



Statewide 5310 Locally Coordinated Plan
North Carolina Department of Transportation
Public Transportation Division
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INTRODUCTION

This Statewide Locally Coordinated Plan (LCP) satisfies the Federal Transit Administration (FTA) requirement for a locally developed Coordinated Public Transit-Human Services Transportation Plan¹ (also referred to as a Locally Coordinated Plan). This plan is required for programming of funding under Section 5310 Program—Enhanced Mobility of Seniors and Individuals with Disabilities², and is relevant to other transportation programs, such as the 5311 program that addresses transportation for rural areas and the 5307 program for small urbanized areas.

The 5310 program provides formula funding to states and designated recipients to improve mobility for seniors and individuals with disabilities. The 5310 program provides grant funds for capital and operating expenses to recipients for:

- Public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable;
- Public transportation projects that exceed the requirements of the Americans with Disabilities Act (ADA) of 1990 (42 U.S.C. 12101 et seq.);
- Public transportation projects that improve access to fixed-route service and decrease reliance on complementary paratransit; and
- Alternatives to public transportation projects that assist seniors and individuals with disabilities with transportation.

The goal of the Section 5310 program is to improve mobility for seniors and individuals with disabilities throughout the country by removing barriers to transportation services and expanding the transportation mobility options available.

¹ Required for programming of Section 5310 funding and to meet mobility management goals established in 2005 with the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU); continued in 2012 with Moving Ahead for Progress in the 21st Century (MAP-21); and under the current Fixing America's Surface Transportation (FAST Act).

² Title 49 U.S.C. 5310 authorizes the formula assistance program for the special needs of elderly individuals and individuals with disabilities. FTA refers to this formula program as "the Section 5310 program." FTA, on behalf of the Secretary of Transportation, apportions the funds appropriated annually to the States based on an administrative formula that considers the number of elderly individuals and individuals with disabilities in each State. These funds are subject to annual appropriations. Title 49 U.S.C. 5310(a)(1) authorizes funding for public transportation capital projects planned, designed and carried out to meet the special needs of elderly individuals and individuals with disabilities.



Funds from the 5310 program are available for capital projects such as for vehicles & equipment. Under section 5310, “capital” also includes the purchase of service and mobility management. This plan is intended to support Public Transportation Division’s annual call for 5310 projects.

In prior years, the Public Transportation Division required small urban metropolitan planning organizations (MPOs) and rural planning organizations (RPOs) develop their own LCP. As a result of local feedback, and to reduce the burden on local organizations, the Public Transportation Division decided in 2017 to complete a Statewide LCP covering fiscal years 2020 through 2024. This update covers jurisdictions which are eligible for North Carolina’s statewide 5310 Program including small urbanized areas between 50,000 and 200,000 population including Burlington, Gastonia, Goldsboro, Greenville, High Point, Jacksonville and New Bern and non-urbanized areas (areas outside the U.S. Census 2010 urbanized area boundaries). Figure 1. shows the geographic areas included in this LCP update and the associated Metropolitan/Rural Planning Organization jurisdictions. For purposes of analysis, counties were grouped into 10 districts (distinguished by different colors on the map).

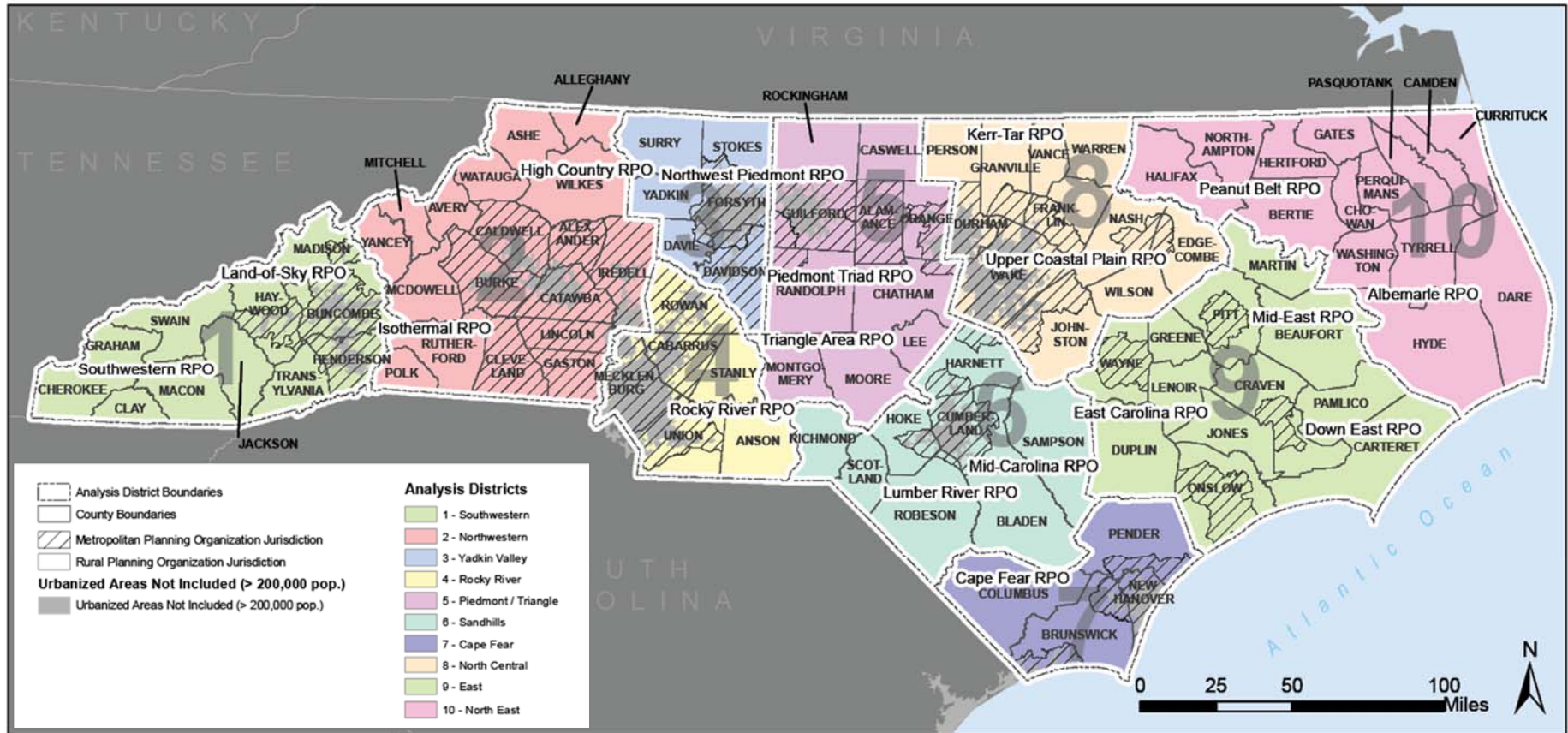
Large urbanized areas, over 200,000 people, receive 5310 program funds directly and will continue to prepare an individual LCP.

Also, NCDOT is required to annually publish a state management plan, which will contain full list of projects and the ways that funds, including those through this 5310 Program, may be used.

One additional factor affecting this LCP is the amount of available 5310 funding going forward will be significantly less than prior years’ programs. 5310 and 5317 funding available for grants for fiscal years 2016 through 2019 averaged \$6.6 million while only \$3.8 million will be available annually for 5310 grants going forward. This approximate forty-percent reduction in available 5310 funding is a result of the elimination of the 5317 program and the expenditure of prior year carry-forward balances. To minimize the impact of reduced 5310 program funding on mobility of seniors and persons with a disability, NCDOT intends to focus on direct services to eligible populations.



Figure 1: Statewide LCP Analysis Districts





PLAN PURPOSE

The LCP is a requirement under the Section 5310 Program. In addition to simply meeting that requirement, the intended outcomes of this plan include achieving greater efficiencies, leveraging limited resources, reducing barriers to transportation service and expanding mobility options—particularly for seniors and individuals with disabilities, and fostering statewide and regional coordination.

Presently, projects and programs funded under the 5310 Program are implemented by individual local governments, non-profits, or transit providers, which frequently operate within specific political or geographic service boundaries. These boundaries influence planning, coordination, funding, and implementation of services in various ways, and include:

- Political Jurisdictions—county, city, and town boundaries
- Urbanized Areas—delineated by the US Census Bureau, based on population density, these boundaries play a role in transportation funding allocated by the federal government.
- Metropolitan Planning Organizations (MPO)—designated for transportation planning in urbanized areas over 50,000.
- Rural Planning Organizations (RPO)—established in 2000 by the State of North Carolina, the RPO assists in the coordination of transportation planning in areas not covered by MPOs.

The existence of various boundaries and their roles under the 5310 program have been considered and factored into this plan and its recommendations. Although boundaries may dictate funding and implementation, it is important to recognize that the strategies required to enhance mobility through this program will likely cross those boundaries and a coordinated, interjurisdictional effort will be necessary to address mobility concerns.

Plan Goals:

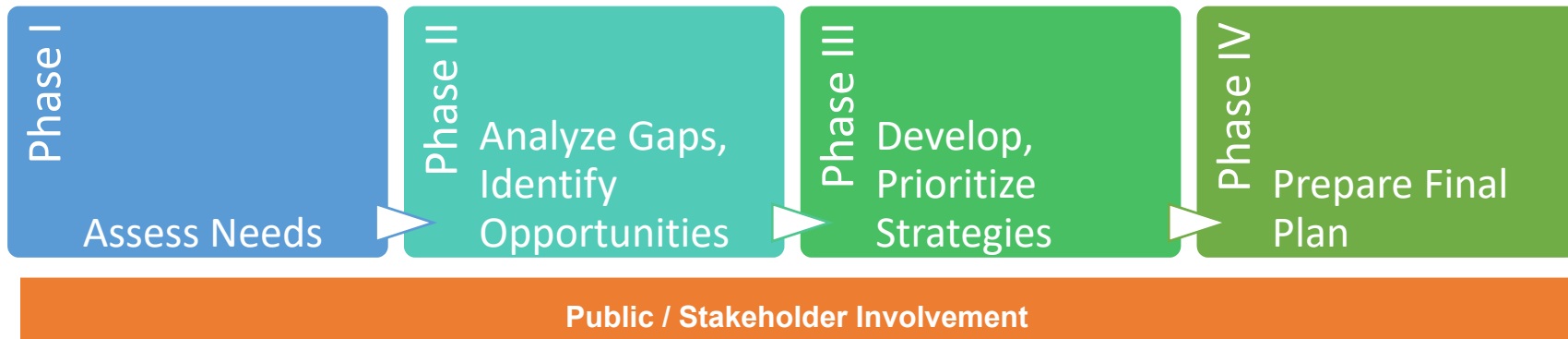
To enhance mobility for seniors and individuals with disabilities, this plan aims to...

- Achieve greater efficiencies
- Leverage limited resources
- Reduce barriers to transportation service
- Foster statewide and regional coordination



APPROACH

This locally coordinated plan has been developed by the NCDOT Public Transportation Division in collaboration with local transit advisory boards with additional input solicited from a broader group of stakeholders and the public. The project kicked off in late summer 2017 and proceeded to completion in summer 2018. The following graphic illustrates the project process.



Stakeholder involvement

Input from local community transportation advisory boards as well as broader stakeholders and the general public helped to identify mobility and accessibility challenges facing our communities and our region as well as general strategies that can be used to help address these challenges. The plan development process coincided with the North Carolina Statewide Public Transportation Strategic Plan process. The planning work completed under the Statewide Public Transportation Strategic Plan is directly relevant and input, findings, and recommendations from that plan have been used to inform development of this LCP.

This statewide LCP impacts and is impacted by government, private, and non-profit organizations throughout the state. Stakeholders include:

- NCDOT PTD
- Metropolitan and Rural Planning Organizations
- Regional and local transit agencies
- Human services providers
- Private transit service providers
- Transit advisory boards
- Various local agencies/entities



Stakeholders were involved in plan development through the steering committee which met five times over the course of the plan development process. Participants were invited to participate in person at the meeting location at NCDOT PTD offices in Raleigh or to engage by GoToMeeting. Most participated remotely. Stakeholder workshops and surveys were also used to collect input.

Table 1: LCP Steering Committee Members

Organization	Name
GWTA	Fred Fontana
Upper Coastal Plain RPO	James Salmons
Land of Sky RPO	Vicki Eastland
Isothermal RPO	Karyl Fuller
TJCOG	Matthew Day
Hyde	Beverly Paul
RCATS	Roger King
YVEDDI	Jeff Cockerham
CPTA	Pam Perry
Macon County	Kim Angel
Polk County	Diane Timberlake
Polk County	Joshua Kennedy
ACTA	Ralph Gilliam
Rowan	Gary Price
Davidson County Coalition on Aging	Doug Duffey
Peanut Belt RPO	Caleb Eller
Wayne County	Don Willis
Brunswick Transit	Yvonne Hatcher
Onslow	Carol Long
Hoke	Nancy Thornton
Tar River Transit	Todd Gardner
Rocky River RPO	Dana Stoogenke

Stakeholder Workshops—stakeholder workshops open to the public were held in October 2017 throughout the state in coordination with public workshops for the Statewide Public Transportation Strategic Plan. A total of five meetings were conducted and are summarized in Appendix B.



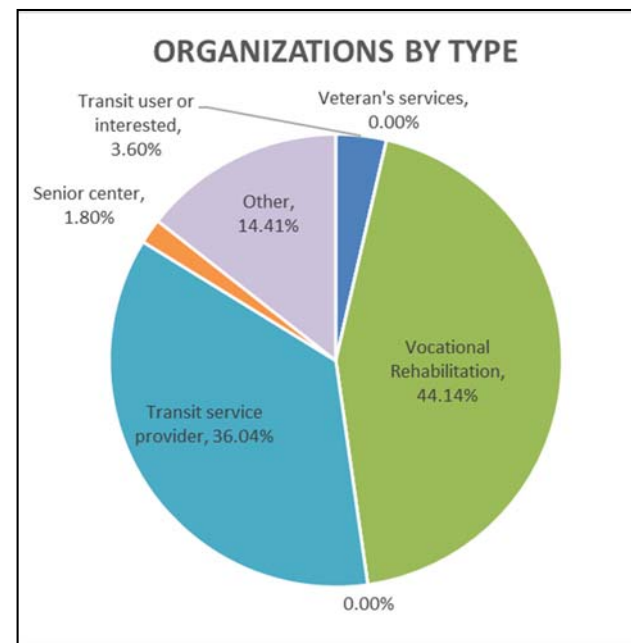
Stakeholder Survey—an online survey was conducted in May 2018, which focused on the aforementioned stakeholders and had an alternative form suitable for general members of the public. The survey was conducted in late April and May 2018 using the Survey Monkey web application. The survey was distributed by email (containing a link to the survey) to 5310 and 5311 program recipients, Regional Planning Organizations, and Metropolitan Planning Organizations of populations under 200,000. These organizations were asked to respond to the survey and forward to their transit advisory boards and others that may have an opinion or interest. Two forms of the survey were available—one that asked questions relevant to providers of service and another series of questions that were relevant to transit users. A total of 111 people took the survey.

Survey responses were received from all 10 analysis districts, though participation ranged widely across the districts. A quarter of survey participants are located in the North Central analysis district and another 23% are located in the East analysis district, while only two people participated from the Sandhills area. Table 2 shows the distribution of survey participants by analysis district. Survey participants were predominantly representatives of vocational rehabilitation organizations and transit service providers. Figure 2 summarizes the organization type which participants represent.

Table 2: LCP On-line Survey – Responses by Analysis District

Analysis District	Number of Responses
1 - Southwestern	7
2 - Northwestern	13
3 - Yadkin Valley	5
4 - Rocky River	4
5 - Piedmont / Triangle	11
6 - Sandhills	2
7 - Cape Fear	6
8 - North Central	28
9 - East	26
10 - Northeast	9
Total	111

Figure 2: LCP On-line Survey – Responses by Organization Type





CHAPTER 1: CURRENT CONDITIONS

Planning and coordination to enhance mobility of seniors and individuals with disabilities requires an understanding of the distribution of those populations and their current transportation needs. Census data and stakeholder input was gathered and evaluated to understand the current conditions.

DEMOGRAPHICS

Demographic analyses were conducted using US Census data and Geographic Information Systems (GIS) mapping and analysis software to identify the distribution of people eligible for the 5310 program services around the state. Our analysis included mapping the population distribution of individuals with disabilities and older adults, as well as persons with limited income and households with limited access to a personal motor vehicle. While income and motor vehicle access are not requirements for program eligibility, they are secondary characteristics of those who are more likely to rely on program services.

Maps were prepared for ten regions that covered the full state. Included in the analyses are the data from geographic areas eligible for the 5310 program. (Urbanized areas of populations greater than 200,000—shown in grey on Figure 1—are not included in estimates.)

Older adults

Figure 3 illustrates the distribution of people 65 years and over. In some census block groups over 30% of the population is 65 years and over, which are shown in deep green. As a person ages, limitations tend to impact ones mobility including the ability to operate a motor vehicle. While a person may no longer be able to drive, walking often remains an option in a suitably safe and comfortable environment; combined with transit assistance, an older person may be able to continue all or some activities independently.

The highest concentration of the older adult population (65 years and over) is the Southwestern District (1), where approximately 20% of the population (over 70,000 people) in the district is 65 years or older. The Northwestern District (2) contains the greatest number of residents over 65 years old, at approximately 150,000 people (15.4%).



Figure 3: Population 65 Years and Older



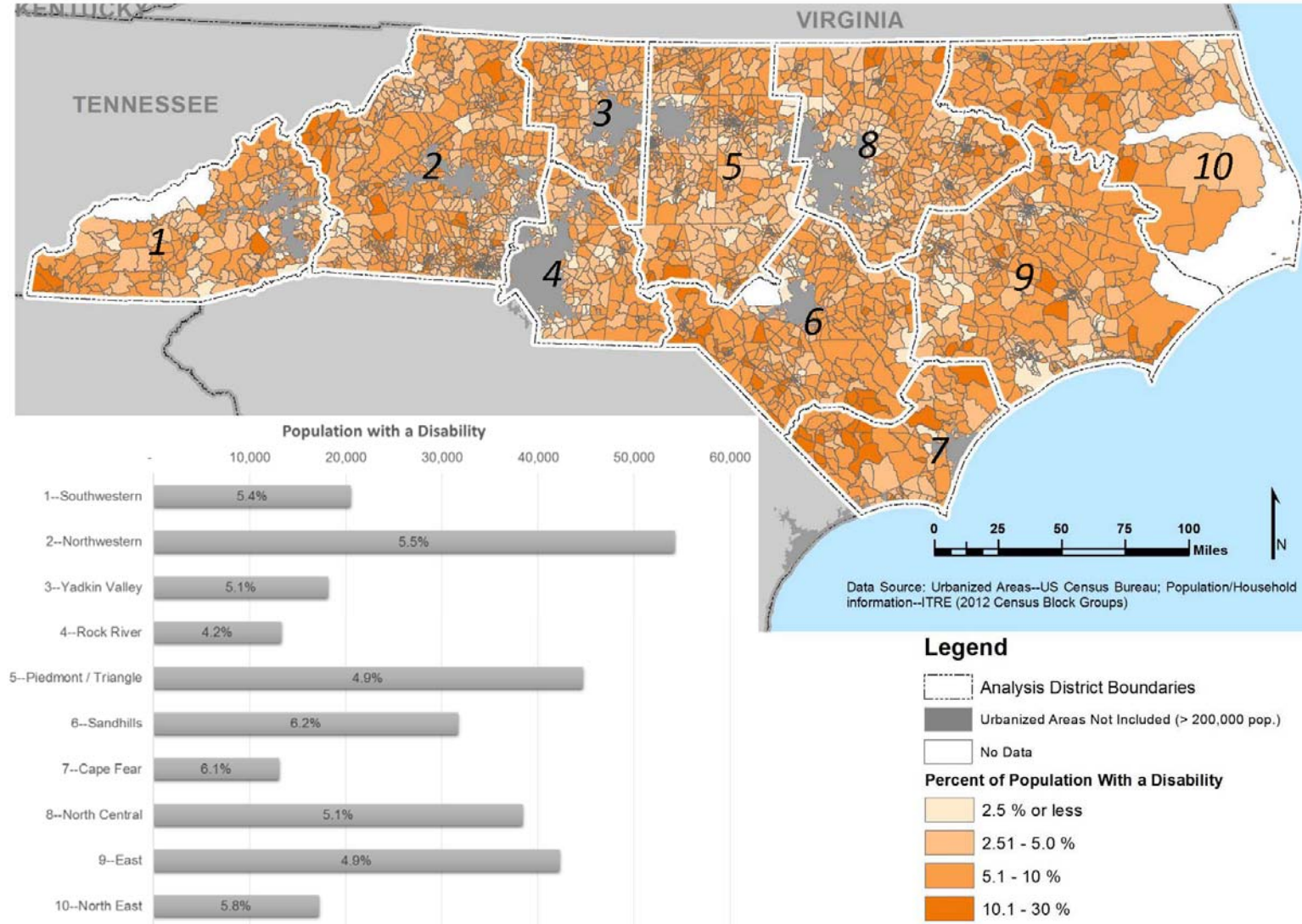


Individuals with disabilities

Figure 4 shows the distribution of individuals with a disability across the state and the 10 analysis districts. The proportion of people with a disability ranges from 4.2% to 6.2% across the ten analysis districts. The highest concentration is in the Sandhills District (6), while the district with the greatest number of individuals with a disability is the Northwestern District (2), where over 50,000 people are living with a disability.



Figure 4: Population with a Disability





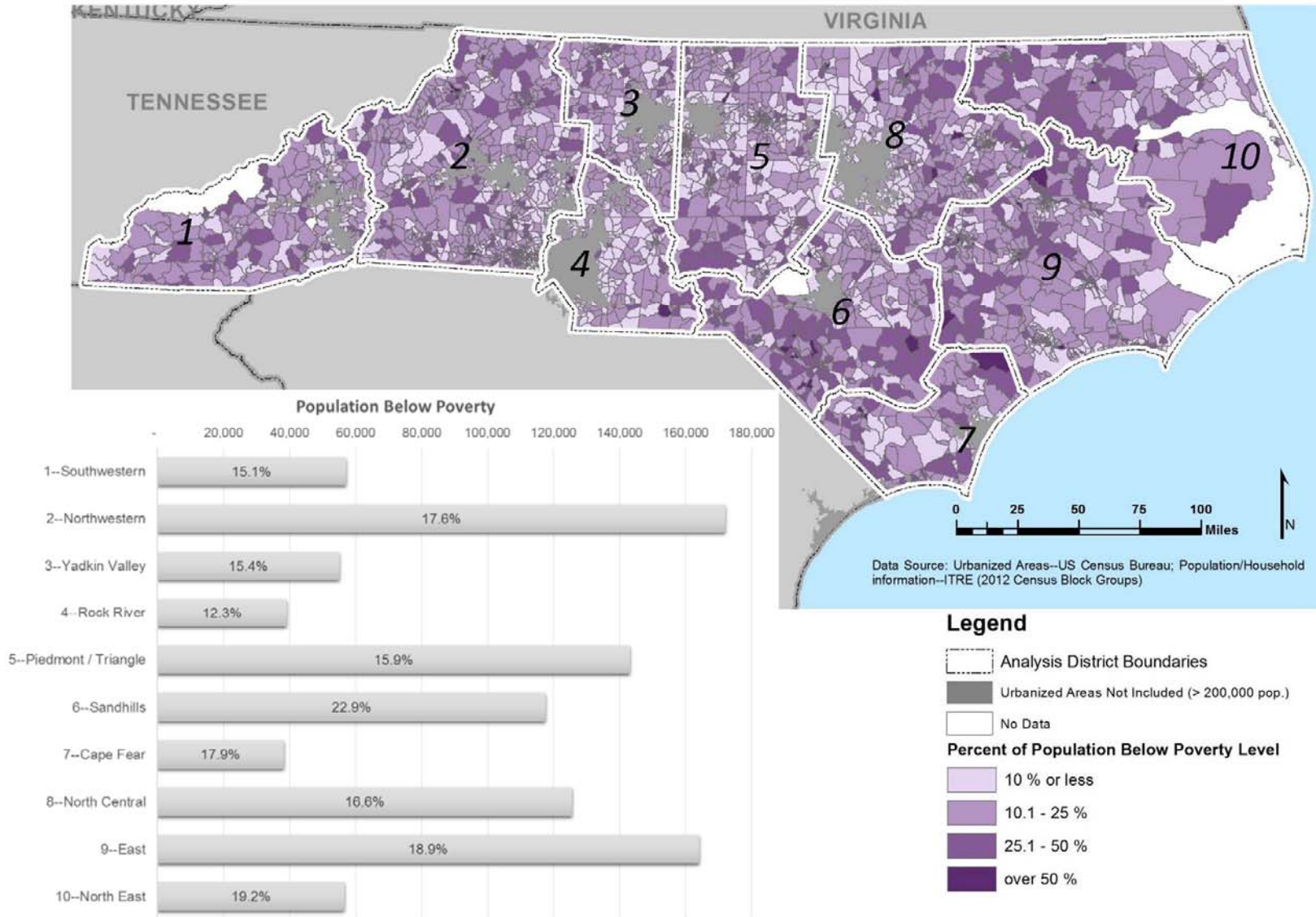
Persons with limited income

The analysis district with the highest proportion of the population below poverty level is Sandhills District (6), where 22.9% of the population (over 115,000 people) live below the poverty level. Approximately 170,000 people (17.6%) live below the poverty level in the Northwestern District (2), making it the district with the greatest total number of people living below the poverty level. The East District also has a notably high level and proportion of people living under the poverty level with over 160,000 people (18.9%).

Figure 5 shows the percent of people living below poverty level calculated by census block group. Reviewing the data at the finer scale of the block group offer a more nuanced look at the distribution, suggesting that certain areas (those block groups colored in deeper purple shades) within each analysis district are impacted by poverty more than others.



Figure 5: Population Below Poverty Level





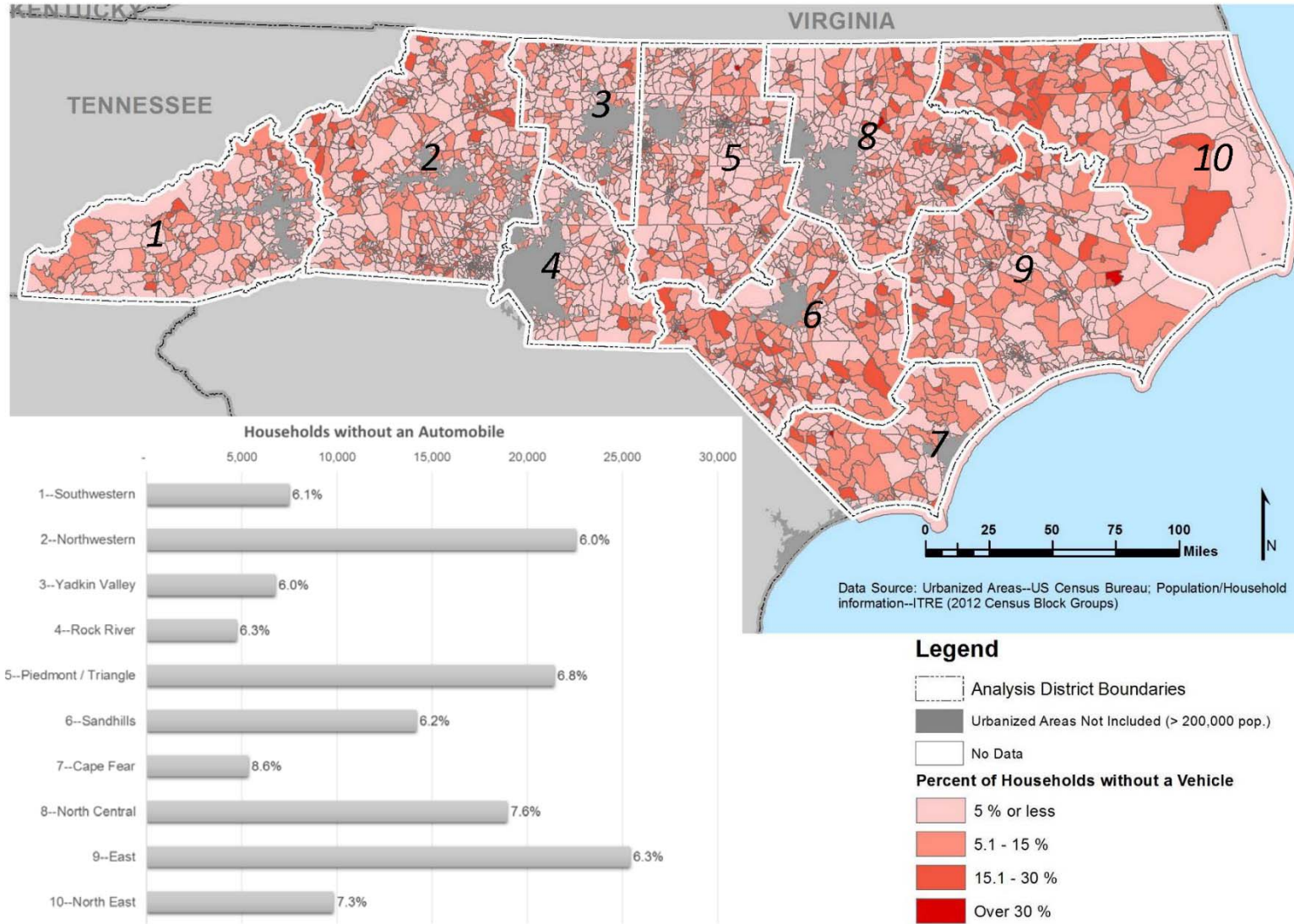
Limited access to a motor vehicle

The percent of households without access to a personal automobile ranges from 6% to 8.6% across the ten analysis districts. The East District has the greatest total number of households without access to a motor vehicle at 6.3% (just over 25,000 households), while the Cape Fear District has the greatest proportion of its households without access to a motor vehicle at 8.6% (just over 5,000 households).

Figure 6 shows the percent of households without access to an automobile, calculated at the census block group level of geography. Reviewing the data at the finer scale of the block group offer a more nuanced look at the distribution, suggesting that certain areas (those block groups colored in deeper red shades) within each analysis district may have greater mobility challenges than other areas. However, mobility and accessibility to daily needs are influenced by several other factors including development patterns and transportation facility design and other support systems in place (e.g. community services and social safety nets). Seeking additional information on those areas colored in deep red on the map may be useful to determining what kinds of strategies may be most helpful to enhancing mobility in those communities where personal vehicles may be less available and more of a strain.



Figure 6: Households without an automobile





5310 FUNDING ANALYSIS

Grant awards were analyzed for the period FY16 through FY19. Table 3 shows the 5310 / 5317 grants by category. The capital category includes vehicles and contracting for trips; the Mobility Manager category includes staff who assist clients with trip planning; and the operating category includes the costs of directly operated services.

Table 3: 5310 / 5317 Federal Funding by Fiscal Year FY16 to FY19

Fiscal Year	FY16	FY17	FY18	FY19
Capital	\$4,201,981	\$2,580,203	\$4,518,511	\$3,204,445
Mobility Manager*	\$568,093	\$336,257	\$485,763	\$346,212
Operating	\$2,289,305	\$2,104,215	\$2,231,164	\$1,855,036
Total Grants	\$7,059,379	\$5,020,675	\$7,235,438	\$5,405,693
State Admin	\$262,221	\$415,499	\$569,033	\$505,948
Total	\$7,321,600	\$5,436,174	\$7,804,472	\$5,911,641
* Funded by 5317 Program				

Table 4 and Figure 7 presents grants awarded by Analysis District. While the Sandhills Analysis District did not have any grant awards during the period Harnett, Hoke, Scotland, Robeson and Bladen counties have Monarch facilities for persons with disabilities which received funding as a part of Monarch’s statewide 5310 grants.

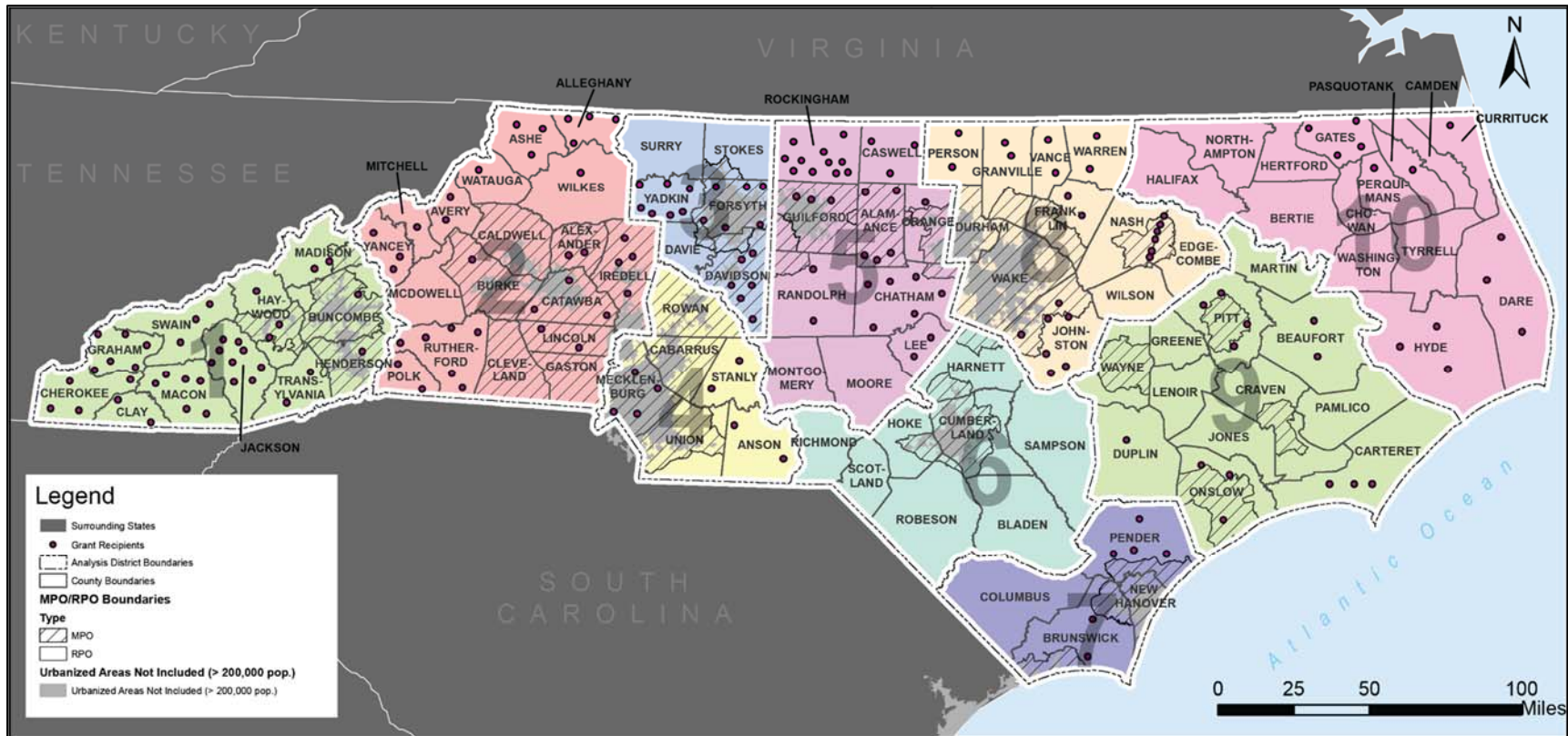


Table 4: 5310 / 5317 Federal Funding by Analysis District FY16 to FY19

Analysis District	FY16	FY17	FY18	FY19
1 – Southwestern	\$783,368	\$705,656	\$614,006	\$641,543
2 – Northwestern	\$1,337,166	\$804,246	\$1,306,904	\$1,189,141
3 - Yadkin Valley	\$563,964	\$564,656	\$1,020,379	\$514,106
4 - Rock River	\$411,114	\$91,114	\$286,027	\$47,454
5 - Piedmont / Triangle	\$1,723,534	\$1,224,459	\$1,389,430	\$1,047,063
6 – Sandhills	\$163,114	\$43,114	\$38,027	\$47,454
7 - Cape Fear	\$276,070	\$118,114	\$284,509	\$346,442
8 - North Central	\$857,992	\$735,592	\$1,133,847	\$771,409
9 – East	\$536,972	\$338,614	\$719,601	\$420,829
10 - North East	\$406,089	\$395,114	\$442,711	\$380,254
State Administration	\$262,221	\$415,499	\$569,033	\$505,948
Total	\$7,321,600	\$5,436,174	\$7,804,472	\$5,911,641



Figure 7: 5310 / 5317 Funding Distribution FY17 to FY19





STATE FUNDING PROCESSES AND GUIDELINES

The State Management Plan (SMP) dated September 2017 describes the process for administering the FTA programs administered by the NCDOT including the 5310 program. Related SMP provisions include:

- PTD Goal - Support transportation of seniors and persons with disabilities in small urban (50,000-200,000 population) and rural North Carolina (less than 50,000 population).
- 5310 capital (capital, mobility management, purchase of service) is used to:
 - replace vehicles for the designated 5311 programs only
 - purchase of service for nonprofits when the services are purchased from a 5311 provider. A current agreement or memorandum of understanding must be in place between the 5310 and 5311 provider for purchase of service activities. Nonprofit organizations are only eligible to purchase transportation services from the designated 5311 sub recipient.
 - mobility management projects for consolidated / regional systems and multi county/organization projects.
- Operating assistance may be provided if the capital needs are met in the competitive call for projects.
- PTD prioritizes projects to ensure funding is equitable and the elements of Title VI are considered.
- PTD may use funds apportioned to small urban and rural areas to serve other parts of the state if the Governor certifies 5310 objectives are met and local officials, publicly owned operators and nonprofit providers are consulted.

Annually, the FTA publishes appropriations for the 5310 program. Table 5 shows the 5310 FY18 appropriations. For FY16 through FY19, 5310 and 5317 funding available for grants averaged \$6.6 million. Beginning with the FY20 grant cycle only \$3.8 million will be available annually for NCDOT's 5310 grants. This approximate forty-percent reduction in available 5310 funding is a result of the elimination of the 5317 program and the expenditure of prior year carry-forward balances.

