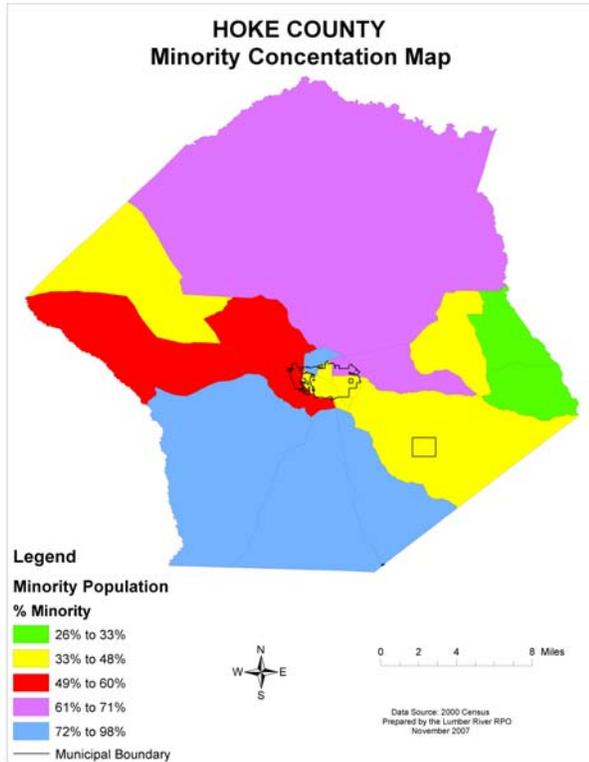
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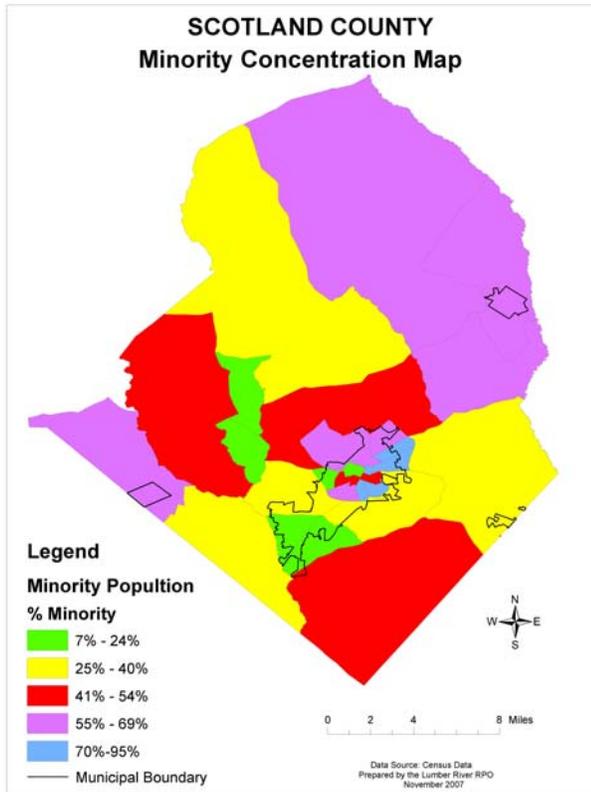
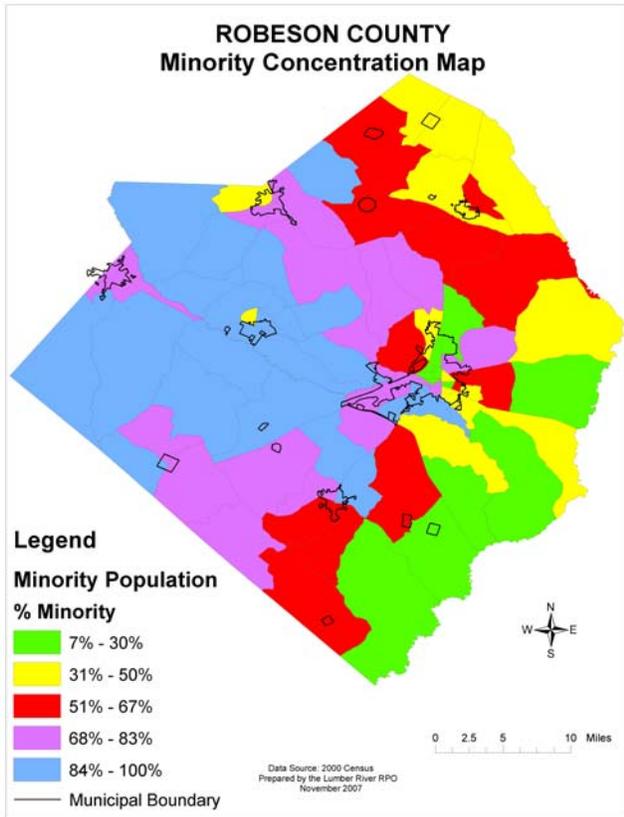


