

**Locally Coordinated
Public Transit – Human Service
Transportation Plan
for the Piedmont Triad Rural Planning Organization**

May, 2009

Locally Coordinated Public Transit – Human Service Transportation Plan
Piedmont Triad Rural Planning Organization
May, 2009

Public Transportation Systems

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Background

Purpose

Coordination of public and private transit and human service transportation offerings is critical to insure that effective service options exist for persons with disabilities, older adults and low income individuals. Coordination of these services also insures the most efficient use of public transportation funds.

In 2008, the Federal Transit Administration (FTA) began requiring coordination plans in order to apply for a variety of funding opportunities, including the Elderly Individuals & Individuals with Disabled Program (Section 5310), the Job Access and Reverse Commute Program (Section 5316) and the New Freedom Program (Section 5317). The purpose of this planning document is to:

- Inventory existing public transportation services in the RPO area;
- Identify current and emerging public transportation needs in each county;
- Identify strategies to meet those needs; and
- Prioritize projects for implementation.

The Public Transportation Division of the North Carolina Department of Transportation, in partnership with the Piedmont Triad Rural Planning Organization, the Piedmont Triad Area Agency on Aging, the Piedmont Authority for Regional Transportation (PART), service providers, and local stakeholders have developed this planning document to address specific needs and issues in each county, while considering inter- and intra- regional transportation issues.

The Piedmont Triad Rural Planning Organization was formed in 2002 to provide transportation planning services to rural communities in a five triad counties: Caswell, Davidson, Montgomery, Randolph and Rockingham (figure 1). The PTRPO is serving as the lead planning agency for the purposes of developing this plan.

Context

The Piedmont Triad is the 30th largest combined statistical area (CSA) in the country, comprised of the area surrounding Greensboro, Winston-Salem, Burlington and High Point. The area is home to 1,535,926 people (2007 estimate). The region has experienced steady growth over the last decade, increasing in overall population by more than 8.5%. However, the growth rate in the RPO counties has been considerably slower. The five rural counties including in this planning document make up the outlying suburban and rural portions of the region, with Davidson and Randolph experiencing more urbanization due to their proximity to regional urban centers. Detailed demographic characteristics of each county are provided in the following series of tables and figures.

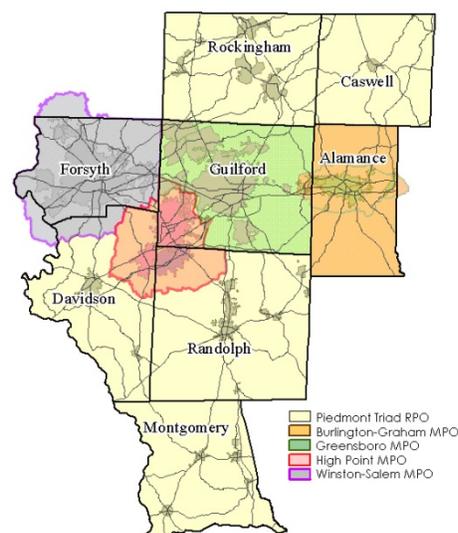


Figure 1. Transportation Planning Boundaries

Table 1. Demographics, Piedmont Triad RPO Area (whole counties)

	2000 Census	ACS 2005-07	Change (+/-)
Total Population	419,951	436,303	3.7%
Older Adult Population (age 65+)	54,997	59,822	8.1%
Disabled Population	88,572	76,608	-15.6%
Persons Below Poverty	45,224	67,675	33.2%
Median Household Income	\$ 35,739	\$ 37,386	3.7%
Households Without a Vehicle	10,855	10,682	-1.6%
Commuting - Day Time Population	370,397	not available	--
Out-Commuters	86,197	not available	--
<i>Source: US Census Bureau, decennial census; American Community Survey</i>			

Table 2. Demographics, Caswell County

	2000 Census	ACS 2005-07	Change (+/-)
Total Population	23,501	23,332	-0.7%
Older Adult Population (age 65+)	3,060	3,415	10.4%
Disabled Population	5,691	4,063	-40.1%
Persons Below Poverty	3,210	3,763	14.7%
Median Household Income	\$ 35,018	\$ 36,644	4.4%
Households Without a Vehicle	783	692	-13.2%
Commuting - Day Time Population	17,446	not available	--
Out-Commuters	7,224	not available	--
<i>Source: US Census Bureau, decennial census; American Community Survey</i>			

Table 3. Demographics, Davidson County

	2000 Census	ACS 2005-07	Change (+/-)
Total Population	147,246	154,922	5.0%
Older Adult Population (age 65+)	18,774	20,612	8.9%
Disabled Population	29,431	26,956	-9.2%
Persons Below Poverty	14,636	19,736	25.8%
Median Household Income	\$ 38,640	\$ 42,666	9.4%
Households Without a Vehicle	3,548	3,506	-1.2%
Commuting - Day Time Population	128,108	not available	--
Out-Commuters	32,272	not available	--
<i>Source: US Census Bureau, decennial census; American Community Survey</i>			

Table 4. Demographics, Montgomery County

	2000 Census	ACS 2005-07	Change (+/-)
Total Population	26,822	27,305	1.8%
Older Adult Population (age 65+)	3,745	3,637	-3.0%
Disabled Population	6,098	3,603	-69.2%
Persons Below Poverty	3,957	6,168	35.8%
Median Household Income	\$ 32,903	\$ 30,350	-8.4%
Households Without a Vehicle	888	777	-14.3%
Commuting - Day Time Population	26,360	not available	--
Out-Commuters	3,420	not available	--
<i>Source: US Census Bureau, decennial census; American Community Survey</i>			

Table 5. Demographics, Randolph County

	2000 Census	ACS 2005-07	Change (+/-)
Total Population	130,454	138,586	5.9%
Older Adult Population (age 65+)	15,802	17,947	12.0%
Disabled Population	26,634	22,643	-17.6%
Persons Below Poverty	11,802	23,668	50.1%
Median Household Income	\$ 38,348	\$ 38,304	-0.1%
Households Without a Vehicle	2,579	2,828	8.8%
Commuting - Day Time Population	114,258	not available	--
Out-Commuters	27,166	not available	--
<i>Source: US Census Bureau, decennial census; American Community Survey</i>			

Table 6. Demographics, Rockingham County

	2000 Census	ACS 2005-07	Change (+/-)
Total Population	91,928	92,158	0.2%
Older Adult Population (age 65+)	13,616	14,211	4.2%
Disabled Population	20,718	19,343	-7.1%
Persons Below Poverty	11,619	14,340	19.0%
Median Household Income	\$ 33,784	\$ 38,965	13.3%
Households Without a Vehicle	3,057	2,879	-6.2%
Commuting - Day Time Population	84,225	not available	--
Out-Commuters	16,115	not available	--
<i>Source: US Census Bureau, decennial census; American Community Survey</i>			

