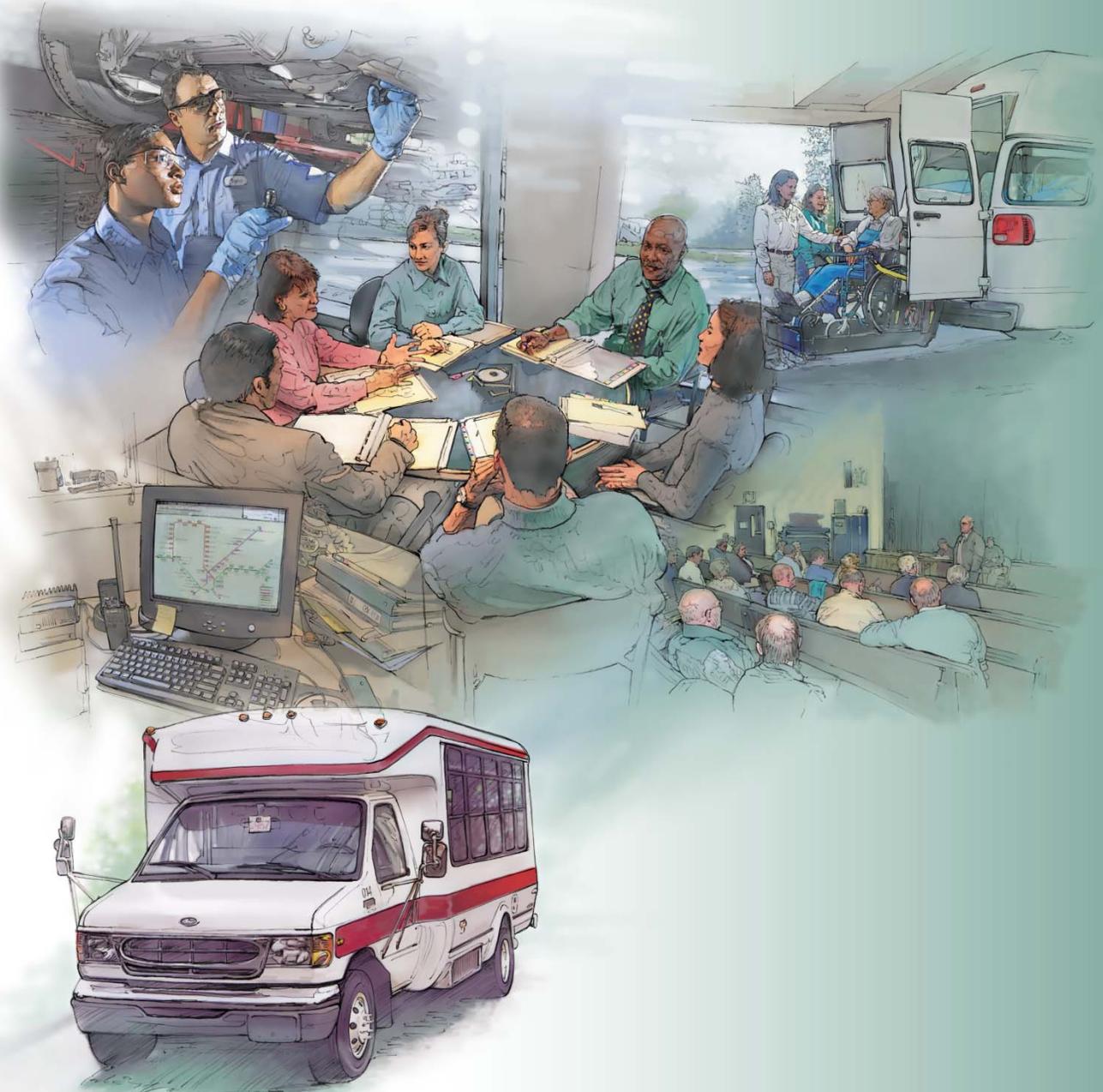




**High Point Metropolitan Planning Organization
Local Coordination Plan (LCP)**

Final Report

August 31, 2011





**High Point Metropolitan Planning Organization
Local Coordination Plan (LCP)**

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Section I:

Study Background



SECTION I: STUDY BACKGROUND

Background

BACKGROUND AND STUDY PURPOSE

The High Point Urban Area Metropolitan Planning Organization (HPMPO), in cooperation with the North Carolina Department of Transportation, is undertaking the preparation of a locally developed coordination plan that meets the requirements of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). This law, signed by the President on August 10, 2005, authorized \$286.4 billion in guaranteed funding for federal surface transportation programs over six years through Fiscal year 2009, including \$52.6 billion for federal transit programs.