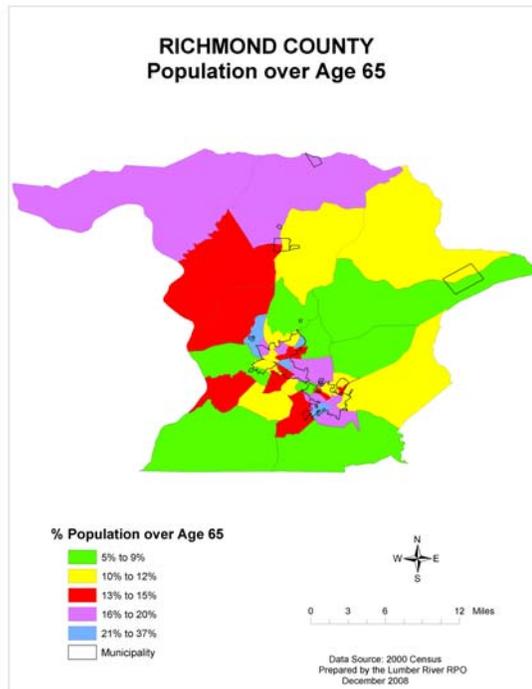
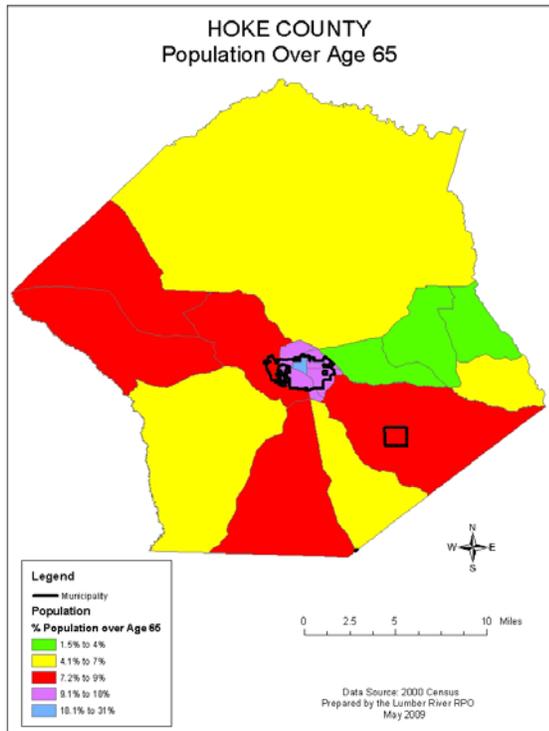


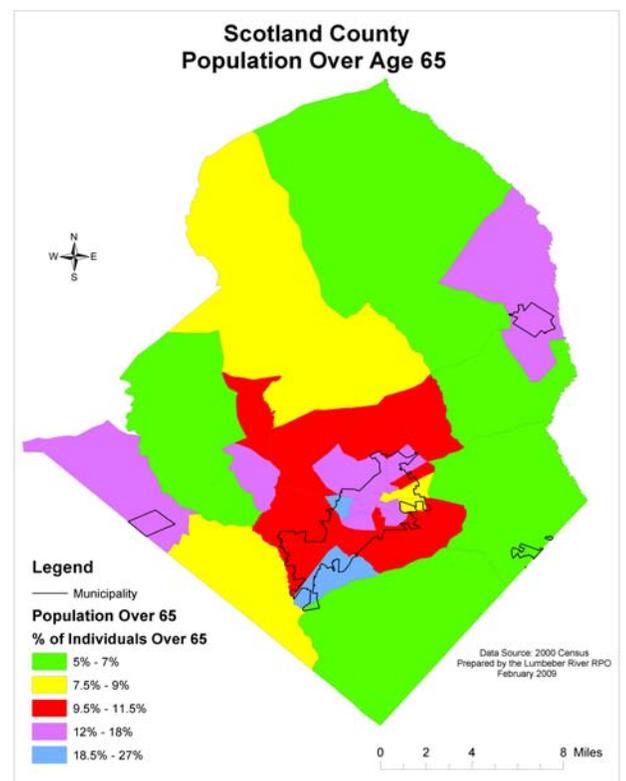
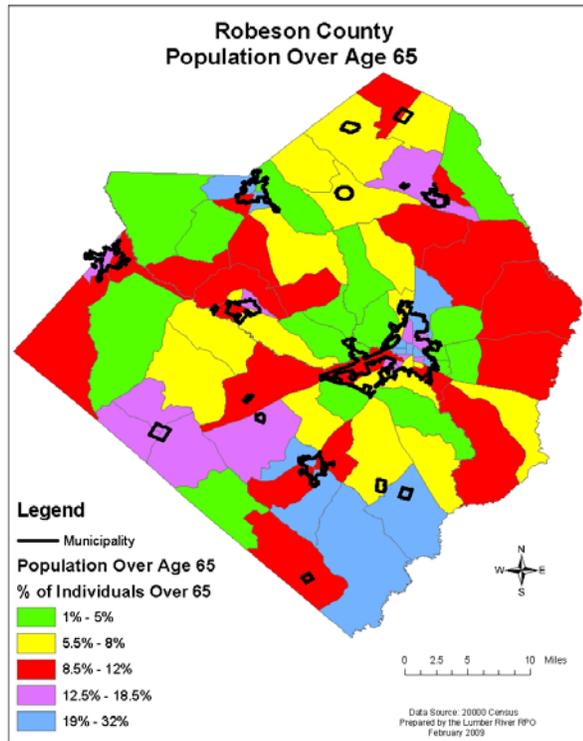