Figure 2. Concentration of Older Adult Populations (age 65+), PTRPO Area

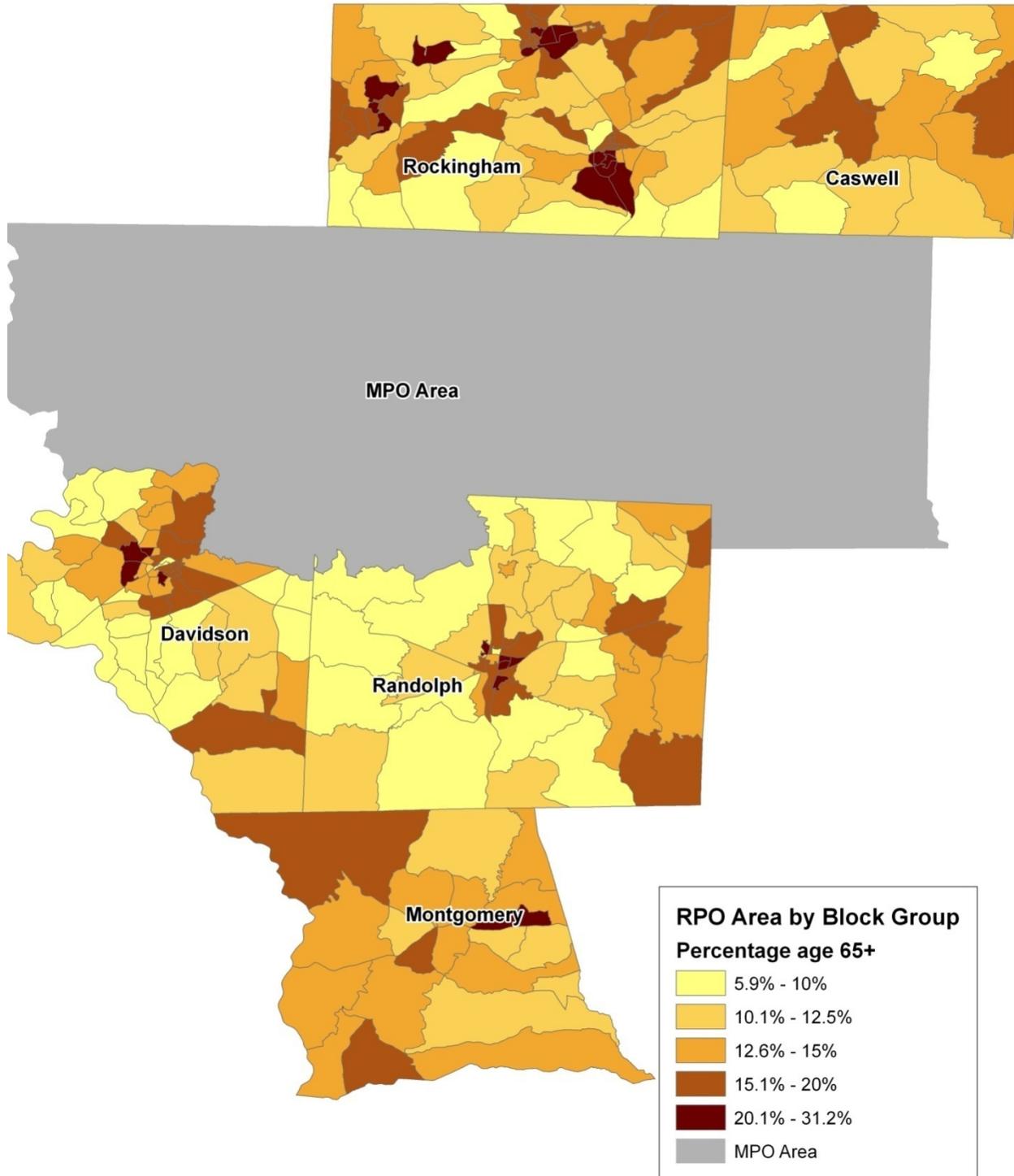


Figure 3. Concentration of Disabled Populations (65+), PTRPO Area