Table 5: 5310 FY18 Appropriations

Area	FY 18 Appropriations
Small Urbanized Areas	\$ 1,479,686
Rural	\$ 2,793,770
Less State Admin	\$ (427,346)
Available for Grants	\$ 3,846,110



CHAPTER 2: SERVICE INVENTORY AND GAPS ANALYSIS (BY REGION)

Information in this chapter is grouped by analysis district and contains an inventory of the available services with an analysis of areas of redundancy and gaps in service in each of the 10 analysis districts. This analysis was coordinated with the North Carolina Strategic Plan which reviewed service inventories and gaps in all areas of the state including services in the large urbanized areas greater than 200,000. Because of the federal process of distributing 5310 funds directly to the large urbanized areas greater than 200,000 population service providers in the large urbanized areas are not eligible for 5310 funding through this LCP.

At nine Strategic Plan community meetings in May 2017 and five LCP regional meetings in October 2017 the analysis was tailored to the community area and presented for feedback from the participants. This feedback was collected and organized into strengths, weaknesses, opportunities and threats faced by North Carolina's transit providers.

The findings from this service inventory and gaps analysis includes actions for both regular transit services and services focused on the needs of seniors and persons with disabilities. The analysis provides guidance for enhancing and coordinating service and informs the Locally Coordinated Plan recommendations.

METHODOLOGY

National Transit Database (NTD) data from 2015 was the starting point to determine existing providers and their service types.

For county providers, the county population was used, and for city or town-based providers, the place was used. If the provider had multiple counties, the county populations were summed to determine a service area population. Transit provider websites were used to collect data on current services, destinations, and eligibility to use the services. Interviews were arranged with select agencies to fill gaps in the data collection. Coordinated transportation plans and transit development plans were reviewed to include gaps identified by providers previously. Additional gaps were identified from sectors not served, duplicative service, or practices from other providers, and categorized under expansion, coordination, and communication.

Key destinations were determined using data from Department of Homeland Security Homeland Infrastructure Foundation-Level Data and from Institute for Transportation Research and Education (ITRE).



SUMMARY OF FINDINGS

Through the gap analysis, similar gaps were found among the 10 analysis districts. Common gaps were identified by providers and the analysis team.

RECOMMENDATIONS TO ADDRESS COMMON GAPS IDENTIFIED BY DEMAND RESPONSE PROVIDERS

- Expand Existing Service:
 - Extend hours and days of service for existing service
 - Expand eligibility to serve more trip purposes and customers
 - Coordinate transfers between demand response and fixed-route transit
- Capital Needs:
 - Purchase or replace ADA-compliant vehicles
 - Enhance technology, like routing and scheduling software; real-time passenger information; or intelligent transportation systems, and improve data collection methods
- Improve Customer Service:
 - Reduce length of reservation windows and waiting times for pick-up
 - Improve customer service for hearing/vision-impaired and limited English proficiency populations
- New Service or Funding:
 - Reduce fares for customers or provide additional funding for medical/other essential trips
 - Create deviated fixed-routes or vanpools

RECOMMENDATIONS TO ADDRESS COMMON GAPS IDENTIFIED BY FIXED-ROUTE PROVIDERS

- Expand Existing Service:
 - Extend hours and days of service for existing service
 - Expand coverage to suburban and rural areas, especially employment centers
 - Increase frequency on existing service
- Capital Needs: Create and improve bus stop amenities and park-and-ride facilities
- Improve Customer Service:
 - Improve customer service for hearing/vision-impaired and limited English proficiency populations
 - Improve marketing and advertising for existing services, e.g. advertise transit for special events
- New Service: Create express routes along major corridors and to major employers



RECOMMENDATIONS TO ADDRESS OTHER COMMON GAPS IDENTIFIED IN GAP ANALYSIS

- Ensure vital connections like Social Security offices and hospitals/medical facilities are available from every provider
- Coordinate service among demand response providers in neighboring counties. This may take the form of coordinating certain types of trips, like medical trips for veterans, or coordinating trips that cross county borders
- Create access to colleges and universities through new service or connections to existing service
- Enhance education about services in residents' home counties and how to use transit when traveling in other counties.
- Increase information available on providers' websites; make websites accessible for vision/hearing-impaired residents

GAP ANALYSIS RESULTS BY ANALYSIS DISTRICT

The following sections show the gap analysis results by each of the 10 analysis districts that were created for this study. Each section includes existing conditions and service gaps. Gaps identified by providers were listed in coordinated transportation plans and transit development plans. Additional gaps were found by comparing services between similarly-sized providers and determining if major trip generators were connected by transit. The analysis districts as listed in Table 6 were developed considering the boundaries of the rural planning organizations (RPO) and small urban metropolitan planning organizations (MPO).

Table 6: Rural and Metropolitan Planning Organizations by Analysis District

Analysis Districts		Rural Planning Organizations and Metropolitan Planning Organizations	Analysis Districts		Rural Planning Organizations and Metropolitan Planning Organizations
1	Southwestern	Southwestern RPO, Land-of-Sky RPO	6	Sandhills	Lumber River RPO, Mid-Carolina RPO
2	Northwestern	High Country RPO, Isothermal RPO, Gastonia MPO	7	Cape Fear	Cape Fear RPO
3	Yadkin Valley	Northwest Piedmont RPO, High Point MPO	8	North Central	Kerr-Tar RPO, Upper Costal RPO, Rocky Mount MPO
4	Rocky River	Rocky River RPO	9	East	East Carolina RPO, Mid-East RPO, Down East RPO, Goldsboro MPO, Greenville MPO, New Bern MPO, Jacksonville MPO
5	Piedmont / Triangle	Piedmont Triad RPO, Triangle Area RPO, Burlington MPO	10	North East	Peanut Belt RPO, Albemarle RPO



SOUTHWESTERN

The Southwestern analysis district includes the following counties in whole or in part (those where significant portions are excluded due to large urbanized area designation (over 200,000 people) are identified with an asterisk):

- Buncombe*
- Cherokee
- Clay
- Graham
- Haywood*
- Henderson*
- Jackson
- Macon
- Madison
- Swain
- Transylvania

The Southwestern analysis district covers the far western end of North Carolina and includes Eastern Cherokee Indian Reservation. This area is largely rural, with the closest urban areas being Asheville, Chattanooga, TN, and Greenville, SC.

EXISTING SERVICES AND CONNECTIONS

Table 7 lists the providers in the Southwestern analysis district.

All systems except Cherokee Transit provide demand response transit. Approximately half also provide fixed route transit. All systems provide out-of-county transportation to medical appointments, although Mountain Mobility does provide out-of-county Medicaid services, these services are coordinated through Land-of-Sky Transportation Resources.

Table 7: Providers in the Southwestern Analysis District, 2017

Provider	NTD Reporting Name	Level of Government	Service Area	Service Types
Apple Country Public Transit	Henderson County/ Apple Country Public Transit	County	Henderson County	<ul style="list-style-type: none"> • Demand Response • Fixed Route
Cherokee County Transit	Cherokee County	<i>County</i>	Cherokee County	<ul style="list-style-type: none"> • Demand Response • Fixed Route
Cherokee Transit	Eastern Band of Cherokee Indians	Tribe	Eastern Cherokee Indian Reservation (Qualla Boundary)	<ul style="list-style-type: none"> • Fixed Route

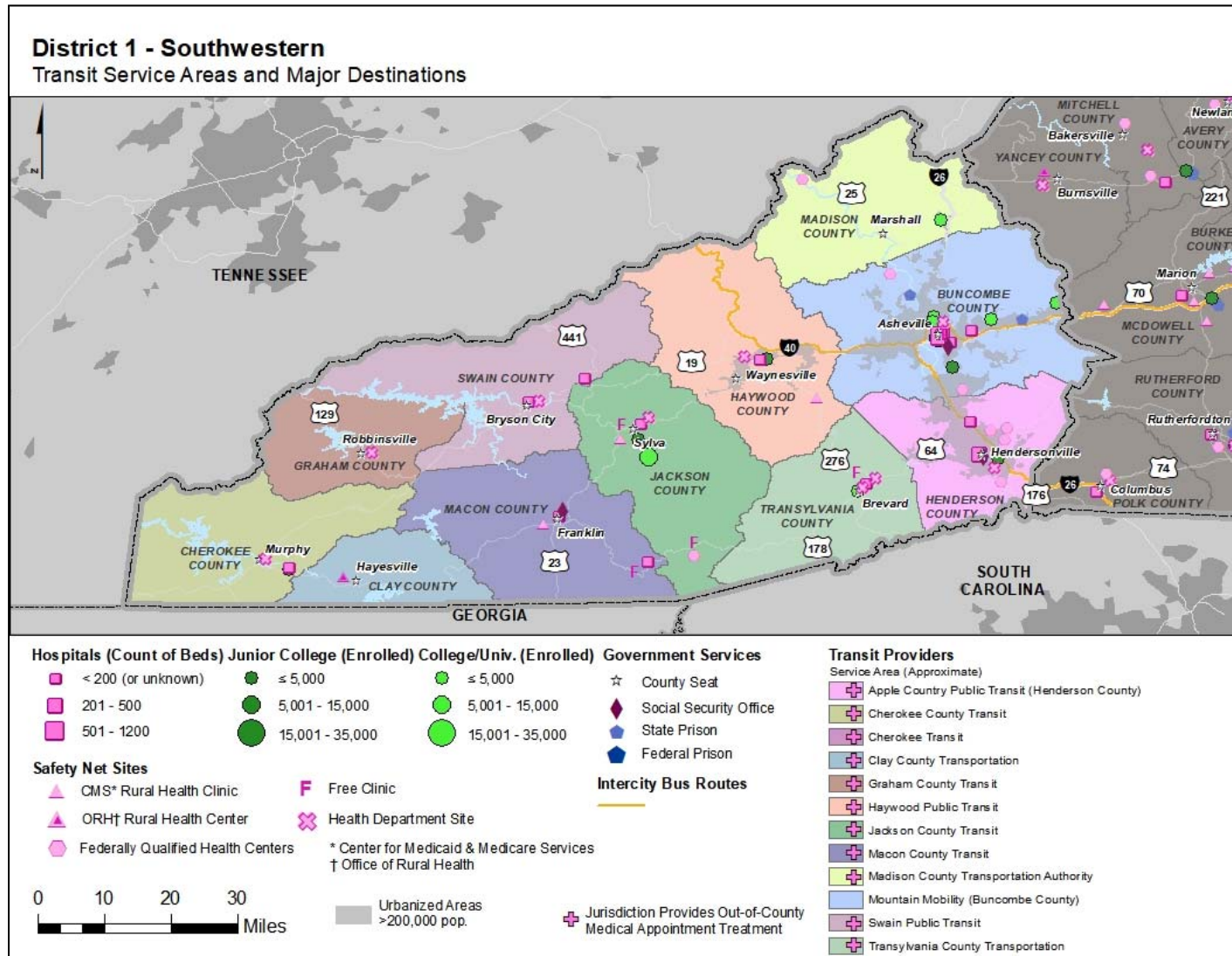


Provider	NTD Reporting Name	Level of Government	Service Area	Service Types
Clay County Transportation	Clay County	County	Clay County	• Demand Response
Graham County Transit	Graham County	County	Graham County	• Demand Response
Haywood Public Transit	Mountain Projects, Inc.	Non-Profit	Haywood County	• Demand Response
Jackson County Transit	Jackson County	County	Jackson County	• Demand Response • Deviated Fixed Route
Macon County Transit	Macon County	County	Macon County	• Demand Response • Deviated Fixed Route
Madison County Transportation Authority	Madison County Transportation Authority	County	Madison County	• Demand Response
Mountain Mobility	Buncombe County	County	Buncombe County	• Demand Response • Deviated Fixed Route
Swain Public Transit	Swain County Focal Point on Aging, Inc.	County	Swain County	• Demand Response
Transylvania County Transportation System	Transylvania County	County	Transylvania County	• Demand Response

Figure 8 shows the Southwestern analysis district, its transit providers, and the major destinations in the district.



Figure 8: Map of Southwestern Analysis District Transit Service Areas and Major Destinations





SERVICE GAPS

A review of coordinated transportation plans and transit development plans for the Southwestern analysis district identifies the following needs, grouped by type of provider.

RECOMMENDATIONS TO ADDRESS GAPS IDENTIFIED BY DEMAND RESPONSE PROVIDERS

- Extend hours of service (weekends, evenings, and/or holidays)
- Improve capacity and availability of existing services
- Expand employment-related transportation
- Increase fleet size and hire additional operating staff to accommodate expanded service
- Provide door-through-door services and special needs attendants
- Expand services for veterans
- Increase flexibility in scheduling of trips
- Provide fare subsidies and/or vouchers
- Coordinate with regional providers to provide park-and-ride services
- Improve visibility of services through marketing and advertising
- Reduce length of reservation window for customers
- Expand eligibility for demand response services to serve a wider range of trip purposes and customers
- Provide connections to fixed route services
- Increase distribution of information about available services and eligibility
- Create connections between counties

RECOMMENDATIONS TO ADDRESS GAPS IDENTIFIED BY FIXED-ROUTE PROVIDERS

- Extend hours of service (weekends, evenings, and/or holidays)
- Improve visibility of services through marketing and advertising
- Implement new or additional routes
- Increase fleet size and hire additional staff to accommodate expanded service
- Extend hours of service (weekends and evenings)
- Expand coverage especially into emerging residential and employment centers
- Improve facilitation of transfers between providers and connections between counties
- Increase frequency on routes at or near capacity
- Hire a mobility coordinator / travel trainer
- Serve employment centers with work trips
- Make corridor-specific investments to improve speed or reliability of transit
- Add additional express, local and neighborhood fixed routes
- Create park-and-ride facilities and improve amenities at bus stops



Further analysis has identified possible recommendations for gaps in transportation services in the analysis district, summarized in the bullets below.

- **Service Expansion**
 - Expand access eligibility to existing services that currently are only available to individuals traveling for medical appointments.
 - While some providers will schedule out-of-county trips for medical appointments on most days of the week, other providers limit the days they will provide out-of-county travel. Opportunities may exist to increase the span of service or availability of out-of-county destinations.
 - Expand access to regional and statewide destinations with high travel demand. Existing services in Haywood and Henderson counties are oriented towards connections to Buncombe County and the City of Asheville. Services to other counties in the region are more limited, especially for non-medical appointment trips.

- **Service Coordination**
 - Opportunities exist to coordinate or enhance service between counties that serve each other with demand response transit. For example, Macon County Transit serves Bryson City in Swain County, while Swain County Transit serves Franklin in Macon County. Both locations are home to hospital facilities and are less than one hour away from each other.
 - Coordination of services, transfers and fares between providers in the region could allow the region's residents to have more widespread access to destinations in North Carolina, especially for residents of counties where services are more limited.
 - Some services could pick up passengers in another county en route to a destination. For instance, both Jackson and Swain counties provide service to the Asheville Airport, and trips departing from certain locations in Swain County could readily serve portions of Jackson County en route to the Asheville Airport.
 - Coordinate or enhance services between counties that serve each other with demand response transit. Haywood Public Transit already participates in a regional effort by rural transit providers to coordinate transportation of veterans to medical services. Expand to additional populations and trip types.

- **Communications**
 - Though providers may serve higher education institutions, these institutions are not necessarily advertised as destinations. Increased advertising may be warranted to advise residents of opportunities to travel to these locations.



- Providers in the same region should provide web links to partner agencies so that residents traveling out of county can more easily acquire information about services in other locations.
- Communication strategies may include information for those traveling to major cities on how to take transit when visiting.

NORTHWESTERN

The Northwestern analysis district includes the following counties in whole or in part (those where significant portions are excluded due to large urbanized area designation (over 200,000 people) are identified with an asterisk):

- Alexander
 - Alleghany
 - Ashe
 - Avery
 - Burke*
 - Caldwell*
- Catawba*
 - Cleveland
 - Gaston
 - Iredell*
 - Lincoln*
 - McDowell
- Mitchell
 - Polk
 - Rutherford
 - Watauga
 - Wilkes
 - Yancey

The Northwestern analysis district includes North Carolina’s high country, counties in the western Piedmont region, and includes counties which border Tennessee, Virginia, and South Carolina. Urban areas nearby include the Charlotte metro area to the southeast, Asheville and Johnson City, TN to the west, and Hickory in the center of this analysis district.

EXISTING SERVICES AND CONNECTIONS

Table 8 lists providers in the Northwestern analysis district. All systems provide demand response service and most provide out-of-county transportation to medical appointments.

Table 8: Providers in the Northwestern Analysis District, 2017

Provider Name	NTD Reporting Name	Level of Government	Service Area	Service Types
Alleghany In Motion (AIM)	Alleghany County	County	Alleghany County	• Demand Response
AppalCart	AppalCart	Transit Authority	Watauga County	• Demand Response • Fixed Route
Ashe County Transportation Authority	Ashe County Transportation Authority Inc	Non-profit	Ashe County	• Demand Response • Fixed Route



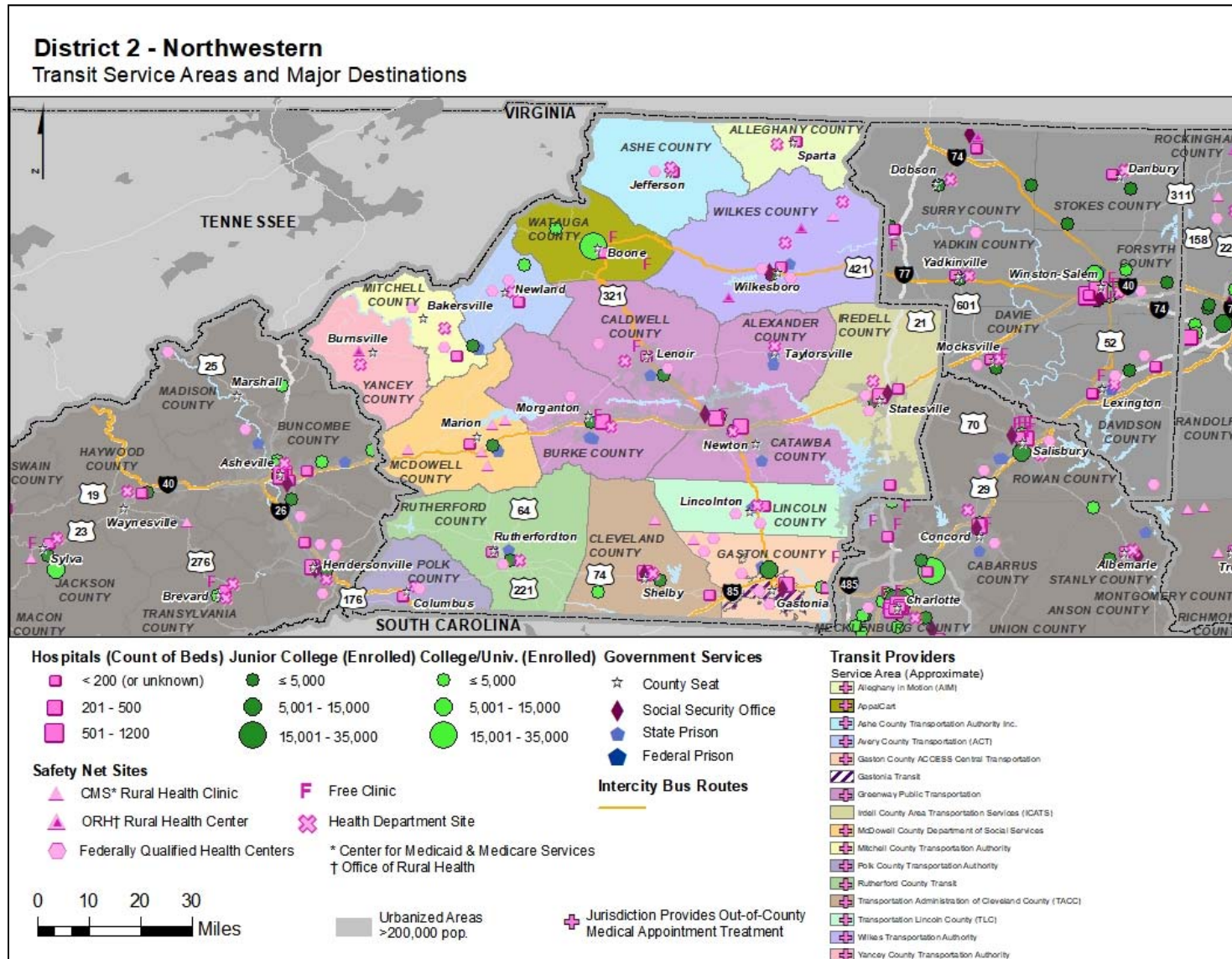
Provider Name	NTD Reporting Name	Level of Government	Service Area	Service Types
Avery County Transportation (ACT)	Avery County Transportation Authority	County	Avery County	<ul style="list-style-type: none"> • Demand Response
Gaston County ACCESS Central Transportation	Gaston County	County	Gaston County	<ul style="list-style-type: none"> • Demand Response • Fixed Route
Gastonia Transit	City of Gastonia	City	City of Gastonia	<ul style="list-style-type: none"> • Demand Response • Fixed Route
Greenway Public Transportation	Western Piedmont Regional Transit Authority	Transit Agency	Alexander, Burke, Caldwell, and Catawba Counties	<ul style="list-style-type: none"> • Demand Response • Fixed Route
Iredell County Area Transportation Services	Iredell County Area Transportation Services	County	Iredell County	<ul style="list-style-type: none"> • Demand Response • Deviated Fixed Route
McDowell Department of Social Services	Did not report to NTD in 2015	County	McDowell County	<ul style="list-style-type: none"> • Demand Response*
Mitchell County Transportation Authority	Mitchell County Transportation Authority	County	Mitchell County	<ul style="list-style-type: none"> • Demand Response
Polk County Transportation Authority	Polk County Transportation Authority	County	Polk County	<ul style="list-style-type: none"> • Demand Response
Rutherford County Transit	Rutherford County	County	Rutherford County	<ul style="list-style-type: none"> • Demand Response • Deviated Fixed Route
Transportation Administration of Cleveland County (TACC)	Transportation Administration of Cleveland County, Inc	Non-Profit	Cleveland County	<ul style="list-style-type: none"> • Demand Response • Fixed Route
Transportation Lincoln County (TLC)	Lincoln County	County	Lincoln County	<ul style="list-style-type: none"> • Demand Response • Deviated Fixed Route
Wilkes Transportation Authority	Wilkes Transportation Authority	Transit Authority	Wilkes County	<ul style="list-style-type: none"> • Demand Response • Fixed Route
Yancey County Transportation Authority	Yancey County Transportation Authority	County	Yancey County	<ul style="list-style-type: none"> • Demand Response

*Note: McDowell County's Department of Social Services provides demand-response medical trips to eligible users.

Figure 9 shows the Northwestern analysis district, its transit providers, and the major destinations in the district.



Figure 9: Map of Northwestern Analysis District Transit Service Areas and Major Destinations





SERVICE GAPS

A review of coordinated transportation plans and transit development plans identifies the following needs, grouped by type of provider.

RECOMMENDATIONS TO ADDRESS GAPS IDENTIFIED BY DEMAND RESPONSE PROVIDERS

- Extend service hours and weekend service
- Implement fixed-route or shuttle services
- Create transportation connections to colleges and universities
- Provide transportation to and from after-school activities for children in low-income households
- Coordinate with county agencies and neighboring counties
- Connect to Asheville Transit
- Increase options for gas vouchers for Medicaid patients
- Purchase improved vehicles (4-wheel drive, lift-equipped, expansion vans)
- Implement improved technology
- Increase advertising and marketing
- Expand eligibility for demand response services to serve a wider range of trip purposes and customers
- Implement travel training programs
- Improve facilitation of transfers at major transfer points
- Coordinate transportation operations, needs, funding across human service agencies
- Continue development of Intelligent Transportation Systems (ITS) to improve the efficiency of service
- Increase distribution of information about available services and eligibility, especially to underserved communities
- Increase fleet size and hire additional staff to accommodate expanded service
- Expand services for human service agencies
- Develop partnerships with volunteers and community organizations to provide certain out-of-county and other medical appointment trips
- Coordinate fares and transfers between providers
- Develop vanpool services
- Expand eligibility for demand response services to serve a wider range of trip purposes and customers, especially those just above Medicaid income thresholds and students
- Improve workforce transportation
- Enhance vehicle features, such as wider lifts and car seats



- Increase availability of short-notice trips
- Provide connections to intercity bus transit and other fixed route services
- Reduce fares for targeted populations
- Expand number of trips to out-of-county and out-of-town destinations

RECOMMENDATIONS TO ADDRESS GAPS IDENTIFIED BY FIXED-ROUTE PROVIDERS

- Create park-and-ride facilities for buses, vanpools, carpools
- Extend hours and frequency of service (weekends and evenings)
- Add circulator service and express services along major corridors
- Implement travel training programs
- Improve amenities at transit facilities
- Extend service to key medical facilities, group homes, shopping destinations, and workplaces, and adjust existing services to meet demand
- Expand coverage into more areas
- Maintain more consistent service levels throughout the academic year
- Expand coverage into more rural and underserved areas
- Improve amenities at bus stops

Further analysis has identified possible recommendations for gaps in transportation services in the analysis district, summarized in the bullets below.

- **Service Expansion**
 - There are several opportunities for new services:
 - Expanding to connect western counties to the Hickory area would provide access to the Valley Hills Mall, a regional shopping destination.
 - Increased connections to Charlotte would create access to the Charlotte Douglas International Airport
 - Erwin, TN, may be a viable destination for northern areas of Mitchell and Yancey counties to provide closer access to medical appointments than Boone or Asheville.
 - Opportunities may exist to expand access to non-medical trips.
 - Opportunities may exist to increase the span of service to out-of-county destinations, which are in some cases limited to certain days of the week.
 - Opportunities may exist to expand access to existing services that currently only serve individuals traveling for medical appointments.



- Opportunities may exist to increase the span of service for demand response and fixed-route services and to reduce headways on fixed-route service.
- Vanpool programs could connect rural areas to employment centers not otherwise served by subscription or fixed-route services.
- **Service Coordination**
 - Creating links between counties could work best for destinations that attract many trips, like Asheville. Multiple counties could partner together, especially during times of day or weekends when demand is lower. This would require further investigation into the division of funding.
 - Coordination of services, transfers and fares between providers in the region could allow the region's residents to have more widespread access to destinations in North Carolina.
 - Some services could pick up passengers in another county en route to a destination. Examples include:
 - McDowell County provides service to Asheville and Buncombe County and could potentially serve portions of Buncombe County while traveling to medical appointments in that county.
 - Rutherford County Transit provides service to the Charlotte and could pick up passengers in Cleveland County en route to Charlotte.
 - Both Ashe and Wilkes counties provide service into Charlotte, and trips departing from Ashe County could pick up passengers in Wilkes County en route to Charlotte.
 - Service along US421 to Baptist Hospital from Watauga, Ashe, Alleghany and Wilkes counties could be coordinated with YVEDDI's services.
 - Demand response vehicles serving out-of-county destinations may have downtime while waiting for their passengers to finish their medical appointments. During this time, dispatch these vehicles to provide demand response service to residents.
 - Demand response vehicles serving out-of-county destinations may have downtime while waiting for their passengers to finish their medical appointments. During this time, dispatch these to provide demand response service to residents.
 - Coordination of services, transfers and fares between providers in the region would allow the region's residents to have more widespread access to destinations in North Carolina, especially for residents of counties where services are more limited.
- **Communications**
 - Yancey County Transportation Authority reports that public outreach has diversified ridership. After a radio campaign, residents of all ages are using YCTA's demand response service. YCTA says there is newfound demand for



connections to Mount Mitchell, a tourist destination, and the Asheville Regional Airport. Demand is so strong that a second shift is plausible with more funding. Other agencies should do the same public outreach campaigns to reach additional riders.

- Providers in the same region should provide links to other agencies' websites so that residents traveling out-of-county can more easily acquire information about services in other locations.
- Communication strategies may include education for those traveling to major cities on how to take transit when visiting.
- Though providers may serve locations with higher education institutions in their counties, these institutions are not necessarily advertised as destinations. Increased advertising may be warranted to advise residents of opportunities to travel to these locations.
- Highlight additional information about discounted services for targeted populations, where applicable.
- A mobility manager and/or travel trainer can help connect residents to transit services that meet their needs.

YADKIN VALLEY

The Yadkin Valley analysis district includes the following counties in whole or in part (those where significant portions are excluded due to large urbanized area designation (over 200,000 people) are identified with an asterisk):

- Davidson*
- Davie
- Forsyth*
- Stokes
- Surry
- Yadkin

This analysis district surrounds the Winston-Salem urbanized area.

EXISTING SERVICES AND CONNECTIONS

Table 9 lists providers in the Yadkin Valley analysis district All providers have demand response service and two out of the four providers provide out-of-county medical transportation. Notably, Piedmont Authority for Regional Transportation (PART) provides service throughout this analysis district and in the adjacent Piedmont/Triangle district to the east.



Table 9: Providers in the Yadkin Valley Analysis District, 2017

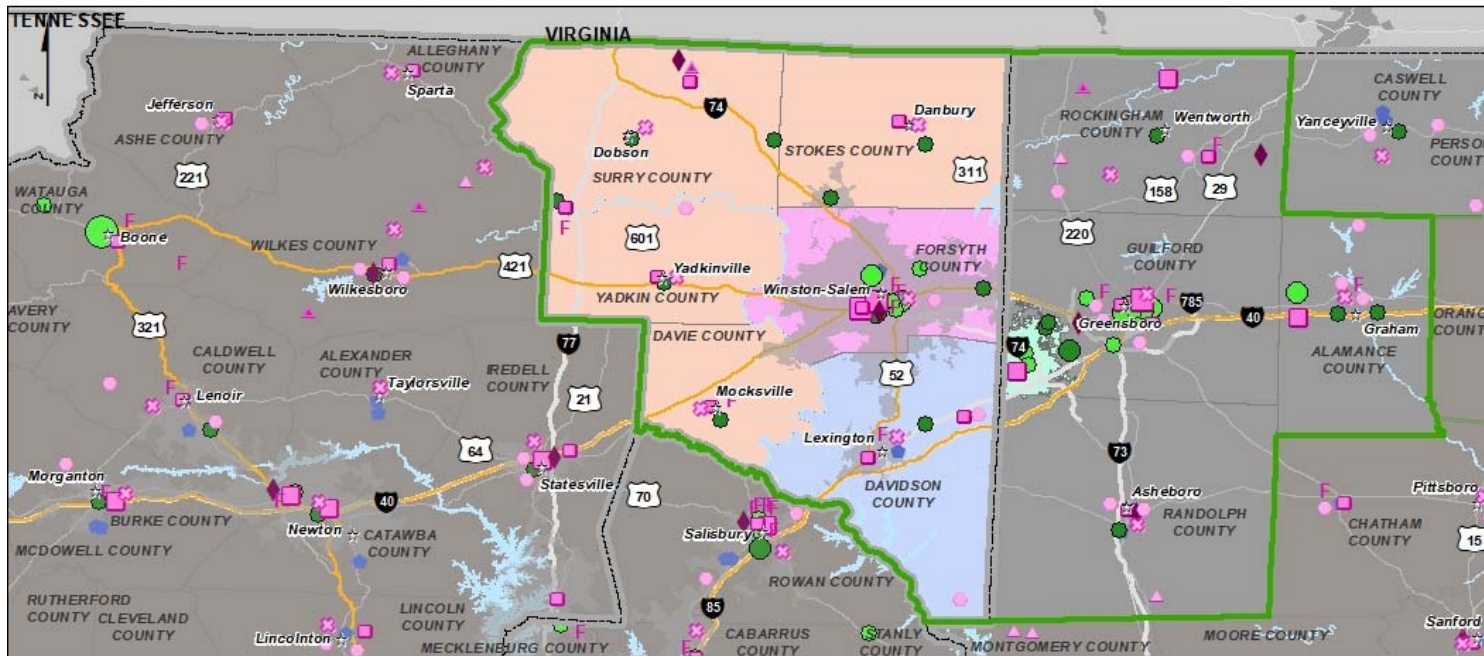
Provider	NTD Reporting Name	Level of Government	Service Area	Service Types
Davidson County Transportation	Davidson County Transportation	County	Davidson County	<ul style="list-style-type: none"> • Demand Response (Purchased and Operated) • Fixed Route
Piedmont Authority for Regional Transportation (PART)	Piedmont Authority for Regional Transportation	Transit Agency	Piedmont Triad area	<ul style="list-style-type: none"> • Commuter Bus • Vanpool
Winston-Salem Transit Authority (WSTA)	Winston-Salem Transit Authority - Trans-Aid of Forsyth County	City	City of Winston-Salem, Forsyth County	<ul style="list-style-type: none"> • Demand Response • Fixed Route
YVEDDI Public Transportation	Yadkin Valley Economic Development District, Inc.	Non-profit	Davie, Stokes, Surry, and Yadkin Counties	<ul style="list-style-type: none"> • Demand Response • Deviated Fixed Route

Figure 10 shows the Yadkin Valley analysis district, its transit providers, and the major destinations in the district.

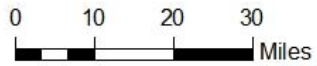


Figure 10: Map of Yadkin Valley Analysis District Transit Service Areas and Major Destinations

District 3 - Yadkin Valley
Transit Service Areas and Major Destinations



<p>Hospitals (Count of Beds)</p> <ul style="list-style-type: none"> ◻ < 200 (or unknown) ◻ 201 - 500 ◻ 501 - 1200 	<p>Junior College (Enrolled)</p> <ul style="list-style-type: none"> ● ≤ 5,000 ● 5,001 - 15,000 ● 15,001 - 35,000 	<p>College/Univ. (Enrolled)</p> <ul style="list-style-type: none"> ● ≤ 5,000 ● 5,001 - 15,000 ● 15,001 - 35,000 	<p>Government Services</p> <ul style="list-style-type: none"> ☆ County Seat ◆ Social Security Office ■ State Prison ■ Federal Prison 	<p>Transit Providers</p> <p>Service Area (Approximate)</p> <ul style="list-style-type: none"> ◻ Davidson County Transportation ◻ WSTA (Winston-Salem, Forsyth County) ◻ YVEDDI Public Transportation ◻ PART (Regional)
<p>Safety Net Sites</p> <ul style="list-style-type: none"> ▲ CMS* Rural Health Clinic ▲ ORH† Rural Health Center ◻ Federally Qualified Health Centers ◻ Free Clinic ◻ Health Department Site 	<p>* Center for Medicaid & Medicare Services † Office of Rural Health</p>	<p>Intercity Bus Routes</p> <ul style="list-style-type: none"> — Intercity Bus Route 	<p>◻ Jurisdiction Provides Out-of-County Medical Appointment Treatment</p>	



Urbanized Areas >200,000 pop.



SERVICE GAPS

A review of coordinated transportation plans and transit development plans for the communities and providers in the Yadkin Valley analysis district documented the following needs, grouped by type of provider.

RECOMMENDATIONS TO ADDRESS GAPS IDENTIFIED BY DEMAND RESPONSE PROVIDERS

- Add and extend fixed-route bus service to complement demand response
- Improve commuter transportation
- Expand regional express services
- Improve intermodal connectivity and increase use of existing regional transportation
- Increase transportation in evenings and weekends, service for non-medical trips
- Educate elderly residents and public to use county and out-of-county services
- Increase funding for general services/non-Medicaid customers
- Implement technology to make automatic schedule adjustments in-vehicle
- Purchase routing software
- Purchase additional ADA-accessible vehicles.

RECOMMENDATIONS TO ADDRESS GAPS IDENTIFIED BY FIXED-ROUTE PROVIDERS

- Coordinate a consolidated trip scheduling service
- Create a centralized resource center for customers
- Strengthen accessibility for customers with limited English proficiency and auditory/visual impairments
- Increase communication between regional providers and providers & customers
- Implement interactive real-time communication
- Improve on-time performance
- Implement technology to improve routing, scheduling, and tracking
- Enhance bus stop amenities
- Add trips and extensions on existing PART regional express routes
- Begin new regional express services
- Build new PART park and ride facilities and transit centers



Further analysis has identified possible recommendations for gaps in transportation services in the analysis district, summarized in the bullets below.

- **Service Expansion**
 - Large schools, like Wake Forest University, have limited-to-no transit connections. Adding or increasing service to these destinations would reach potential transit riders.
 - Few providers serve destinations outside of the analysis district. Additional destinations would increase access to opportunities and services for the analysis district.
- **Service Coordination**
 - Coordinate demand response trips to major destinations between providers. This would require division of funding.
- **Communications**
 - Demand response providers in this region rarely list on brochures or websites the out-of-county destinations that they frequently serve or the available windows for appointments. More specific information may encourage more ridership.
 - Regional communication for all riders, including influencing existing riders to try connecting to other modes (for example, using demand response to connect to local or regional fixed-routes).

ROCKY RIVER

The Rocky River analysis district includes the following counties in whole or in part (those where significant portions are excluded due to large urbanized area designation (over 200,000 people) are identified with an asterisk):

- | | | |
|-------------|----------------|----------|
| • Anson | • Mecklenburg* | • Stanly |
| • Cabarrus* | • Rowan* | • Union* |

This analysis district is adjacent to the city of Charlotte and its surrounding urbanized area.

EXISTING SERVICES AND CONNECTIONS

Table 10 lists the transit providers in the Rocky River analysis district, their service areas, and the types of service they provide. Most county-level systems provide out-of-county transportation to medical appointments.