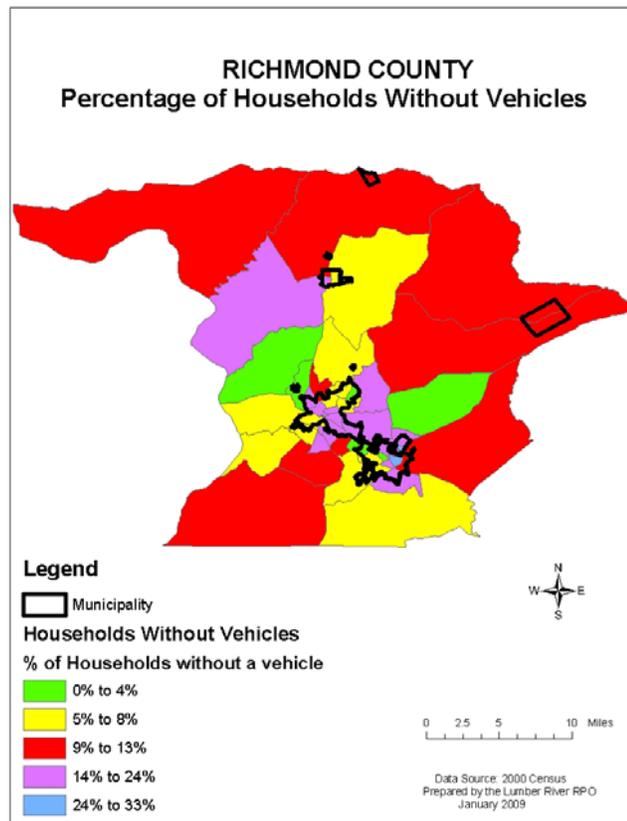
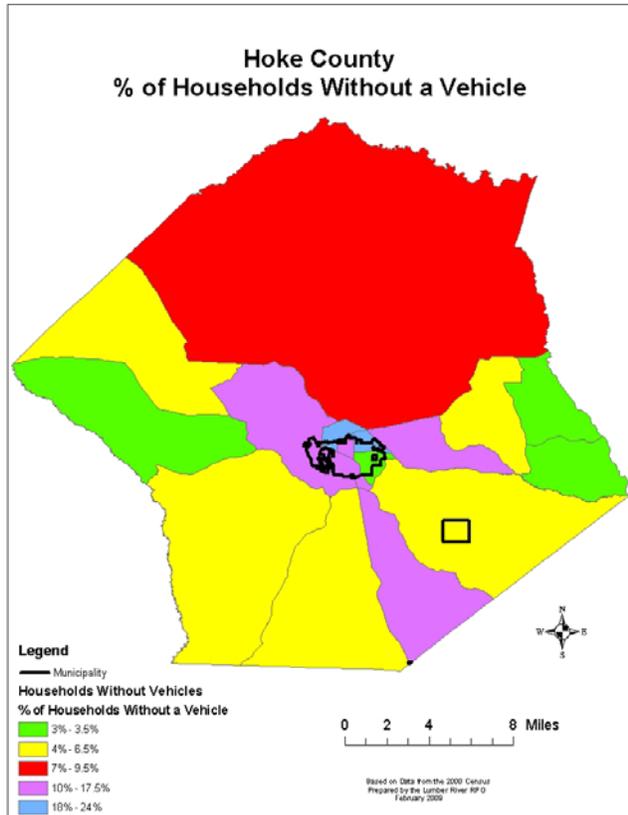