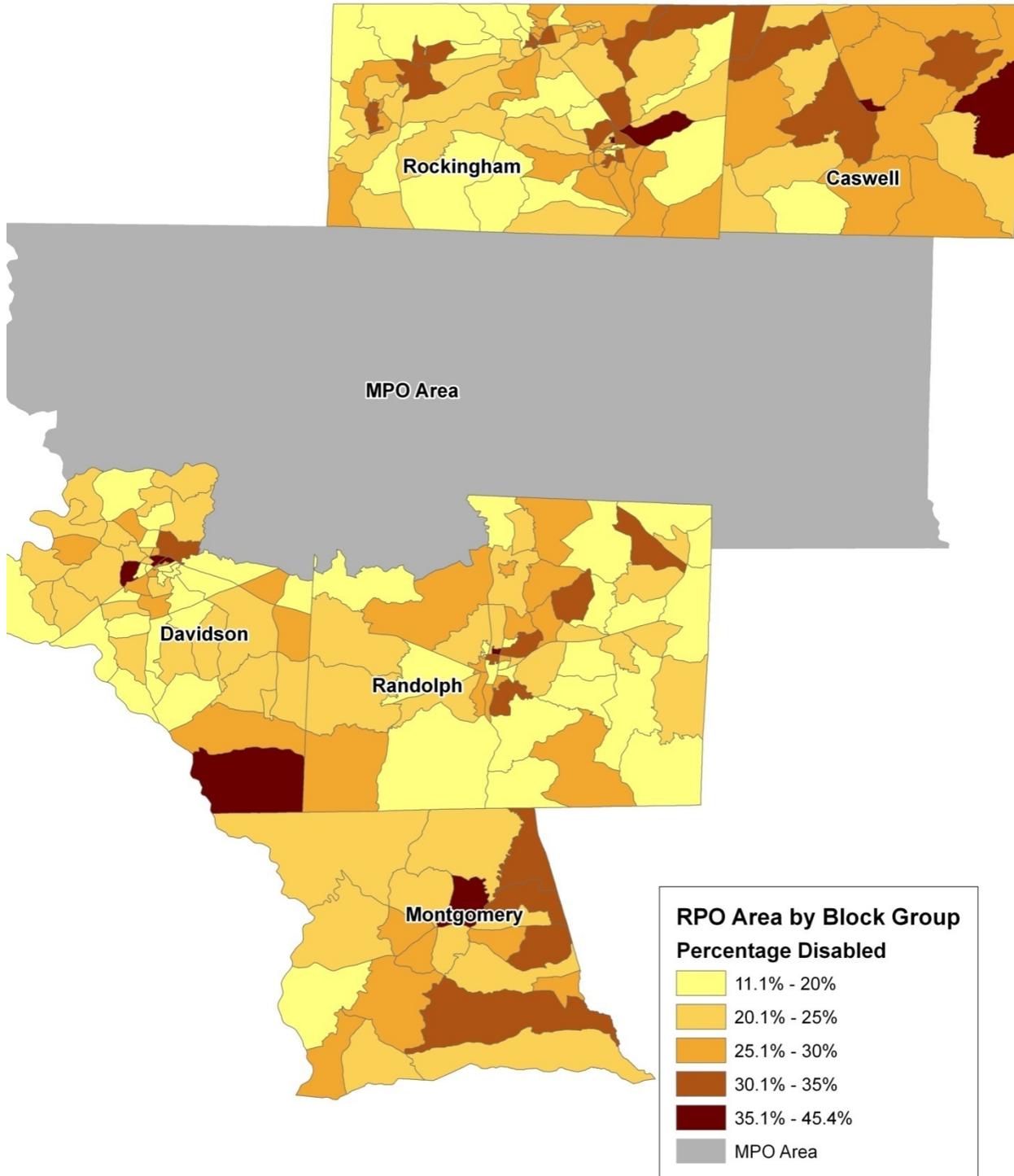


Figure 4. Concentration of Persons Below Poverty, PTRPO Area

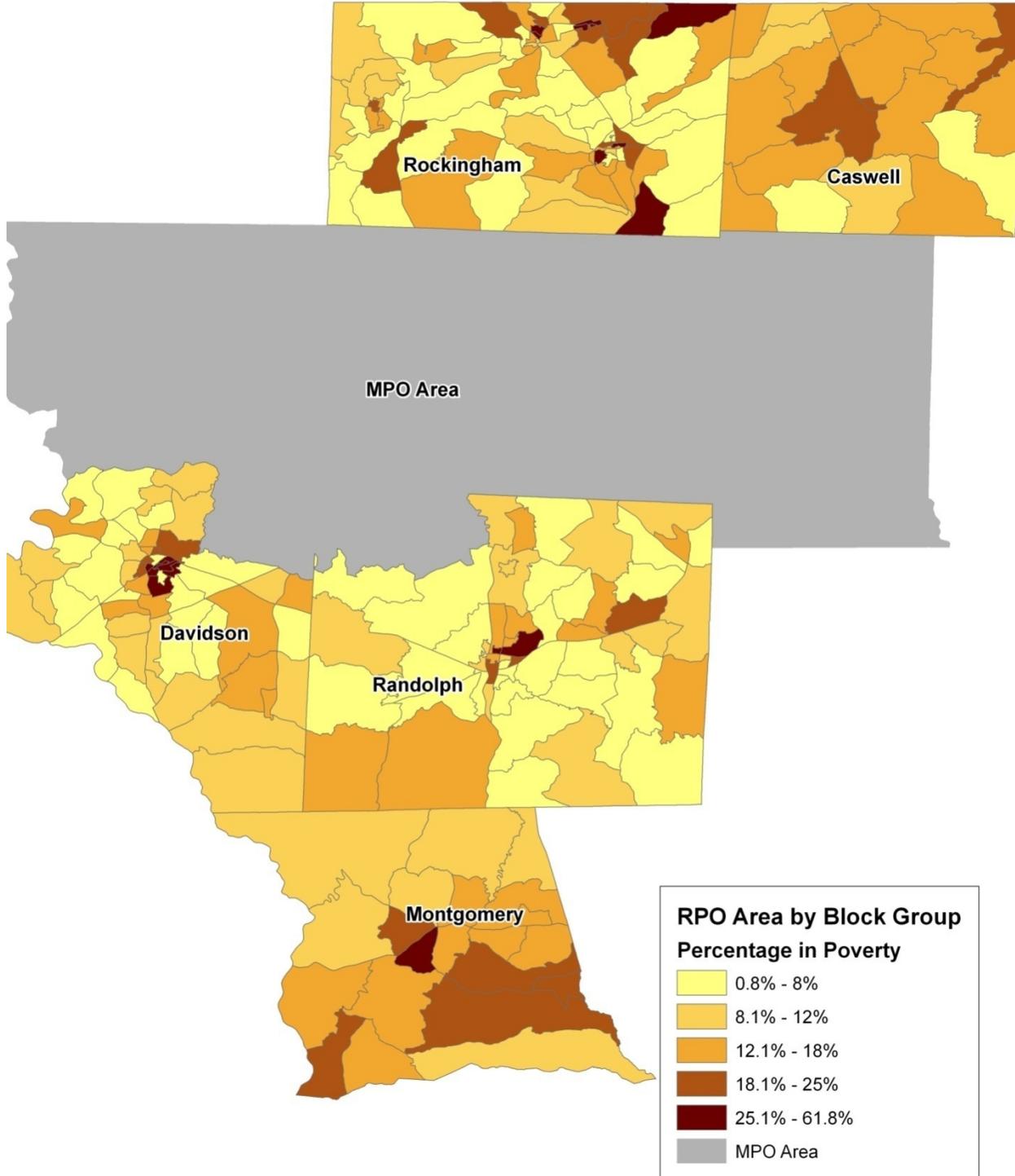
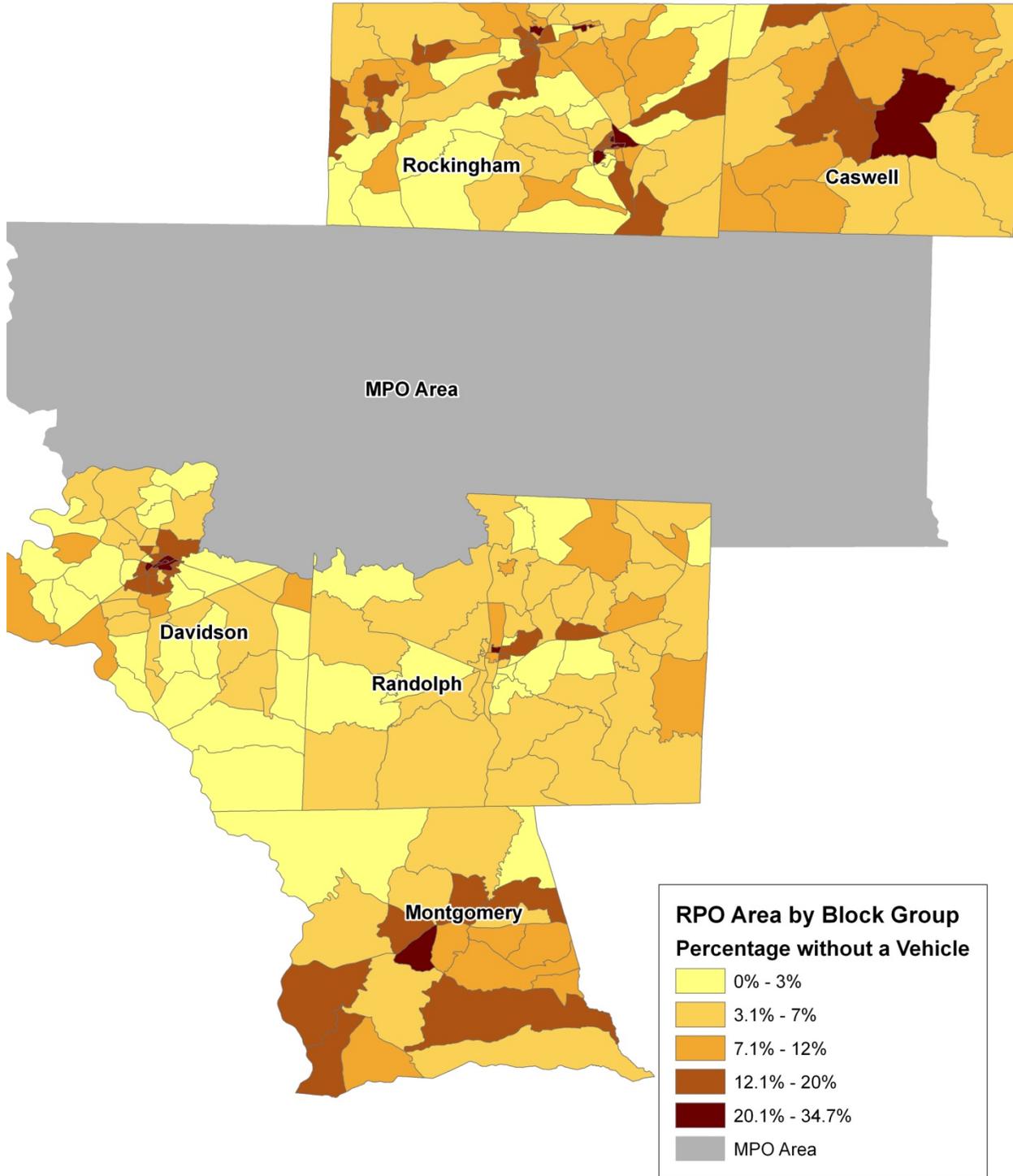