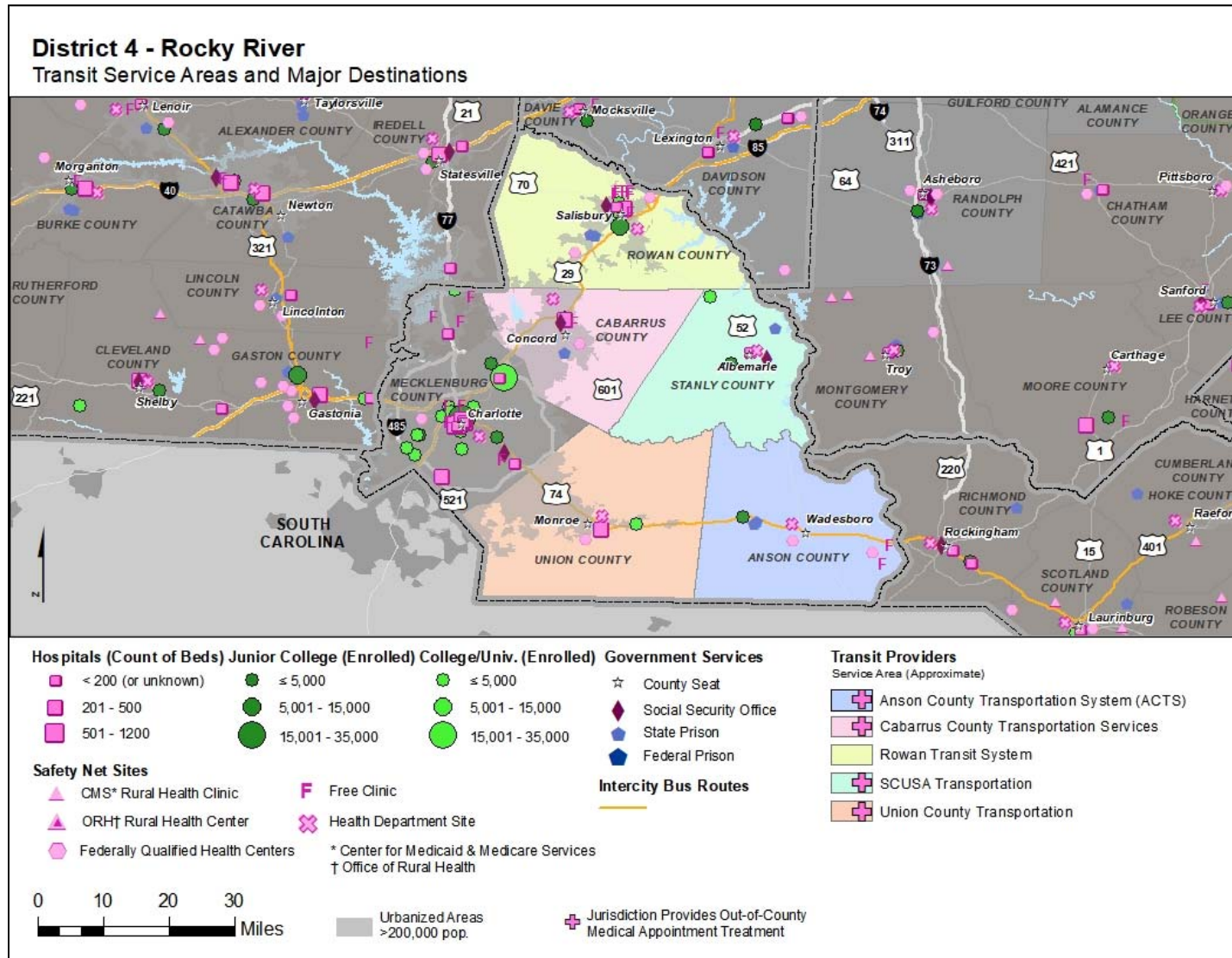
Table 10: Providers in the Rocky River Analysis District, 2017

Provider	NTD Reporting Name	Level of Government	Service Area	Service Types
Anson County Transportation System (ACTS)	Anson County	County	Anson County	• Demand Response
Cabarrus County Transportation Services	Cabarrus County Transportation Services	County	Cabarrus County	• Demand Response
Rowan Transit System	Rowan Transit System	County	Rowan County	• Demand Response • Fixed Route
SCUSA Transportation	Stanly County	County	Stanly County	• Demand Response
Union County Transportation	Union County Transportation	County	Union County	• Demand Response

Figure 11 shows the Rocky River analysis district, its transit providers, and the major destinations in the district.



Figure 11: Map of Rocky River Analysis District Transit Service Areas and Major Destinations





SERVICE GAPS

A review of coordinated transportation plans and transit development plans for the Rocky River analysis district identifies the following needs, grouped by type of provider.

RECOMMENDATIONS TO ADDRESS GAPS IDENTIFIED BY DEMAND RESPONSE PROVIDERS

- Provide better information to residents on transit options and eligibility, especially among disadvantaged communities
- Expand eligibility for demand response services to serve a wider range of trip purposes and customers
- Extend hours of service (during weekends, evenings, holidays and to suit shift-work schedules)
- Increase availability of out-of-county services to allow medical appointments to be scheduled on a wider range of dates and times
- Reduce cost of service to customers
- Coordinate fares and transfers between providers, including between demand response and fixed-route transit
- Increase fleet size and hire additional staff to accommodate expanded service
- Hire a mobility coordinator to identify transportation services for clients across providers
- Use improved dispatch and scheduling technologies to improve the efficiency of services

RECOMMENDATIONS TO ADDRESS GAPS IDENTIFIED BY FIXED-ROUTE PROVIDERS

- Improve amenities at bus stops
- Expand coverage into more rural or suburban areas, especially emerging residential and employment centers
- Increase distribution of information about available services and eligibility, especially to underserved communities
- Create park-and-ride facilities for bus services, vanpools, and carpools
- Add additional express, crosstown, local and neighborhood fixed routes, as well as rail services in Charlotte area
- Improve frequency on existing services and timed transfers
- Increase number of vehicles to expand service and provide additional capacity on existing services
- Develop subsidized pass programs for additional populations
- Hire a mobility coordinator / travel trainer

Further analysis has identified possible recommendations for gaps in transportation services in the analysis district, summarized in the bullets below.

- **Service Expansion**



- Higher education institutions in non-urban areas are disconnected from fixed-route transit. Create connections to existing service and add fixed-route service between towns and educational institutions to increase access for students and employees.
- Existing fixed-route services outside of Charlotte have headways over an hour. Increasing the frequency of the service would improve service quality for riders.
- **Service Coordination**
 - Some demand response services could pick up passengers in another county en route to a destination.
 - Demand response vehicles serving out-of-county destinations may have downtime while waiting for their passengers to finish their medical appointments. During this time, dispatch these vehicles to provide demand response service to residents.
- **Communications**
 - Communication strategies may include information and education for those traveling to major cities on how to take transit when visiting.

PIEDMONT / TRIANGLE

The Piedmont / Triangle analysis district includes the following counties in whole or in part (those where portions are excluded due to large urbanized area designation (over 200,000 people) are identified with an asterisk):

- | | | |
|-------------|--------------|--------------|
| ● Alamance | ● Lee | ● Randolph |
| ● Caswell | ● Montgomery | ● Rockingham |
| ● Chatham | ● Moore | |
| ● Guilford* | ● Orange* | |

The district borders Piedmont Triad urban area and surrounds the cities of Greensboro and High Point. The southern portion of this district is within commuting distance to the Fayetteville, Research Triangle, Piedmont Triad, and Charlotte metropolitan areas.

EXISTING SERVICES AND CONNECTIONS

Table 11 lists providers in the Piedmont / Triangle analysis district. All providers except Piedmont Authority for Regional Transportation (PART) have demand response service. Some systems provide fixed route bus system. PART provides commuter



bus and vanpool services across the Piedmont Triad area. RCATS also serves the Sandhills analysis district area and is listed in that section of the report. GoTriangle service area is primarily in the North Central district and is also listed in that section of the report.

Table 11: Providers in the Piedmont / Triangle Analysis District, 2017

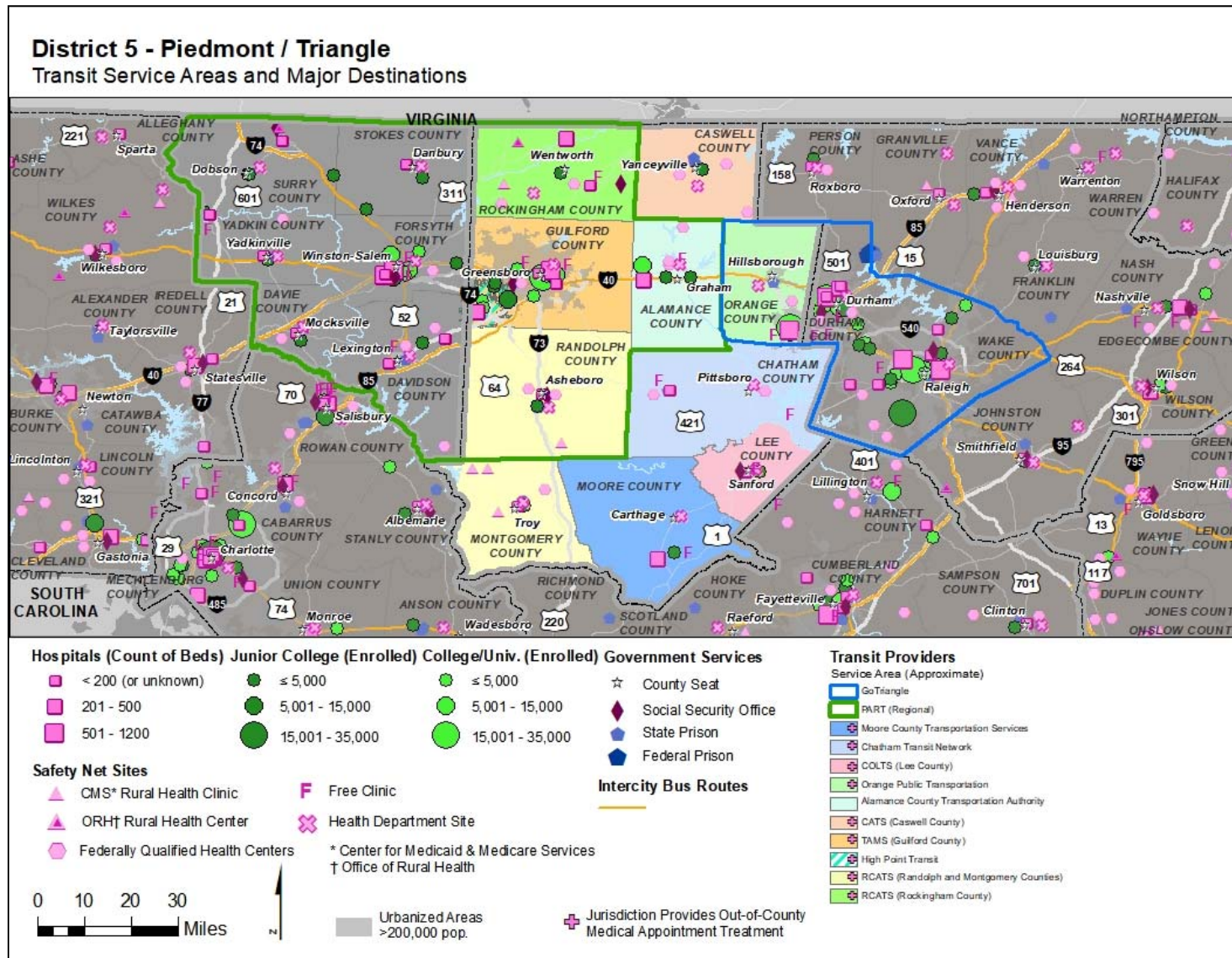
Provider	NTD Reporting Name	Level of Government	Service Area	Service Types
Alamance County Transportation Authority	Alamance County Transportation Authority	County	Alamance County	<ul style="list-style-type: none"> • Demand Response
Caswell County Area Transportation System (CATS)	Caswell County	County	Caswell County	<ul style="list-style-type: none"> • Demand Response
Chatham Transit Network	Chatham Transit Network	Non-profit	Chatham County	<ul style="list-style-type: none"> • Demand Response
County of Lee Transit System (COLTS)	Lee County	County	Lee County	<ul style="list-style-type: none"> • Demand Response • Fixed Route
GoTriangle	Research Triangle Regional Public Transportation Authority	Transit Authority	Research Triangle	<ul style="list-style-type: none"> • Demand Response • Fixed Route • Vanpool
Guilford County Transportation and Mobility Services (TAMS)	Guilford County Transportation	County	Guilford County	<ul style="list-style-type: none"> • Demand Response
High Point Transit	High Point Transit	City	City of High Point, Guilford County	<ul style="list-style-type: none"> • Demand Response • Fixed Route
Moore County Transportation Services	Moore County	County	Moore County	<ul style="list-style-type: none"> • Demand Response
Orange Public Transportation	Orange Public Transportation	County	Orange County	<ul style="list-style-type: none"> • Demand Response • Fixed Route
Piedmont Authority for Regional Transportation (PART)	Piedmont Authority for Regional Transportation	Transit Agency	Piedmont Triad area	<ul style="list-style-type: none"> • Commuter Bus • Vanpool
Regional Coordinated Area Transportation System (RCATS)	Randolph County Senior Adult Association Inc.	Non-profit	Randolph and Montgomery Counties	<ul style="list-style-type: none"> • Demand Response
Rockingham County Community Access Transit System (RCATS)	Rockingham County Council on Aging	Non-profit	Rockingham County	<ul style="list-style-type: none"> • Demand Response • Fixed Route

*Regional Coordinated Area Transportation System (RCATS) is also listed as a provider in the Sandhills analysis district for Montgomery County.

Figure 12 shows the Piedmont / Triangle analysis district, its transit providers, and the major destinations in the district. Some of the systems provide out-of-county transportation to medical appointments.



Figure 12: Map of Piedmont / Triangle Analysis District Transit Service Areas and Major Destinations





SERVICE GAPS

A review of coordinated transportation plans and transit development plans for the communities and providers in the Piedmont / Triangle analysis district documented the following needs, grouped by type of provider.

RECOMMENDATIONS TO ADDRESS GAPS IDENTIFIED BY DEMAND RESPONSE PROVIDERS

- Add and extend fixed-route bus service to complement demand response
- Improve commuter transportation
- Expand regional express services
- Improve intermodal connectivity and increase use of existing regional transportation
- Increase transportation in evenings and weekends, service for non-medical trips
- Educate elderly residents and public to use county and out-of-county services
- Increase funding for general services/non-Medicaid customers
- Implement technology to make automatic schedule adjustments in-vehicle
- Purchase routing software
- Purchase additional ADA-accessible vehicles
- Expand to door-to-door service for the elderly and disabled
- Provide return trips for medical emergencies
- Increase inter-county coordination, especially from the three southern counties that provide medical trips to hospitals in Chapel Hill and Durham

RECOMMENDATIONS TO ADDRESS GAPS IDENTIFIED BY FIXED-ROUTE PROVIDERS

- Coordinate a consolidated trip scheduling service
- Create a centralized resource center for customers
- Strengthen accessibility for customers with limited English proficiency and auditory/visual impairments
- Increase communication between regional providers and providers & customers
- Implement interactive real-time communication
- Improve on-time performance
- Implement technology to improve routing, scheduling, and tracking
- Enhance bus stop amenities
- Add trips and extensions on existing PART regional express routes
- Begin new regional express services
- Build new PART park and ride facilities and transit centers



Further analysis has identified possible recommendations for gaps in transportation services in the analysis district, summarized in the bullets below.

- **Service Expansion**
 - Large schools, like Guilford Technically Community College and Elon University, have limited-to-no transit connections. Adding or increasing service to these destinations would reach potential transit riders.
 - The average headway in this region is 60 minutes, even in the densest areas. More analysis is needed to determine which routes would benefit from more frequent service.
 - Few providers serve destinations outside of the analysis district. Additional destinations, especially to the Research Triangle, would increase access for the analysis district.
- **Service Coordination**
 - Coordinate demand response trips to major destinations between providers. This would require division of funding.
- **Communications**
 - Demand response providers in this region rarely list on brochures or websites the out-of-county destinations that they frequently serve or the available windows for appointments. More specific information may encourage more ridership.
 - Regional communication for all riders, including influencing existing riders to try connecting to other modes (for example, using demand response to connect to local or regional fixed-routes).

SANDHILLS

The Sandhills analysis district includes the following counties in whole or in part (those where portions are excluded due to large urbanized area designation (over 200,000 people) are identified with an asterisk):

- Bladen
- Cumberland*
- Hartnett
- Hoke*
- Richmond
- Robeson
- Sampson
- Scotland

The Sandhills analysis district surrounds the Fayetteville urbanized area. The district is also near Research Triangle, Wilmington, and Myrtle Beach-Socastee, SC/NC urbanized areas.



EXISTING SERVICES AND CONNECTIONS

Table 12 lists providers in the Sandhills analysis district. All systems provide demand response service, and Scotland County Area Transit System also provides fixed-route bus service.

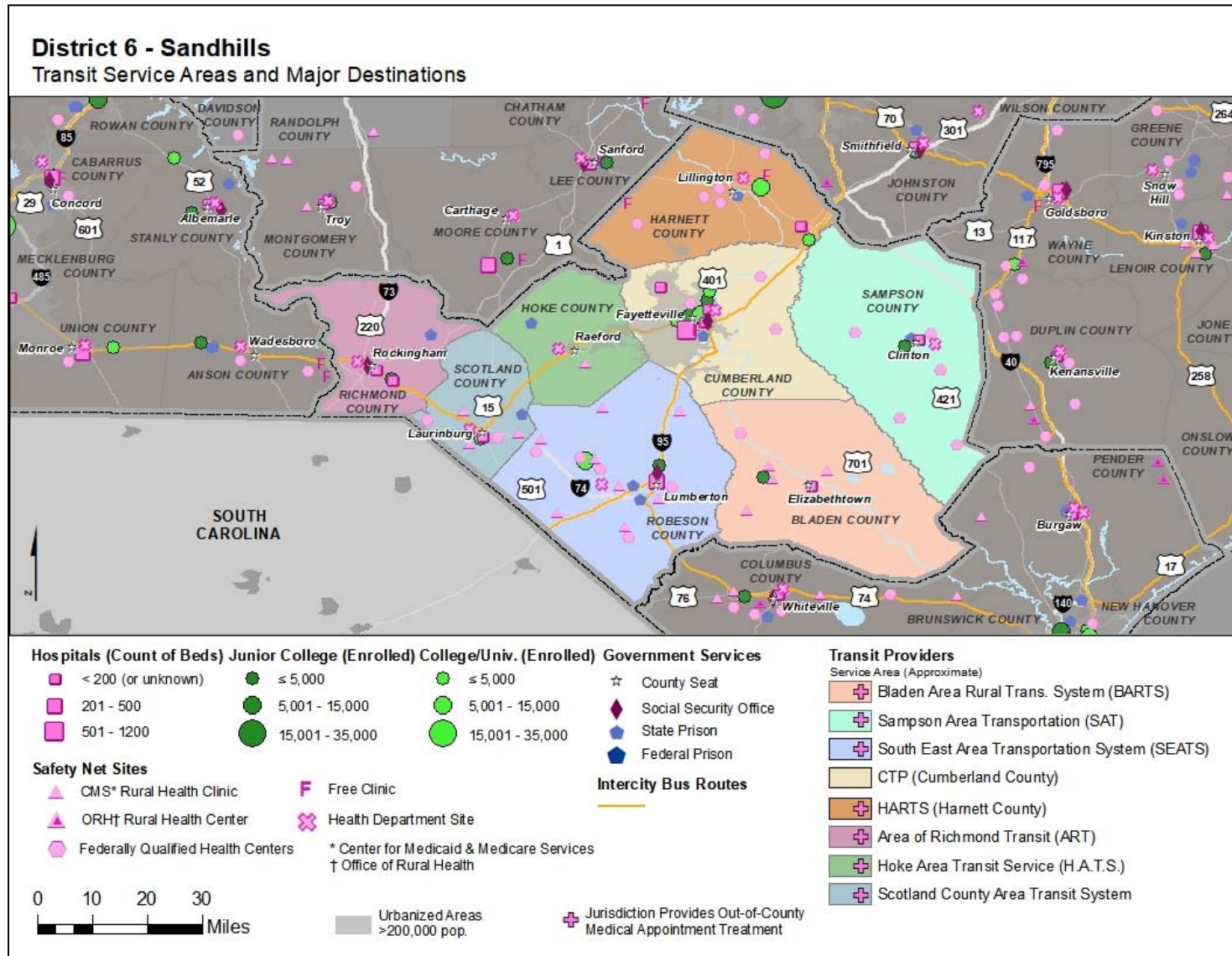
Table 12: Providers in the Sandhills Analysis District, 2017

Provider	NTD Reporting Name	Level of Government	Service Area	Service Type
Area of Richmond Transit (ART)	Richmond Interagency Transportation Inc.	Non-Profit	Richmond County	• Demand Response
Bladen Area Rural Transportation System (BARTS)	Bladen County	County	Bladen County	• Demand Response
Community Transportation Program (CTP)	Cumberland County	County	Cumberland County	• Demand Response
Harnett Area Rural Transit System (HARTS)	Harnett County	County	Harnett County	• Demand Response
Hoke Area Transit Service (H.A.T.S.)	Hoke County	County	Hoke County	• Demand Response
Sampson Area Transportation (SAT)	Sampson County	County	Sampson County	• Demand Response
Scotland County Area Transit System	Scotland County	County	Scotland County	• Demand Response • Fixed Route Bus
South East Area Transit System (SEATS)	Robeson County	County	Robeson County	• Demand Response

Figure 13 shows the Sandhills analysis district, its transit providers, and the major destinations in the district. All systems provide out-of-county transportation to medical appointments.



Figure 13: Map of Sandhills Analysis District Transit Service Areas and Major Destinations





SERVICE GAPS

A review of coordinated transportation plans and transit development plans for the Sandhills analysis district identifies the following needs.

RECOMMENDATIONS TO ADDRESS GAPS IDENTIFIED BY DEMAND RESPONSE PROVIDERS

- Increase service for inter-county fixed routes, highway service corridors, and other major corridors
- Increase local area services through circulators, shuttles, or deviated fixed-routes
- Increase capacity for Rural General Public-funded trips
- Expand existing span of service
- Reduce waiting times
- Provide travel training for the transit inexperienced, particularly the elderly or hearing-impaired
- Increase outreach and marketing to reach new rider groups
- More transit services needed to major county employment centers and services geared to long-haul commuters
- Improve customer service
- Remove physical and institutional barriers for the mobility impaired
- Create policies that remove language barriers
- Reduce fees for elderly passengers
- Serve Veterans' Affairs clinics in Rockingham and Fayetteville
- Provide additional funding for medical transportation and unemployed job seekers
- Expand transportation options for cross-county travel
- Establish regional network to use other counties' transit systems
- Introduce weekend and late-night service
- Create a network of vendors to provide off-peak service
- Provide vouchers for those who do not qualify for Medicaid
- Provide dedicated transportation for disabled residents
- Increase advertising and marketing, including for hearing/vision-impaired and limited English proficiency populations
- Improve radio communication technology
- Coordinate between adjacent counties for employment, medical, shopping, and recreational trip purposes
- Enhance bus stop amenities
- Increase connections to community colleges and hospitals
- Expand service to special events and recreation opportunities for all citizens



- Provide transportation for crisis situations that are not emergencies (e.g. needing to go to the hospital but trip does not require an ambulance)

RECOMMENDATIONS TO ADDRESS GAPS IDENTIFIED BY FIXED-ROUTE PROVIDERS

- Increase in fixed-route service
- Enhance bus stop amenities

Further analysis has identified possible recommendations for gaps in transportation services in the analysis district, summarized in the bullets below.

- **Service Expansion**
 - Providers should consider serving Rockingham to provide access to the only Social Security office in the analysis district.
 - Multiple providers have opportunities to serve Fayetteville, Wilmington, and Raleigh based on geographic proximity. Expanding service to these locations would expand access to medical care and employment.
 - Some county seats may have the density to support fixed-route bus service. Expanding service to include fixed-routes may free up funding for more demand response service for elderly and disabled residents.
 - Only one provider (Bladen Area Rural Transportation System) explicitly mentioned it provides service to other Eastern-South counties (Columbus, Duplin, Sampson or Robeson), leaving gaps in access to Social Security offices and other destinations. Providers that do not currently travel to other Eastern-South counties should consider expanding service to create regional access to core services.
 - Some providers only provide out-of-county trips for medical or Veterans Affairs hospital and services trips. Expanding the out-of-county services to all trips would provide a new travel option for this region.
- **Service Coordination**
 - Almost every provider in the Eastern-South analysis district provides service to Durham and Fayetteville. Coordinate medical trips to these destinations between providers to maximize ridership. This may require further investigation into shared funding coordination.
- **Communications**
 - Some provider websites in this district do not include information on the out-of-county destinations served or eligibility for their services. More information about providers' service areas and who may use their systems may increase use of existing services.



CAPE FEAR

The Cape Fear analysis district includes the following counties in whole or in part (those where portions are excluded due to large urbanized area designation (over 200,000 people) are identified with an asterisk):

- Brunswick*
- Columbus
- New Hanover*
- Pender

The Cape Fear analysis district surrounds the City of Wilmington.

EXISTING SERVICES AND CONNECTIONS

Table 13 lists providers in the Cape Fear analysis district. All systems provide demand response service and out-of-county transportation to medical appointments. Wave Transit also provides fixed route bus and vanpool services.

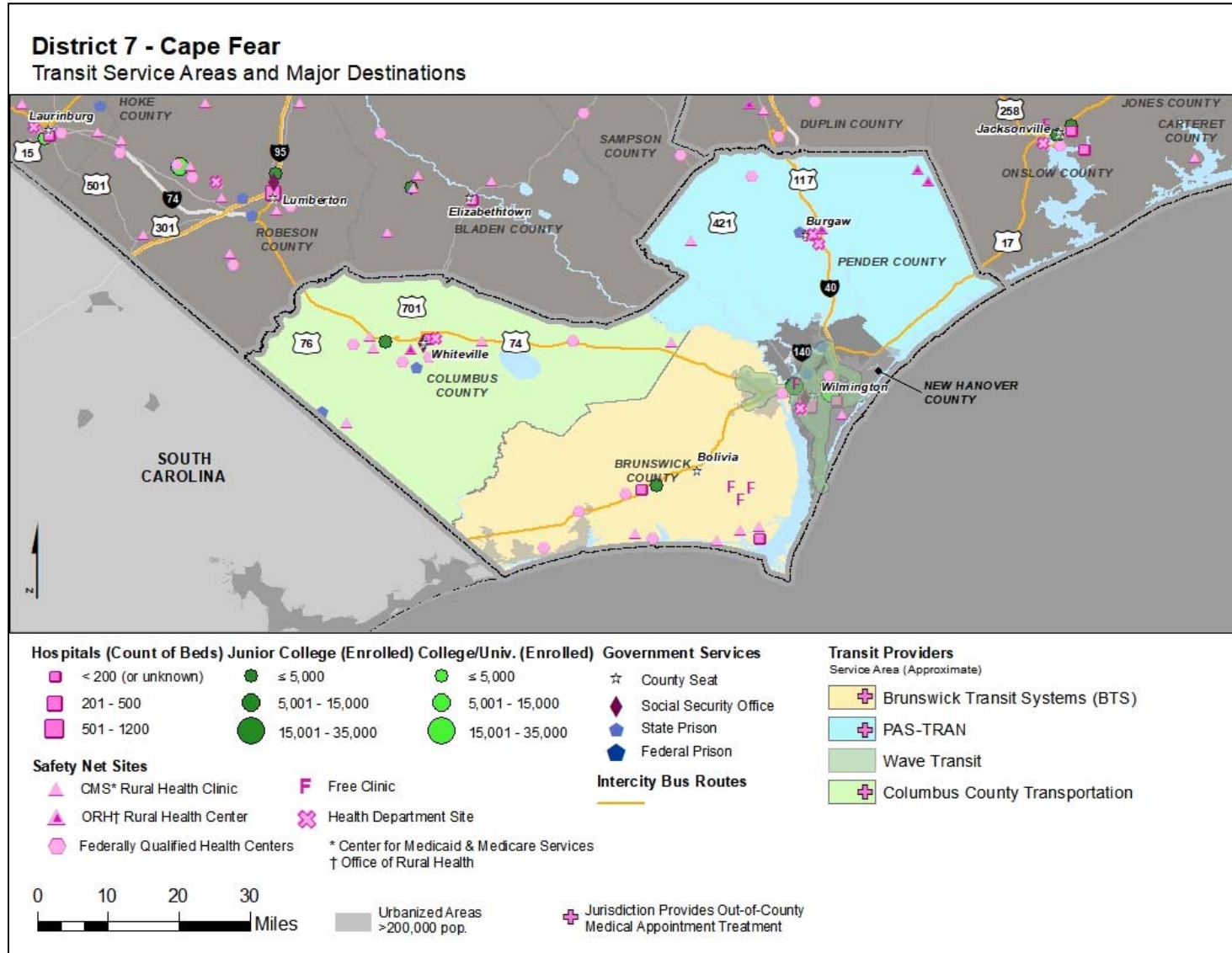
Table 13: Providers in the Cape Fear Analysis District, 2017

Provider	NTD Reporting Name	Level of Government	Service Area	Service Type
Brunswick Transit System (BTS)	Brunswick Transit System Inc.	Non-profit	Brunswick County	<ul style="list-style-type: none"> • Demand Response
Columbus County Transportation	Columbus County	County	Columbus County	<ul style="list-style-type: none"> • Demand Response
PAS-TRAN	Pender Adult Services, Inc.	Non-profit	Pender County	<ul style="list-style-type: none"> • Demand Response
Wave Transit	Cape Fear Public Transportation Authority	Transit Authority	New Hanover County and parts of Brunswick County	<ul style="list-style-type: none"> • Demand Response • Fixed Route • Vanpool

Figure 14 shows the Wilmington analysis district, its transit providers, and the major destinations in the district. Only Brunswick Transit System and PAS-TRAN provide out-of-county transportation for medical appointments.



Figure 14: Map of Cape Fear Analysis District Transit Service Areas and Major Destinations





SERVICE GAPS

A review of coordinated transportation plans and transit development plans for the Wilmington analysis district identifies the following needs, grouped by type of provider.

RECOMMENDATIONS TO ADDRESS GAPS IDENTIFIED BY DEMAND RESPONSE PROVIDERS

- Provide fixed route service on Saturdays to fulfill basic needs
- Provide out-of-county transportation on weekends and holidays
- Hire attendants for special needs passengers
- Serve work-related trips
- Provide transportation on short notice and reduce waiting time for pick-ups
- Increase marketing
- Provide long-distance transportation to Raleigh, Charlotte, and Charleston, SC
- Purchase more vans to provide more destinations and increase frequency to existing destinations
- Provide Vouchers for passengers that do not qualify for Medicaid
- Increase efficiency of shared-ride scheduling
- Increase payment options
- Provide additional funding for medical transportation and unemployed job seekers
- Expand transportation options for cross-county travel
- Introduce weekend and late-night service
- Create a network of vendors to provide off-peak service
- Introduce fixed-route service along major corridors
- Provide vouchers for those who do not qualify for Medicaid
- Provide dedicated transportation for disabled residents
- Increase advertising and marketing, including for hearing/vision-impaired and limited English proficiency populations
- Improve radio communication technology
- Coordinate between adjacent counties for employment, medical, shopping, and recreational trip purposes
- Enhance bus stop amenities
- Educate senior citizens on how to use services
- Increase connections to community colleges and hospitals
- Expand service to special events and recreation opportunities for all citizens



- Provide transportation for crisis situations that are not emergencies (e.g. needing to go to the hospital but trip does not require an ambulance)

RECOMMENDATIONS TO ADDRESS GAPS IDENTIFIED BY FIXED-ROUTE PROVIDERS

- Establish a resource hub for advocacy, outreach, and education, including travel training
- Expand the fixed-route service area, especially needed in rural areas and low-income areas
- Provide more frequent bus service
- Introduce express routes along major corridors
- Expand service hours on weekends
- Implement pedestrian safety improvements and bus stop amenities
- Provide special transportation services needed for victims of domestic violence
- Provide special transportation services for job seekers
- Coordinate between organizations in the area
- Produce transit information in languages other than English and translators for riders who do not speak English
- Educate residents on local transit services
- Introduce programs for riders with cognitive disabilities

Further analysis has identified possible recommendations for gaps in transportation services in the analysis district, summarized in the bullets below.

- **Service Expansion**
 - None of the three Wilmington analysis district providers serve destinations outside of the district. While most services are available in Wilmington, there may be untapped demand for trips to Raleigh, Durham, Chapel Hill, and Fayetteville.
 - Providers that do not currently travel to surrounding counties should consider expanding service to create regional access to core services.
 - Out of the four providers only Columbus County Transportation provides out-of-county trips for Veterans Affairs hospital and services trips. Expanding the out-of-county services to all trips would provide a new travel option for this region.
- **Service Coordination**
 - If providers decide to expand demand response service to out-of-district destinations, coordination between the providers may make delivery of long-distance demand response services easier. This may require division of funding.



NORTH CENTRAL

The North Central analysis district includes the following counties in whole or in part (those where portions are excluded due to large urbanized area designation (over 200,000 people) are identified with an asterisk):

- Durham*
- Edgecombe
- Franklin
- Granville
- Johnston*
- Nash
- Person
- Vance
- Wake*
- Warren
- Wilson

The North Central analysis district is located to the north and east of the Research Triangle urban area and also borders Virginia.

EXISTING SERVICES AND CONNECTIONS

Table 14 lists providers in the North Central analysis district. All systems, except Wilson Transit System, provide demand response service. Some systems provide fixed route service, while only GoTriangle provides vanpool service. Most systems provide out-of-county transportation to medical appointments, with the exceptions being city systems.

Table 14: Providers in the North Central Analysis District, 2017

Provider	NTD Reporting Name	Level of Government	Service Area	Service Types
KARTS	Kerr Area Transportation Authority	Transit Agency	Franklin, Granville, Vance, and Warren counties	<ul style="list-style-type: none"> • Demand Response • Fixed Route
GoDurham	Durham Area Transit Authority	Transit Authority	Durham metro area	<ul style="list-style-type: none"> • Demand Response • Fixed Route
GoRaleigh	Capital Area Transit	City	Raleigh metro area	<ul style="list-style-type: none"> • Demand Response • Taxi • Fixed Route
GoTriangle	Research Triangle Regional Public Transportation Authority	Transit Authority	Research Triangle	<ul style="list-style-type: none"> • Demand Response • Fixed Route • Vanpool
Johnston County Area Transit System (JCATS)	Johnston County Council on Aging Inc.	Non-profit	Johnston County	<ul style="list-style-type: none"> • Demand Response

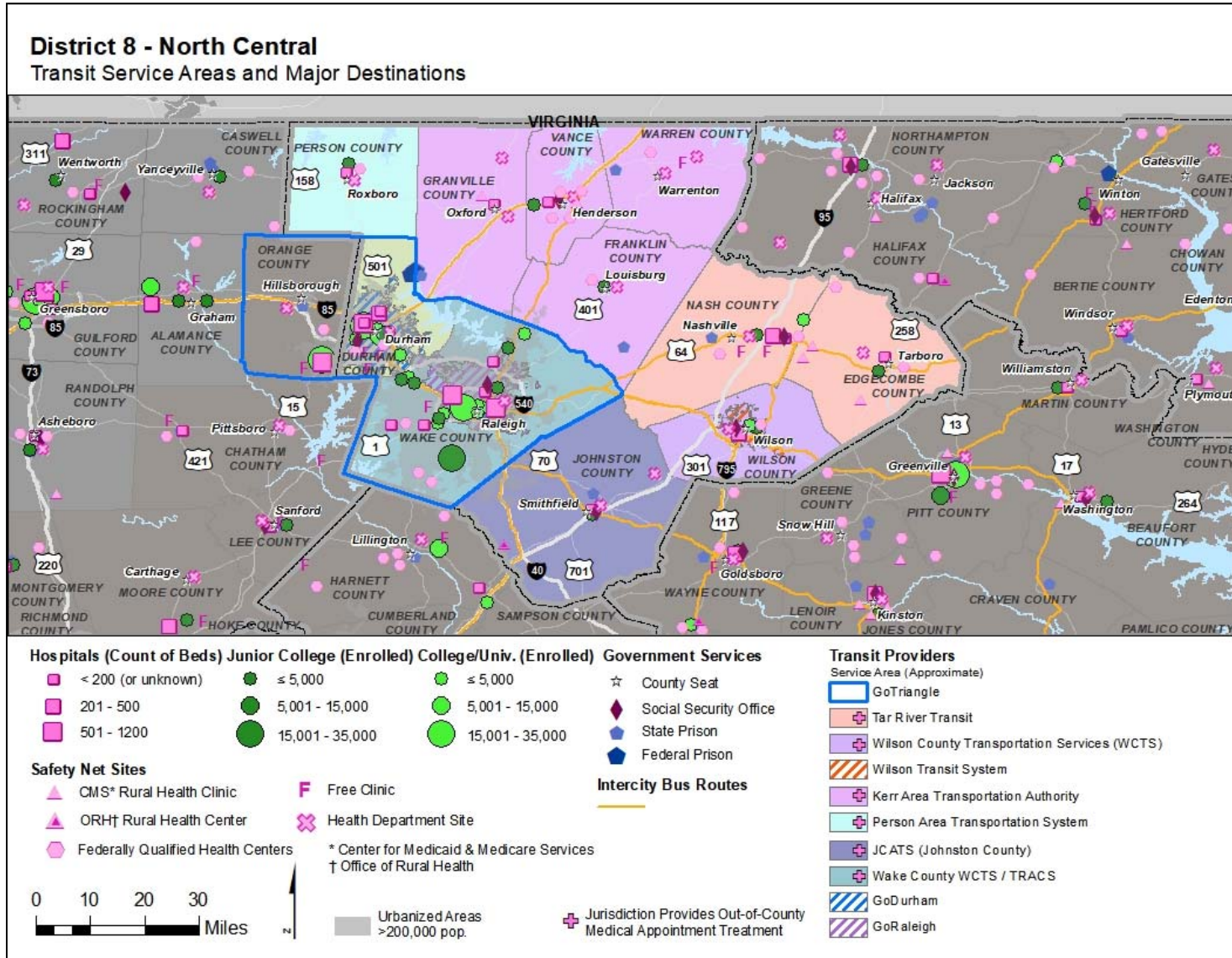


Provider	NTD Reporting Name	Level of Government	Service Area	Service Types
Person Area Transportation System (PATS)	Person County	County	Person County	<ul style="list-style-type: none"> • Demand Response • Fixed Route
Tar River Transit	Tar River Transit	City	City of Rocky Mount, Nash and Edgecombe counties	<ul style="list-style-type: none"> • Demand Response • Fixed Route
Wake Coordinated Transportation Services (WCTS/TRACS)	Wake County DSS	County	Wake County	<ul style="list-style-type: none"> • Demand Response
Wilson County Transportation Services (WCTS)	Wilson County	County	Wilson County	<ul style="list-style-type: none"> • Demand Response
Wilson Transit System	City of Wilson, NC	City	City of Wilson, NC	<ul style="list-style-type: none"> • Fixed Route

Figure 15 shows the North Central analysis district, its transit providers, and the major destinations in the district.