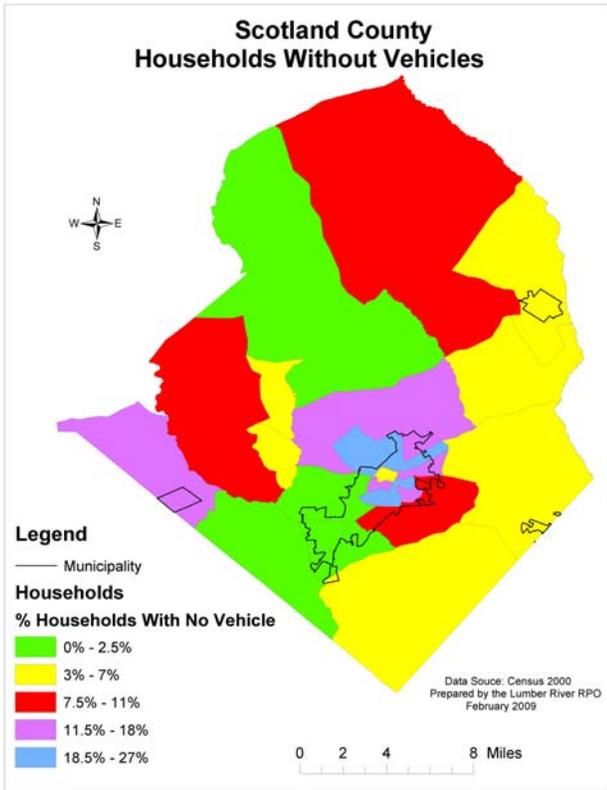
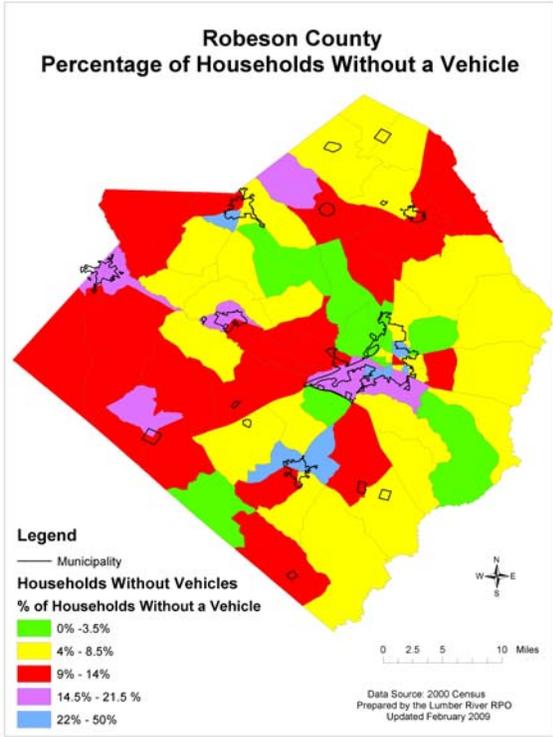












## **APPENDIX B: Survey Used in Richmond County**

### **QUESTIONNAIRE: Human Service Providers Special Transportation Needs and Resources**

The Lumber River Rural Transportation Planning Organization in coordination with the NCDOT has begun the effort to identify specific mobility needs of the various target populations and to better understand the need for special transportation services in the county. We intend to discuss how those needs are currently met or unmet and identify opportunities for improvement, along with assessing the capacity of human service agencies to coordinate transportation services. Several organizations in the county operate small-scale transportation services for members or clients, or offer other kinds of transportation support. The goal of this workshop is to bring together local transportation providers, agencies, customers and other stakeholders and provide the opportunity for participation & involvement and to facilitate an exchange of ideas to be used during the planning of future transit needs of the county.

Please take the time to help us understand these issues as they relate to your organization or experiences' by answering the following questions which apply to your experience and ***bring the questionnaire with you to the workshop on January 27<sup>th</sup>***

**Name of human service agency or advocacy group:** \_\_\_\_\_

Name of person completing form \_\_\_\_\_

Telephone \_\_\_\_\_ Email \_\_\_\_\_

#### **SERVICE PROVIDED RELATED Questions**

1. Is there an overall opinion that Transportation Services throughout the county are limited?
2. Is there a need for extended service hours and or weekend/night service focusing on employment type trips?
3. Is there a need for coordination between transportation providers to provide cross-county and inter-county trips?
4. Is there a need for a public transportation service (both fixed route and paratransit) to focus on specifically on providing employment trips and/or shopping and recreation?

## EDUCATION & MARKETING/CUSTOMER SERVICE Questions

1. Is there a need for education on available services, programs and eligibility requirements?
2. Are there communication issues i.e. language barriers, non existent web-site or difficult to find/use, inconsistent information provided?
3. Is there the opinion that service is set up to accommodate those who administer the services as opposed to being geared towards those who will use the services?

## AGENCY RELATED Questions

1. What client groups does your agency serve?
2. Would you characterize some or all of your clients as “transportation disadvantaged?”  
Some \_\_\_ All\_\_\_\_\_ None\_\_\_\_\_
  - A. If so, how many persons would you consider to be “transportation disadvantaged?” \_\_\_\_\_
  - B. In what ways may these persons be “transportation disadvantaged?”
3. Does your organization provide or subsidize transportation for some or all of your members or clients?
  - A. If so, to what degree? (Estimate the number of clients and/or the degree of help your agency provides—i.e. number of rides/year, % of subsidy).
4. What program(s) does your agency use to help provide or pay for transportation for your clients?
5. If your agency is primarily a transportation provider, what are its’ principal sources or revenue?
6. What restrictions apply to these programs? (I.e. definitions of need, limitations of destination or trip purpose, geographic boundaries).