Figure 5. Concentration Households Without a Vehicle, PTRPO Area



The demographic characteristics of the RPO area directly correlate to the growing demand for public transportation services that each local system is experiencing. Older adult populations are increasing, as are the number of individuals living in poverty. The area also has consistently high levels of work related out-commuting. These population characteristics present unique travel needs that can be addressed with public transportation solutions.

Related Studies

In 2008, PART completed the *Piedmont Triad Seamless Mobility Study* which included nine coordinated human service and general public community transportation systems in the area, including the systems in Davidson and Randolph counties. The purpose of this study was to provide a systematic review of the services and functions provided by the participating transit systems and to identify possible opportunities for consolidation, coordination and communication among the systems.

The study found that there has been limited coordination between the transit systems, and this has contributed to the difficulties of traveling from one part of the region to another in a convenient or timely manner. The study also found that each transit system has varying focal points, provides a wide range of service levels and utilizes differing funding sources. The plan made a number of recommendations for consolidation and coordination across the region.

The study is being reviewed and endorsed by participating local governments, and is available in its entirety on the PART website at: www.partnc.org/news.html.

Funding Overview

This plan is geared to meet the specific requirements for three federal programs: the Elderly Individuals and Individuals with Disabilities Program, the Job Access and Reverse Commute Program and the New Freedom Program. Projects proposed for funding through these programs must be part of a locally coordinated plan. A local match is typically required for federal programs, from 20 percent for capital projects to 50 percent for operational support. More detailed information related to each of these programs can be found on the Federal Transit Administration's website: www.fta.dot.gov. NCDOT administers the competitive call for projects related to these federal funds.

Elderly Individuals and Individuals with Disabilities Program (Section 5310)

This program focuses on meeting the transportation needs of older adults and people with disabilities. Projects funded under this program may be awarded to private non-profit agencies or public entities that coordinate human service transportation. Capital projects and operational costs are eligible for funding. Projects receiving these funds must appear in the State Transportation Improvement Program (STIP).

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

This program provides project funds to improve access to employment and employment-related activities for individuals with lower incomes. Projects must be identified through a competitive selection process. Funds may be used by private non-profit agencies, public entities or private operators for capital projects, planning, administrative costs or operational support.

New Freedom Program (Section 5317)

This program provides funds for new transportation services for individuals with disabilities which go above and beyond the requirements of the Americans with Disabilities Act (ADA). Projects must be identified through a competitive selection process. Funds may be used by private non-profit agencies, public entities or private operators for capital projects, planning, administrative costs or operational support related to the new services.

Other Funding Sources

The transportation systems in the RPO area access additional federal, state and local funds to support their services. These include the Rural Transit Assistance Program (RTAP Section 5311), the Rural Operating Assistance Program (ROAP), Home and Community Care Block Grants (administered by the Area Agency on Aging) along with funds from local governments and non-profit entities like United Way. In addition, the Community Transportation Program (CTP) grant administered by NCDOT directly distributes state and federal funds to transit systems to cover eligible administrative and capital expenditures. These funds require a local match of ten to fifteen percent. In addition, Davidson County is eligible for Congestion Mitigation and Air Quality Funds (CMAQ) which may be used to support transit service expansions and capital costs.

Inventory of Transportation Services

Residents in the Piedmont Triad RPO are served by local public transportation service providers and a regional transportation authority that currently provides express routes serving two of the five counties in the planning area. Private transportation services are also available in most counties.

Caswell County

The Caswell County Division of Transportation (CDOT) was created in 2000 to consolidate transportation services from various local organizations and county departments, and is administered by Caswell County. The Division provides safe, affordable local transportation to Caswell County residents.

Davidson County

The Davidson County Transportation System was formed in 1979 to provide coordinated transportation services for older adults, human service clients, persons with disabilities and the general public. Out-of-county medical transportation is also provided to Medicaid eligible clients. The system is managed by Davidson County.

RCATS - Montgomery & Randolph Counties

Montgomery and Randolph Counties are served by the Regional Coordinated Transportation System (RCATS), under contract to the Randolph County Senior Adults Association. Originally formed in 1994 to serve Randolph County, RCATS expanded services to Montgomery County in 2003. Curb-to-Curb transportation services for older adults, persons with disabilities, human service agencies, and the general public are provided within each county, along with limited out-of-county medical trips.

Rockingham County

Rockingham County residents are served by the Rockingham Public Access Transportation, a private non-profit provider operating under contract to the Rockingham County Council on Aging, also a private non-profit agency. Services for human service agencies and the general public are provided through dial-a-ride and subscription.