Figure 15: Map of North Central Analysis District Transit Service Areas and Major Destinations





SERVICE GAPS

A review of coordinated transportation plans and transit development plans for the North Central analysis district identifies the following needs, grouped by type of service.

RECOMMENDATIONS TO ADDRESS GAPS IDENTIFIED FOR DEMAND RESPONSE SERVICE

- Expand service, including extended hours on weekends and nights
- Increase trips serving employment destinations
- Increase advertising and education
- Provide travel training for residents who are elderly, disabled, or have limited-English proficiency
- Provide vouchers and transit pass program for non-Medicaid residents

RECOMMENDATIONS TO ADDRESS GAPS IDENTIFIED FOR FIXED-ROUTE SERVICE

- Introduce new fixed-route bus service between activity centers
- Add new park-and-ride lots
- Improve bus stop amenities
- Increase service for new user groups
- Coordinate with local churches and companies to use existing parking lots as park-and-rides

Further analysis has identified possible recommendations for gaps in transportation services in the analysis district, summarized in the bullets below.

- **Service Expansion**
 - Expand PATS service to allow out-of-county trips for all purposes, not just medical appointments. This may include commuter routes to cities in the Research Triangle.
 - Expand KARTS service to include commuter transportation due to the proximity to major employment hubs in the Research Triangle.
- **Communications**
 - Introduce marketing and travel training/rider education for residents traveling to the Research Triangle area to improve use of connecting transit services and park and rides. Create marketing materials that highlight connecting transit opportunities for PATS and KARTS riders.
 - Given the number of transit providers in this analysis district, coordinating aspects of service delivery, customer service, education, or advertising may benefit both transit providers and residents. Coordination in branding and



transfers between GoTriangle, GoRaleigh, and GoDurham currently exists. Demand response and fixed-route providers could share a call center and education materials, while demand response providers, especially in non-urbanized areas, could coordinate service to Durham, Raleigh, and Chapel Hill.

- Consider coordination with providers that focus on the urbanized areas, including universities.

EAST

The East analysis district includes the following counties.

- Beaufort
- Carteret
- Craven
- Duplin
- Greene
- Jones
- Lenoir
- Martin
- Onslow
- Pamlico
- Pitt
- Wayne

The East analysis district is in North Carolina's Coast Plain / Tidewater region. The main urban center of the region is Greenville.

EXISTING SERVICES AND CONNECTIONS

Table 15 lists the providers in the Eastern Northern Analysis District. While the providers are diverse in organization (county government, city government, agency, and non-profit), almost all provide demand response service. Some providers (mostly city-level providers) have fixed-route bus service. Most systems provide out-of-county transportation to medical appointments, with the exceptions being city systems.

Table 15: Providers in the East Analysis District, 2017

Provider	NTD Reporting Name	Level of Government	Service Area	Service Types
Beaufort Area Transit System (BATS)	Beaufort County Developmental Center, Inc.	County	Beaufort County	• Demand Response
Carteret County Area Transportation System	Carteret County	County	Carteret County	• Demand Response • Deviated Fixed Route
Craven Area Rural Transit System (CARTS)	Craven County	County	Craven, Jones, Pamlico Counties	• Demand Response
Duplin County Transportation Department	Duplin County	County	Duplin County	• Demand Response

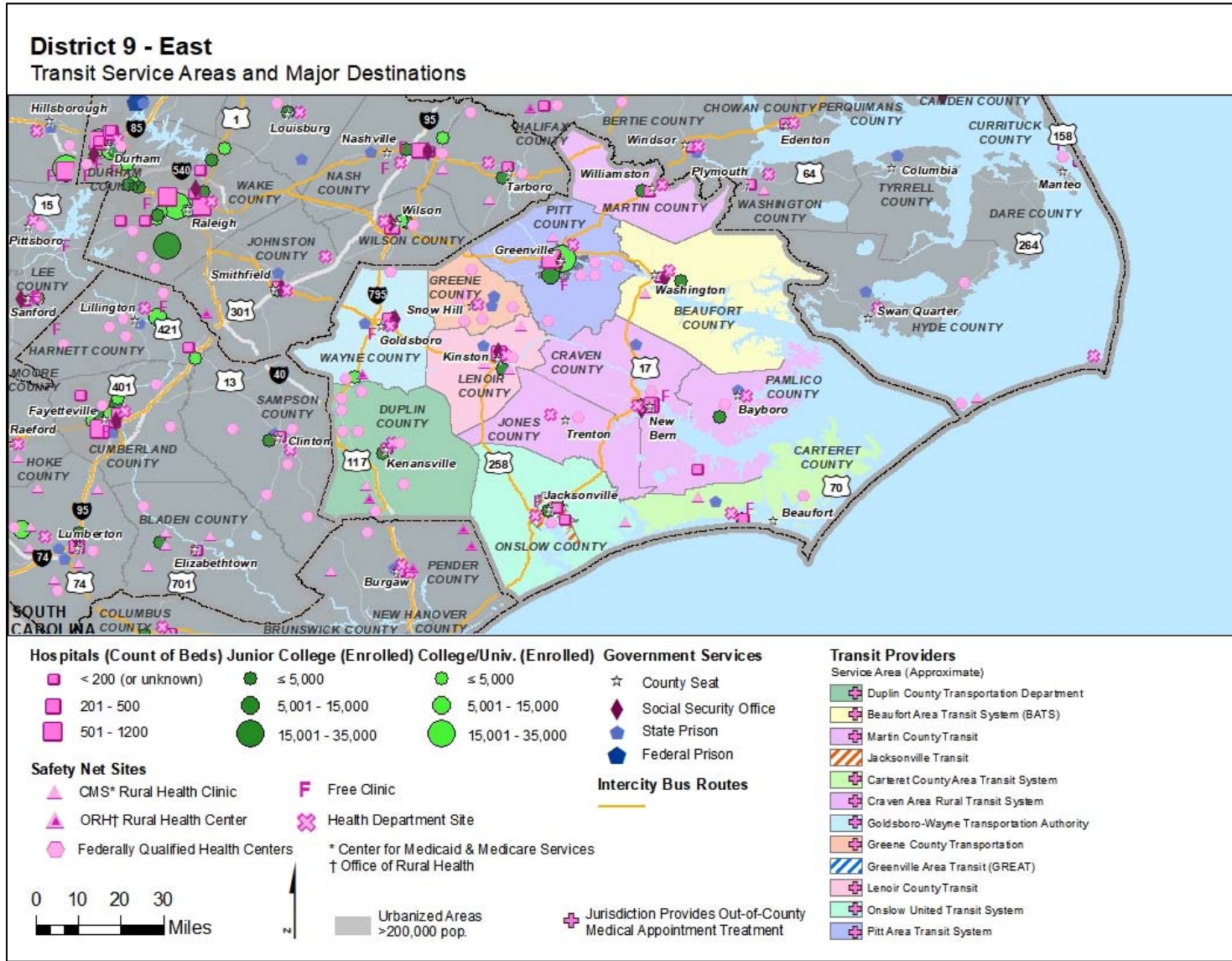


Provider	NTD Reporting Name	Level of Government	Service Area	Service Types
Goldsboro-Wayne Transportation Authority	Goldsboro-Wayne Transportation Authority	Transit Agency	City of Goldsboro and Wayne County	<ul style="list-style-type: none"> • Demand Response • Fixed Route
Greene County Transportation	Greene County	County	Greene County	<ul style="list-style-type: none"> • Demand Response
Greenville Area Transit (GREAT)	Greenville Area Transit	City	City of Greenville	<ul style="list-style-type: none"> • Demand Response • Fixed Route
Jacksonville Transit	City of Jacksonville	City	City of Jacksonville	<ul style="list-style-type: none"> • Demand Response • Fixed Route
Lenoir County Transit	Lenoir County	County	Lenoir County	<ul style="list-style-type: none"> • Demand Response
Martin County Transit (MCT)	Martin County	County	Martin County	<ul style="list-style-type: none"> • Demand Response
Onslow United Transit System	Onslow United Transit System	Non-profit	Onslow County	<ul style="list-style-type: none"> • Demand Response
Pitt Area Transit System	Pitt Area Transit System	County	Pitt County outside of Greenville	<ul style="list-style-type: none"> • Demand Response

Figure 16 shows the East analysis district, its transit providers, and the major destinations in the district.



Figure 16: Map of East Analysis District Transit Service Areas and Major Destinations





SERVICE GAPS

A review of coordinated transportation plans and transit development plans for the East analysis district identifies the following needs, grouped by type of provider.

RECOMMENDATIONS TO ADDRESS GAPS IDENTIFIED BY DEMAND RESPONSE PROVIDERS

- Implement new fixed-routes
- Expand service to nights, weekends, and holidays
- Expand service to serve youth after-school activities
- Expand eligibility so more residents can access services
- Improve education and marketing of transit options to the public
- Bring down costs and create new funding streams
- Institute formal and informal park-and-ride locations
- Expand express and out-of-county services where there is demand
- Work with employers to create park-and-rides or door-to-door service
- Improve data collection methods
- Connect with each county's Department of Social Services, for multi-county systems
- Coordination concerns about Medicaid funding for out-of-county trips

RECOMMENDATIONS TO ADDRESS GAPS IDENTIFIED BY FIXED-ROUTE PROVIDERS

- Improve frequency of service
- Enhance existing bus stops that have greatest riders per day
- Attract choice riders to use existing service during special events
- Develop marketing and public education tools
- Provide information for public in kiosks at major destinations
- Expand routes to include entire city and outlying communities
- Expand routes to focus on transportation to employment
- One call center for multiple providers

Further analysis has identified possible recommendations for gaps in transportation services in the analysis district, summarized in the bullets below.



- **Service Expansion**
 - While almost all demand response providers travel to Greenville and the Research Triangle, there appears to be less intra-district travel in the Eastern Urban analysis district than other analysis districts. Greater connections between counties in the analysis district, especially for employment and education trips, will increase accessibility for residents.
 - This analysis district benefits from large community colleges, universities, and colleges in almost every county. Explore fixed-route transit service to these destinations
- **Service Coordination**
 - Demand response providers, especially in the southern half of the analysis district, have opportunities to share trips going to major destinations.
- **Communications**
 - Communication strategies may include information for those traveling to major cities on how to take transit when visiting.

NORTHEAST

The Northeast analysis district includes the following counties:

- | | | |
|-------------|---------------|--------------|
| • Bertie | • Gates | • Pasquotank |
| • Camden | • Halifax | • Perquimans |
| • Chowan | • Hertford | • Tyrrell |
| • Currituck | • Hyde | • Washington |
| • Dare | • Northampton | |

The Eastern Northern analysis district includes a 14-county expanse of North Carolina’s northern coastal plain / tide water region including the Outer Banks.

EXISTING SERVICES AND CONNECTIONS

Table 16 lists the providers in the Eastern Northern Analysis District. While the providers are diverse in organization (county government, agency, and non-profit), all provide demand response.



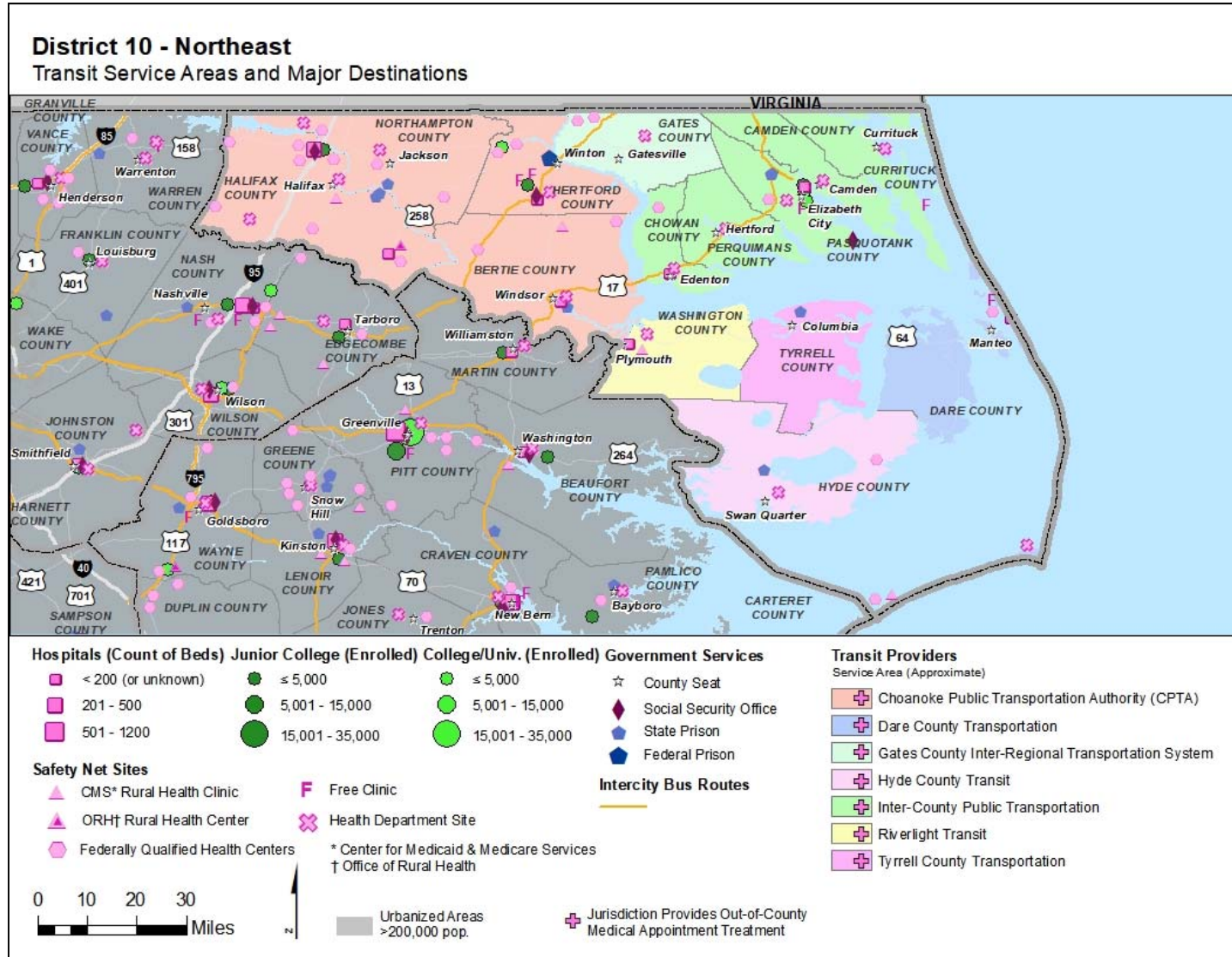
Table 16: Providers in the Northeast Analysis District, 2017

Provider	NTD Reporting Name	Level of Government	Service Area	Service Types
Choanoke Public Transportation Authority (CPTA)	Choanoke Public Transportation Authority	Transportation Agency	Bertie, Halifax, Hertford and Northampton Counties	<ul style="list-style-type: none"> • Demand Response
Dare County Transportation System	Dare County	County	Dare County	<ul style="list-style-type: none"> • Demand Response • Demand Response Taxi
Gates County Inter-Regional Transportation System	Gates County	County	Gates County	<ul style="list-style-type: none"> • Demand Response
Hyde County Transit	Hyde County Private Non-Profit Transp. Corp. Inc.	Non-profit	Hyde County	<ul style="list-style-type: none"> • Demand Response
Inter-County Public Transportation Authority (ICPTA)	Albemarle Regional Health Services	Regional Public Health Agency	Pasquotank, Perquimans, Camden, Chowan and Currituck counties	<ul style="list-style-type: none"> • Demand Response
Riverlight Transit	Washington County	County	Washington County	<ul style="list-style-type: none"> • Demand Response
Tyrrell County Senior and Disabled Transportation System	Does not report to NTD	County	Tyrrell County	<ul style="list-style-type: none"> • Demand Response

Figure 17 shows the Northeastern analysis district, its transit providers, and the major destinations in the district. All county-level systems provide out-of-county transportation to medical appointments.



Figure 17: Map of Northeastern Analysis District Transit Service Areas and Major Destinations





SERVICE GAPS

A review of coordinated transportation plans and transit development plans for the Northeastern analysis district identifies the following needs.

RECOMMENDATIONS TO ADDRESS GAPS IDENTIFIED BY PROVIDERS

- Expand door-to-door services and bus aides
- Expand existing services to include express transportation to major employers and increase span
- Increase local area service with deviated fixed route, shuttles, or circulators.
- Enhance bus stops with sidewalks, lighting, benches, and audible signs.
- Expand existing service eligibility to new users
- Provide travel training
- Improve distribution of information and awareness of existing transit options
- Improve customer service and reduce language barriers
- Establish county-to-county transfer agreements
- Provide transportation for newly released offenders
- Provide transportation for youth recreation/sporting events
- Expand park-and-rides

Further analysis has identified possible recommendations for gaps in transportation services in the analysis district, summarized in the bullets below.

- **Service Expansion**
 - Tyrell County only provides transportation services for senior and elderly residents. Expansion of services to all residents will greatly expand possible connections.
 - Community colleges and universities are not connected to transit. Consider making any new local fixed-route services connect to higher education. For example, a fixed route on NC 344 and US 17 could connect College of the Albemarle and Elizabeth City State University to grocery stores, residential areas, and restaurants.
 - Choanoke Public Transportation Authority (CPTA) currently only provides out-of-area transit to Greenville and Rocky Mount. Because it is further inland than other Northeast providers, it has a strong opportunity to provide trips to Raleigh, Durham, or Chapel Hill.
- **Service Coordination**



North Carolina Department of Transportation
Public Transportation Division



- As several providers in the Northeast analysis district serves out-of-area/county trips to Greenville, coordinate service among neighboring providers.
- **Communications**
 - In conjunction with more advertisement and education for existing demand response routes, communication strategies for new fixed-route services should focus on capturing both new riders not currently using demand response routes and current riders that do not need accessibility assistance.
 - An additional communication strategy may include providing information on how to use transit available in the major cities for passengers traveling from other areas.



CHAPTER 3: RECOMMENDATIONS

Recommendations are presented for project prioritization, regional distribution, the call for projects and annual 5310 program of projects.

Project Priorities

Considering the special needs of older adults and persons with a disability and the need to provide the enhanced mobility for these populations, five funding priorities are recommended for 5310 projects. Capital projects are funded at 80% federal and operating projects are funded at 50% federal.

- 1. Vehicle replacement (Capital)** – Vehicle replacement projects for designated 5311 programs only, including buses and vans used primarily for services for older adults and persons with a disability. NCDOT's vehicle replacement policies will be used to qualify vehicles for replacement.
- 2. Contracting for trips (Capital)** – Nonprofit or local government agencies providing services for older adults and persons with a disability would purchase trips from the designated 5311 or 5307 lead transportation agency who will ensure compliance with FTA regulations. The purchased trips can be provided directly by the lead transportation agency or by another service provider contracted by the lead transportation agency.
- 3. Provision of trips (Operating)** – Lead transportation agencies would provide trips for older adults and persons with a disability. The trips can be provided directly by the lead transportation agency or by another service provider contracted by the lead transportation agency.
- 4. Mobility Manager (Capital)** – Mobility Manager projects which provide travel training for seniors and persons with a disability for regularly scheduled fixed route services and coordination of services for seniors and persons with a disability in multi-county areas with at least three counties. Mobility Manager projects will be limited to direct services for seniors and persons with a disability and may not include general marketing or administrative activities. Project applications must define proposed activities with clear performance objectives for implementing new travel training or services for seniors and persons with a disability. Project applications must clearly demonstrate how the additional personnel expenditure will cost effectively increase the number of trips taken by seniors and persons with a disability. Mobility Manager related cost per new senior or persons with a disability passenger trips must be calculated in the project application and tracked during the project's implementation.



Mobility Manager project costs will be limited to one position including salaries, direct benefits and local travel. Local share for Mobility Manager projects will be 50 percent local funds.

- 5. ADA bus stops and shelters (Capital)** – Small urban 5307 recipients would use 5310 funding to design and construct ADA accessible bus stops, shelters and sidewalks. The grant recipients must demonstrate the capacity to manage these minor construction projects including right-of-way, design, construction management and Davis Bacon Act compliance.

Regional Distribution

As a statewide program applying to rural areas and small urbanized areas, the 5310 program funding needs to be distributed fairly across the state consistent with the amounts apportioned to small urbanized and rural areas. Annually the FTA publishes 5310 apportionment data and formula values. Using these data and values, 5310 funding targets for small urbanized areas and rural areas will be established by PTD. Targets for FY20 for each analysis district as shown in Table 17.

Call for Projects

Consistent with the State Management Plan, annually NCDOT issues a call for projects permitting human service agencies, local governments, and transit agencies to submit projects. The call for projects includes ranking criteria guiding NCDOT staff's project evaluation.

Annual 5310 Program of Projects

The proposed projects will be screened, ranked and placed in the annual program of projects in a three-step process.

Step 1 – Application Scoring - Each application will be reviewed for completeness and scored by PTD staff based on the ranking criteria in the call for projects. Projects that meet minimum criteria will be forwarded to the district level prioritization.

Step 2 – District Prioritization - The district level prioritization by PTD staff will select projects based upon the 5310 project priorities, project scoring, and small urban and rural funding targets for each district. It is expected that the project amounts by district may be over the district targets by up to 10 percent. If there are insufficient projects in an analysis district, the remaining funding may be distributed to other analysis districts or carried over to subsequent years where it will be added to the statewide total for re-distribution across all analysis districts.



Step 3 – Annual 5310 Program of Projects - The federal transit act requires that 55 percent shall be available for traditional Section 5310 projects, which are public transportation capital projects planned, designed, and carried out to meet the specific needs of seniors and individuals with disabilities when public transportation is insufficient, unavailable, or inappropriate. The Annual 5310 Program of Projects must also distribute the 5310 funding consistent with the small urban and rural funding apportionments. In completing the Annual 5310 Program of Projects, PTD staff may use its discretion in selecting projects and revising project budgets to meet the 55% traditional project minimum requirement and small urban rural funding amounts.

Table 17 presents the proposed FY20 target distribution amounts.



Table 17: Proposed FY20 5310 Distribution Targets

Proposed 5310 Distribution Targets		Small Urban FTA Apportionment Data		Rural Census Data		FY20 5310 Targets by District		
Analysis District	Small Urbanized Area	With disabilities Under 65	Older Population	With disabilities Under 65	Older Population	5310 Small Urbanized	5310 Rural	Total
1--Southwestern		-	-	35,804	72,654	\$0	\$228,726	\$228,726
2--Northwestern	Gastonia	18,635	23,878	78,589	130,290	\$299,641	\$440,500	\$740,141
3--Yadkin Valley	High Point	14,868	23,391	31,256	50,746	\$269,658	\$172,933	\$442,590
4--Rocky River				25,051	42,976	\$0	\$143,462	\$143,462
5--Piedmont / Triangle	Burlington	10,054	18,592	56,529	108,571	\$201,903	\$348,176	\$550,079
6--Sandhills				55,318	61,775	\$0	\$246,934	\$246,934
7--Cape Fear				22,842	36,033	\$0	\$124,160	\$124,160
8--North Central	Rocky Mount	6,715	10,308	64,808	88,336	\$119,982	\$322,962	\$442,944
9--East	Goldsboro, Greenville, Jacksonville, New Bern	26,139	36,364	64,945	88,712	\$440,534	\$324,044	\$764,578
10--North East				29,345	47,709	\$0	\$162,498	\$162,498
Total		76,411	112,533	464,487	727,802	\$1,331,717	\$2,514,393	\$3,846,110
FY18 5310 Appropriation						\$1,479,686	\$2,793,770	
Administration (10%)						\$147,969	\$279,377	



APPENDICES

APPENDIX A: SURVEY ANALYSIS

An electronic survey of stakeholders was developed in consultation with the LCP steering committee and prepared using the web-based application called Survey Monkey. The survey was designed primarily for recipients of the 5310 and 5311 programs, entities involved in providing service, and representatives of target/eligible populations for the services, which includes individuals with disabilities, older adults, and persons with limited incomes. A secondary set of questions were developed for users of the service and were presented only to those who indicated his/her role as “user/client”.

In late April 2018³ a link to the survey was sent to 5310 and 5311 program recipients, Regional Planning Organizations, and Metropolitan Planning Organizations of populations under 200,000. These organizations were asked to respond to the survey and forward to their transit advisory boards and others that may have an opinion or interest.

A total of 111 people took the survey.

The following pages present the survey questions and summarize the responses. (A secondary set of survey questions were presented to those participants who indicated his/her role as “user/client”, which totals four survey participants. Those responses are summarized at the end as questions 3B-6B.)

³ Survey Monkey link was made live April 24, 2018 and distributed to the primary list of recipients.

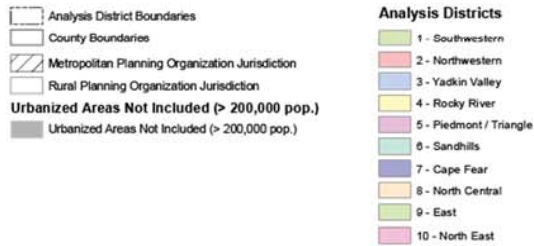
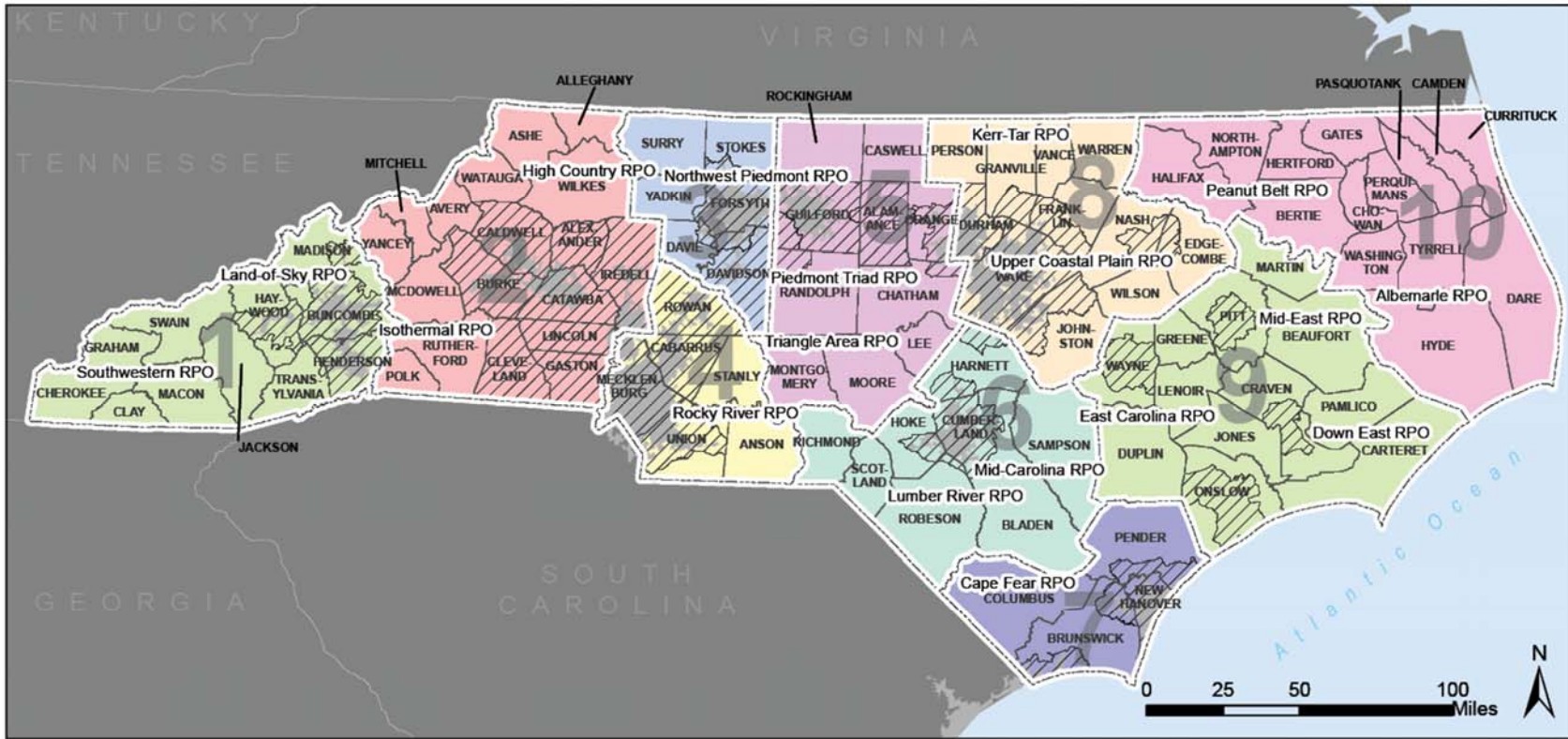


Figure A-18: North Carolina analysis districts



Question 1: Please name the county or jurisdiction (e.g. town, city) in which you/your organization are/is located. (open ended response)

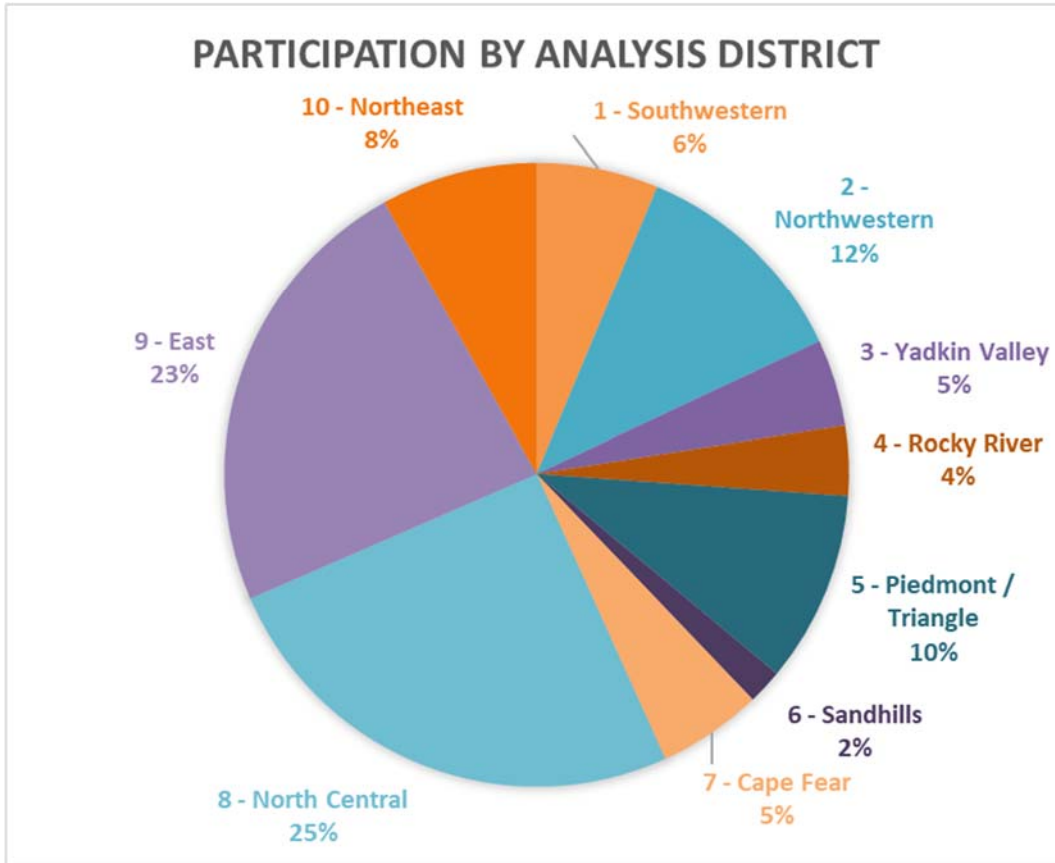


Figure A-2: Survey Participation by Analysis District

Responses by Analysis District

Analysis District	Number of Responses
1 - Southwestern	7
2 - Northwestern	13
3 - Yadkin Valley	5
4 - Rocky River	4
5 - Piedmont / Triangle	11
6 - Sandhills	2
7 - Cape Fear	6
8 - North Central	28
9 - East	26
10 - Northeast	9
Total	111



Question 2: What type of organization do you represent?⁴ (multiple choice)

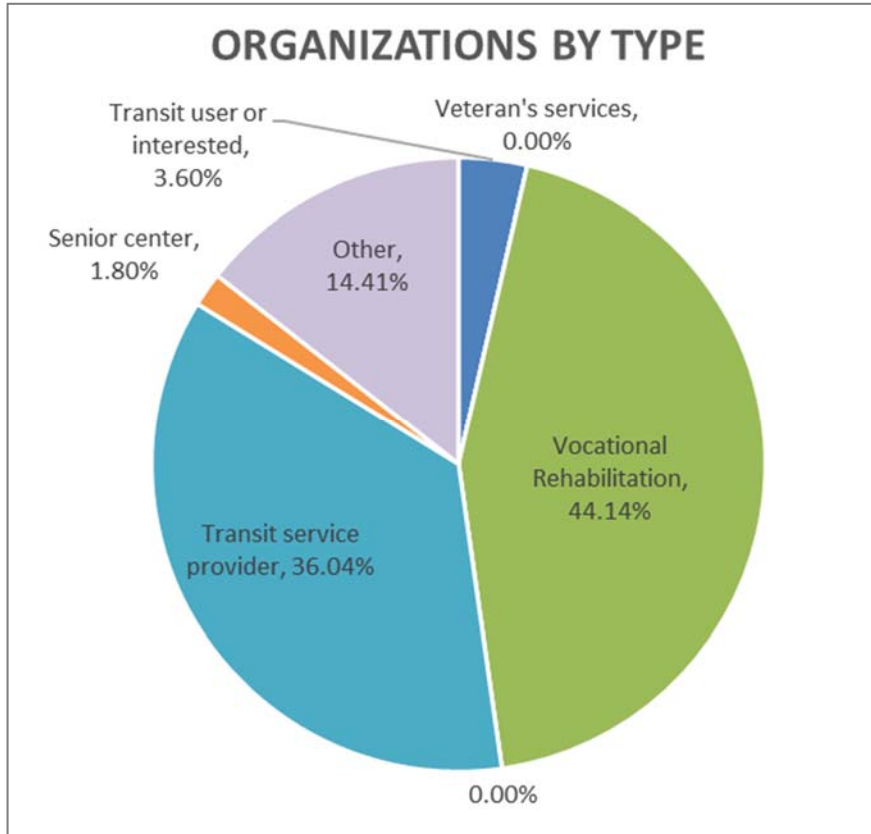


Figure A-3: Organizational Affiliation of Survey Participants

Survey Participant's Organizational Affiliation

Answer Choices	Responses
Transit user or interested	4
Veteran's services	0
Vocational Rehabilitation	49
Community Action Agency	0
Transit service provider	40
Senior center	2
Other	16
Answered	111
Skipped	0

⁴ On completion of question 2, respondents who identified as a "Transit user or interested" were directed to a separate set of questions relevant to his/her experience as a transit user. Those responses are presented at the end of Appendix A (page 103).



Question 3: How do you coordinate your transportation services with others (e.g. transit providers, organizations whose clients rely on transit, etc.)? (open ended)

This question was intended to reveal the range of ways stakeholders coordinate and uncover any specific, innovative coordination actions happening.

Responses to this question vary widely. Many listed multiple coordination actions, ranging from identifying the technology used (e.g. phone, email, fax, computer software, in-person, etc.) to the mechanisms for administration and transfer of funds (e.g. gas vouchers, direct purchase, reimbursement for services, etc.). Individual open-ended responses were reviewed, grouped into general categories that emerged, and then tabulated. Individual responses were counted in multiple categories, where appropriate.

There were 65 individual responses to Question 3.