7. In what ways (if any) are the transportation needs of your clients not currently met?
  
8. Do transportation issues interfere with the effectiveness of your agency? If so, please explain.

#### AGENCY COORDINATION

1. Is there sustained support for coordinated transportation planning among elected officials, agency administrators, transportation providers and other community leaders?
  - A. Is there identified interest and commitment pledged to coordinating human service transportation trips in the interest of maximizing resources?
  
2. What are you hoping the Coordinated Human Service Transportation Plan will produce?

## **APPENDIX C: Survey used in Hoke, Robeson, and Scotland Counties**

### **Coordinated Human Services Public Transportation Planning A survey of community transportation needs**

The Lumber River Rural Transportation Planning Organization in coordination with the NCDOT has begun the effort to identify specific mobility needs of the various target populations and to better understand the need for special transportation services in the county. We intend to discuss how those needs are currently met or unmet and identify opportunities for improvement, along with assessing the capacity of human service agencies to coordinate transportation services. Several organizations in the county operate small-scale transportation services for members or clients, or offer other kinds of transportation support. The goal of this workshop is to bring together local transportation providers, agencies, customers and other stakeholders and provide the opportunity for participation & involvement and to facilitate an exchange of ideas to be used during the planning of future transit needs of the county.

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

Prioritize each survey statement in accordance to level of importance using the following rankings:

- |                              |                           |
|------------------------------|---------------------------|
| <b>4 – High Importance</b>   | <b>2 – Low Importance</b> |
| <b>3 – Medium Importance</b> | <b>1 – No Importance</b>  |

#### **SERVICE RELATED**

	There is not enough public transportation service available.
	There needs to be extended service hours
	There needs to be extended weekend and night service
	There needs to be extended service focusing on employment type trips
	There is a need to increase service to fill gaps in underserved areas
	There is a need for coordination between transportation providers to provide cross-county trips
	There is a need for coordination between transportation providers to provide inter-county trips
	There is a need for a public transportation service to focus specifically on providing employment trips
	There is a need for a public transportation service to focus specifically on providing shopping and recreation trips
	Too much advance planning is required in order to get transportation
	There is a need for increased/improved door to door service for the elderly and disabled population

#### **EDUCATION & MARKETING/CUSTOMER SERVICE**

	There a need for education on available services, programs and eligibility requirements
	There are communication issues i.e. language barriers, non existent web-site or difficult to find/use, inconsistent information provided
	There needs to be advertising of the various services to the elderly, low income, and general public



## **APPENDIX D:**

### **Federal and State Transportation Programs Available for Rural Areas<sup>1</sup>**

#### **NON-URBANIZED AREA FORMULA PROGRAM (FTA Section 5311)**

*Funding Source:* Federal

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

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

#### **RURAL CAPITAL PROGRAM**

*Funding Source:* Federal and State

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

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

#### **HUMAN SERVICE TRANSPORTATION MANAGEMENT PROGRAM**

*Funding Source:* State

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

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

#### **ELDERLY AND DISABLED INDIVIDUALS TRANSPORTATION PROGRAM (FTA 5310)**

*Funding Source:* Federal

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

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

#### **REGIONAL AND INTERCITY PROGRAM**

*Funding Source:* State and Federal

*Purposes:* Funds intercity bus service in underserved areas of North Carolina that connect to the national intercity network. Also provides state funds for Travelers' Aid programs that assist homeless, stranded or indigent travelers with their intercity transportation needs through the purchase of bus tickets. Provides up to 50% of the net operating costs. Section 5311(f) funds used to support portion of NCDOT share.

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<sup>1</sup> As listed on the NCDOT-PTD website in November 2008

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

#### RURAL OPERATING ASSISTANCE PROGRAM (ROAP)<sup>2</sup>

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

*Funding Source:* State

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

*Eligible Recipients:* County governments.

Part 2: Rural General Public Program

*Funding Source:* State

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

*Eligible Recipients:* County governments

Part 3: Employment Transportation Assistance Program

*Funding Source:* State

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

*Eligible Recipients:* County governments

#### RURAL PLANNING PROGRAM

*Funding Source:* Federal and State

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

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

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

*Funding Source:* Federal

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

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

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

*Funding Source:* Federal

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

*Eligible Recipients:* Local governments and nonprofit organizations.

#### NEW FREEDOM PROGRAM (FTA Section 5317)

*Funding Source:* Federal

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

*Eligible Recipients:* Local governments and nonprofit organizations.