PART Regional Express Service

In 1997 the North Carolina General Assembly authorized the formation of a regional transportation authority to serve the Triad. The Piedmont Authority for Regional Transportation (PART) is an independent agency with oversight provided by a Board of Trustees made up of elected and appointed officials from the region. PART has developed more than twenty park-and-ride lots across the region and provides regional express service in eight counties including Davidson and Randolph, with out-of-region service to Boone and Raleigh. PART also coordinates the regional ride-sharing program.

Other Providers

Transportation is also provided in a range of private for-profit and non-profit agencies including churches, long term care facilities, and retirement communities. Private taxi services are currently available in Davidson, Randolph and Rockingham counties. Private transportation services are available in Rockingham and Caswell Counties.

Service Summary

The table below provides a comparison of system statistics compiled by each local provider.

Table 7. System Statistics, FY 08

Provider (County)	Total Operational Vehicles and Available Seating	Total Employees (FTE)	Total Operating Days
CDOT (Caswell)	10 103	8.08	255
DCTS (Davidson)	17 191	16	315
RCATS (Randolph/Montgomery)	25 284	22.66	310
RPAT (Rockingham)	23 258	24.34	317

Table 8. Operational Statistics, FY 08

Provider (County)	Total One-Way Trips	Total Vehicle Service Miles	Total Vehicle Revenue Miles	Total Vehicle Service Hours
CDOT (Caswell)	37,067	288,522	272,906	10,625
DCTS (Davidson)	62,899	333,209	287,758	31,617
RCATS (Randolph/Montgomery)	75,588	676,506	484,739	29,290
RPAT (Rockingham)	64,105	597,729	481,151	42,848

Table 9. System Expenditures, FY 08

Provider (County)	Operating Expenditures	Capital Expenditures	Cost per Passenger Trip
CDOT (Caswell)	\$ 381,925	\$ 88,398	\$10.30
DCTS (Davidson)	\$ 744,634	\$ 235,596	\$11.09
RCATS (Randolph/Montgomery)	\$ 1,073,007	\$ 92,730	\$14.20
RPAT (Rockingham)	\$ 1,032,926	\$ 104,801	\$16.11

Assessment of Transportation Needs

Methodology

An inventory of transportation needs was collected through a variety of means, including surveys conducted in conjunction with other transportation planning efforts and public workshops held in each county. In each workshop, participants were asked to identify needs or project ideas, and then prioritize them. In addition, a survey of community transportation needs was distributed to key human service agencies and customers in each county to maximize stakeholder involvement.

Caswell County

In August 2006 a transportation needs survey was distributed to stakeholders in Caswell County in conjunction with a county-wide Comprehensive Transportation Plan. 193 responses were received. 70.8% of respondents supported the goal of increasing public transportation options. Enhancing public transportation was also identified as the most pressing transportation issue facing Caswell County. Survey respondents indicated a desire for enhanced access to destinations in Danville, Virginia and the Raleigh-Durham-RTP area.

On March 17, 2009 a workshop was held in Yanceyville to gather additional information from stakeholders regarding their transportation needs and priorities. Details results from the workshop can be found in the Appendix. As a follow up, the community transportation needs survey was distributed to agencies and departments in the County that receive transportation services. Detailed results of the survey can also be found in the appendix.

Davidson County

In September 2008 a transportation needs survey was distributed to stakeholders in Davidson County in conjunction with a county-wide Comprehensive Transportation Plan. 90 responses were received. 91.1% of respondents supported the goal of increasing access to regional transit services. Enhancing alternative transportation options, including transit, was identified as the most pressing transportation issue facing Davidson County. Survey respondents indicated a desire for enhanced access to destinations in Winston-Salem and the Charlotte area.

On January 22, 2009 a public workshop was held in Lexington to gather additional information from stakeholders regarding their transportation needs and priorities. Detailed results from the workshop can be found in the Appendix. As a follow up, the community transportation needs survey was distributed to agencies and departments in the County that receive transportation services. Detailed results of the survey can also be found in the appendix.

Montgomery County

On February 26, 2009 a public workshop was held in Troy to gather additional information from stakeholders regarding their transportation needs and priorities. Detailed results from the workshop can be found in the Appendix. As a follow up, the community transportation needs survey was distributed to agencies and departments in the County that receive transportation services. Detailed results of the survey can also be found in the appendix.

Randolph County

On March 4, 2009 a public workshop was held in Asheboro to gather additional information from stakeholders regarding their transportation needs and priorities. Detailed results from the workshop can be found in the Appendix. As a follow up, the community transportation needs survey was distributed to agencies and departments in the County that receive transportation services. Detailed results of the survey can also be found in the appendix.

Rockingham County

On March 23, 2009 a public workshop was held in Wentworth to gather additional information from stakeholders regarding their transportation needs and priorities. Detailed results from the workshop can be found in the Appendix. As a follow up, the community transportation needs survey was distributed to agencies and departments in the County that receive transportation services. Detailed results of the survey can also be found in the appendix.

Implementation Strategies & Priorities

RPO-wide

A discussion of strategies to address the priorities identified through local workshops was held on April 2, 2009 among the system directors. Two items were identified as opportunities to work as a coalition:

- Develop materials to support requests for local government participation in funding the transportation systems
- Support options to raise transit funds locally by working with local legislators

The discussion also highlighted some common priorities for new services and programs:

- Expansion of services into evening hours
- Service to support local Summer Youth Employment Programs
- Attendant programs to provide 'door to door' support
- Need for hardware, software and additional support staff to reduce scheduling lead time and improve efficiencies

These new services may be eligible for federal funding through the federal programs outlined in this document.

Caswell County

The top priority identified in the local workshop in Caswell County was to secure a new administrative facility. The top service priority was to explore subcontracting services for evening and out of county trips. These services may be eligible for federal funding through the JARC and New Freedom programs.

Davidson County

In Davidson County there is a strong desire to improve intermodal connectivity. The top priorities identified in the local workshop centered on establishing a multi-modal hub in Lexington that would link Amtrak, local fixed route transit and the regional transit services together. The top service priority was to explore fixed route services between major population, education and employment centers in the county. This service may be eligible for federal funding through the JARC and New Freedom programs.

Montgomery County

The top service priority identified in the local workshop in Montgomery County was to provide greater out-of-county work trip coordination. Other high priorities included acquisition of routing software, development of park and ride lots and the exploration of fixed route service between major population, education and employment centers in the county. These services may be eligible for federal funding through the JARC and New Freedom programs.

Randolph County

The top priority identified in the local workshop in Randolph County was to acquire routing software. The top service priority was to explore fixed route service between population education and employment centers in Archdale and Asheboro. Another high priority was provision of on-board attendants to accommodate door to door service. These services may be eligible for federal funding through the New Freedom and Elderly Individuals and Individuals with Disabilities programs.