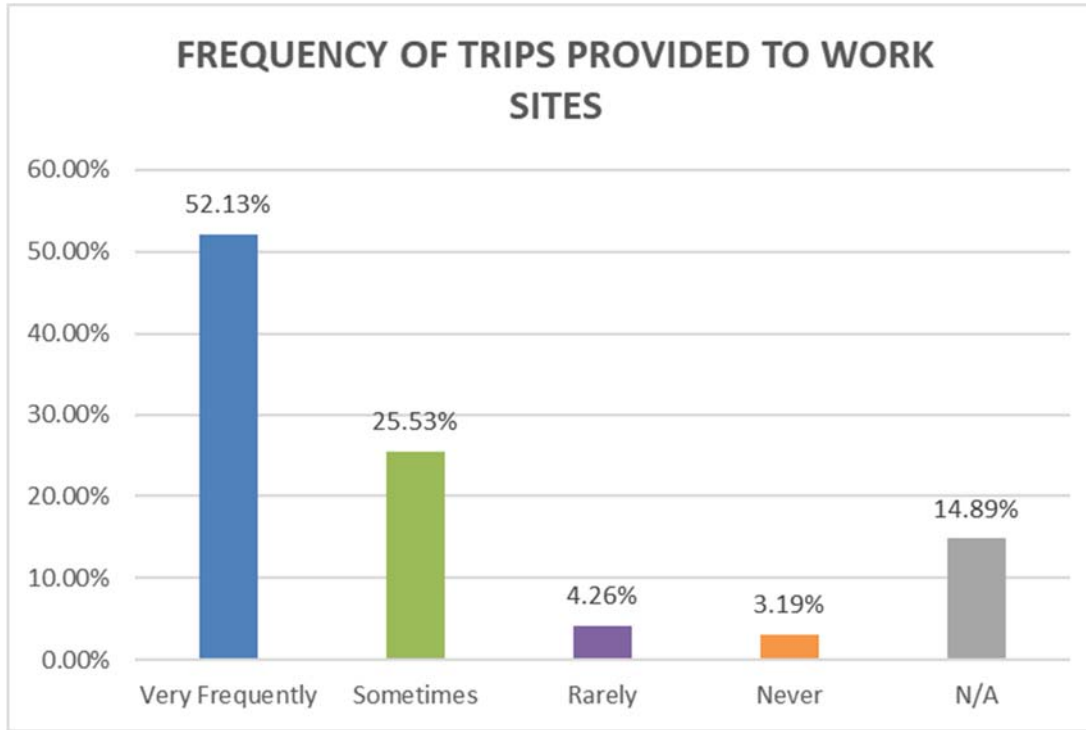
Methods of Coordination

Responses	Number of Responses
Coordinate with public transportation provider	33
Coordinate with private transportation provider	25
Vouchers (gas or other)	1
Purchase/authorize bus tickets	10
Phone/Fax	15
Software	4

Figure A-19: Methods of Coordination

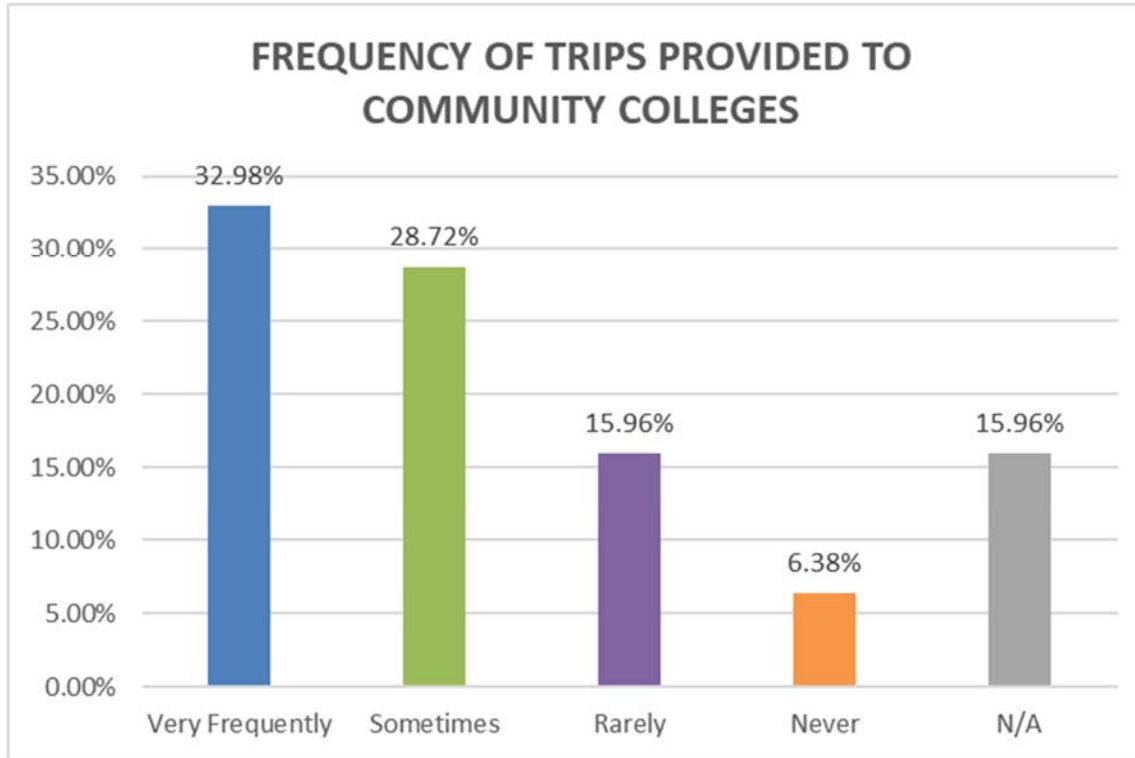


Questions 4 through 11 asked about the frequency with which the survey participant (or the participant’s organization) provides trips to various destinations (work sites, community colleges, shopping, social services centers, senior centers, non-emergency medical destinations, hospitals, and dialysis centers). These questions were multiple choice (one response allowed).



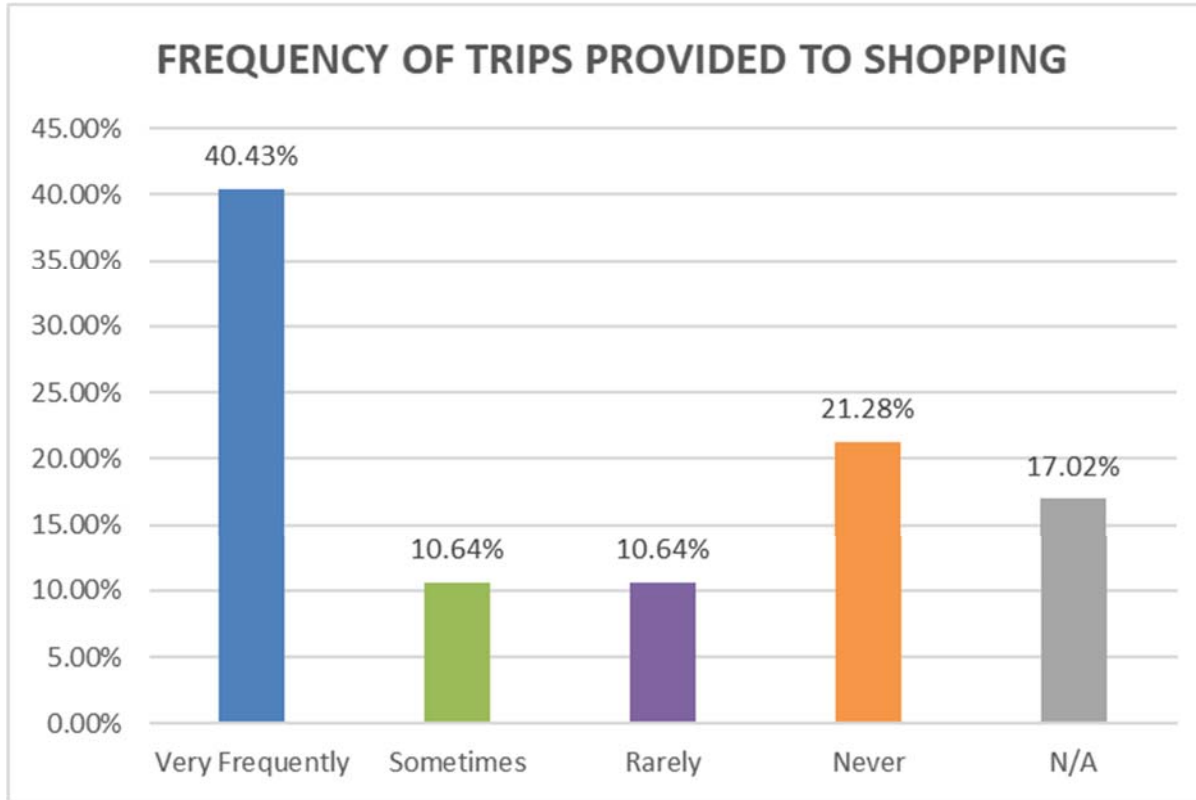
Response	Number of Responses
Very Frequently	49
Sometimes	24
Rarely	4
Never	3
N/A	14
Answered	94
Skipped	17

Figure A-5: Frequency of trips provided to work sites



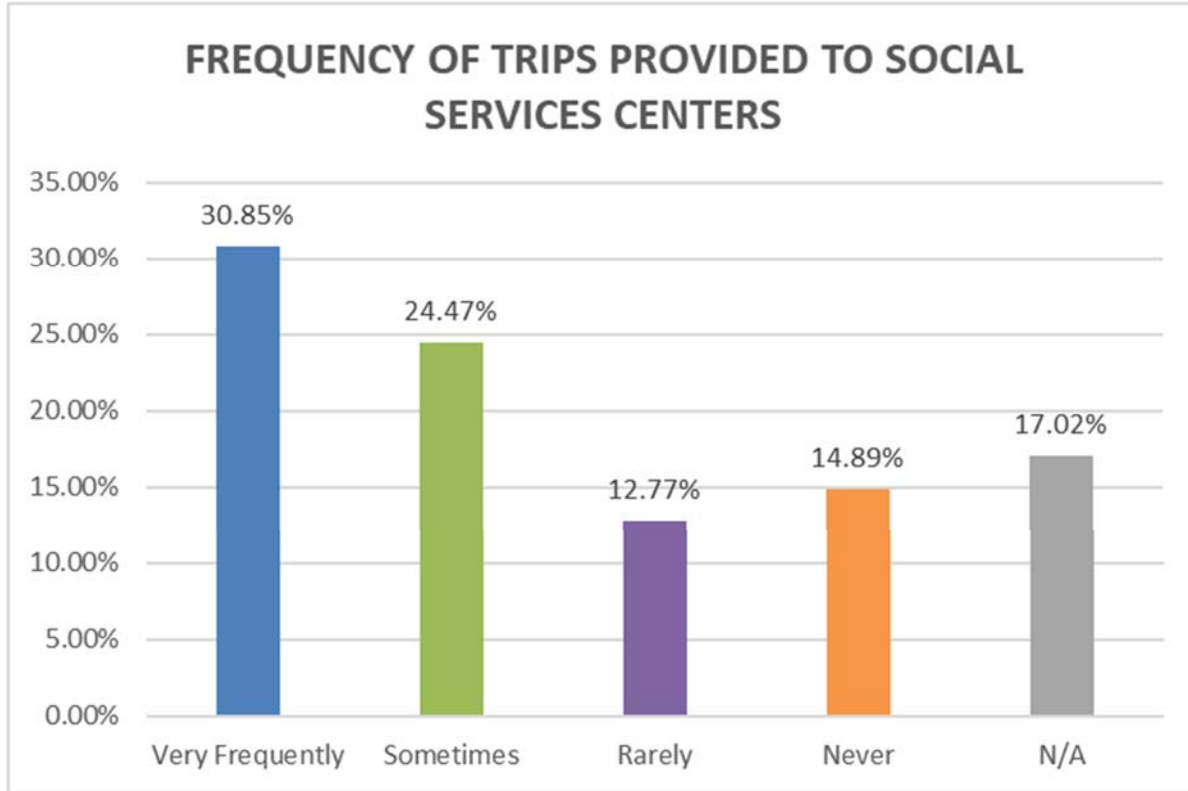
Response	Number of Responses
Very Frequently	31
Sometimes	27
Rarely	15
Never	6
N/A	15
Answered	94
Skipped	17

Figure A-6: Frequency of trips provided to community colleges



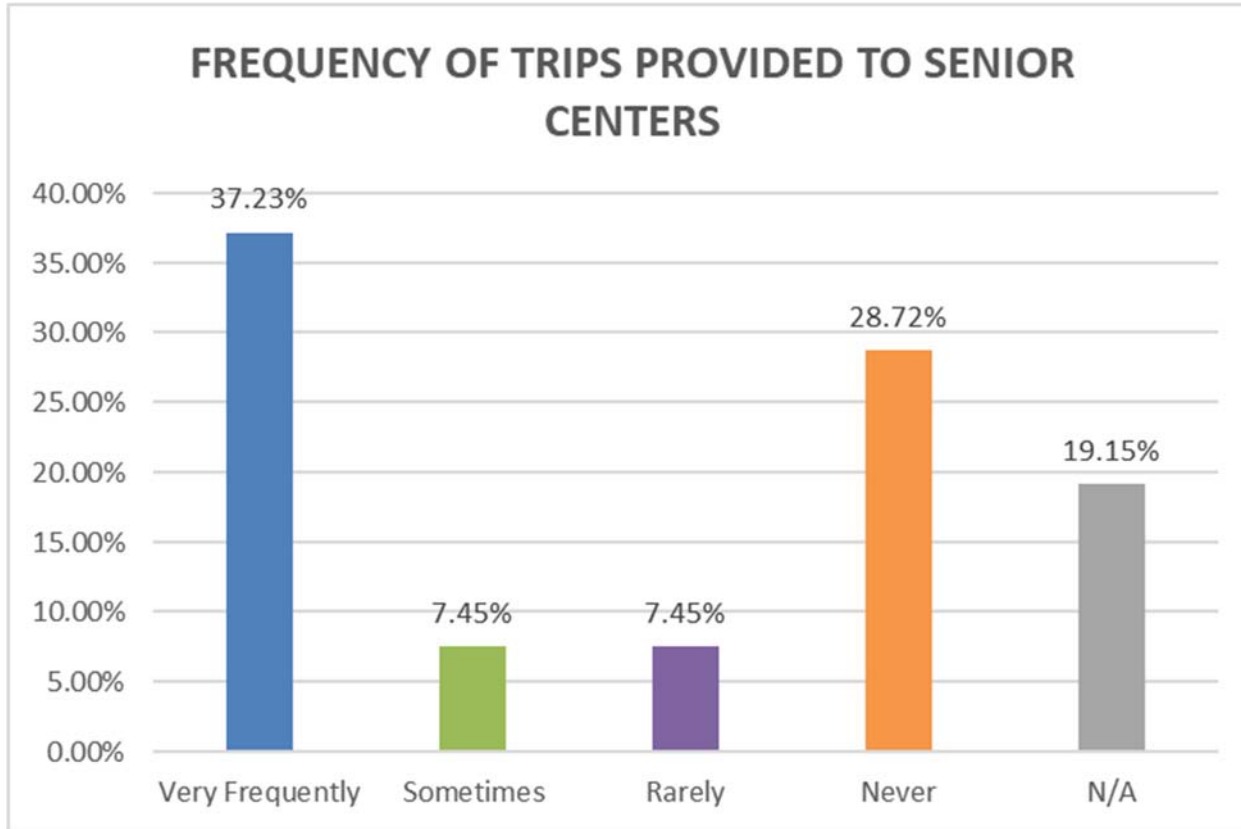
Response	Number of Responses
Very Frequently	38
Sometimes	10
Rarely	10
Never	20
N/A	16
Answered	94
Skipped	17

Figure A-7: Frequency of trips provided to shopping



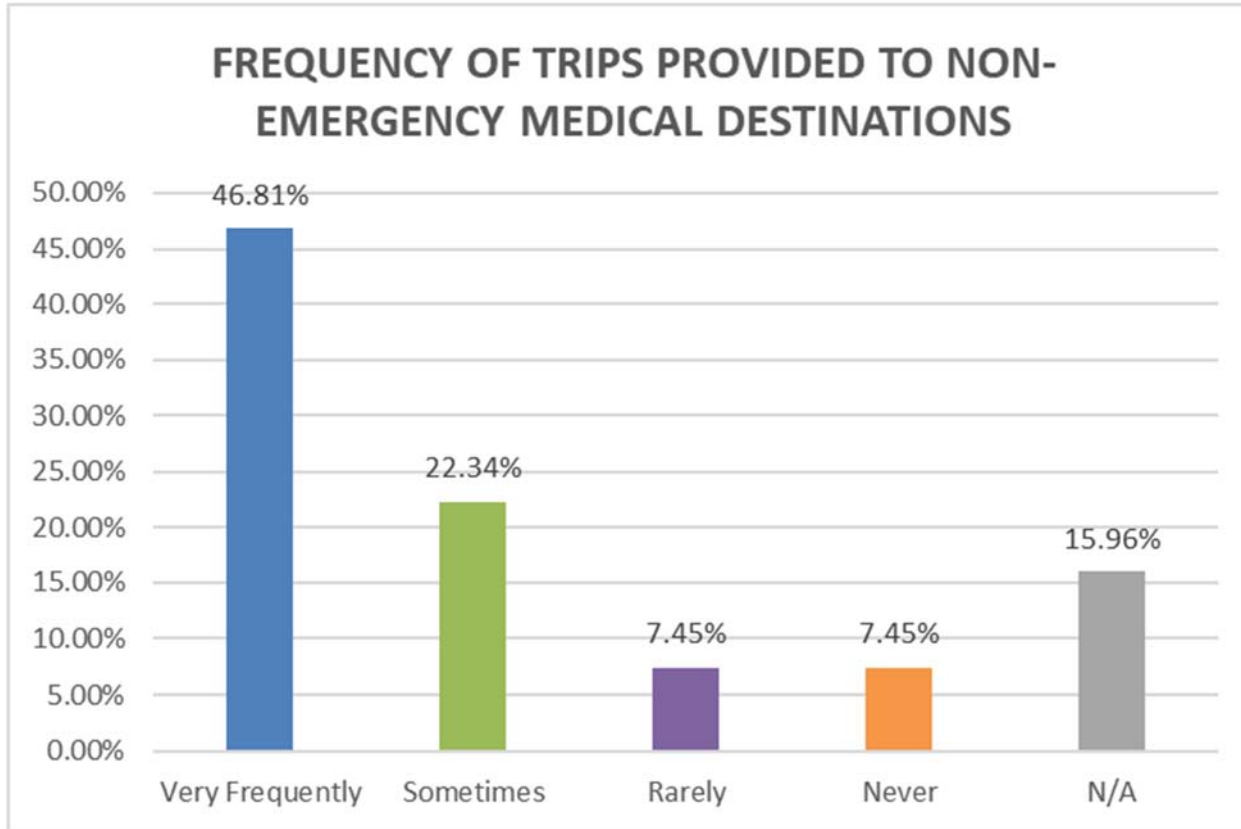
Response	Number of Responses
Very Frequently	29
Sometimes	23
Rarely	12
Never	14
N/A	16
Answered	94
Skipped	17

Figure A-8: Frequency of trips provided to social services centers



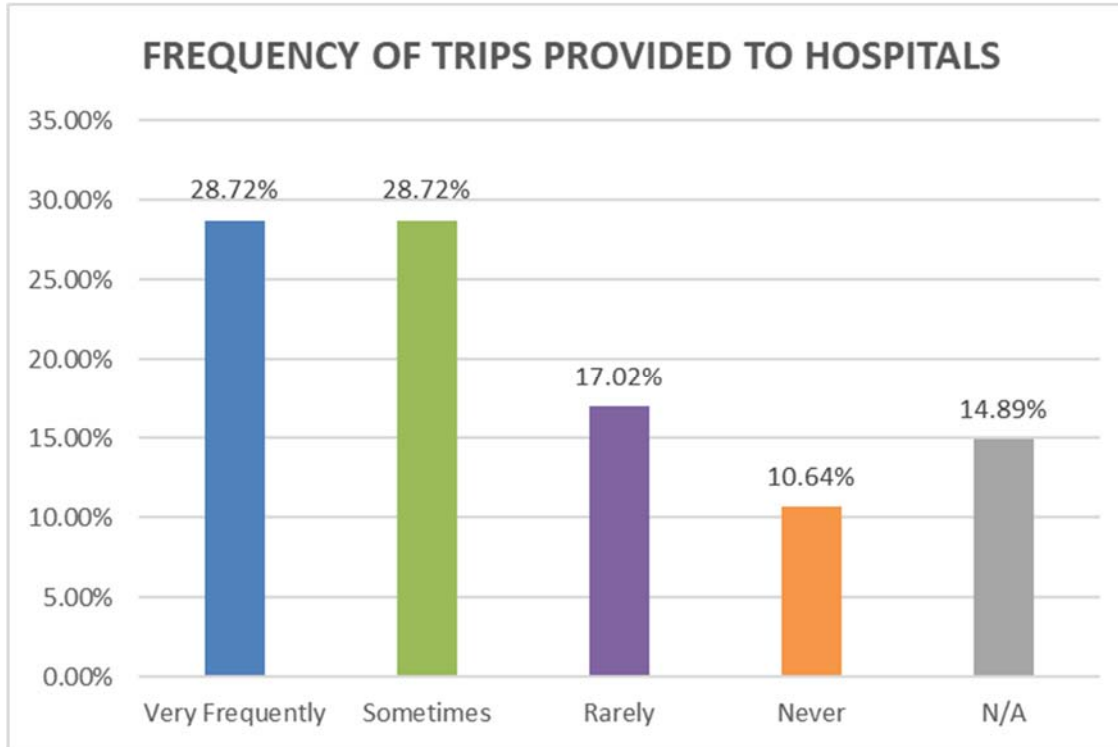
Response	Number of Responses
Very Frequently	35
Sometimes	7
Rarely	7
Never	27
N/A	18
Answered	94
Skipped	17

Figure A-9: Frequency of trips provided to senior centers



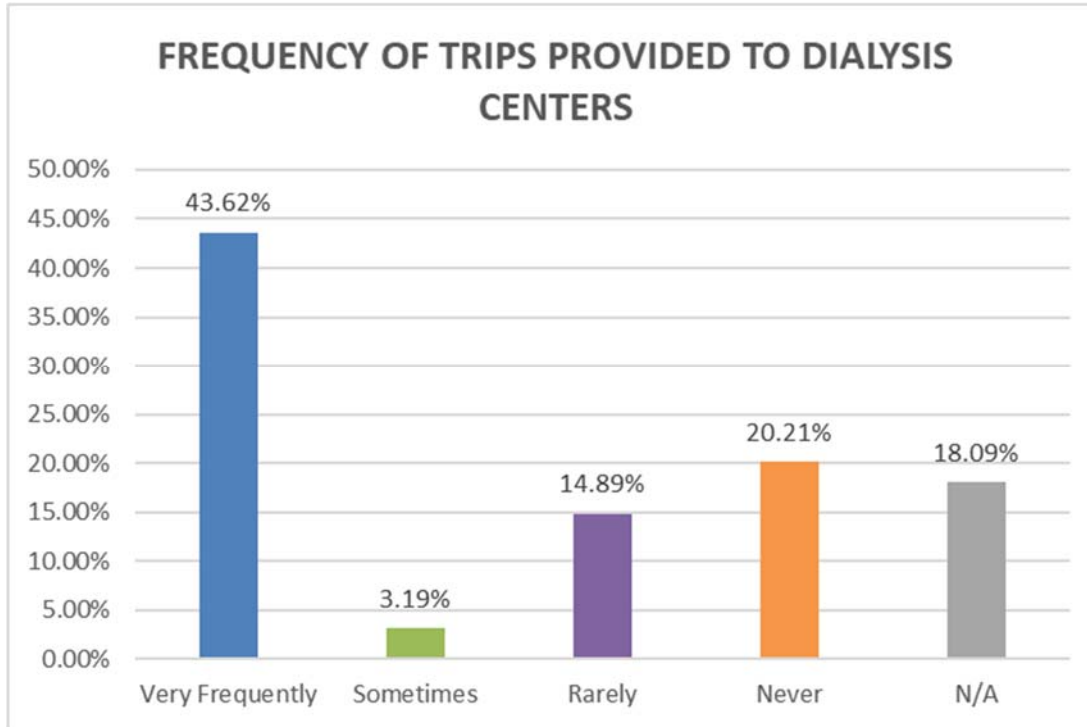
Response	Number of Responses
Very Frequently	44
Sometimes	21
Rarely	7
Never	7
N/A	15
Answered	94
Skipped	17

Figure A-10: Frequency of trips provided to non-emergency medical destinations



Response	Number of Responses
Very Frequently	27
Sometimes	27
Rarely	16
Never	10
N/A	14
Answered	94
Skipped	17

Figure A-11: Frequency of trips provided to hospitals



Response	Number of Responses
Very Frequently	41
Sometimes	3
Rarely	14
Never	19
N/A	17
Answered	94
Skipped	17

Figure A-12: Frequency of trips provided to dialysis centers



Question 12: Please indicate whether you agree or disagree with the following statements:

- My organization relies primarily on the 5310 program for purchase of service/reimbursement.
- My organization relies primarily on the 5310 program for purchasing vehicles.

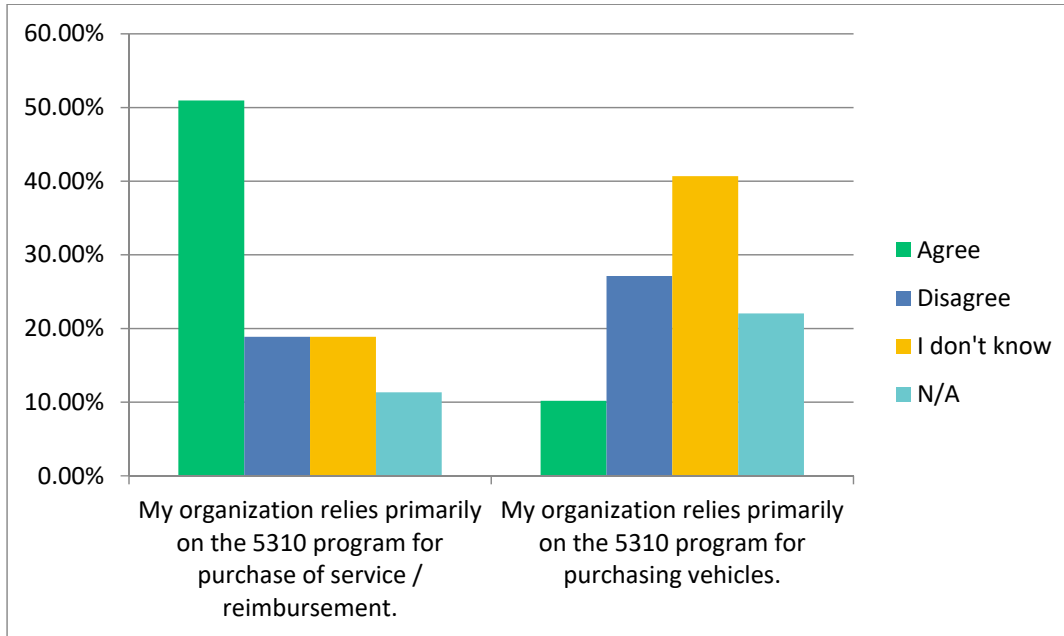


Figure A-13: Primary uses of 5310 Program



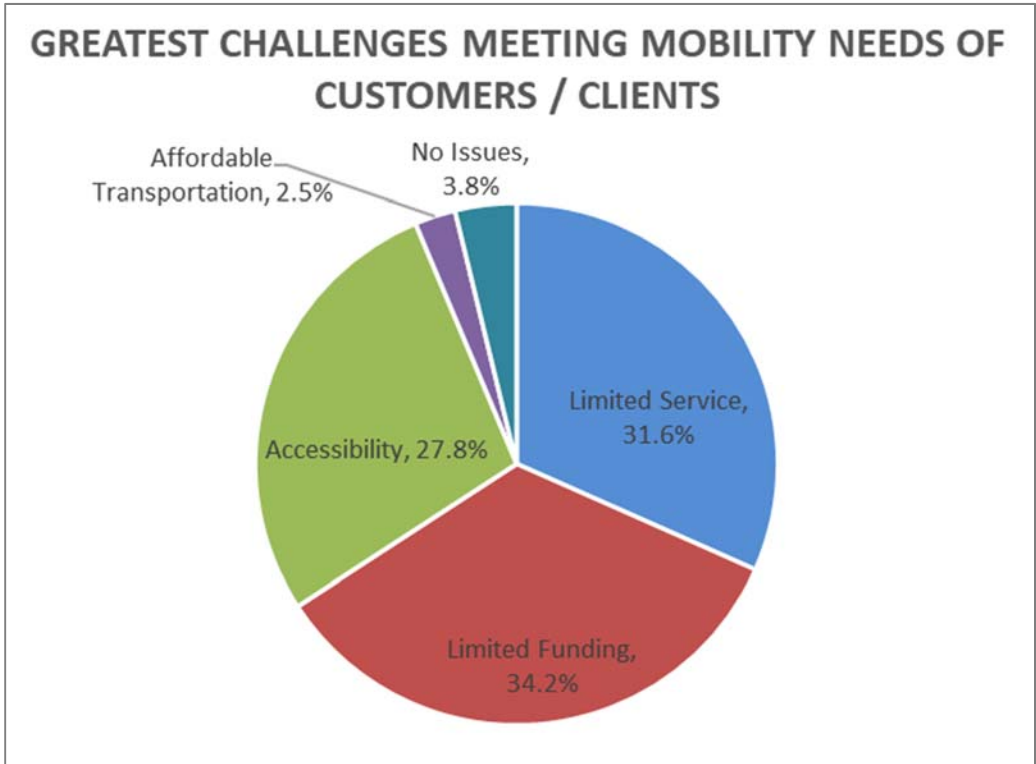
5310 Statements	Agree	Disagree	I don't know	N/A	Total
My organization relies primarily on the 5310 program for purchase of service / reimbursement.	27	10	10	6	53
My organization relies primarily on the 5310 program for purchasing vehicles.	6	16	24	13	59
				Answered	90
				Skipped	21



Question 13: What is the greatest challenge to meeting mobility needs of your customers/clients? (open ended)

Individual responses to this question were grouped into categories and tallied. The response categories and examples are shown below. Figure A-14 provides the summary of responses.

Response category	Examples of responses
Limited Service	<p><i>We do not provide transportation to other places; but the people that we serve do need transportation to employment sites, etc.</i></p> <p><i>Currently our greatest challenge is vehicles. As our community continues to grow, we are receiving a greater demand for our services and without expansion vehicles, we will have to begin denying services</i></p>
Limited Funding	<p><i>Given the rural nature of our service area, in the limited funding available to provide service to our citizens, constrains our ability to provide expansive service demand.</i></p> <p><i>Right now the greatest challenge will be funding because for FY 2019 our 5310 funding was cut by \$49,000 so we will have to either cut service to medical appointments, cancer treatment, dialysis centers, community colleges, and hospitals or look for other funding sources which are scarce.</i></p>
Accessibility	<p><i>Transportation providers (other than local public transit) that have wheelchair accessible vans</i></p> <p><i>The rural locations in which some of our clients live and the absence of available transportation for them</i></p>
Affordable Transportation	<p><i>Aavailable, affordable transportation options they can afford</i></p> <p><i>Lack of affordable transportation available. This results in job loss for many over time</i></p>



Response Categories	Number of Responses
Limited Service	25
Limited Funding	27
Accessibility	22
Affordable Transportation	2
No issues	3
Total	79

Figure A-14: Greatest challenges meeting mobility needs of customers/clients



Question 14: Please explain any other issues / concerns / opportunities you see. (open ended)

Individual responses to this question were grouped into categories and tallied. The response categories and examples are shown below. Figure A-15 provides the summary of responses.

Response Categories	Examples of Responses
Making it more affordable	<i>Often it would be cheaper to buy the client a car than to pay the high prices for a private driver to get them to work or places for an extended period of time.</i>
Longer periods of service	<i>Would like to see Sunday services and our current buses run on an hour schedule and it would be great to see buses run more frequently.</i>
Improve accessibility	<i>We provide work training skills and are always looking for resources that our clients can use since some live in rural areas and need transportation in order to get to an employment site.</i>
Improve efficiency	<i>Coordination between transit organizations (ACTA/Link Transit/PARTOrange County/GoTriangle) needs to be better coordinated.</i>
Expand service	<i>Overcoming the barrier of the stigma of using public transportation. Often, we are people last choice. If they can get a ride through other means they will use that over us.</i>

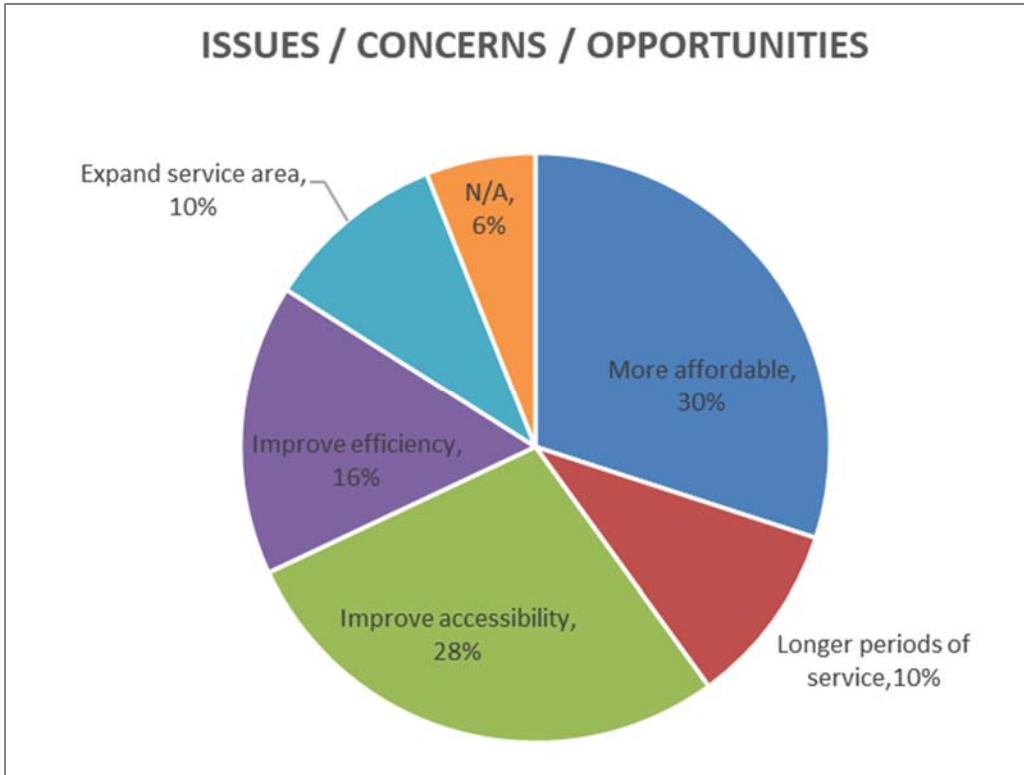


Figure A-15: Issues, concerns and opportunities

Response Categories	Number of Responses
Making it more affordable	15
Longer periods of service	5
Improve accessibility	14
Improve efficiency	8
Expand service	5
N/A	3
Total	50



Question 15: Rank the following projects or coordination actions in order of most important (1 being the most important and 6 being the least important):

- Vehicle replacement
- Maintain existing services
- Mobility managers
- New technology
- New or expanded services
- Improve service efficiency and coordination

A total overall ranking score was calculated by weighting the responses and then normalizing them. Figure A-16 indicates the overall ranking of the actions, with “New or expanded services” ranking highest (most important).

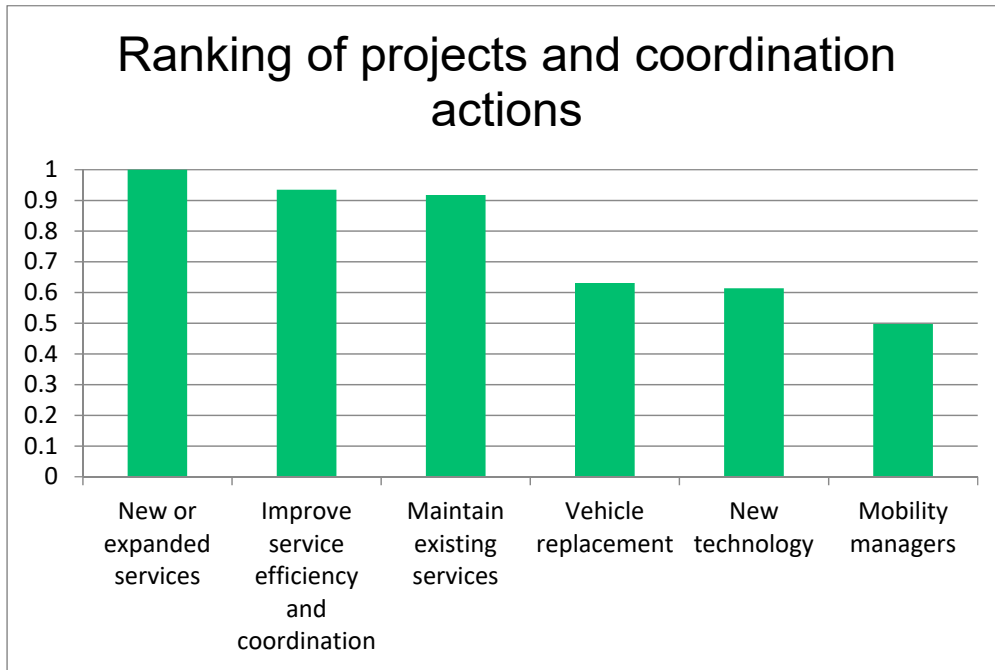


Figure A-16: Normalized rankings of projects and coordination actions



Question 16: Please list your ideas for strategies to make the 5310 program most effective: (open ended comment boxes provided for: first, second, third and fourth priorities)

Individual responses to this question were grouped into categories and tallied. The grouped responses are presented in Figures 17-20. The categories represent a range of responses within the groups they have been placed. The table below gives examples of responses for each response category.