#### PUBLIC TRANSPORTATION GRANT PROGRAM

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<sup>2</sup> Composed of three separate funding sources, allowing for one application

*Funding Source:* State

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

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

#### APPRENTICE AND INTERN PROGRAMS

*Funding Source:* State

*Purposes:* Funds the work experience for selected recent graduates and graduate students in public transportation. Apprentices, who are recent graduates, work full time for a 12-month period. Interns, who are graduate students, work approximately 12 weeks full time during the summer between their two years of graduate school and approximately 10 hours a week during the fall and spring semesters of their second year. It funds up to 90% of eligible costs.

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

#### TRANSPORTATION DEMAND MANAGEMENT (TDM) PROGRAM

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

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

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

#### TECHNOLOGY GRANT

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

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

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

**APPENDIX E:**

**County Transit System Operating Statistics Report Forms  
(FY 2008 OPSTATS Report Forms)**

## FY2008 OPSTATS Report Form

1	CTP Grantee's Legal Name	HOKE COUNTY			
2	Transit Contact Person	NANCY THORNTON or TEELA WILKERSON			
3	Transit Office Address	316 SOUTH MAGNOLIA STREET	City, Zip	RAEFORD, 28376	
4	Telephone Number	910-875-8696			
5		Service Area (Answer Yes or No)		List counties in Multi-County System (if applicable)	
5	Municipal	NO			
6	Single County	YES			
7	Multi-County	NO			
8	Management and/or Operations Contractor	NO	Contract Dates		
9 Volunteer Resources					
	How Many Volunteer Drivers?	0	How many personal vehicles in service?	0	

### FY 2008 ANNUAL OPERATING STATISTICS

10	Total operational vehicles	15	Administrative Employees employed by system						
11	Total seating capacity of operational vehicles	124	How many	2	Tot hrs paid	4,160	FTE	2.00	37
12	Total ADA accessible vehicles	8	Drivers employed by system						
13	Total vehicles in peak service	13	How many	14	Tot hrs paid	25,635	FTE	12.32	38
			Maintenance Employees employed by system						
14	Annual # of Operating Days - Monday-Friday	249	How many	0	Tot hrs paid	0	FTE	0.00	39
15	Annual # of Operating Days - Saturdays	45	Other Operational Employees employed by system						
16	Annual # of Operating Days - Sundays	0	How many	2	Tot hrs paid	4,160	FTE	2.00	40
		Total Operating Days			Total Employee FTE		16.32 41		

Monday to Friday Annual Service		Transit System	Other Providers	Other CT Systems	Volunteers	Total
17	Vehicle Service Hours (M-F)	18,818	0	0	0	18,818
18	Vehicle Service Miles (M-F)	353,468	0	0	0	353,468
19	Vehicle Revenue Miles (M-F)	351,323	0	0	0	351,323
20	Passenger Trips (M-F)	49,652	0	0	0	49,652

Saturday and Sunday Annual Service		Transit System	Other Providers	Other CT Systems	Volunteers	Total
21	Vehicle Service Hours (Sat-Sun)	430	0	0	0	430
22	Vehicle Service Miles (Sat-Sun)	7,621	0	0	0	7,621
23	Vehicle Revenue Miles (Sat-Sun)	7,621	0	0	0	7,621
24	Passenger Trips (Sat-Sun)	935	0	0	0	935

Total Annual Operations Data		Total Annual Service Statistics			
25	Number of denials	8	Total Vehicle Service Hours	19,248	42
26	Number of no-shows	2,483	Total Vehicle Service Miles	361,089	43
27	Number of in-service breakdowns of vehicles	4	Total Revenue Miles	358,944	44
28	Number of mobility impaired passenger trips	3,554	Total Passenger Trips	50,587	45
29	Number of out-of-county passenger trips	2,964			

Service Mode	Service Miles	Service Hours	Non-Contract Trips	Medicaid Trips	Other Contract Human Service Agency Trips
30	Fixed Route	0	0	0	0
31	Deviated Fixed Route	0	0	0	0
32	Demand Response/Subscription	361,089	19,248	16,584	8,730
33	<b>SUBTOTAL</b>	361,089	19,248	16,584	8,730
34	Taxi Trips			0	0
35	<b>TOTAL</b>			16,584	8,730

	Miles	Hours	TOTAL Trips
36	Incidental Services	0	0
			(should be same as Line 45)
			50,587

## FY2008 OPSTATS Report Form

1	<b>CTP Grantee's Legal Name</b>	Richmond Interagency Transportation Inc.		
2	<b>Transit Contact Person</b>	Johnnie Morman		
3	<b>Transit Office Address</b>	504 D East Broad Ave	City, Zip	Rockingham NC 28379
4	<b>Telephone Number</b>	910-895-1313		
5	<b>Service Area</b> <small>(Answer Yes or No)</small>	<b>List counties in Multi-County System (if applicable)</b>		
6	Municipal	No		
7	Single County	Yes		
8	Multi-County	No		
9	<b>Management and/or Operations Contractor</b>		<b>Contract Dates</b>	
<b>Volunteer Resources</b>				
	How Many Volunteer Drivers?	0	How many personal vehicles in service?	