Rockingham County

The top priority identified in the local workshop in Rockingham County was collaboration with PART to develop regional express services to Rockingham County. Another high priority was the exploration of fixed route service between the population, education and employment centers in the county. These services may be eligible for federal funding through the New Freedom program.

Appendix

A1. Caswell County Coordinated Human Service Plan Workshop Results March 17, 2009

What is CDOT Doing Well?
• Advertising
• Coordination with other agencies
• Out of county opportunity
• Open communication
• Well managed system
• Dedicated employees
• Early Morning Services
• Great Flexibility (for scheduling)
• Good infrastructure

What Could CDOT Improve Upon?
• Weekend evening transportation (DSS, Partnership for Children)
• Shuttle Services (Fixed Route)
• Faith based relationships
• Bilingual services

New Program/Services (or) Equipment to Pursue	
Votes	Item
8	New Facility
3	Subcontracting perhaps for out of county; evenings
3	Faith based relationships
1	Volunteers
-	Private Services

**A2. Davidson County Comprehensive Transportation Plan Workshop Results
January 22, 2009**

New Programs/Services or Equipment to Pursue	
Votes	Item
9	Amtrak Station in Lexington; Passenger Rail (Amtrak Stop); Passenger Rails
4	Multi-model Transportation Hub
3	Fixed Bus Routes between cities of Thomasville, Lexington, and Denton
2	Inter/cross county services, fixed-route or deviated fixed route
2	Preserve Rail Corridors/Spur Lines
2	Intercity Bus Service (Lexington)
2	Service to Lake Thom-A-Lex once Greenway is established
1	Denton Park and Ride Lot
-	Southside Village, N. Main Street, Pope Street and Hemstetler
-	Transit Route from Denton to major employment centers

**A3. Montgomery County Coordinated Human Service Plan Workshop Results
February 26, 2009**

What is RCATS Doing Well?
Coordinating between Randolph and Stanly Counties
Stability and Community Presence
Expanding and growing services
Staff
Expanding under financial difficulties
Increased use of non-local state and federal funding
Community & Capacity Building Ex. Stanley/Moore County Directors present TAB member/community support Flexibility for riders
Continuing non-medical services
Support from Randolph
Coordination
Extend hours/afternoon
Services
Communication/Other language
Customer services
Weekends
Rates
VA trips: Asheville, Durham
Safety conscious
Coordination out of county
After 2:00 appointments
Marketing/other agency

What Can RCATS Improve Upon?
Increase county match funding through stronger advocacy
Internal Support - Salary, Benefits
More marketing for RCATS beyond
Increased support for disabled and low-income and medical needs populations
Extended service hours (am, pm & weekends)
Increased coordination with other local providers – particularly East-West traffic
Increased coordination with surrounding counties and PART via ITS (Routing Software and AVL)
Effort to educate public and agencies
Regular (Daily) service to Albemarle
Stabilized local funding

New Programs, Services & Equipment for RCATS to Persue	
Votes	Item
10	Out of county employment trip coordination
7	Routing software/web based (routematch)
7	HUB/park & ride locations
7	Fixed route (Downtown) /Troy-Biscoe, 24-27/109/220 Business (MCC/Page Street)
4	Improved voice communication between vans and base
3	Educational Programs
3	NEW Translation services
1	Larger buses – carry more people
-	Facility Improvements – Parking at base
-	Park and Ride
-	Minority Service Education
-	Job Link transport
-	Taxi service
-	Fixed routes
-	More vans

**A4. Randolph County Coordinated Human Service Plan Workshop Results
March 4, 2009**

What RCATS Does Well
Listen well to what is needed
Provide a much needed service
Provide well for Senior Adult population
Dependable/affordable for high priority service (medical)
Provide medical transportation for Medicaid population
Dialysis Transportation
Out of county medical trips
Works well with "challenging" population
Customer Friendly (Good Customer Feedback)
Safety
Community Outreach presentation
Cost efficient
Transportation of handicap
Timely
Distribution of material

What Could RCATS Improve
Advertising/Better Communication of available services
Expand hours
Coordinate/Scheduling with other providers (especially with DSS and their transportation service)
Expand rider base and types of trips (for ex. – transportation to work – 2 nd & 3 rd shifts)
On-demand transportation for shopping (low-inc. population)
Same day appointments/reduce time of advanced scheduling
Quicker translation for non-eng. Speaking population
Communication (Bilingual/Sign)
Community Partnership
Coordination
Shorter waiting periods/lists
Expanding services
Increased marketing outreach
Expand service for working public training
Expand hours of service

New Programs, Services for RCATS to Pursue	
Votes	Item
8	Scheduling/Routing software (Technology Support)
4	Provide fixed route service RCC Archdale - Asheboro I-74/311 Route Asheboro NHS Intercity – hourly
3	Assistant/Attendant to assist elderly and disabled to get from house to van
3	Expand to more outlying places – rural areas (Colridge)
3	Expand hours of operation
2	Communicate with PART for Asheboro/Archdale/HP Route Explore PART/RCC Connection
2	Translations
1	Website (independent site)
1	Sign language interpreter

**A5. Rockingham County Coordinated Human Service Plan Workshop Results
March 23, 2009**

Doing Well:
• Surveys of transportation needs (annually)
• Simple process
• Approachable staff
• Dependable staff – on time
• Flexible – getting clients where they need to be
• Office/van staff – excellent customer service
• Able to help in “emergency” cases
• Detailed reports
• Good safety record
• Meet needs other agencies cannot
• Medical transport – meeting needs at various hours
• Keep costs low

Areas for Improvements (gaps in service)
• Collaboration with PART and other transportation systems
• Emergency response transportation – when other rides fall through at last minute
• Operating hours – look at extending hours (cost-effectiveness has to be examined)
• Look at variety of vehicle options (Mini vans, smaller cars?)
• More advertising for RGP transportation (word of mouth sometimes most effective)
• Newspaper articles
• Churches bulletins
• Fear of demand exceeding capacity
• Establishing some fixed routes – throughout county to RCC, medical appointments, shopping, etc.
• Ways for families to be transported to family services, child care

New Services/Programs/Equipment to address transportation concerns:	
7	Collaborate with PART and other providers
5	Explore county-wide fixed route services (potential solution for families)
2	Funding – finding more/alternate sources
2	Encourage/provide van pool as alternate for park/ride
1	Light transit vehicle (LTV) – especially for transporting children
1	Extended office/van hours
1	Collaborating with churches to publicize RGP, part-n-ride opportunities – using church vehicles
1	Investigate possibility of having some smaller vehicles – mini vans/cars
1	Community education at transportation options – brochures, info. Cards
-	Partnership with other transportation providers – some already have smaller/larger vehicles
-	Explore ‘emergency response’ transportation service with smaller vehicles

A6. Survey of Community Transportation Needs

As part of our efforts to complete a coordinated human service transportation plan for the counties within the Piedmont Triad Rural Planning Organization, this survey has been developed to aid you in identifying and prioritizing key issues related to transportation in the county. Your responses to the survey will help to clarify how well current needs are being met, identify opportunities for improvement and determine if additional resources will be needed. The survey below includes common problems and issues as identified by stakeholders from around the country.