Response Categories	Priority	Examples of Responses
Improved Service	Top	<i>Procure scheduling software to improve efficiency of service</i>
		<i>Expand trip purpose beyond medical</i>
	Second	<i>Mobility managers especially travel training</i>
		<i>Help purchase reliable car, not new car but one that runs good and is reliable</i>
Improved Funding	Top	<i>Funding to be used to expand transit services to after hours in more rural areas</i>
	Third	<i>Increase admin funds</i>
Accessibility	Top	<i>Less restrictions in providing service</i>
	Second	<i>Accessibility - curb cuts sidewalks</i>
Affordable service	Top	<i>Getting people to work and home from work without them having to pay too much</i>
	Second	<i>Reduce cost of service for disabled and elderly</i>



Response Categories	Priority	Examples of Responses
Expanded service	Fourth	<i>Create partnerships with local University to optimize a younger ridership to popular destinations to increase our fare riders and marketing</i>
Improved infrastructure	Second	<i>Offer new technology for the route/drivers so that manifests and verifications times can be reduced and offered in a more clear way</i>
Simpler funding process	Top	<i>A better allocation/formula for using the funds,” and “Including more people with disabilities and seniors in the decision-making process</i>

Table 17: Examples of responses for each response category by priority

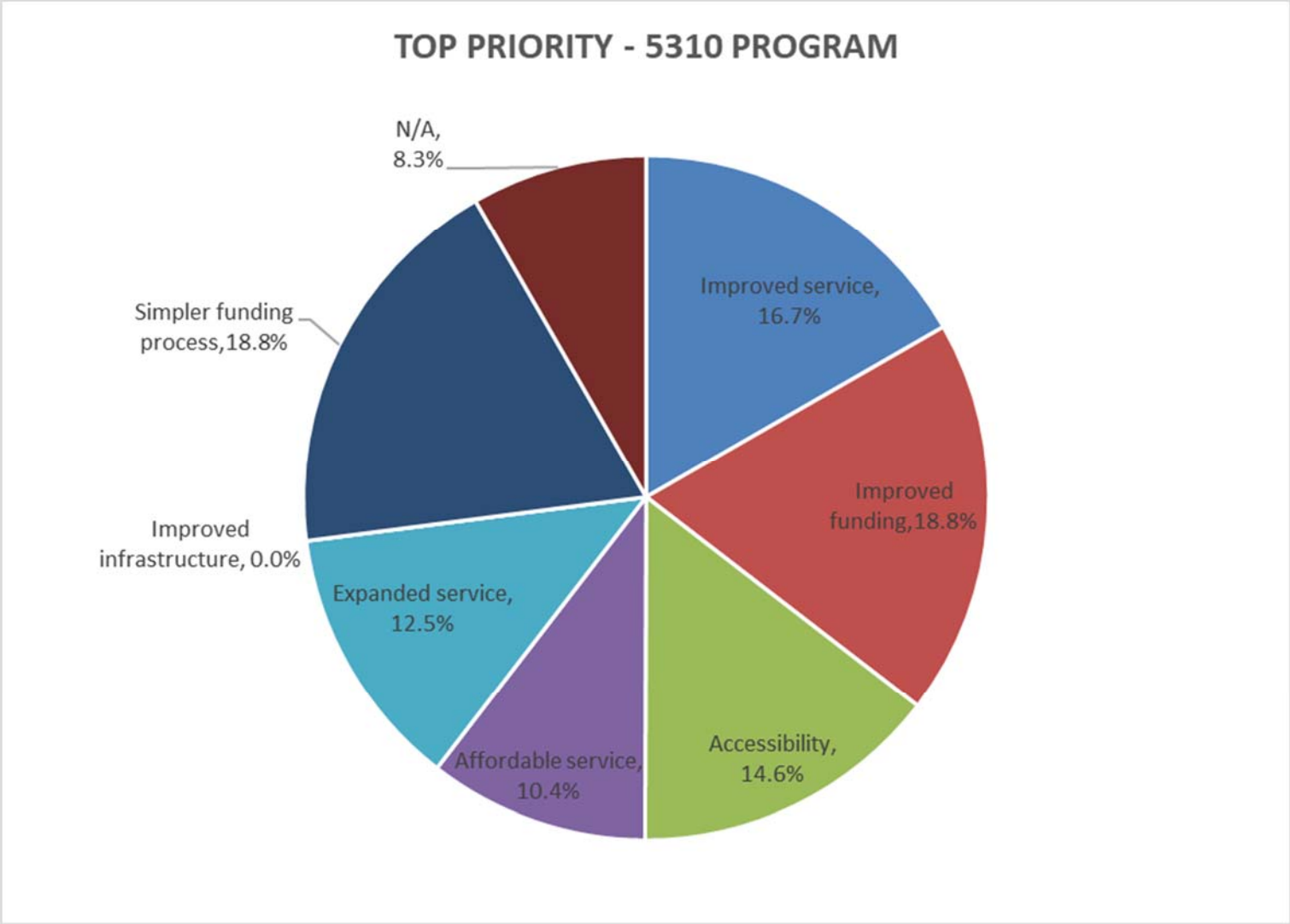


Figure A-17: Top priorities for the 5310 Program

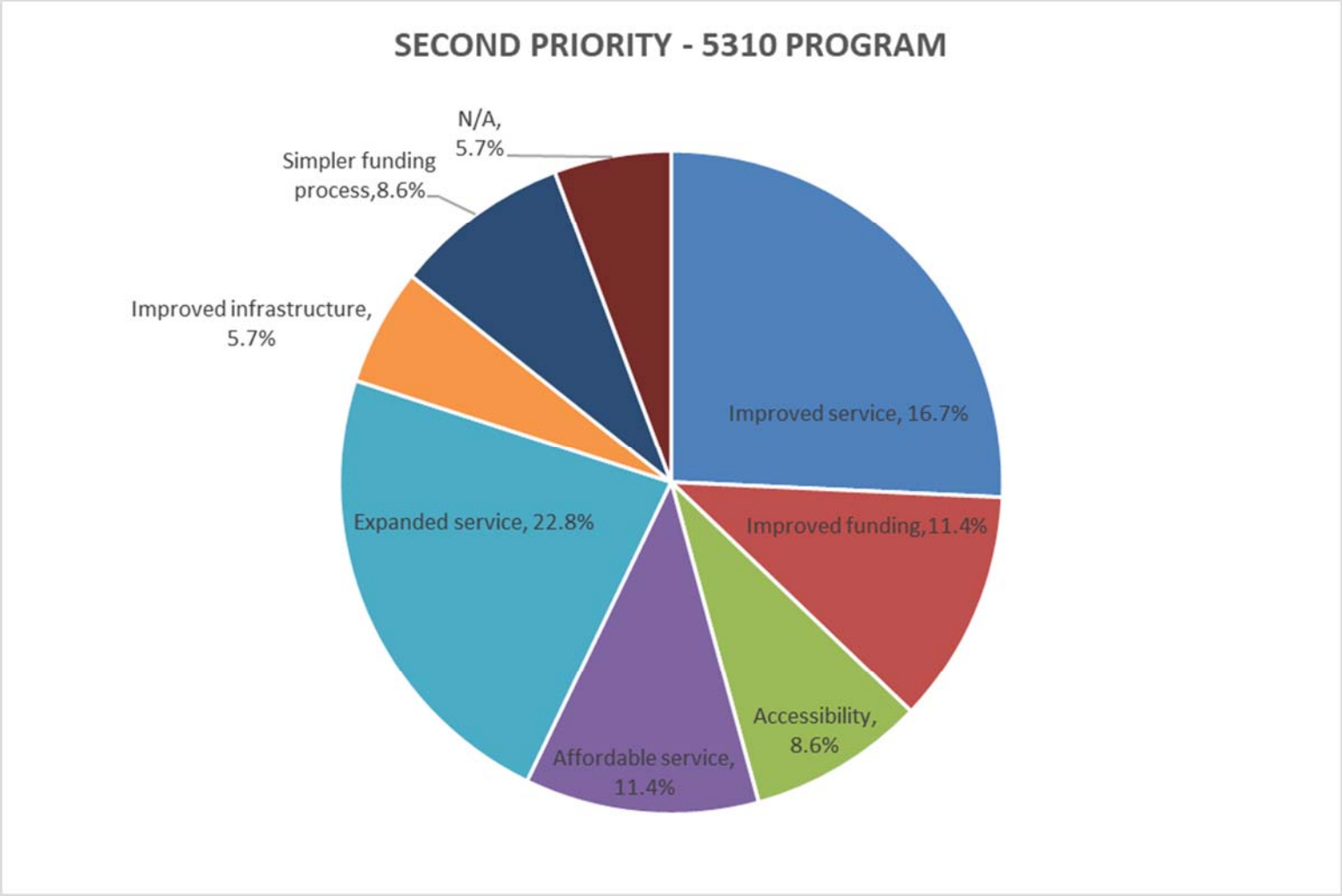


Figure A-18: Second priorities for the 5310 Program

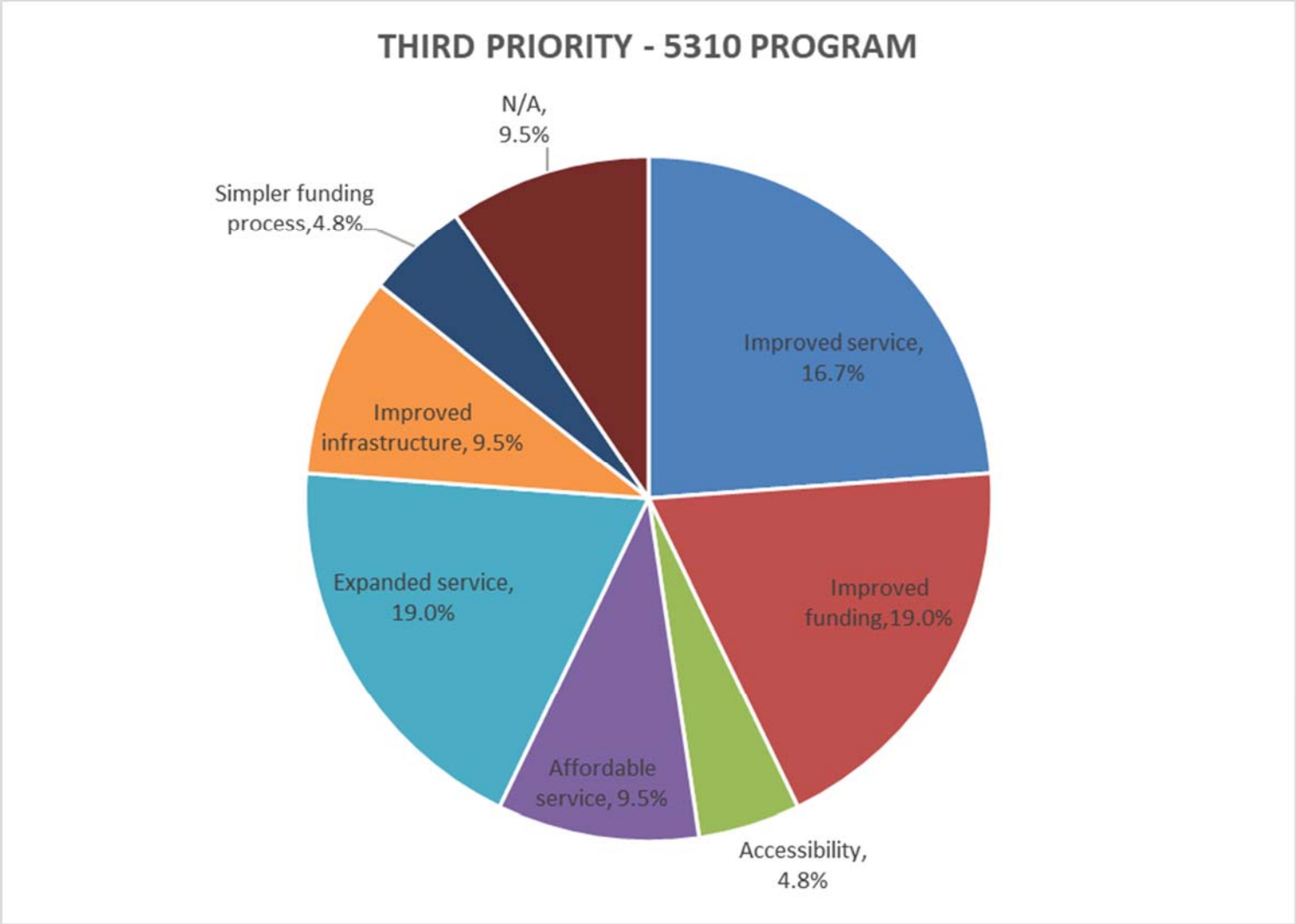


Figure A-19: Third priorities for the 5310 Program

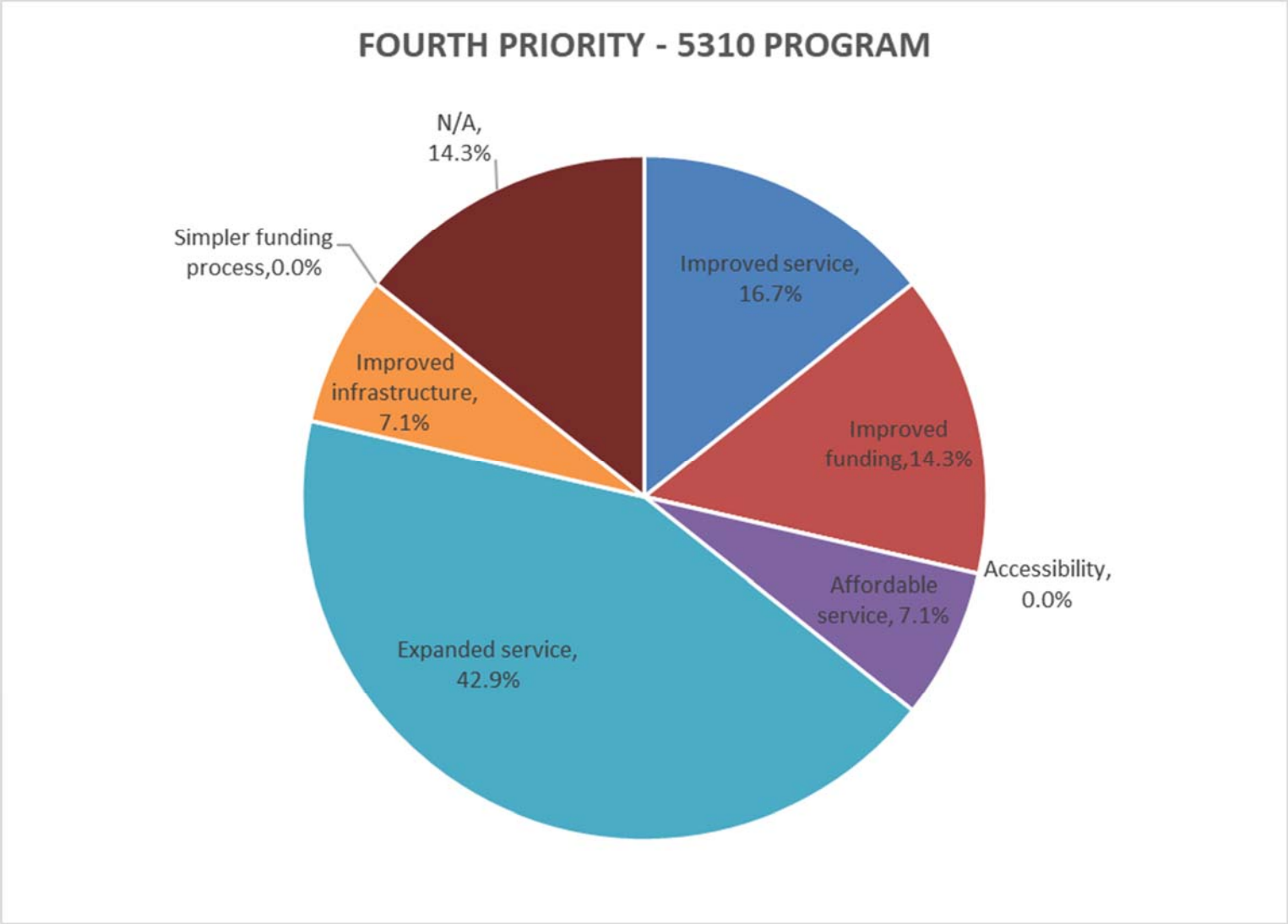


Figure A-20: Fourth priorities for the 5310 Program



Summary of categorized responses by priority ranking

Response Categories	Top Priority	Second Priority	Third Priority	Fourth Priority	Total
Improved Service	8	9	5	2	24
Improved Funding	9	4	4	2	19
Accessibility	7	3	1	0	11
Affordable Service	5	4	2	1	12
Expanded Service	6	8	4	6	24
Improved Infrastructure	0	2	2	1	5
Simpler funding process	9	3	1	0	13
N/A	4	2	2	2	10
Total	48	35	21	14	118



Question 17: Please complete the following sentences:

- *The greatest limitation preventing my organization from better serving our customers/clients is... (open ended)*
- *The most effective thing my organization does to provide mobility services under limited resources is...*

The response categories and examples of responses to the first sentence are presented in the table below.

Response Categories	Examples of Responses
Lack of funding	<i>Financial resources</i> <i>Capacity (funding restrictions, drivers, and vehicles). Multi-faceted issue that would require a collaborative solution</i>
Lack of transportation providers	<i>Lack of providers</i>
Lack of accessibility	<i>Time and proximity constraints</i> <i>Enhanced community partner coordination with local and neighboring counties</i>
Limited service	<i>Allowing too many trips in the early AM but not enough trips mid-day</i>
Affordable transportation	<i>Lack of affordable transportation and employers willing to hire those with criminal records</i> <i>The lack of affordable transportation for the rural parts of the counties</i>
Lack of drivers/buses	<i>Lack of volunteer drivers in remote rural areas</i> <i>Not having enough qualified dedicated drivers</i>

Individual responses to this question were grouped into categories and tallied. The summary of those grouped responses are presented in Figures 21-22.



The response categories and examples of responses to the first sentence are presented in the table below.

Response Categories	Examples of Responses
Coordination/agreements with transportation providers	<i>Using a transportation coordinator/scheduling team to coordinate as many trips as possible for our community</i>
	<i>Be creative, continue to create contracts and build partnerships</i>
Providing low cost transportation	<i>Continue to provide the service even when funding is short</i>
	<i>We sponsor transportation cost to clients when employed until they have regular income</i>
Efficient transportation management	<i>Ensure efficiency with technology</i>
	<i>Combining trips to create efficiency and provide more rides</i>
Available transportation	<i>Sponsor temporary transportation assistance</i>
	<i>Effectively involve volunteer drivers to meet transportation needs not met by others</i>

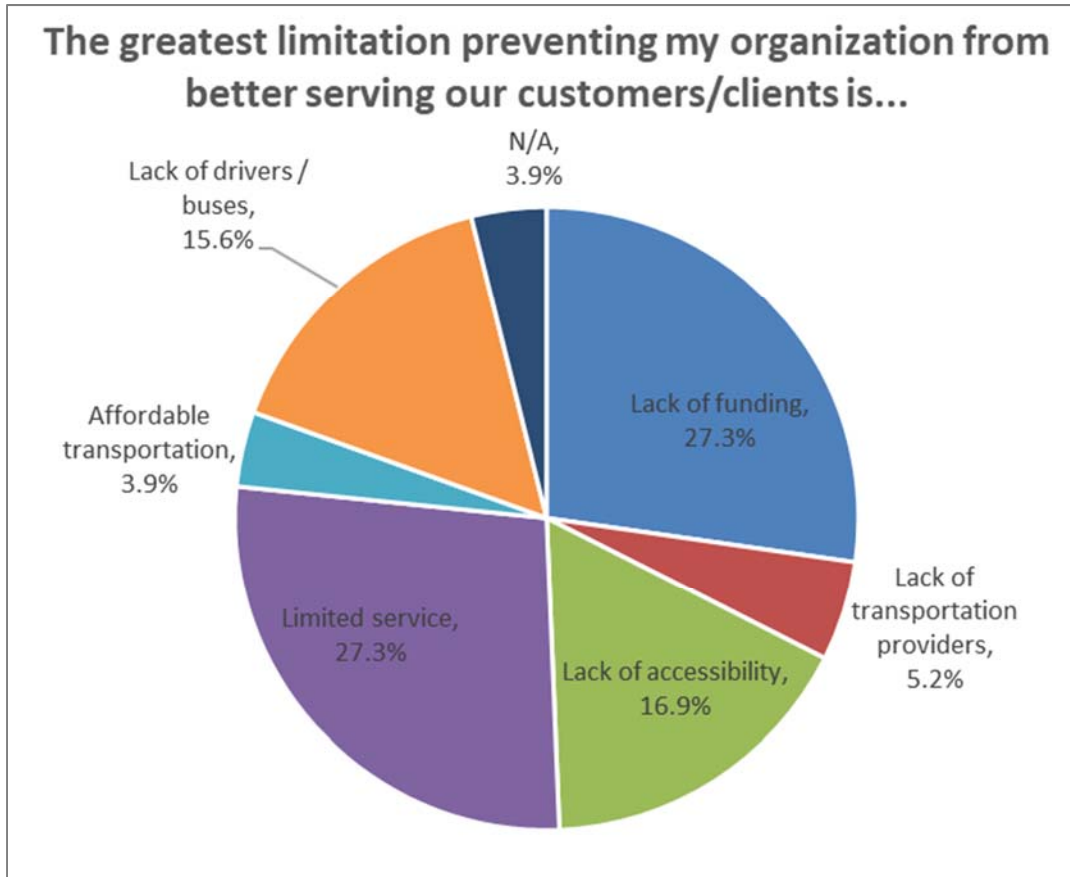
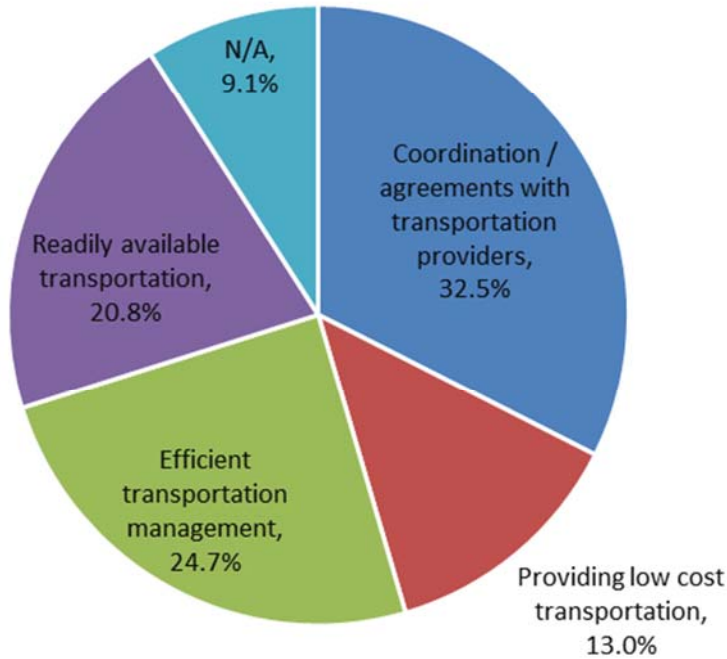


Figure A-21: Responses to, “The greatest limitation preventing my organization from better serving our customers/clients is...”

Response Categories	Number of Responses
Lack of funding	21
Lack of transportation providers	4
Lack of accessibility	13
Limited service	21
Affordable transportation	3
Lack of drivers / buses	12
N/A	3
Total	77



The most effective thing my organization does to provide mobility services under limited resources is...



Response Categories	Number of Responses
Coordination / agreements with transportation providers	25
Providing low cost transportation	10
Efficient transportation management	19
Available Transportation	16
N / A	7
Total	77

Figure A-22: Responses to, “The most effective thing my organization does to provide mobility services under limited resources is...”



The following questions were only presented to those who had identified as transit users or interested in question 2, which was a total of four participants. [These participants were also presented with questions 1 and 2 (see above).]

Question 3B: Please indicate which type of transit you currently use to travel to each destination:

Transit type:

- Fixed route transit
- Paratransit
- I travel to this destination, but not by transit
- N/A (I do not travel to this destination type)

Destinations:

- Dialysis centers
- Hospitals
- Non-emergency medical centers
- Senior centers
- Social services centers
- Shopping
- Community college
- Work site

The 2 participants that responded to Question 3B both use fixed route transit to travel to hospitals, non-emergency medical centers, shopping and community college. Both participants do not travel at all to dialysis centers, senior centers, social services centers and work sites.



Question 4B: What is the greatest challenge you face in travelling to places you need to go?

The 2 participants that responded to Question 4B both gave the same response, *"I have no challenges, I can get where I need to with no problem."*

Question 5B: What issues are most important to improving your experience with transit service (participants were asked to rank issues in order of most importance)

Issues:

- Vehicle design and equipment
- Support/guidance on how to use the service independently
- Easier methods for paying my fare
- New or expanded services
- Improve service efficiency and coordination



The 2 participants ranked 'new or expanded services' as most important, 'easier methods for paying my fare' and 'improve service efficiency and coordination' as second most important, 'vehicle design and equipment' as third important, and 'support/guidance on how to use the service independently' as least important.

Question 6B: Please explain any other concerns/opportunities you see for improving your ability to get where you need to go.

Both participants responded with the same answer, "*I have no other concerns.*"



APPENDIX B: MEETING DOCUMENTATION

The LCP meeting documentation includes power point presentations and meeting summaries from five public community workshops and four LCP Steering Committee meetings.

LCP Community Workshops

Northeastern North Carolina

October 2, 2017

9:00 a.m.-12:00 p.m.

*Pitt County Agricultural Extension Auditorium
403 Government Circle, Suite 2
Greenville, NC 27834*

Southeastern North Carolina

October 4, 2017

9:00 a.m.-12:00 p.m.

*Bladen Community College Auditorium
7418 Highway 41 West
Dublin, NC 28320*

Central

October 16, 2017

9:00 a.m.-12:00 p.m.

*Rowan-Cabarrus Community College - South
Campus
Building 1000 (Main Building), Room 106
1531 Trinity Church Road
Concord, NC 28027*

Northern Mountains

October 17, 2017

9:00 a.m.-12:00 p.m.

*Blue Ridge Energy
Meeting Room
2491 US Hwy 421 S
Boone, NC 28607*

Southern Mountains

October 19, 2017

8:00 a.m.-12:00 p.m.

*Asheville-Buncombe Technical Community College
Conference Center, Room B
340 Victoria Road
Asheville, NC 28801*

LCP Steering Committee Meetings

1. March 7, 2018
2. April 13, 2018
3. June 26, 2018
4. July 23, 2018



STATEWIDE LOCALLY COORDINATED PLAN



FTA 5310 Program - Enhanced Mobility of Seniors and Individuals with Disabilities

October 2017 Community Workshops

James Ritchey
Whitman, Requardt and Associates, LLP



STATEWIDE LOCALLY COORDINATED PLAN

ncdot.gov

Agenda

- Welcome and Introductions
- FTA 5310 Program Overview
- Locally Coordinated Plan Requirements
- LCP Analysis Districts and Demographic Maps
- Discussion and Comments
 - Special needs
 - Gaps in service
 - Underserved populations

North Carolina FY 2017 5310 Program Funding

FY 2017 SECTION 5310 ENHANCED MOBILITY OF SENIORS AND INDIVIDUALS WITH DISABILITIES APPOINTMENTS

Not included in North Carolina Statewide Locally Coordinated Plan	
Asheville, NC	\$329,452
Charlotte, NC--SC	\$857,040
Concord, NC	\$189,957
Durham, NC	\$245,733
Fayetteville, NC	\$235,503
Greensboro, NC	\$243,366
Hickory, NC	\$228,309
Myrtle Beach--Socastee, SC--NC	\$296,381
Raleigh, NC	\$553,227
Wilmington, NC	\$219,118
Winston-Salem, NC	\$353,095
NC Large Urbanized Total	\$3,751,181
Included in Statewide Locally Coordinated Plan	
North Carolina 50,000 to 199,999	\$1,449,734
North Carolina less than 50,000	\$2,767,961
North Carolina - Small Urbanized Areas and Rural	\$4,217,695



STATEWIDE LOCALLY COORDINATED PLAN

ncdot.gov

5310 Eligibility

Geographic Areas

- Non-urbanized areas (areas outside the U.S. Census 2010 urbanized area boundaries)
- Small urbanized areas between 50,000 and 200,000 population

Large Urbanized Areas

- Urbanized areas greater than 200,000 population will develop their own LCP.
- Projects located in or serving populations in large urbanized area are not eligible for NCDOT's 5310 program

5310 Eligible Activities

- Public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities;
- Public transportation projects that exceed the requirements of the Americans with Disabilities Act (ADA) of 1990 (42 U.S.C. 12101 et seq.);
- Public transportation projects that improve access to fixed route service and decrease reliance on complementary paratransit; and
- Alternatives to public transportation projects that assist seniors and individuals with disabilities with transportation.



STATEWIDE LOCALLY COORDINATED PLAN

ncdot.gov

NCDOT State Management Plan

- **Eligible 5310 sub recipients**
 - States or local government authorities
 - Private non-profit organizations or operators of public transportation.
 - Nonprofit organizations are only eligible to purchase transportation services from the designated 5311 sub recipient.
- **Capital projects**
 - Lift equipped vehicles
 - Mobility management programs or
 - Purchase of transportation services.
- **Operating assistance**
 - May be provided if the capital needs are met in the competitive call for projects.



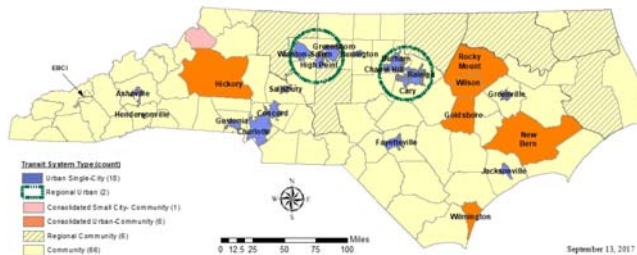
NCDOT FY 2017 Call for Projects

- Only Section 5311 grantees and/or small urban Section 5307 grantees will be allowed to request 5310 funded replacement vehicles.
- Operating projects on a cost-per-trip reimbursement basis (50/50 cost sharing ratio – no state match will be provided for operating projects).
- No purchase of service funding from applicants that are not 5311 or 5307 funded grantees unless:
 - A Memorandum of Understanding between the applicant and a 5311 or 5307 funded transit provider to be the sole provider of service; or
 - Proof the applicant completed a compliant federal procurement for private transportation providers that provide shared ride service.



NC Transit Agencies

PUBLIC TRANSPORTATION SYSTEMS IN NORTH CAROLINA BY CATEGORY



Locally Coordinated Plan Requirements

- Locally Coordinated Plan (LCP) is developed through a process that includes the participation of
 1. Seniors and individuals with disabilities,
 2. Public and private transportation providers,
 3. Community agencies and others stakeholders.
- LCP includes
 1. An assessment of available services that identifies current transportation providers, (coordinated with Strategic Plan)
 2. An assessment of transportation needs for individuals with disabilities and seniors,
 3. Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery,
 4. Priorities for implementation based on resources, time, and feasibility.



LCP Work Plan

- This LCP covers Fiscal Year 2019 through Fiscal Year 2024.
- Work plan includes:
 - **Assessment of transportation needs** for individuals with disabilities, older adults, and persons with limited incomes
 - MetroQuest survey directed to persons with a disability, older adults and persons with limited incomes
 - Survey Monkey based survey directed to transit managers and human service agency staff
 - **Inventory of the available services** in conjunction with Statewide Strategic Plan that identifies areas of redundant service and gaps in service
 - **Identification of coordination actions** to eliminate or reduce duplication in services and strategies for more efficient utilization of resources



LCP Work Plan

- **Public and Stakeholder Participation**
 - Steering Committee (4 meetings) and Stakeholder Outreach
 - Five October 2017 Public Workshops
- **Products and Outcomes**
 - Coordination Strategies and Needs Prioritization
 - Locally Coordinated Plan – completion by June 2018



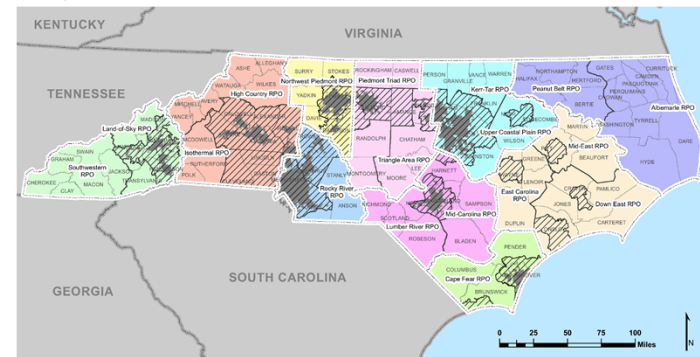
LCP Analysis Districts

Ten LCP analysis districts were drawn from RPO boundaries. They will be used to understand the demographic data and transportation needs. There is no funding criteria applied at this level.

Analysis Districts	Rural Planning Organizations and Metropolitan Planning Organizations
1 Southwestern	Southwestern RPO, Land-of-Sky RPO
2 Northwestern	High Country RPO, Isothermal RPO, Gastonia MPO
3 Yadkin Valley	Northwest Piedmont RPO, High Point MPO
4 Rock River	Rocky River RPO
5 Piedmont / Triangle	Piedmont Triad RPO, Triangle Area RPO, Burlington MPO
6 Sandhills	Lumber River RPO, Mid-Carolina RPO
7 Cape Fear	Cape Fear RPO
8 North Central	Kerr-Tar RPO, Upper Costal RPO, Rocky Mount MPO
9 East	East Carolina RPO, Mid-East RPO, Down East RPO, Goldsboro MPO, Greenville MPO, New Bern MPO, Jacksonville MPO
10 North East	Peanut Belt RPO, Albemarle RPO



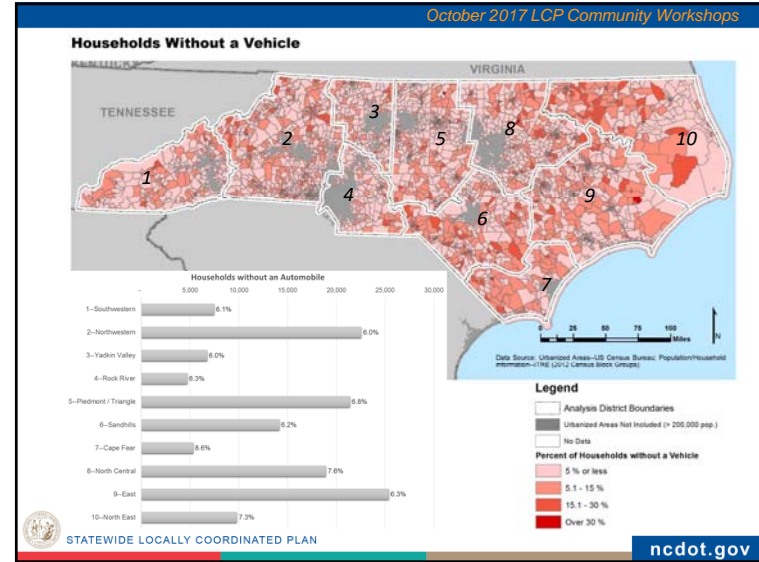
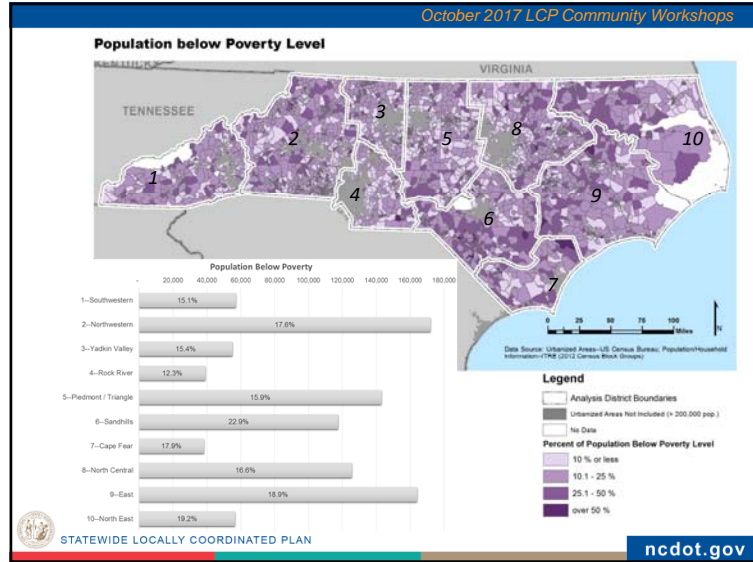
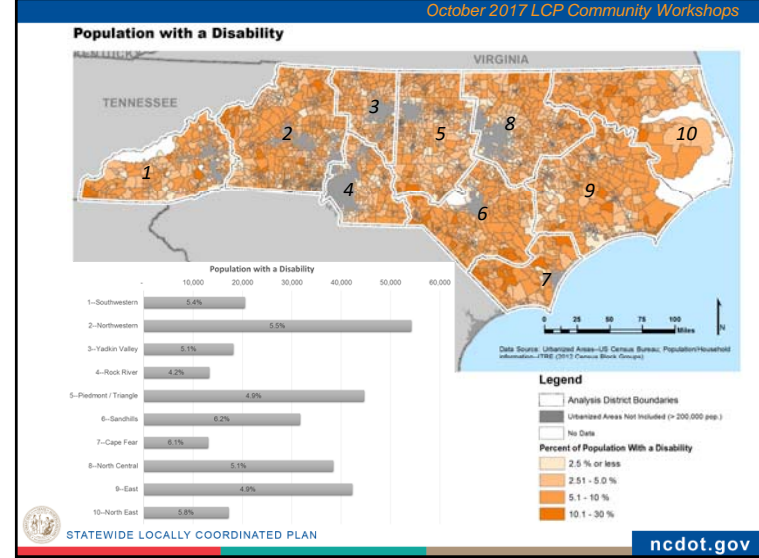
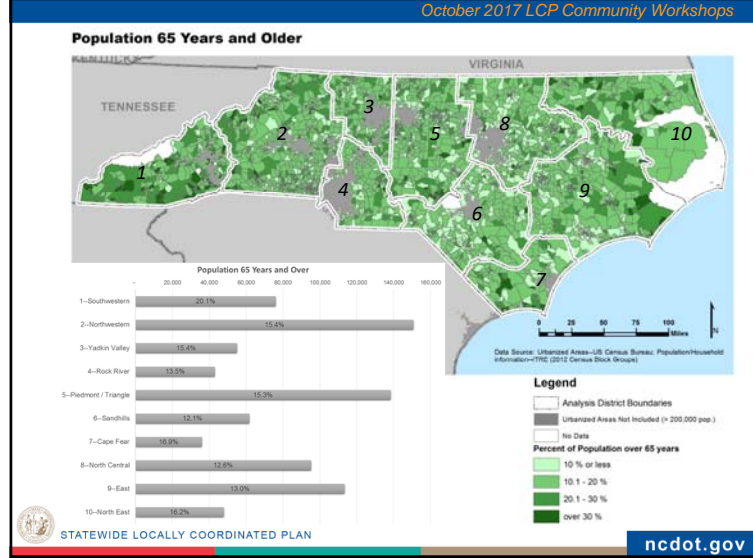
Analysis Districts LCP Analysis



Legend

- Analysis District Boundaries
 - Urbanized Areas Not Included (> 200,000 pop.)
 - County Boundaries
 - Metropolitan Planning Organization
 - Regional Planning Organization
- Data Source: Urbanized Areas--US Census Bureau; Metro/Regional Planning Organizations--NCDOT Connect







STATEWIDE LOCALLY COORDINATED PLAN



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Whitman, Requardt and Associates
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Northeastern Community Meeting

October 2, 2017, 9:00 a.m.

Participants:

NAME	ORGANIZATION
Randy Candor	Carteret Transit
Cam Coburn	PATS

Meeting Summary

The Northeastern Community meeting for the Statewide Locally Coordinated Plan (LCP) was held on October 2, 2017, from 9:00 a.m. until 11:00 a.m., prior to the afternoon meeting of the North Carolina Public Transportation Statewide Strategic Plan. Meeting notices went to stakeholders with an interest in the LCP and related programs, such as the 5310 funding program, which included representatives of Metropolitan Planning Organizations (under 200,000 population), Regional Planning Organizations, human services agencies, and public transportation service providers.

James Ritchey of Whitman, Requardt & Associates welcomed attendees and began the meeting with a presentation. The presentation summarized the federal regulatory requirements and related funding programs, purpose for the LCP, the planning process and timeline, and preliminary existing conditions data and mapping. The remainder of the meeting included discussion focused on priority transportation needs for the 5310 program and potential coordination actions. Additional comments and questions were welcomed and discussed.

Meeting Notes

- Randy will look at the powerpoint presentation viewed and send some ideas for questions from the office
 - Q: Who are we trying to serve? A: The have to's
 - Wouldn't it be nice to serve both?
- Would it be helpful to have the 5310 program be for more than just a one year period?
- Jim: would it make sense to have a regionally coordinated headquarters of sorts? For example: eastern north Carolina transit brand, including a centralized website, call center, marketing, etc. that would build some efficiencies
 - Randy: yes, this is what I am currently trying to get going
 - Instead of having each individual transit entity as a grantee, what about having a regional transit council that received funds and they distribute dollars to the systems?
 - Randy—I like this idea; challenge—funding and dealing with the politics, ensuring that distribution is fair; logistical challenges, too.