### FY 2008 ANNUAL OPERATING STATISTICS

10	Total operational vehicles	13	Administrative Employees employed by system						
11	Total seating capacity of operational vehicles	179	How many	3	Tot hrs paid	6,352	FTE	3.05	37
12	Total ADA accessible vehicles	5	Drivers employed by system						
13	Total vehicles in peak service	9	How many	13	Tot hrs paid	17,532	FTE	8.43	38
14	Annual # of Operating Days - Monday-Friday	240	Maintenance Employees employed by system						
15	Annual # of Operating Days - Saturdays	25	How many	0	Tot hrs paid	0	FTE	0.00	39
16	Annual # of Operating Days - Sundays	0	Other Operational Employees employed by system						
			How many	0	Tot hrs paid	0	FTE	0.00	40
	Total Operating Days	265	Total Employee FTE			11.48			41

	Monday to Friday Annual Service	Transit System	Other Providers	Other CT Systems	Volunteers	Total
17	Vehicle Service Hours (M-F)	13,338				13,338
18	Vehicle Service Miles (M-F)	265,220				265,220
19	Vehicle Revenue Miles (M-F)	210,041				210,041
20	Passenger Trips (M-F)	48,849				48,849

	Saturday and Sunday Annual Service	Transit System	Other Providers	Other CT Systems	Volunteers	Total
21	Vehicle Service Hours (Sat-Sun)	572				572
22	Vehicle Service Miles (Sat-Sun)	10,375				10,375
23	Vehicle Revenue Miles (Sat-Sun)	6,874				6,874
24	Passenger Trips (Sat-Sun)	1,002				1,002

	Total Annual Operations Data		Total Annual Service Statistics	
25	Number of denials	0	Total Vehicle Service Hours	13,910
26	Number of no-shows	1,757	Total Vehicle Service Miles	275,595
27	Number of in-service breakdowns of vehicles	25	Total Revenue Miles	216,915
28	Number of mobility impaired passenger trips	2,457	Total Passenger Trips	49,851
29	Number of out-of-county passenger trips	1,120		

Service Mode	Service Miles	Service Hours	Non-Contract Trips	Medicaid Trips	Other Contract Human Service Agency Trips
30	Fixed Route				
31	Deviated Fixed Route				
32	Demand Response/Subscription	275,595	13,910	19,209	17,186
33	<b>SUBTOTAL</b>	275,595	13,910	19,209	17,186
34	Taxi Trips				
35	<b>TOTAL</b>			19,209	17,186

	<b>Miles</b>	<b>Hours</b>	<b>TOTAL Trips</b> <small>(should be same as Line 45)</small>	49,851
36	<b>Incidental Services</b>			

FY 2008 OPSTATS Report Form.xls

## FY2008 OPSTATS Report Form

1	<b>CTP Grantee's Legal Name</b>	Robeson County		
2	<b>Transit Contact Person</b>	Linda Mack		
3	<b>Transit Office Address</b>	1519 Carthage Road	City, Zip	Lumberton 28358
4	<b>Telephone Number</b>	910.618.5679		
<b>Service Area</b> (Answer Yes or No)		<b>List counties in Multi-County System (if applicable)</b>		
5	Municipal			
6	Single County	yes		
7	Multi-County			
8	<b>Management and/or Operations Contractor</b>		<b>Contract Dates</b>	
9	<b>Volunteer Resources</b>	How Many Volunteer Drivers? 0	How many personal vehicles in service?	0

### FY 2008 ANNUAL OPERATING STATISTICS

10	Total operational vehicles	19	Administrative Employees employed by system						
11	Total seating capacity of operational vehicles	267	How many	2	Tot hrs paid	4,325	FTE	2.08	37
12	Total ADA accessible vehicles	17	Drivers employed by system						
13	Total vehicles in peak service	11	How many	14	Tot hrs paid	23,113	FTE	11.11	38
			Maintenance Employees employed by system						
14	Annual # of Operating Days - Monday-Friday	259	How many	0	Tot hrs paid	0	FTE	0.00	39
15	Annual # of Operating Days - Saturdays	50	Other Operational Employees employed by system						
16	Annual # of Operating Days - Sundays	2	How many	3	Tot hrs paid	7,261	FTE	3.49	40
Total Operating Days		311			Total Employee FTE	16.68			41

	Monday to Friday Annual Service	Transit System	Other Providers	Other CT Systems	Volunteers	Total
17	Vehicle Service Hours (M-F)	18,307	0	0	0	18,307
18	Vehicle Service Miles (M-F)	404,851	0	0	0	404,851
19	Vehicle Revenue Miles (M-F)	318,943	0	0	0	318,943
20	Passenger Trips (M-F)	68,830	0	0	0	68,830