Services

For each issue statement below, please indicate if you agree or disagree. Indicate how important it would be to resolve this issue on a scale of 1 – 5; five being most important; one being least important.

Issue Statement	Agree/Disagree	Priority (1-5)
Adequate public transportation services are available.		
Extended service hours are needed.		
Weekend and night service are needed.		
Additional services for commuters and employee trips are needed.		
Additional services are needed to meet needs in underserved areas.		
Additional coordination is needed to provide out of county trips.		
Additional services are needed to provide shopping and recreational trips.		
Additional services are needed to meet the needs of older adults and disabled populations.		
Too much advanced planning is required to access transportation.		
More options are needed to make reservations.		

Education, Marketing & Customer Service

For each issue statement below, please indicate if you agree or disagree. Indicate how important it would be to resolve this issue on a scale of 1 – 5; five being most important; one being least important.

Issue Statement	Agree/Disagree	Priority
Additional public education efforts are needed on available services, programs and eligibility requirements.		
More information and materials need to be available on-line.		
More information and materials need to be available in other languages.		
More advertising is needed to publicize services.		
More participation by the Transportation Advisory Board is needed.		
More support is needed from local elected officials.		
Service providers are friendly and respectful.		
Agency staffing levels are adequate to provide the services needed in the community.		

Unmet Needs

Use the space provided below to identify specific needs you believe are currently going unmet. These can relate to specific geographic areas in need of enhanced services, extended hours or new types of services.

Other Comments

Your Information

Name: _____

County: _____

Agency or Group: _____

Phone: _____

E-Mail: _____

*Thank you for your input. Please return your completed survey to:
Hanna Cockburn
Piedmont Triad Rural Planning Organization
2216 West Meadowview Road, Suite 201
Greensboro, NC 27407-3480
e-mail: hcockburn@ptcog.org fax: 336-632-0457*

A7. Community Transportation Needs Survey Results

A total of 109 surveys were returned, and are reflected in the response tabulations below. Caswell County received 11 responses, Davidson County received 54 responses, Montgomery County received 9 responses; Randolph County received 18 responses, and Rockingham County received 17 responses.

Services

Note: Priority is based on a scale of 1 – 5; five being most important; one being least important.

Issue Statement	% Agree	% Disagree	Priority
Adequate public transportation services are available.	30.8	69.2	5 (62%)
Extended service hours are needed.	85.7	14.3	5 (47%)
Weekend and night service are needed.	80.2	19.8	5 (31%)
Additional services for commuters and employee trips are needed.	72.3	27.7	5 (26%)
Additional services are needed to meet needs in underserved areas.	87.9	12.1	5 (50%)
Additional coordination is needed to provide out of county trips.	81.4	18.6	5 (35%)
Additional services are needed to provide shopping and recreational trips.	76.0	24.0	3 (32%)
Additional services are needed to meet the needs of older adults and disabled populations.	92.4	7.6	5 (55%)
Too much advanced planning is required to access transportation.	67.7	32.3	5 (37%)
More options are needed to make reservations.	74.5	25.5	5 (30%)

Education, Marketing & Customer Service

Note: Priority is based on a scale of 1 – 5; five being most important; one being least important.

Issue Statement	% Agree	% Disagree	Priority
Additional public education efforts are needed on available services, programs and eligibility requirements.	89.6	10.4	5 (53%)
More information and materials need to be available on-line.	80.0	20.0	3 (27%)
More information and materials need to be available in other languages.	63.9	36.1	5 (30%)
More advertising is needed to publicize services.	86.1	13.9	5 (38%)
More participation by the Transportation Advisory Board is needed.	73.3	26.7	5 (36%)
More support is needed from local elected officials.	85.1	14.9	5 (56%)
Service providers are friendly and respectful.	90.2	9.8	5 (53%)
Agency staffing levels are adequate to provide the services needed in the community.	45.1	54.9	5 (54%)

Unmet Needs

- Use transportation daily to get to and from Adult Day Health. No unmet needs at the time.
- - Evening transportation - Weekend transportation - Out of county for disabled/elderly who can't ride part - Rural areas transportation
- - Two day notice is too long to make reservations, especially if you need to see the doctor - Rules are unclear. Sometimes I have to pay \$1 to ride, sometime no charge - Not sure about what services are available. I see people going to grocery store and don't know how they arrange that.
- (1) Transportation for all county residents is very limited. (2) Thomasville residents are only offered limited days and hours for medical transportation (3) No between service for grocery shopping, other needs

Unmet Needs, continued...

- * Day care * Sign language training
- * Expand hours * Expand routes * Better coordination between providers * More access for rural population * Paid attendant/ride to assist elderly/disabled from home to van and van to home
- * Extended hours * Shorten the appt wait time * Software needed
- * No one to assist people off/on van * Does not help me be more independent * Too hard to make reservations (too much notice needed) * I have appointment 1/week @ 2, but can't get transportation due to "too late"
- * On site translator * Longer service hours
- * Scheduled routes on main streets * Need for individuals to get to work
- * Use transportation for dialysis 4x week * Transportation often overbooked and I have to cancel appointments * Difficult to make appointment, then call transportation to find out they can't take you, so you reschedule for another appointment but then they can't take you to that one either and so on
- 1) County residents getting transportation to DCCC, or extended day for school 2) Limited times versus days available for Thomasville residents to utilize transportation 3) Lack of evening transportation to help CL get to childbirth education classes
- Additional funds are needed for transportation services. Services are not available after hours and weekend. Additional providers are needed.
- Afternoon medical appointments in and out of county
- As stated, transportation is a great need. Affordable health care and medication is a need.
- Better identification of people in country of individuals who fall under age and need parameters of committee
- Client states made a reservation for transportation to DC in WS one month before - one day before got call said she was bumped had to pay \$100 for private person to take, client has to wait four hours at dialysis to pick up appts. to DC can't be made as no appt's. available in AM
- Clients that live in rural areas and clients that are mentally slow or have mental illness can not follow the rules and need special consideration when they request transportation. How people w/o phones can make transportation arrangements
- Disabled and elderly citizens need to be able to make afternoon appointments and still have access to transportation home. More buses are needed (and drivers) so that when elderly + disabled citizens' appointments are over, they won't have to wait lengthy periods to be picked up and ride for hours to get back home. Dialysis patients need weekend transportation (probably cancer patients, as well). Many elderly and disabled citizens who do NOT have Medicaid have serious conditions for which they see doctors outside the county. They should have access to their doctors, just like Medicaid patients.
- Fixed route service available without need for advanced registration. Route should include RCC, DSS, downtown, and Dixie Drive
- I believe there should be more services for people with handicaps
- I feel that instead of telling clients they can't be served because they don't travel out in the county that far, that they should try to help everyone! It is a *county* transportation
- I have to pay someone to take me to pick up my paycheck
- I think we need weekend transportation
- It is difficult for users of transportation to get to appointments as they have to schedule during hours they are told. Sometimes the only available times are evening or early mornings.
- Lack of evening transportation
- Many people feel isolated from events because they don't have transportation. Some people need transportation to work.