- Crystal—gave example from San Francisco Bay area of how to deal with logistics and coordinating all the individual entities: start with those things that are required of all, such as procuring.
- Jim: would like to present at subsequent meeting: how much money is each County really putting up?

Eastern South Community Meeting

October 4, 2017, 9:00 a.m.

Participants:

NAME	ORGANIZATION
JR Steigerwald	Town of St. Paul's
Nancy Thornton	Hoke Area Transit Service
Nancy Pittman	Scotland County
Carolyn Freitag	NCDOT
Myra Freeman	NCDOT/PTD
Donnie Tim	NCDOT/PTD
Irene Johnson	NCDOT/PTD
Ifetayo Farrakhan	Community Transportation
Yvonne Hatcher	Brunswick County Transportation
Vanessa Lacer	WAVE Transit
Tammy Montanez	NCDOT
Jay Jacobs	Columbus County

Meeting Summary

The Southeastern Community meeting for the Statewide Locally Coordinated Plan (LCP) was held on October 4, 2017, from 9:00 a.m. until 11:00 a.m., prior to the afternoon meeting of the North Carolina Public Transportation Statewide Strategic Plan. Meeting notices went to stakeholders with an interest in the LCP and related programs, such as the 5310 funding program, which included representatives of Metropolitan Planning Organizations (under 200,000 population), Regional Planning Organizations, human services agencies, and public transportation service providers.

James Ritchey of Whitman, Requardt & Associates welcomed attendees and began the meeting with a presentation. The presentation summarized the federal regulatory requirements and related funding programs, purpose for the LCP, the planning process and timeline, and preliminary existing conditions data and mapping. The remainder of the meeting included discussion focused on priority transportation needs for the 5310 program and potential coordination actions. Additional comments and questions were welcomed and discussed.

Meeting Notes

- Ways folks are using 5310 currently:
 - Community transportation agency provides service for
 - Mobility Mgmt program:

- Travel training
 - Grants for social services organizations to provide transportation and transit agency providing accessible van
 - Partially fund a fixed route serving high concentration area of older population
- What should be the priorities for transportation needs for the 5310 programs?
 - Address getting disabled adults to vocational rehabilitation (one issue is that an organization, like a community college, may not be eligible b/c of federal/state guidelines)
 - Jim: example: a community org provides disabled students with tickets for them to use mobility service, and then based on those tickets collected, they submit for reimbursement
 - Another idea: state funds available to grantees that are accessible only through partnerships in the community?
 - Mobility Managers / staff –go out into the community to educate, share information, coordinate and link between service and clients
 - Vehicle replacement (especially in places where the other funding sources are not covering provision of this kind of service)
 - Providing transportation for doing in-home care for those wanting to stay in their homes; how to complement getting elderly to the doctor/care versus getting caregiver to the elderly person's home.
 - Sufficient space for serving people with wheelchairs or just when there is higher demand.
- Potential coordination actions?
 - Coordination with healthcare providers, in-home caregivers
 - Regional transit coordination for various overlapping issues, like:
 - Planning
 - Technology—coordinated/connected websites that are user-friendly and reflect and share information in a coordinated way, fare technology and coordination
 - Marketing/Education—huge piece that could be improved and better communicate and educate people on the available services and how to use them (this is often a one-on-one communication and conversation for a smaller rural system, not usually successful with standard media communications; word of mouth)
 - ?
 - Challenges/fears for regionalized/interconnecting transit
 - People are used to curb-to-curb don't want to transfer to a fixed route, learn how to use new system
 - People don't like change
 - Logistical challenges teaching and implementing new process/model
- Additional comments:
 - How to ensure flexibility in the plan so that going forward, the projects that people want to implement can fit under this plan?

- Comment for application/applicants: really pay attention to the scoring criteria and prepare a good application to ensure you get funded (especially for situation where there may be more demand for the limited funds available)

Central Community Meeting

October 16, 2017, 9:00 a.m.

Participants:

NAME	ORGANIZATION	Email
Jessica Hillie	Cabarrus County	jessicahillie@cabarruncounty.us
Jeff Cockerham	Yveddi	jcockerham@yveddi.com
Candice Moffit	Stanley County Transit	CMoffitt@stanlycountync.gov
Dana Stoogenke	Rocky River RPO	dstoogenke@rockyriverrpo.org
James Peacock	Area of Richmond Transit	Neet.peacock@richmondnc.com
Linda Harris		lgharris@carolina.rr.com
Ken Jezek	Forerunner Services	Kjezek.forerunnersvcs.com
Bonetta Rogers	NCDOT-PTD	blrogers@ncdot.gov
Ryan Mayers	NCDOT-PTD	ramayers@ncdot.gov
Katie Kutcher	Central Carolina COG	kkutcher@centralina.org
Kim Moore	Mecklenburg Transportation (MTS)	Kim.moore@mecklenburgcountync.gov
Ralph Gilliam	Alamance County	actaexec@triad.twcbc.com
Richard Jones	Davidson County	Richard.jones@davidsoncountync.gov
Scott Rowell	Anson County	srowell@co.anson.nc.us
Debbie Collins	NCDOT-PTD	Dcollins1@ncdot.gov
Kristi Davis	Gastonia Transit	Kristid@cityofgastonia.com
Laurie Weaver	Monarch	Laurie.weaver@monarchnc.org
Ann Stroobant	Kerr Tar RPO	astroobant@kerrtarco.org

Meeting Summary

The Central Community meeting for the Statewide Locally Coordinated Plan (LCP) was held on October 16, 2017, from 9:00 a.m. until 11:00 a.m., prior to the afternoon meeting of the North Carolina Public Transportation Statewide Strategic Plan. Meeting notices went to stakeholders with an interest in the LCP and related programs, such as the 5310 funding program, which included representatives of Metropolitan Planning Organizations (under 200,000 population), Regional Planning Organizations, human services agencies, and public transportation service providers.

James Ritchey of Whitman, Requardt & Associates welcomed attendees and began the meeting with a presentation. The presentation summarized the federal regulatory requirements and related funding programs, purpose for the LCP, the planning process and timeline, and preliminary existing conditions data and mapping. The remainder of the meeting included discussion focused on priority transportation needs for the 5310 program and potential coordination actions. Additional comments and questions were welcomed and discussed.

Meeting Notes

- Immigrants and transportation
- Getting hospitals more engaged
- Division planning engineers more engaged
- Disabled grandson
 - Not on a bus line; off work at 10 PM, grandparents no longer drive
- Factory jobs – not serving 2nd and 3rd shifts
- Health – opioid addiction
- Coordination with housing and grocery stores

Northern Mountains Community Meeting

October 17, 2017, 9:00 a.m.

Participants:

NAME	ORGANIZATION	Email
Debbie Collins	NCDOT-PTD	Dcollins1@ncdot.gov
Amelia Bostic	WPRTA	Abostic@wprta.org
David Graham	HCRPO	dgraham@regiond.org
Sue Thompson	Ashe Co. Trans	Sue@actatravel.com
Amanda Roten	Ashe Co. Trans	Amanda.roten@actatravel.com
Joe Furman	Watauga County	Joe.furman@watgov.org
Craig Hughes	AppalCART	director@appalcart.com
Debbie Smith	Avery Trans	Debbie.smith@averycountync.gov

Meeting Summary

The Northern Mountains meeting for the Statewide Locally Coordinated Plan (LCP) was held on October 17, 2017, from 9:00 a.m. until 11:00 a.m., prior to the afternoon meeting of the North Carolina Public Transportation Statewide Strategic Plan. Meeting notices went to stakeholders with an interest in the LCP and related programs, such as the 5310 funding program, which included representatives of Metropolitan Planning Organizations (under 200,000 population), Regional Planning Organizations, human services agencies, and public transportation service providers.

James Ritchey of Whitman, Requardt & Associates welcomed attendees and began the meeting with a presentation. The presentation summarized the federal regulatory requirements and related funding programs, purpose for the LCP, the planning process and timeline, and preliminary existing conditions data and mapping. The remainder of the meeting included discussion focused on priority transportation needs for the 5310 program and potential coordination actions. Additional comments and questions were welcomed and discussed.

Meeting Notes

- Co-matches vehicles
- Medicaid out of county
- Weekend after hours transportation
- Outlying trips
- Volunteer programs difficult
- Independent contractors
- Mobility managers – 3 counties
- Frequency on rural and disabled trips.

- Immigrants and transportation
- Outer areas of counties – need price
- Volunteer network
- Elderly to airport
- Wheelchair passenger users

Southern Mountains Community Meeting

October 19, 2017, 9:00 a.m.

Participants:

NAME	ORGANIZATION	Email
Rose Bauguess	Southwestern RPO	rose@regiona.org
John McDaniel	Madison County	jmcdaniel@madisoncountync.gov
Kevin Tafoya	Eastern Band Public Transit	kevitafo@nc-chokeee.com
Kevin Edwards	NCDOT - PTD	kbedwards@ncdot.gov
Kristin Lane	Eastern Band Public Transit	krislane@nc-chokeee.com
Kim Shuler	Jackson County / Haywood Transit	kimshuler@jacksonnc.org
Sheila Blalock	Mitchel County	Sheila.blalock@mitchellcounty.org
Dianne Timberlake	Polk County	Dtimberlake@polknc.org
April Alm	Transylvania County	April.alm@transylvaniacounty.org
Vicki Eastland	Land of Sky RPO	Vicki.eastland@landofsky.org
Ritchie Rosselle	Land of Sky – TDM Coordinator	ritchie@landofsky.org

Meeting Summary

The Southern Mountains Community meeting for the Statewide Locally Coordinated Plan (LCP) was held on October 19, 2017, from 9:00 a.m. until 11:00 a.m., prior to the afternoon meeting of the North Carolina Public Transportation Statewide Strategic Plan. Meeting notices went to stakeholders with an interest in the LCP and related programs, such as the 5310 funding program, which included representatives of Metropolitan Planning Organizations (under 200,000 population), Regional Planning Organizations, human services agencies, and public transportation service providers.

James Ritchey of Whitman, Requardt & Associates welcomed attendees and began the meeting with a presentation. The presentation summarized the federal regulatory requirements and related funding programs, purpose for the LCP, the planning process and timeline, and preliminary existing conditions data and mapping. The remainder of the meeting included discussion focused on priority transportation needs for the 5310 program and potential coordination actions. Additional comments and questions were welcomed and discussed.

Meeting Notes

- Land of Sky Region
 - Transit connection into rural areas to Mountain Mobility / ART
 - VA job placement trips
 - Vocational service trips
 - More options for elderly

- Can agencies get expansion vehicles with 5310?
- Coordination actions – how to bill, work out logistics
- State Coordinator / Facilitator
- Benefits of keeping elderly in their own home as long as possible vs transportation for remote rural residents. Possibility of partnership with non-profit, faith-based volunteer or private “taxi” / uber service to bring individuals to town or a more concentrated center to make it more efficient for agency.
- Vouchers for disabled workers to get to work
- Voucher programs
- Coordination locations, maybe park and rides for cross county / regional trips
- Need to have a person or group resource for information that is able to assist systems with the nuts and bolts of system design, applications, etc. Answers have been inconsistent over the past 3 years.
- Limited income: define? Does this mean not elderly, not disabled, but low income.
- Purchase of Services
- Veteran services
- Park and rides for longer trips
- Regional coordination, regional billing
- Non-traditional services
- Pay for volunteers to do medical trips
- Cross region coordination.



STATEWIDE LOCALLY COORDINATED PLAN



FTA 5310 Program - Enhanced Mobility of Seniors and Individuals with Disabilities

Steering Committee – Meeting #1 – March 7, 2018

James Ritchey
Whitman, Requardt and Associates, LLP



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Agenda

- Welcome and Introductions
- FTA 5310 Program Overview
- Locally Coordinated Plan Requirements
- LCP Analysis Districts and Demographic Maps
- October Community Workshops
- Draft Survey



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North Carolina FY 2017 5310 Program Funding

FY 2017 SECTION 5310 ENHANCED MOBILITY OF SENIORS AND INDIVIDUALS WITH DISABILITIES APPOINTMENTS

Not included in North Carolina Statewide Locally Coordinated Plan	
Asheville, NC	\$329,452
Charlotte, NC--SC	\$857,040
Concord, NC	\$189,957
Durham, NC	\$245,733
Fayetteville, NC	\$235,503
Greensboro, NC	\$243,366
Hickory, NC	\$228,309
Myrtle Beach--Socastee, SC--NC	\$296,381
Raleigh, NC	\$553,227
Wilmington, NC	\$219,118
Winston-Salem, NC	\$353,095
NC Large Urbanized Total	\$3,751,181
Included in Statewide Locally Coordinated Plan	
North Carolina 50,000 to 199,999	\$1,449,734
North Carolina less than 50,000	\$2,767,961
North Carolina - Small Urbanized Areas and Rural	\$4,217,695



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5310 Eligibility

Geographic Areas

- Non-urbanized areas (areas outside the U.S. Census 2010 urbanized area boundaries)
- Small urbanized areas between 50,000 and 200,000 population

Large Urbanized Areas

- Urbanized areas greater than 200,000 population will develop their own LCP.
- Projects located in or serving populations in large urbanized area are not eligible for NCDOT's 5310 program

5310 Eligible Activities

- Public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities;
- Public transportation projects that exceed the requirements of the Americans with Disabilities Act (ADA) of 1990 (42 U.S.C. 12101 et seq.);
- Public transportation projects that improve access to fixed route service and decrease reliance on complementary paratransit; and
- Alternatives to public transportation projects that assist seniors and individuals with disabilities with transportation.



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NCDOT State Management Plan

- **Eligible 5310 sub recipients**
 - States or local government authorities
 - Private non-profit organizations or operators of public transportation.
 - Nonprofit organizations are only eligible to purchase transportation services from the designated 5311 sub recipient.
- **Capital projects**
 - Lift equipped vehicles
 - Mobility management programs or
 - Purchase of transportation services.
- **Operating assistance**
 - May be provided if the capital needs are met in the competitive call for projects.



NCDOT FY 2017 Call for Projects

- Only Section 5311 grantees and/or small urban Section 5307 grantees will be allowed to request 5310 funded replacement vehicles.
- Operating projects on a cost-per-trip reimbursement basis (50/50 cost sharing ratio – no state match will be provided for operating projects).
- No purchase of service funding from applicants that are not 5311 or 5307 funded grantees unless:
 - A Memorandum of Understanding between the applicant and a 5311 or 5307 funded transit provider to be the sole provider of service; or
 - Proof the applicant completed a compliant federal procurement for private transportation providers that provide shared ride service.



Locally Coordinated Plan Requirements

- Locally Coordinated Plan (LCP) is developed through a process that includes the participation of
 1. Seniors and individuals with disabilities,
 2. Public and private transportation providers,
 3. Community agencies and others stakeholders.
- LCP includes
 1. An assessment of available services that identifies current transportation providers, (coordinated with Strategic Plan)
 2. An assessment of transportation needs for individuals with disabilities and seniors,
 3. Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery,
 4. Priorities for implementation based on resources, time, and feasibility.



LCP Work Plan

- This LCP covers Fiscal Year 2019 through Fiscal Year 2024.
- Work plan includes:
 - **Assessment of transportation needs** for individuals with disabilities, older adults, and persons with limited incomes
 - Survey Monkey based survey directed to transit managers and human service agency staff
 - **Inventory of the available services** in conjunction with Statewide Strategic Plan that identifies areas of redundant service and gaps in service
 - **Identification of coordination actions** to eliminate or reduce duplication in services and strategies for more efficient utilization of resources



LCP Work Plan

➤ Public and Stakeholder Participation

- Steering Committee (4 meetings) and Stakeholder Outreach
- Five October 2017 Public Workshops

➤ Products and Outcomes

- Coordination Strategies and Needs Prioritization
- Locally Coordinated Plan – completion by June 2018



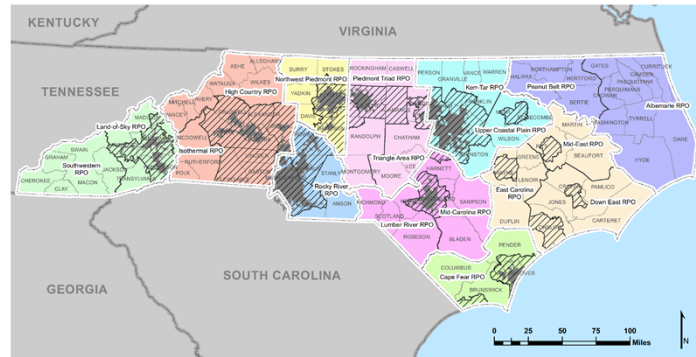
LCP Analysis Districts

Ten LCP analysis districts were drawn from RPO boundaries. They will be used to understand the demographic data and transportation needs. There is no funding criteria applied at this level.

Analysis Districts	Rural Planning Organizations and Metropolitan Planning Organizations
1 Southwestern	Southwestern RPO, Land-of-Sky RPO
2 Northwestern	High Country RPO, Isothermal RPO, Gastonia MPO
3 Yadkin Valley	Northwest Piedmont RPO, High Point MPO
4 Rock River	Rocky River RPO
5 Piedmont / Triangle	Piedmont Triad RPO, Triangle Area RPO, Burlington MPO
6 Sandhills	Lumber River RPO, Mid-Carolina RPO
7 Cape Fear	Cape Fear RPO
8 North Central	Kerr-Tar RPO, Upper Costal RPO, Rocky Mount MPO
9 East	East Carolina RPO, Mid-East RPO, Down East RPO, Goldsboro MPO, Greenville MPO, New Bern MPO, Jacksonville MPO
10 North East	Peanut Belt RPO, Albemarle RPO

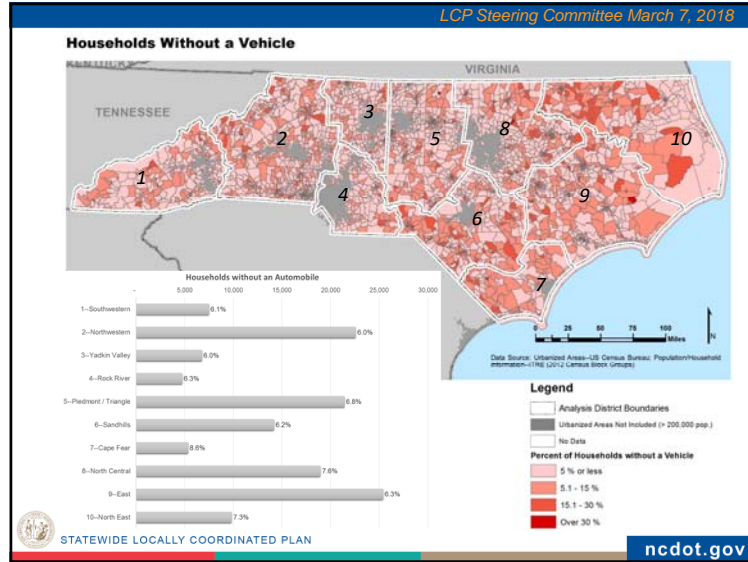
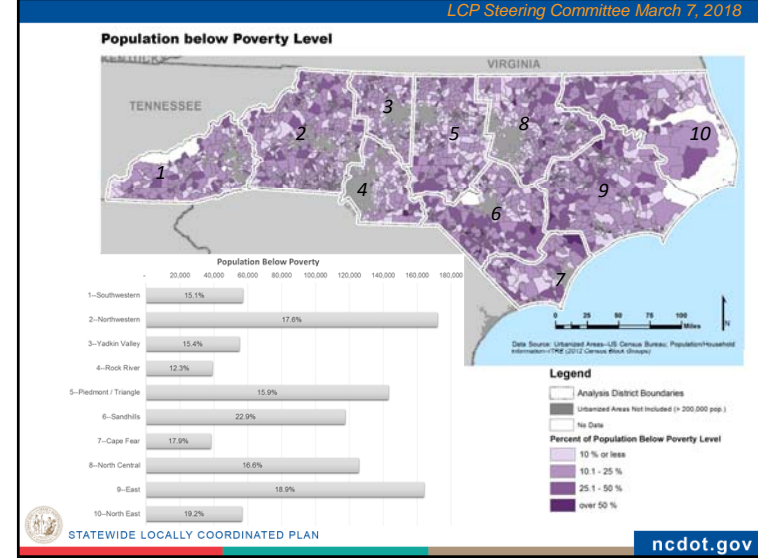
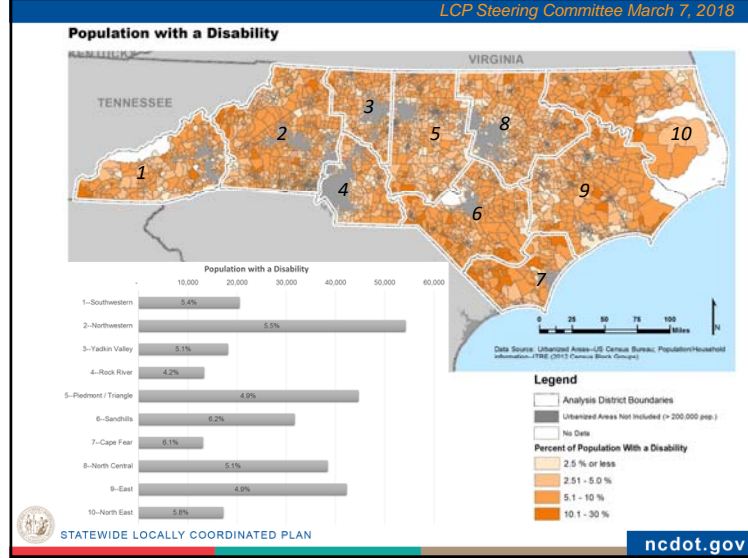


Analysis Districts LCP Analysis



Population 65 Years and Older



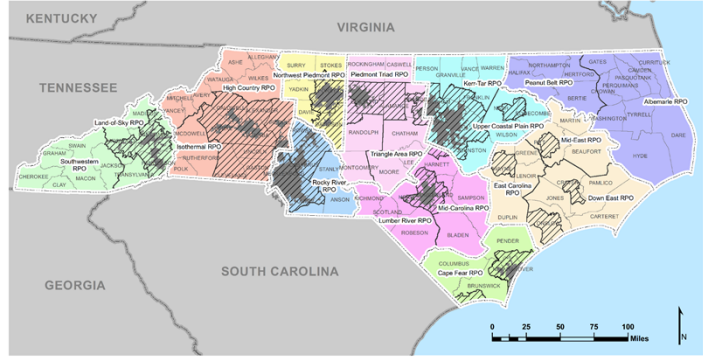


Demographic Information

- How should demographic information be used?
 - Distribution of funding
 - Prioritization of projects

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Analysis Districts
LCP Analysis

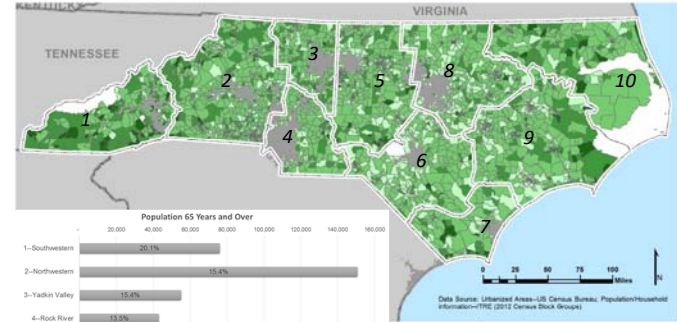


Legend

- Analysis District Boundaries
- Urbanized Areas Not Included (> 200,000 pop.)
- County Boundaries
- Metropolitan Planning Organization
- Regional Planning Organization

Data Source: Urbanized Areas—US Census Bureau; Metro/Regional Planning Organizations—NCDOT Connect

Population 65 Years and Older



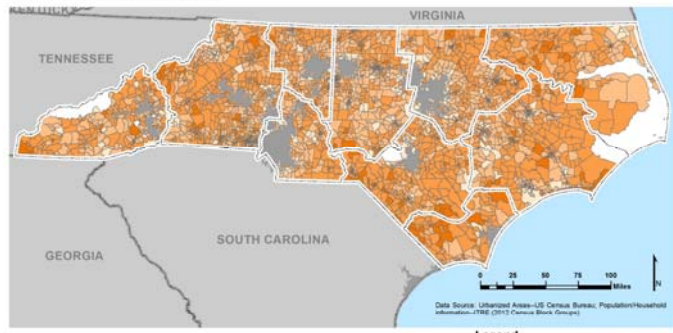
Legend

- Analysis District Boundaries
- Urbanized Areas Not Included (> 200,000 pop.)
- No Data

Percent of Population over 65 years

- 10 % or less
- 10.1 - 20 %
- 20.1 - 30 %
- over 30 %

Population with a Disability



Legend

- Analysis District Boundaries
- Urbanized Areas Not Included (> 200,000 pop.)
- No Data

Percent of Population With a Disability

- 2.5 % or less
- 2.51 - 5.0 %
- 5.1 - 10 %
- 10.1 - 30 %

Steering Committee Meeting #1

March 7, 2018, 1:00 p.m.

Participants:

NAME	ORGANIZATION
Jeff Cockerham	YVEDDI
Pamela Perry	CPTA
Yvonne Hatcher	Brunswick Transit
Doug Duffey	Davidson County Coalition on Aging
Kim Angel	Macon County
Caleb Eller	Peanut Belt RPO
Roger King	RCATS
Vicki Eastland	High Country RPO
James Salmons	Upper Coastal Plain RPO
Blair Chambers	NCDOT/PTD
Tammy Montanez	NCDOT/PTD
Carolyn Freitag	NCDOT/PTD
Jason Wimmer	NCDOT/PTD
Jim Ritchey	WRA
Andrea Trabelsi	WRA

Meeting Summary

The first Stakeholder Committee meeting for the Statewide Locally Coordinated Plan (LCP) was held on March 7, 2018, from 1:00 p.m. until 2:00 p.m. Participants were invited to the meeting location at PTD or to engage by GoToMeeting. Most participated remotely.

James Ritchey of Whitman, Requardt & Associates had participants introduce themselves, gave a brief introduction with Blair Chambers, and then proceeded with a presentation. The presentation summarized the federal regulatory requirements and related funding programs, purpose for the LCP, the planning process and timeline, and preliminary existing conditions data and mapping, comments received at the October Public Workshops, and the draft Stakeholder Survey. The remainder of the meeting included discussion focused on priority transportation needs for the 5310 program, how the LCP should be used to inform the 5310 program, and the draft survey. Additional comments and questions were welcomed and discussed.

Meeting Notes

Welcome/Introductions:

- Blair Chambers gave a summary of why we are doing an LCP

- LCP required for all jurisdictions under 200,000
- Chose to do a statewide plan, making this more efficient
- Jim Ritchey added:
 - 5310 and the predecessor program 16b2 is about 50 years old
 - Requirement to have LCP is about 10 years old
 - Doing this as statewide plan is something new

FTA 5310 Program Overview:

- The limits of the LCP / NCDOT 5310 program:
 - Covers funding in small urbanized areas (50,000 to 199,000 people) and rural areas (less than 50,000)
 - Those 5310 FY 2017 funds are total of \$4.2 million for those areas (the urbanized areas are not eligible for NCDOT's 5310 program and do their own LCPs)
 - NCDOT is required to annually publish a state management plan, which will contain full list of projects/ways funds may be used:
 - Eligible 5310 sub recipients:
 - States or local government authorities
 - Private non-profit organizations
 - Capital elements eligible
 - Operating eligible
 - Federal Compliance is a critical piece:
 - Only section 5311 grantees and/or small urban Section 5307 grantees will be allowed to request 5310 funded replacement vehicles
 - LCP Requirements
 - This LCP work plan will cover FY20 through FY24
 - Work plan
 - 4 steering committee and stakeholder meetings (1 each month, March through June)
 - Public workshops (held 5 in October)
- LCP Analysis Districts and Demographic Maps:
 - Districts do not tie to any funding criteria
 - Areas of analysis are those not in dark grey or hatched (those dark areas are the large urbanized areas and the hatched is the relevant MPO, which will be creating an LCP for that area)
 - Demographic data analysis:
 - Over 65 years
 - Highest concentration in southwest district
 - Population with disability
 - Northwestern district has highest percentage of people with disability
 - Population in poverty
 - Sandhills area has highest percentage of population in poverty

- Households without a vehicle
 - North Central district has the highest percentage of population (households) without a vehicle
- Questions and discussion
 - How should we use the demographic information?
 - The data may be used to determine allocation of funds and in general suggested that the demographic data may have some use in distribution
 - What is the vision for the finished product for the statewide LCP? Where are we going with this?
 - Part of the reason we've convened this steering committee
 - Concerned about setting policy using 2012 census data for a plan that will project out to 2024—is there a better way to project out data or make it more continuous going forward?
 - Population forecasts by age, for example, but it does include large urbanized areas
 - Explained call for projects and how this 5310 program is intended to coordinate with other programs (5311, 5307)
 - This plan and identifying needs and gaps is going to assist in selecting projects and ensuring projects are most helpful
 - In selecting projects, it is important not to discount the operating funds, those are critical; if no operating funds, then the capital funds do matter because there won't be a way to operate
 - Right now everything is a priority; operating and capital funds are a priority
 - General concern for preconceived way to allocate funds and such
 - This group is intended to address these questions about how to prioritize, how to come up with the eligible project lists and related funding
 - What does this demographic info say to you?
 - Concerned about the validity of the data
 - The data on aggregate level (across the full analysis district) has a pretty low error rate (i.e. the data should be reflective); yes, the census block groups may not be as reflective.
 - Households are an accurate reflection of need/lack of needs met in rural area versus urban areas where there are many people who choose to live without a vehicle

October Community Workshops:

- Key points:
 - 5310 program should be multi-year (so that a program would have some continuity and longevity, not suddenly getting cut)

- How to ensure flexibility in the plan? (especially in the context of the concern of data being current and reflective of actual conditions and population needs)
- Some conflicting comments—e.g. volunteer programs don't work well; volunteer driven programs are what's needed
- Need/concern for addressing opioid addiction and health
- Additional comments found in powerpoint

Draft Survey:

- The Steering Committee members help in reaching out (via survey) to help us identify the guidelines and process that we are to develop through this LCP process as relates to administration of the 5310 program.
 - Presented the list of draft questions (on powerpoint)
 1. Organization Info
 - Type of organization
 - Location
 - Primary destinations
 2. Existing conditions, needs, opportunities (trying to get peoples' opinions)
 - [see powerpoint]
 3. Strategy prioritization
 - Send out to as many of the 5310 recipients as possible, RPOs and small MPOs, transit operators, sheltered workshops/vocab rehabilitation and senior programs (to extent those are available), rural health organization; this is not intended to be a public survey
 - There are a whole lot of people not Medicaid eligible, but still have these kinds of needs (in order to be eligible for Medicaid, you have to have next to no wealth or resources to be eligible)
- Participants commented on each question
 - 1.a—add: other; planning organization (e.g. RPO); human service organization; rural health organization ; change third bullet to “sheltered workshops / vocational rehabilitation”; remove “individual client/user”
 - 3.a—vehicle expansion is a critical requirement; Expansion vehicles are required to go through the STI process.



STATEWIDE LOCALLY COORDINATED PLAN



FTA 5310 Program - Enhanced Mobility of Seniors and Individuals with Disabilities

Steering Committee – Meeting #2 – April 13, 2018

James Ritchey
Whitman, Requardt and Associates, LLP

LCP Steering Committee April 13, 2018

Agenda

- Welcome and Introductions
- Coordination Strategies
- Needs Prioritization
- LCP Status


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LCP Steering Committee April 13, 2018

Coordination Strategies

- What coordination actions or policies could be undertaken to improve transit services for the elderly and persons with disabilities?


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LCP Steering Committee April 13, 2018

Coordination Strategies

- Limit recipients to coordinated service provider
- Prioritize grants to multi-county / regional systems
- Require grant applications be developed with coordination with other agencies and service providers
-
-
-
-
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Coordination Strategies

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Funding Prioritization

- How should the limited 5310 funding be prioritized?
- How to use demographic information?
- How to use service data?



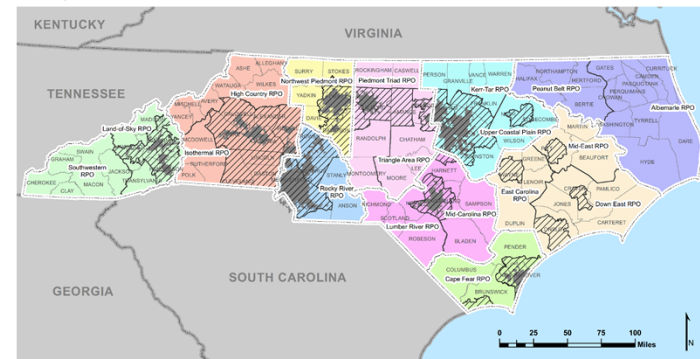
Needs Prioritization

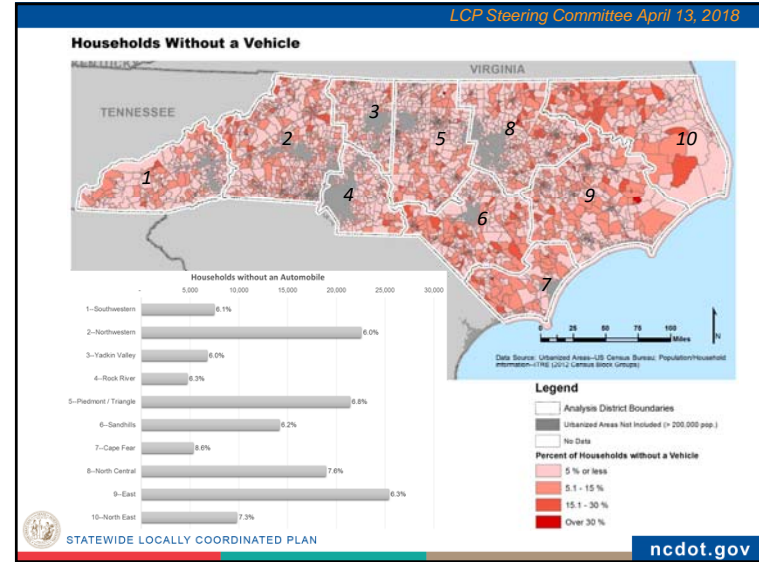
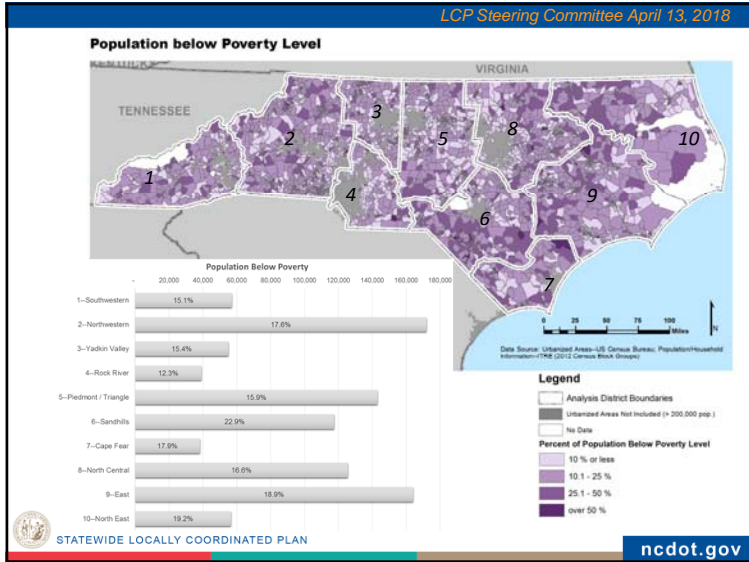
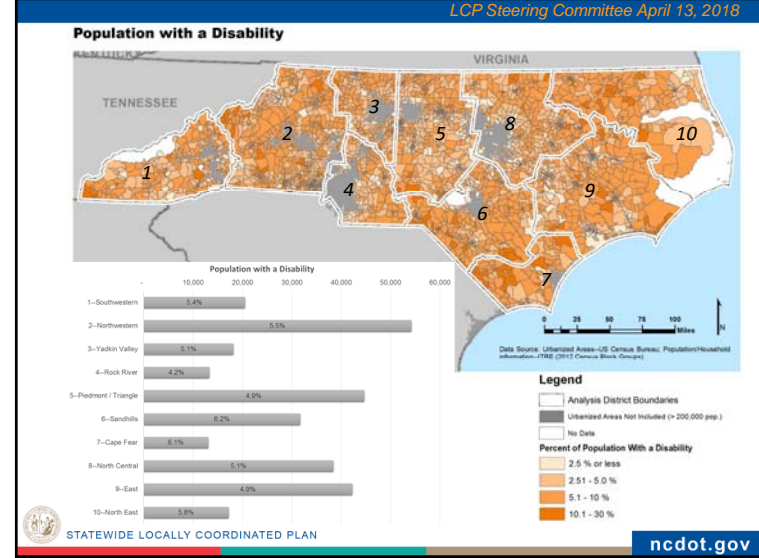
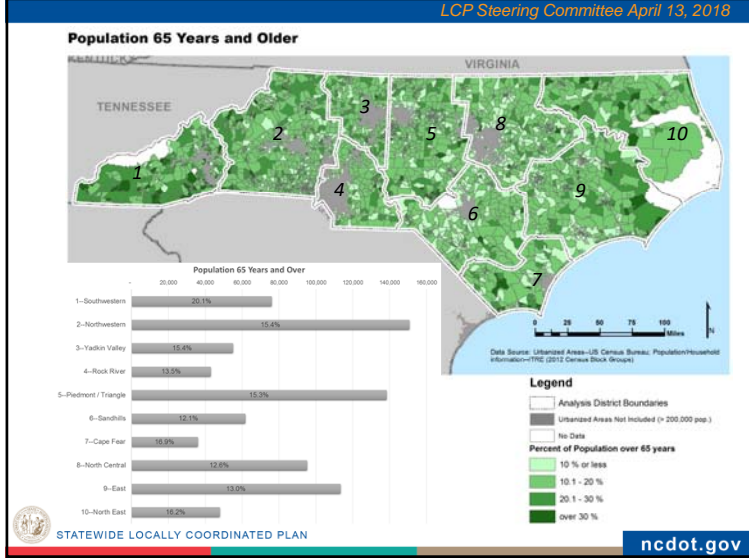
Fiscal Year	FY15	%	FY16	%	FY17	%
Capital	\$1,191,958	52%	\$3,825,210	62%	\$2,904,978	24%
Mobility Manager	\$68,299	3%	\$487,754	8%	\$534,435	4%
Operating	\$1,018,322	45%	\$1,829,904	30%	\$8,911,953	72%
Total	\$2,278,579	100%	\$6,142,868	100%	\$12,351,366	100%

Area	FY 17 Appropriations
Less than 50,000	\$1,449,734
Small urbanized areas	\$2,767,961
Total	\$4,217,695



Analysis Districts LCP Analysis





Revenue Hours per Capita ITRE Data 2015

Low		High	
County	Hours per Capita	County	Hours per Capita
Robeson	.12	Allegany	1.0
Bladen	.13	Vance	1.0
Sampson	.17	Warren	1.0
Alexander	.18	Clay	1.1
McDowell	.20	Gates	1.1
Randolph	.25	Ashe	1.3
Transylvania	.25		



Needs Prioritization

- **Elderly**
 - Medical trips (non-Medicaid)
 - Shopping and social
- **Persons with a disability**
 - Projects that exceed the requirements of the ADA
 - Extended hours
 - Expanded service areas
 - Work trip transportation
- **Persons with developmental disabilities**
 - Estimated 188,124 persons
 - “A lack of affordable and reliable transportation is a major consideration for individuals with I/DD”



LCP Work Plan

- This LCP covers Fiscal Year 2019 through Fiscal Year 2024.
- Work plan includes:
 - **Assessment of transportation needs** for individuals with disabilities, older adults, and persons with limited incomes
 - Survey Monkey based survey directed to transit managers and human service agency staff
 - **Inventory of the available services** in conjunction with Statewide Strategic Plan that identifies areas of redundant service and gaps in service
 - **Identification of coordination actions** to eliminate or reduce duplication in services and strategies for more efficient utilization of resources



LCP Work Plan

- **Public and Stakeholder Participation**
 - Steering Committee (4 meetings) and Stakeholder Outreach
 - Five October 2017 Public Workshops
- **Products and Outcomes**
 - Coordination Strategies and Needs Prioritization
 - Locally Coordinated Plan – completion by June 2018





STATEWIDE LOCALLY COORDINATED PLAN



Blair Chambers

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Jim Ritchey

Lead Consultant
Whitman, Requardt and Associates
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Steering Committee Meeting #2

April 13, 2018, 10:00 a.m.