	Saturday and Sunday Annual Service	Transit System	Other Providers	Other CT Systems	Volunteers	Total
21	Vehicle Service Hours (Sat-Sun)	195	0	0	0	195
22	Vehicle Service Miles (Sat-Sun)	3,406	0	0	0	3,406
23	Vehicle Revenue Miles (Sat-Sun)	2,075	0	0	0	2,075
24	Passenger Trips (Sat-Sun)	464	0	0	0	464

	Total Annual Operations Data	Total Annual Service Statistics			
25	Number of denials	143	Total Vehicle Service Hours	18,502	42
26	Number of no-shows	1,534	Total Vehicle Service Miles	408,257	43
27	Number of in-service breakdowns of vehicles	10	Total Revenue Miles	321,018	44
28	Number of mobility impaired passenger trips	8,957	Total Passenger Trips	69,294	45
29	Number of out-of-county passenger trips	161			

	Service Mode	Service Miles	Service Hours	Non-Contract Trips	Medicaid Trips	Other Contract Human Service Agency Trips
30	Fixed Route	0	0	0	0	0
31	Deviated Fixed Route	0	0	0	0	0
32	Demand Response/Subscription	408,257	18,502	30,493	7,814	30,987
33	<b>SUBTOTAL</b>	408,257	18,502	30,493	7,814	30,987
34	Taxi Trips					
35	<b>TOTAL</b>			30,493	7,814	30,987

	Miles	Hours	TOTAL Trips (should be same as Line 45)	69,294
36	Incidental Services	144	18	

## FY2008 OPSTATS Report Form

1	GTP Grantee's Legal Name	Scotland County		
2	Transit Contact Person	Gracie A. Rettig		
3	Transit Office Address	1403-C West Blvd. Laurinburg NC	City, Zip	28353
4	Telephone Number	910-277-2416		
5	Service Area (Answer Yes or No)	List counties in Multi-County System (if applicable)		
6	Municipal			
7	Single County	X		
8	Multi-County			
8	Management and/or Operations Contractor		Contract Dates	
9	Volunteer Resources			
	How Many Volunteer Drivers?	0	How many personal vehicles in service?	0

### FY 2008 ANNUAL OPERATING STATISTICS

10	Total operational vehicles	9	Administrative Employees employed by system						
11	Total seating capacity of operational vehicles	108	How many	2	Tot hrs paid	3,623	FTE	1.74	37
12	Total ADA accessible vehicles	4	Drivers employed by system						
13	Total vehicles in peak service	6	How many	10	Tot hrs paid	12,541	FTE	6.03	38
14	Annual # of Operating Days - Monday-Friday	255	How many		Tot hrs paid		FTE	0.00	39
15	Annual # of Operating Days - Saturdays	4	Other Operational Employees employed by system						
16	Annual # of Operating Days - Sundays	1	How many		Tot hrs paid		FTE	0.00	40
	Total Operating Days	260			Total Employee FTE	7.77			

	Monday to Friday Annual Service	Transit System	Other Providers	Other CT Systems	Volunteers	Total
17	Vehicle Service Hours (M-F)	9,600				9,600
18	Vehicle Service Miles (M-F)	184,344				184,344
19	Vehicle Revenue Miles (M-F)	178,410				178,410
20	Passenger Trips (M-F)	35,324				35,324

	Saturday and Sunday Annual Service	Transit System	Other Providers	Other CT Systems	Volunteers	Total
21	Vehicle Service Hours (Sat-Sun)	32				32
22	Vehicle Service Miles (Sat-Sun)	650				650
23	Vehicle Revenue Miles (Sat-Sun)	540				540
24	Passenger Trips (Sat-Sun)	1,660				1,660

	Total Annual Operations Data		Total Annual Service Statistics	
25	Number of denials	0	Total Vehicle Service Hours	9,632
26	Number of no-shows	56	Total Vehicle Service Miles	184,994
27	Number of in-service breakdowns of vehicles	1	Total Revenue Miles	178,950
28	Number of mobility impaired passenger trips	1,534	Total Passenger Trips	36,984
29	Number of out-of-county passenger trips	24		

	Service Mode	Service Miles	Service Hours	Non-Contract Trips	Medicaid Trips	Other Contract Human Service Agency Trips
30	Fixed Route	5,943	2,432	14,872		
31	Deviated Fixed Route					
32	Demand Response/Subscription	177,586	7,328	3,043	19,069	
33	<b>SUBTOTAL</b>	183,529	9,760	17,915	19,069	0
34	Taxi Trips					
35	<b>TOTAL</b>			17,915	19,069	0

	Miles	Hours	TOTAL Trips (should be same as Line 45)	36,984
36	Incidental Services			

Scotland 2008 OPSTATS Form.xls