Unmet Needs, continued...

- Maybe to help conserve costs, target the most at-risk populations to assist them with transportation and link them to the services
- Mental health services are a priority of all county service providers - ongoing
- More services within the county are needed as there is no public transportation specifically for Randolph County
- Need out-of-county medical transportation to seniors not on Medicaid - at present there is really not notable options for them to get out-of-county medical appointments. Need more options for South Davidson seniors to be able to use transportation
- Need transportation to work: * for 1st shift, 7:00AM * 11:00PM, get home from 2nd shift Randleman, Coleridge, Ramseur, Seagrove areas need transportation to work
- NEEDS: Extended hours - example dialysis patients finishing in evening hours may not be able to access services
- No public transportation available for general public, if a bus system was available within city limits, this would be multifold= provide transportation, improve economy, decrease emissions. Need improved transportation in rural areas for everyone
- Our agency has a waiting list for Thomasville, Denton, Midway
- Provide ways for older citizens to be informed about available transportation
- Service hours and flexibility - working caregivers need service to correspond with those working hours for family members attending daycare
- Services do not come close enough to the homes of people who need the services
- Someone to take to the shop
- Spanish line on interpretation for DCT would help meet the need of the Hispanic community. Transportation from outlying areas to Thomasville and Lexington daily DCT extended hours Drivers for evening support groups for mental health and day reporting rehab classes
- That transportation could work better by getting out of town transportation to work better. Not 5 day notices May 2 or 3. Also make service more available to the elderly people no matter where they live
- The need for Public Transportation is greatly needed in the area of Silver Valley, Jackson Hill - around the Denton area- need more in the Churchland area
- There are not available services to meet the needs of the community for MD appts. and out of town MD appts. More importance is give to shopping than disabled people needing transportation
- There needs regular routes and time with more routes in Asheboro but with some routes (may be every 2 hrs for outlying routes from Trinity, Archdale, Liberty, Randleman, Ramseur, Franklinville) Meeting w/transfer at central point in Asheboro. Also at point to meet with parts pus
- There needs to be more public transportation in Randolph County. Many of the residences do not have any transportation and RCATS, although they are doing the job as well as they can, can't accommodate everyone. Transportation is one of the biggest setbacks in Randolph County.
- Though that I couldn't agree or disagree, I don't have enough knowledge about it
- Transportation "don't go to Salisbury" (he has to go to VA hospital a lot) Says they "don't run" after 2:00, however he sees them around late in the evening (Data entry note: It appears that these notes were transcribed by someone else, hence the third person)
- Transportation and services continue to be an unmet need in the more rural areas of the county (Denton, Wallburg and western Davidson County). Advertising of programs and services are not being reached in these areas due to resident going into surrounding counties for services.
- Transportation between Lexington and Thomasville should be available more days per week for longer hours. Some requirements should be applied to all.
- Transportation for persons whose nutrition sites have closed

Unmet Needs, continued...

- Transportation improving in our county - with so many people out of work, it is important to remember they can be forgotten if we are not careful - extended hours and transporting increases for people who are able to work will only service our counties' and communities' economy.
- Transportation into aging, shopping
- Transportation remains a basic - for needed shopping and needs to be met (Dr. Apples, etc) - not for non-essential trips for pleasure - Basic needs met for everyone
- Transportation to medical appointments, grocery shopping, general errands
- Transportation to outer county resident to activities that can benefit them - particularly activities at the senior center
- Transportation to Rockingham County Farmer's Market at Chinqua Penn is needed. This season, the market will accept food stamps. Those recipients often so they can have equal access to fresh, local, healthy foods!
- Travel on weekends for seniors!
- Updated/new routing software to improve/increase coordination with/to other counties, web-based software; Routematch; AVE & MDC
- We have options at the hospital to provide late evening appointments to support those who have to depend on working class people for transportation. This option continues not to meet all the elderly population because some elders do not have access to others or some appointments can not be approached in the evening hour.
- We need transportation in other than 15 passenger vans for local transportation, perhaps a voucher system involving taxis, station wagons, etc.

Other Comments

- - Don't want more advertising--"it is crowded enough as it is."
- Personally, I have not accessed so I am not aware of advanced planning, reservation options, staff levels, or friendliness of staff
- County residents who have no Medicaid have no transportation resources
- Covered
- Davidson transportation provides good service, but are under staffed and need more vans in service
- Department Director George Hodges is doing a wonderful job with the department. This survey in no way should negatively reflect on his efforts to enhance the department or try to clear up some of the problems
- Do not see recreational trips as being a need. Wants maybe.
- Family involvement needing when appropriate
- Frustrating when you need to see a doctor within a couple of days but they can't take you. Have to wait a long time to be picked up to return home - very tired after dialysis. (Data entry note: Regarding the point, 'Service providers are friendly and respectful' under 'Education, Marketing & Customer Service,' the respondent wrote "driver are, office staff are not")
- Give Randolph County money to help them carry our people on to where they need to go
- Good program - very informative
- Grateful for services provided by transportation. So many isolated people are helped
- Has to notify three days ahead or one week for out-of-county. Cancel all services if "threat" of snow. Transportation took him to High Point Hospital for procedure but would not bring him home because procedure was not over until "after 3PM." He had to pay someone \$20 to come pick him up.
- Have plenty of family to take me shopping and to take me out on weekends. The drivers are always friendly and helpful

Other Comments, continued...

- I also feel that some of the staff needs to have more compassion for the elderly, hard of hearing, and dementia clients. Seniors made this county what it is today so help them without complaining or making them feel like they are nothing because they live out farther.
- Looking for a "go to" list for specific agencies and areas serving
- Many people in the county live in areas that make it difficult to do simple daily tasks such as shopping. Transportation has always been a much talked about but little solved feature in this county.
- More advertising and participation of elected officials needed
- Need more housing available for disabled
- Need more transportation service available to different cities in county - example - Denton to Thomasville, Denton to Lexington, and return trips
- Our bus driver is a very special lady she sweet kind and very helpful we all love her very much. She really does take care. Joy means
- Transportation customers to be a barrier to services
- V.A. trips -- Durham - Asheville - need to have someone on standby for groups