Participants:

NAME	ORGANIZATION
Caleb Eller	Peanut Belt RPO
Karyl Fuller	Isothermal RPO
Yvonne Hatcher	Brunswick Transit
Fred Fontana	GWTA
Jeff Cockerham	YVEDDI
Pamela Perry	CPTA
James Salmons	Upper Coastal Plain RPO
Debbie Collins	NCDOT/PTD
Blair Chambers	NCDOT/PTD
Tammy Montanez	NCDOT/PTD
Carolyn Freitag	NCDOT/PTD
Jim Ritchey	WRA
Andrea Trabelsi	WRA

Meeting Summary

The second Locally Coordinated Plan (LCP) Stakeholder Committee meeting was held on April 13, 2018, from 10:00 a.m. until 11:00 a.m. Participants were invited to the meeting location at PTD or to engage by GoToMeeting. Most participated remotely.

James Ritchey of Whitman, Requardt & Associates had participants introduce themselves, gave a brief introduction with Blair Chambers, and then proceeded with a presentation.

Meeting Notes

Welcome/Introductions:

- The study status and agenda were summarized

Coordination Strategies:

- Current coordination strategies
 - Current NCDOT policy requires
 - recipients of the 5310 grants obtain their services through the 5311 service provider in each county.

- applications must be developed with coordination with other agencies and service providers (for example through the RPO component)
 - Transportation Advisory Boards (are a coordination strategy)
 - MPO/RPO planning process is a coordination strategy (currently in place)
 - the PTD planning process that currently exists for community connectivity plans:
 - 5 year plans
 - Consultants do Tier 2 plans
 - PTD does Tier 1 plans in-house
 - (Tier 1 and 2 depend on system complexity and such)
- Possible coordination strategies
 - Inter-agency transportation review committee (with Dept. of Health and Human Services) reactivation (Jim mentioned); it was stopped about 5 years ago, but stakeholders seem to think it should be restarted (original genesis was Governor Hunt exec. Order)
 - County and Municipal Transportation Plans and local planning efforts (e.g. planning review boards)—especially earlier in the planning and development process
 - Consider review of transit access to office location decisions under Inter-agency transportation review committee
 - Area Agency on Aging – COGS coordination
 - Enhance coordination with communities of persons with disabilities and affordable housing agencies
 - Work with Housing Choice Voucher agencies (section 8) and/or public housing authorities
 - Coordination with Dept of Veterans Affairs
 - Strengthening ties with emergency management divisions/agencies

Funding Prioritization:

- Need to consider how to determine allocation of 5310 funds (which are extra important to some providers and funding of their operations):
 - How should the limited 5310 funding be prioritized?
 - How to use demographic information?
 - How to use service data?
- Funding data:
 - ~\$4.2 million in annual 5310 funding (maybe a little higher for FY 19)
 - Some higher level of funds distributed in FY17, but that is not likely to continue
- Reduction in funding from prior years is likely to be a significant challenge
- Demographic data across the state is not evenly distributed
 - E.g. mountain areas and some areas in the northeast have significantly higher proportions of people over 65 years
 - Should the data be used to help prioritize funding?
 - Age?

- Persons with disabilities?
 - Poverty?
 - Households without automobile?
 - (these characteristics tend to be interdependent, too...)
- Revenue hours per capita data was reviewed as an indicator of the level of service you are providing..
- How should we prioritize funding?
 - Jeff Cockerham (YVEDDI) —described how his organization uses 5310 funds:
 - Determines trips to provide based on service managers
 - Most trips are for shopping or supplemental medical—extending their base service/trips for those that exceed base level budget they have...
 - Approx. \$125k or \$135k for four counties, perhaps the counties in his area are comparably less needy
 - Suggested idea of consolidating/grouping trips for better efficiency by setting parameters for when trips can happen in certain areas
 - Contracts with Logisticare for medicare transportation—they set the timing and date and do not give flexibility for the transportation provider
 - Fred Fontana (GWTA) mentioned ROPE prioritization formula—isn't it based on demographic data to some degree
 - ROAP funding is distributed as equal shares (50%) for the various counties with remaining based on elderly (22.5%) and disabled population(22.5%). to some degree)
 - If this formula is deemed accurate, should we do something similar: base level all receive plus some additional based on population demographics
 - Need to be sure that the bulk of the money is distributed in an equitable way that is easy to understand so that no-one feels they are being left out.

Status:

- Survey monkey distribution was summarized
- Reviewed timeline for the remainder of the project
- Next meetings:
 - May 17th @ 2pm
 - June 21st @ 2pm



STATEWIDE LOCALLY COORDINATED PLAN



FTA 5310 Program - Enhanced Mobility of Seniors and Individuals with Disabilities

Steering Committee – Meeting #3 – June 26, 2018

James Ritchey
Whitman, Requardt and Associates, LLP



STATEWIDE LOCALLY COORDINATED PLAN

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Agenda

- Welcome and Introductions
- 5310 / 5317 Funding Distribution
- Coordination Strategies
- Needs Prioritization
- LCP Status



STATEWIDE LOCALLY COORDINATED PLAN

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5310 Funding Formula

Area Type	FY 18 Appropriation per Capita*
Large Urbanized Area	\$4.21
Small Urbanized Area	\$7.65
Rural	\$2.40

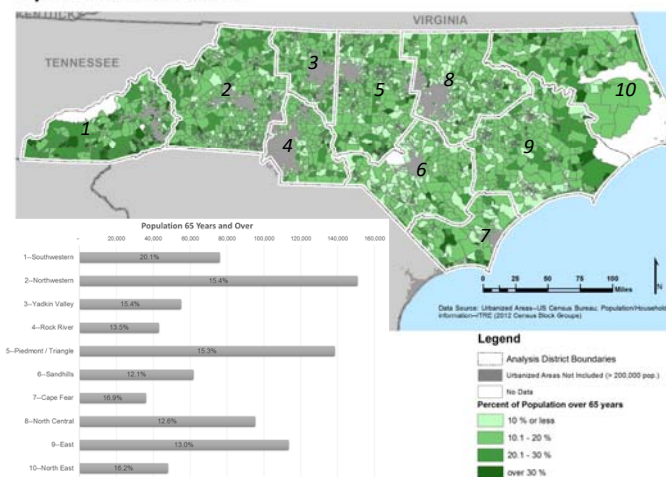
*Based on People with disabilities under 65 years plus persons 65 years and older



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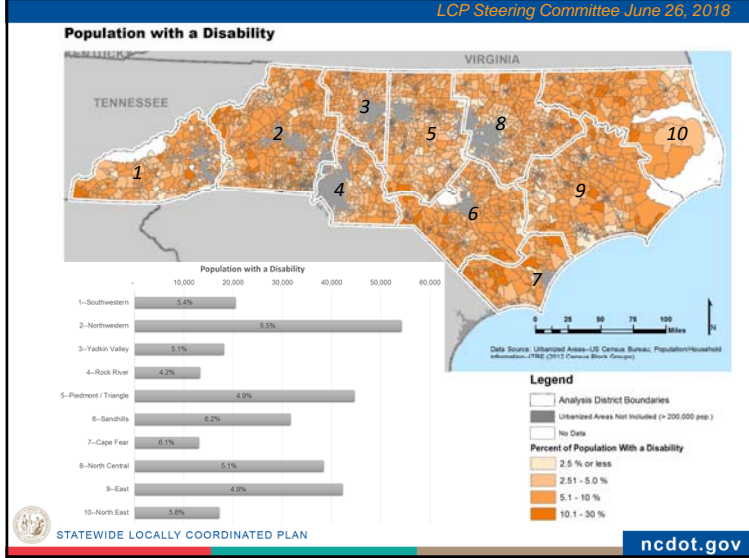
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Population 65 Years and Older



STATEWIDE LOCALLY COORDINATED PLAN

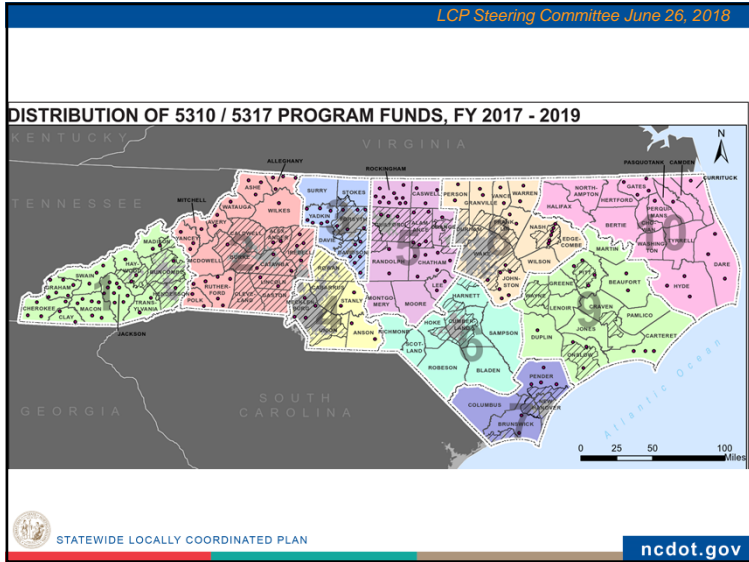
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Population by District

Analysis District	Small Urbanized Areas	Older Americans 65+	W/ Disability
1--Southwestern		76,083	20,500
2--Northwestern	Gastonia	150,738	54,226
3--Yadkin Valley	High Point	54,971	18,175
4--Rock River		42,976	13,305
5--Piedmont / Triangle	Burlington	138,402	44,631
6--Sandhills		61,775	31,692
7--Cape Fear		36,033	13,079
8--North Central	Rocky Mount	95,288	38,381
9--East	Goldsboro, Greenville, Jacksonville, New Bern	113,443	42,273
10--North East		47,884	17,213
TOTAL		817,593	293,475

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5310 / 5317 Funding by Analysis District

Analysis District	FY17 5310	FY18 5310	FY18 5317	FY19 5310	FY19 5317
1--Southwestern	\$705,656	\$533,299	\$80,707	\$499,697	\$81,703
2--Northwestern	\$705,536	\$738,349	\$400,000	\$985,530	\$0
3--Yadkin Valley	\$491,714	\$640,890	\$436,000	\$122,520	\$39,296
4--Rock River	\$199,192	\$88,000	\$261,056	\$73,500	\$117,213
5--Piedmont / Triangle	\$1,115,577	\$1,286,337	\$0	\$1,459,618	\$0
6--Sandhills	\$0	\$0	\$0	\$0	\$0
7--Cape Fear	\$75,000	\$246,482	\$0	\$298,988	\$0
8--North Central	\$692,478	\$728,470	\$367,350	\$350,195	\$84,000
9--East	\$295,500	\$681,574	\$0	\$279,775	\$0
10--North East	\$352,000	\$404,684	\$0	\$201,375	\$0
Total	\$4,632,653	\$5,348,085	\$1,545,113	\$4,271,198	\$322,212

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Funding per Capita

Analysis District	FY 17 to FY 19 Average Annual
1--Southwestern	\$ 6.56
2--Northwestern	\$ 4.60
3--Yadkin Valley	\$ 7.89
4--Rock River	\$ 4.38
5--Piedmont / Triangle	\$ 7.03
6--Sandhills	\$ -
7--Cape Fear	\$ 4.21
8--North Central	\$ 5.54
9--East	\$ 2.69
10--North East	\$ 4.91
TOTAL	\$ 4.84



5310 / 5317 Federal Funding

Fiscal Year	FY16	FY17	FY18	FY19
Capital	\$4,201,981	\$2,580,203	\$4,518,511	\$3,204,445
Mobility Manager*	\$568,093	\$336,257	\$485,763	\$346,212
Operating	\$2,289,305	\$2,104,215	\$2,231,164	\$1,855,036
Total Grants	\$7,059,379	\$5,020,675	\$7,235,438	\$5,405,693
State Admin	\$262,221	\$415,499	\$569,033	\$505,948
Total	\$7,321,600	\$5,436,174	\$7,804,472	\$5,911,641

* Funded by 5317 Program

Area	FY 18 Appropriations
Small urbanized areas	\$ 1,479,686
Rural	\$ 2,793,770
Less State Admin	\$ (427,346)
Available for Grants	\$ 3,846,110



Strategic Plan Gaps Analysis

- **Expand Existing Service:**
 - Extend hours and days of service for existing service
 - Expand eligibility to serve more trip purposes and customers
 - Coordinate transfers between demand response and fixed-route transit
 - Expand coverage to suburban and rural areas, especially employment centers
- **Capital Needs:**
 - Purchase or replace ADA-compliant vehicles
 - Enhance technology, like routing and scheduling software; real-time passenger information; or intelligent transportation systems, and improve data collection methods
 - Create and improve bus stop amenities and park-and-ride facilities



Strategic Plan Gaps Analysis

- **Improve Customer Service:**
 - Reduce length of reservation windows and waiting times for pick-up
 - Hire more customer-facing staff, like mobility coordinators, travel trainers, or bus aides/attendants
 - Improve customer service for hearing/vision-impaired and limited English proficiency populations
- **New Service or Funding:**
 - Reduce fares for customers or provide additional funding for medical/other essential trips
 - Create deviated fixed-routes or vanpools



Coordination Strategies

- What coordination actions or policies could be undertaken to improve transit services for the elderly and persons with disabilities?
 - Work with Housing Choice Voucher agencies (Section 8) and/or public housing authorities
 - Coordination with Department of Veterans Affairs
 - Consolidating/grouping trips for better efficiency by setting parameters for when trips can happen in certain areas



Funding Prioritization

- How should the limited 5310 funding be prioritized?
 - Funding must be limited to agencies and services outside large urbanized areas



Needs Prioritization

- Elderly
 - Medical trips (non-Medicaid)
 - Shopping and social
- Persons with a disability
 - Projects that exceed the requirements of the ADA
 - Extended hours
 - Expanded service areas
 - Work trip transportation
- Persons with developmental disabilities
 - Estimated 188,124 persons
 - "A lack of affordable and reliable transportation is a major consideration for individuals with I/DD"



STATEWIDE LOCALLY COORDINATED PLAN



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Jim Ritchey
 Lead Consultant
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Steering Committee Meeting #3

June 26, 2018, 1:00 p.m.

Participants:

NAME	ORGANIZATION
James Salmons	Upper Coastal Plain RPO
Don Willis	GWTA
Fred Fontana	GWTA
Pamela Perry	CPTA
Karyl Fuller	Isothermal RPO
Jeff Cockerham	YVEDDI
Ralph Gilliam	ACTA
Vicki Eastland	High Country RPO
Kim Angel	Macon County
Roger King	RCATS
Doug Duffey	Davidson County Coalition on Aging
Debbie Collins	NCDOT/PTD
Blair Chambers	NCDOT/PTD
Tammy Montanez	NCDOT/PTD
Carolyn Freitag	NCDOT/PTD
Jim Ritchey	WRA
Andrea Trabelsi	WRA

Meeting Summary

The third Locally Coordinated Plan (LCP) Stakeholder Committee meeting was held on June 26, 2018, from 1:00 p.m. until 2:00 p.m. Note that this meeting was delayed from the previous schedule. Participants were invited to the meeting location at PTD or to engage by GoToMeeting. Most participated remotely.

The agenda included review of the federal 5310 program funding formula, information about the key populations under this program (people with disabilities and people over 65 years), patterns in funds distribution over time, gaps analysis, and Survey Monkey results. Discussion focused on how the LCP should be used to inform the 5310 program, funding criteria, and allocation of funds. Additional comments and questions were welcomed and discussed.

Meeting Notes

Welcome/Introductions:

- There will be a July meeting so the steering committee can comment on the final recommendations.

- The 5310 federal funding formula and concentrations of populations with disability and persons over 65 years (see maps) were reviewed
- The LCP regional analysis districts
 - Are drawn based on RPO and MPO boundaries
 - May be used distributing funding
 - The areas have different populations and are not uniform based on size
- Reviewed map of the grantees for 5310 and 5317 program fund recipients for FY2017-2019
 - Surprising that the distribution did not hit some regions as much as others
 - (note: the map may show a recipient within a more urban area, but the recipient would be using the funds in the 5310 eligible areas, relevant to this LCP)
- Funding has not been uniform by year
- There are remarkable changes over time of the geographic distribution of funds
 - Highlighted funding per capita difference by analysis district
 - Should aim for reasonably equitable distribution of funding in the future.
- The FY18 Appropriations has about \$3.88 funding available for grants resulting in substantially less money than in prior years.
- Summarized gap analysis from the Statewide Comprehensive Strategic Plan
 - Some will require more funds/resources to address (e.g. expansion of service), but some may be achievable with little or no additional resources (better coordination)
- Survey Monkey results
 - Most concerns and issues require more resources
 - The need for more financial resources was a common comment.
- Coordination strategies from the last meeting:
 - Work with housing choice voucher agencies or public housing authorities
 - Coordination with Dept. of Veterans Affairs
 - Consolidating/grouping trips for better efficiency by setting parameters for when trips can happen in certain areas
 - The above could be criteria included in funding distribution requirements or points on an application, would have to show you are doing those coordination actions
- Funding prioritization:
 - How should limited 5310 funding be prioritized? (funding must be limited to agencies and services outside large urbanized areas)
 - Publish info on how much is available to encourage coordination in preparing application
 - In the past the 5317 New Freedom Program has funded Mobility Manager projects, but that federal program has now ended.
 - Other ideas:
 - Don Wells (GWTA)—have a minimal amount, but in addition then groups can seek more through the competitive process

- Kim Angel (Macon County) —could it be allocated in a similar way to the ROPE grant is administered
 - Note that ROPE grant is administered by State and does not have the same federal procurement and process requirements
- Kim Angel (Macon County)—Are we decided on keeping 5310 as operating, or considering for Capital?
 - The trend (based on past) is heavily toward purchase of service and operating, and far less toward capital
 - Tammy—FTA requires a formula for 5310 money (must give money to at least 55% rural and at least 55% must be capital, which makes operating a challenge and therefore are limits in giving advanced numbers for how much can be used toward certain type of funds use)
 - Kim—said operating should be done by some equitably determined formula
 - On capital side, it's probably trickier to prioritize
 - She just started using funds for mobility manager, coordination, which she feels is very valuable—keep the ability to fund mobility manager
 - Indicated some concern about some areas overspending if the process is like the ROPE situation
 - Considering available funding, if a county based is used, the amounts will be so small that they are less meaningful; this is why the State has moved toward a competitive call for projects (to ensure they are providing funds to those who are willing and ready to implement); the downside is that those with more capacity are ready and can apply for funds.
 - Perhaps the answer is a combo of flat formula plus some amount that is competitively distributed
 - Kim—likes the NC Division of Aging formula for Home and Community Care Block Grant--first distributed by region, then by county, and any left unspent can be moved around (if there's underspending, that gets moved around to where it is needed)—in summary, make sure that those who are spending get the money
- Call for FY20 projects to be announced in August
 - Currently being drafted
 - What should be included in the call for projects?
- Ideas for needs prioritization:
 - Elderly
 - Persons with disability

- Persons with developmental disabilities
- Pam Perry from CPTA requested the draft LCP be available for comments before it is approved.
- Doug Duffey – Davidson County —need to also look at equity in distribution, distribution based on need, defined partnerships and coordination with other state agencies
 - E.g. developmental disability communities

The next and final meeting will review draft recommendations —Monday, July 23, 1pm



STATEWIDE LOCALLY COORDINATED PLAN



FTA 5310 Program - Enhanced Mobility of Seniors and Individuals with Disabilities

Steering Committee – Meeting #4 – July 23, 2018

James Ritchey
Whitman, Requardt and Associates, LLP



STATEWIDE LOCALLY COORDINATED PLAN

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Agenda

- Welcome and Introductions
- 5310 / 5317 Funding Distribution
- Project Priorities
- Project Selection
- LCP Status

Analysis Districts

Analysis Districts	Rural Planning Organizations and Metropolitan Planning Organizations
1 Southwestern	Southwestern RPO, Land-of-Sky RPO
2 Northwestern	High Country RPO, Isothermal RPO, Gastonia MPO
3 Yadkin Valley	Northwest Piedmont RPO, High Point MPO
4 Rocky River	Rocky River RPO
5 Piedmont / Triangle	Piedmont Triad RPO, Triangle Area RPO, Burlington MPO
6 Sandhills	Lumber River RPO, Mid-Carolina RPO
7 Cape Fear	Cape Fear RPO
8 North Central	Kerr-Tar RPO, Upper Costal RPO, Rocky Mount MPO
9 East	East Carolina RPO, Mid-East RPO, Down East RPO, Goldsboro MPO, Greenville MPO, New Bern MPO, Jacksonville MPO
10 North East	Peanut Belt RPO, Albemarle RPO



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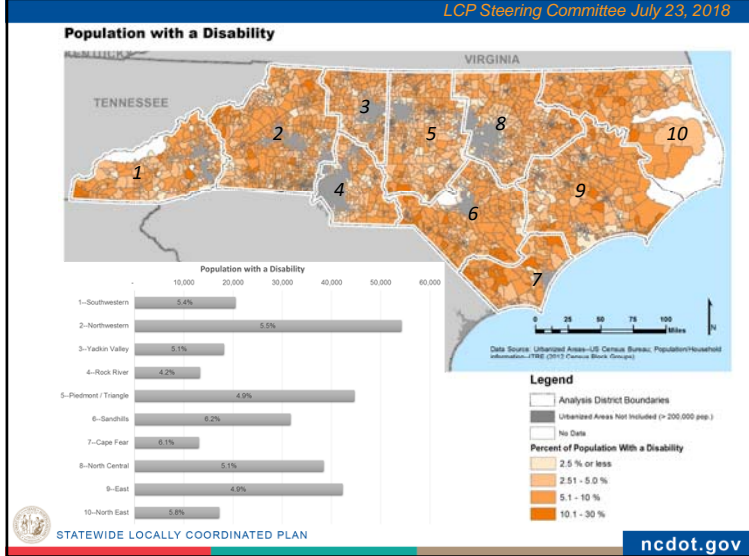
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Population 65 Years and Older



STATEWIDE LOCALLY COORDINATED PLAN

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5310 Funding Formula

Area Type	FY 18 Appropriation per Capita*
Large Urbanized Area	\$4.21
Small Urbanized Area	\$7.65
Rural	\$2.40

*Based on People with disabilities under 65 years plus persons 65 years and older

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Population by District

Analysis District	Small Urbanized Areas	Small Urban – FTA Apportionment		Rural – US Census	
		With disabilities Under 65	Older Population	With disabilities Under 65	Older Population
1--Southwestern				35,804	72,654
2--Northwestern	Gastonia	18,635	23,878	78,589	130,290
3--Yadkin Valley	High Point	14,868	23,391	31,256	50,746
4--Rocky River				25,051	42,976
5--Piedmont / Triangle	Burlington	10,054	18,592	56,529	108,571
6--Sandhills				55,318	61,775
7--Cape Fear				22,842	36,033
8--North Central	Rocky Mount Goldsboro, Greenville, Jacksonville, New Bern	6,715	10,308	64,808	88,336
9--East		26,139	36,364	64,945	88,712
10--North East				29,345	47,709
TOTAL		76,411	112,533	464,487	727,802

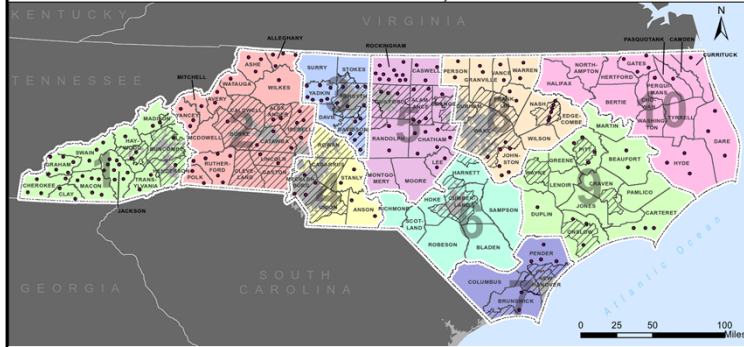
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5310 / 5317 Funding by Analysis District - Revised

Analysis District	FY16	FY17	FY18	FY19
1 - Southwestern	\$783,368	\$705,656	\$614,006	\$641,543
2 - Northwestern	\$1,337,166	\$804,246	\$1,306,904	\$1,189,141
3 - Yadkin Valley	\$563,964	\$564,656	\$1,020,379	\$514,106
4 - Rocky River	\$411,114	\$91,114	\$286,027	\$47,454
5 - Piedmont / Triangle	\$1,723,534	\$1,224,459	\$1,389,430	\$1,047,063
6 - Sandhills	\$163,114	\$43,114	\$38,027	\$47,454
7 - Cape Fear	\$276,070	\$118,114	\$284,509	\$346,442
8 - North Central	\$857,992	\$735,592	\$1,133,847	\$771,409
9 - East	\$536,972	\$338,614	\$719,601	\$420,829
10 - North East	\$406,089	\$395,114	\$442,711	\$380,254
State Administration	\$262,221	\$415,499	\$569,033	\$505,948
Total	\$7,321,600	\$5,436,174	\$7,804,472	\$5,911,641

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DISTRIBUTION OF 5310 / 5317 PROGRAM FUNDS, FY 2017 - 2019



STATEWIDE LOCALLY COORDINATED PLAN

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Federal Funding per Senior + Person with a Disability

Analysis District	FY 16 to FY 19 Average Annual
1--Southwestern	\$13.36
2--Northwestern	\$4.44
3--Yadkin Valley	\$5.76
4--Rocky River	\$2.03
5--Piedmont / Triangle	\$4.42
6--Sandhills	\$1.79
7--Cape Fear	\$5.60
8--North Central	\$5.50
9--East	\$5.44
10--North East	\$21.62
TOTAL	\$5.18



STATEWIDE LOCALLY COORDINATED PLAN

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5310 / 5317 Federal Funding

Fiscal Year	FY16	FY17	FY18	FY19
Capital	\$4,201,981	\$2,580,203	\$4,518,511	\$3,204,445
Mobility Manager*	\$568,093	\$336,257	\$485,763	\$346,212
Operating	\$2,289,305	\$2,104,215	\$2,231,164	\$1,855,036
Total Grants	\$7,059,379	\$5,020,675	\$7,235,438	\$5,405,693
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Total	\$7,321,600	\$5,436,174	\$7,804,472	\$5,911,641

* Funded by 5317 Program

Area	FFY 18 Appropriations
Small urbanized areas	\$ 1,479,686
Rural	\$ 2,793,770
Less State Admin	\$ (427,346)
Available for Grants	\$ 3,846,110



STATEWIDE LOCALLY COORDINATED PLAN

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FY20 Funding Targets by District

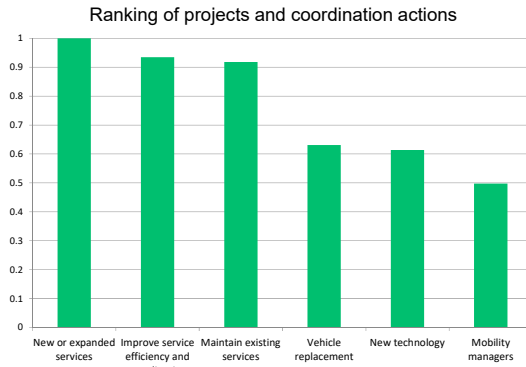
Analysis District	Small Urbanized Areas	5310 Small Urbanized	5310 Rural	Total
1--Southwestern		\$0	\$228,726	\$228,726
2--Northwestern	Gastonia	\$299,641	\$440,500	\$740,141
3--Yadkin Valley	High Point	\$269,658	\$172,933	\$442,590
4--Rocky River		\$0	\$143,462	\$143,462
5--Piedmont / Triangle	Burlington	\$201,903	\$348,176	\$550,079
6--Sandhills		\$0	\$246,934	\$246,934
7--Cape Fear		\$0	\$124,160	\$124,160
8--North Central	Rocky Mount, Goldsboro, Greenville, Jacksonville, New Bern	\$119,982	\$322,962	\$442,944
9--East		\$440,534	\$324,044	\$764,578
10--North East		\$0	\$162,498	\$162,498
Total		\$1,331,717	\$2,514,393	\$3,846,110



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Survey Project Priority



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Project Priorities

1. **Vehicle replacement (Capital)**
2. **Contracting for trips (Capital)**
3. **Provision of trips (Operating)**
4. **Mobility Manager (Capital)**
5. **ADA bus stops and shelters (Capital) – Small Urban**



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Project Priorities

- **Vehicle replacement (Capital)** – Vehicle replacement projects for designated 5311 programs only, including buses and vans used primarily for services for older adults and persons with a disability. NCDOT's vehicle replacement policies will be used to qualify vehicles for replacement.
- **Contracting for trips (Capital)** – Nonprofit or local government agencies providing services for older adults and persons with a disability would purchase trips from the designated 5311 or 5307 lead transportation agency who will ensure compliance with FTA regulations. The purchased trips can be provided directly by the lead transportation agency or by another service provider contracted by the lead transportation agency.



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Project Priorities

- **Provision of trips (Operating)** – Lead transportation agencies would provide trips for older adults and persons with a disability. The trips can be provided directly by the lead transportation agency or by another service provider contracted by the lead transportation agency.
- **ADA bus stops and shelters (Capital)** – Small urban 5307 recipients would use 5310 funding to design and construct ADA accessible bus stops, shelters and sidewalks. The grant recipients must demonstrate the capacity to manage these minor construction projects including right-of-way, design, construction management and Davis Bacon Act compliance.



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Mobility Manager

- **Mobility Manager (Capital)**

- Mobility Manager projects which provide travel training for seniors and persons with a disability for regularly scheduled fixed route services and / or coordination of services for seniors and persons with a disability in multi-county areas with at least two counties.
- Mobility Manager projects will be limited to direct services for seniors and persons with a disability and may not include general marketing or administrative activities.
- Project applications must define proposed activities with clear performance objectives for implementing new travel training or services for seniors and persons with a disability. Project applications must clearly demonstrate how the additional personnel expenditure will cost effectively increase the number of trips taken by seniors and persons with a disability.
- Mobility Manager related cost per new senior or persons with a disability passenger trips must be calculated in the project application and tracked during the project's implementation. (Mobility Manager Cost / New Trips = Cost per New Trip)
- Mobility Manager project costs will be limited to one position including salaries, direct benefits and local travel. Local share for Mobility Manager projects will be 50 percent local funds.



Project Selection

- **Step 1 – Application Scoring**
- **Step 2 – District Prioritization**
- **Step 3 – Annual 5310 Program of Projects**



1 - Application Scoring

- Each application will be reviewed for completeness and scored by PTD staff based on the ranking criteria in the call for projects.
- Projects that meet minimum criteria will be forwarded to the district level prioritization.



2 - District Prioritization

- The district level prioritization by PTD staff will select projects based upon the 5310 project priorities, project scoring, and small urban and rural funding targets for each district.
- It is expected that the project amounts by district may be over the district targets by up to 10 percent.
- If there are insufficient projects in an analysis district or category, the remaining funding may be distributed to other analysis districts, another category or carried over to subsequent years.



3 – Program of Projects

- The federal transit act requires that 55 percent shall be available for traditional Section 5310 projects, which are public transportation capital projects planned, designed, and carried out to meet the specific needs of seniors and individuals with disabilities when public transportation is insufficient, unavailable, or inappropriate.
- The Annual 5310 Program of Projects must also distribute the 5310 funding consistent with the small urban and rural funding apportionments.
- In completing the Annual 5310 Program of Projects, PTD staff may use its discretion in selecting projects and revising project budgets to meet the 55% traditional project minimum requirement and small urban rural funding amounts.



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Steering Committee Meeting #4

July 23, 2018, 1:00 p.m.

Participants:

NAME	ORGANIZATION
Jeff Cockerham	YVEDDI
Don Willis	GWTA
Fred Fontana	GWTA
James Salmons	Upper Coastal Plain RPO
Ralph Gilliam	ACTA
Karyl Fuller	Isothermal RPO
Kim Angel	Macon County
Vicki Eastland	High Country RPO
Debbie Collins	NCDOT/PTD
Blair Chambers	NCDOT/PTD
Tammy Montanez	NCDOT/PTD
Carolyn Freitag	NCDOT/PTD
Jim Ritchey	WRA
Andrea Trabelsi	WRA

Meeting Summary

The final Stakeholder Committee meeting for the Statewide Locally Coordinated Plan (LCP) was held on July 23, 2018, from 1:00 p.m. until 2:00 p.m. Participants were invited to the meeting location at PTD or to engage by GoToMeeting. Most participated remotely.

James Ritchey of Whitman, Requardt & Associates presented a summary of the final recommendations.

Meeting Notes

- Explained the geographies that are included in this statewide LCP (i.e. not large urbanized areas, as designated by the Census Bureau)
- Explained the analysis district geography and indicated that although the different areas are not congruent in terms of total population, we used an approach that made sure that geographic distribution of funding we are recommending is fair by using the federal appropriation values based on the analysis district's population of people with disabilities and populations over 65 years.
- Reviewed the 5310/5317 funding from FY16 through FY19—summarizing distribution by analysis district
 - Note: Monarch serves the Sandhills area, though is not show on the map of funding distribution because their headquarters is not located there.

- Lowest funding in Sandhills and Rocky River analysis districts
- Funding going forward is expected to be smaller (FY18 is expected to be about \$3.8 million for grants to localities, with ~\$500k for state admin)
- FY20 funding targets by districts
 - Explained that fair share for each area is being estimated by 5310 small urbanized areas and 5310 rural area “earnings” of fed dollars
- Priorities as identified in the stakeholder survey (survey monkey)
 - Federal Regs requires: 55% traditional projects - capital
 - Because of FTA capital expenditure requirements, vehicle replacement (capital) is listed as the first priority; followed by contracting for trips (capital); provision of trips (operating); mobility manager (capital); and ADA bus stops and shelters for small urbanized areas (capital)
 - When possible, vehicle replacement will be funded from other programs allowing more funding for contracting for trips and operating.
- Question from Fred Fontana: right now we use EDTAP money to contract for trips; would this be the same going forward? Yes
- Question from Kim Angel: concerning contracting for the trip, does that mean the other agencies will be applying for the funds themselves? Answer: There must be an MOU or valid agreement between the human service agency and lead transportation agency when they are submitting that application.
- Described mobility manager proposed project guidelines
 - Must be focused on Seniors and/or persons with a disability...
 - Application must clearly explain/demonstrate impacts for the aforementioned subpopulations.
 - Reduction in funding from federal level is placing limits...so now the mobility manager share will be 50:50, not 80:20 anymore
 - Don Willis: cost of new trip—should they calculate cost of the mobility manager or the full grant share? Answer – the mobility manager costs divided by the new trips.
- Summarized project selection process:
 - 1—application scoring:
 - Application reviewed/score by PTD staff based on ranking
 - Only projects that meet certain score will move forward
 - 2—district prioritization
 - PTD staff will select projects based on priorities, scoring, and funding targets (note that this will be a range, not exact target #)
 - If insufficient projects in a district, remaining funding may be distributed to other districts or carried over to future years. (each year the analysis district targets reset)
 - Question: will PTD decide how much of \$3.8 million will go to vehicle replacement before distribution? (because it’s #1 priority); Answer: When possible, vehicle replacement will be funded from other programs allowing more funding for contracting for trips and operating.

Vehicle replacement is listed as the first priority incase PTD staff must include replacement vehicles to meet FTA's 55% traditional projects requirement. Vehicle replacement will be reviewed and adjusted at the end of the process to meet the federal requirement, if needed.

- 3—Program of projects
 - FTA requires 55% available for traditional 5310 projects (i.e. capital projects for the specific subpopulations)
 - FTA also requires fair share distribution of small urban and rural areas
 - PTD staff may use discretion in selecting projects and revising project budgets to meet FTA 5310 program requirements

Closing comments:

- FY 2020 5310 call for projects will go out in early August, due November 2, 2018
- NCDOT will provide the draft LCP for a three week public comment period