SAFETEA-LU imposed a planning requirement on potential applicants for several funding programs administered by the Federal Transit Administration (FTA). Starting in Fiscal Year 2007, projects funded under three programs, including the Job Access and Reverse Commute Program (JARC, Section 5316), New Freedom Program (Section 5317), and the Formula Program for Elderly Individuals and Individuals with Disabilities Program (Section 5310) are required to be derived from a locally developed, coordinated public transit-human services transportation plan. FTA further indicated that the plan be “developed through a process that includes representatives of public, private, and nonprofit transportation and human services providers and participation by members of the public.”

These three programs differ from traditional FTA programs in that the programs are aimed at specific populations, not the general public. These programs are focused on older adults, individuals with disabilities, and persons with low income. Given these target populations, and on the fact that these same populations are those frequently served by a broad range of human services, FTA required that the plan address how public transit services could be coordinated with human service agency transportation to better meet the mobility needs of the three target populations.

This document is intended to meet these requirements in the High Point MPO service area. Preparation of this study will ensure organizations in the High Point area that serve the elderly, individuals with disabilities, and persons with low income are eligible for these three FTA programs.

It should be noted that following enactment of SAFETEA-LU, other jurisdictions in the Triad area prepared such plans; these planning studies include:

- ◆ *Coordinated Human Services Transportation Plan for the Greensboro Urban Area*, prepared by the Greensboro Urban Area Metropolitan Planning Organization (MPO), adopted May 28, 2008;

- ◆ *Public Transportation-Human Services Coordination Plan for the Winston-Salem Urban Area*, prepared by Winston-Salem Urban Area Metropolitan Planning Organization (MPO), March 2008; and
- ◆ *Locally Coordinated Public Transit – Human Service Transportation Plan for the Piedmont Triad Rural Planning Organization*, prepared by the Piedmont Triad Rural Planning Organization, May 2009.

FTA PROGRAMS SUBJECT TO THESE PLANNING REQUIREMENTS

In the paragraphs below, the three key FTA programs are described.

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

The Job Access and Reverse Commute (JARC) program was converted from a discretionary competitive program to a formula program under SAFETEA-LU. The program, initially created as a demonstration program, has been instrumental in developing transit services to support the nation's welfare-to-work initiative. The aim of the program is to provide new or innovative services that provide transportation to work, matching the locations of low-income workers with the location of new job creation (often in the suburban or ex-urban areas of the nations' cities).

In general, projects and expenses eligible for JARC funding must relate to "the development and maintenance of transportation services designed to transport welfare recipients and eligible low-income individuals to and from jobs and activities related to their employment." Eligible projects may include, but are not limited to:

- ◆ Late-night and weekend service;
- ◆ Guaranteed ride home service;
- ◆ Shuttle service;
- ◆ Expanding fixed-route mass transit routes;
- ◆ Demand-responsive van service;
- ◆ Ridesharing and carpooling activities;
- ◆ Bicycling;
- ◆ Local car loan programs that assist individuals in purchasing and maintaining vehicles for shared rides; and
- ◆ Promotion, through marketing efforts, of the:
 - use of transit by workers with nontraditional work schedules;
 - use of transit voucher programs by appropriate agencies for welfare recipients and other low-income individuals;
 - development of employer-provided transportation such as shuttles, ridesharing, carpooling; or
 - use of transit pass programs and benefits under Section 132 of the Internal Revenue Code of 1986.

Further, FTA guidance encourages communities to:

- ◆ Establish regional mobility managers or transportation brokerage activities;
- ◆ Apply Geographic Information System (GIS) tools;
- ◆ Implement Intelligent Transportation Systems (ITS), including customer trip information technology;
- ◆ Integrate automated regional public transit and human service transportation information, scheduling and dispatch functions; and
- ◆ Deploy vehicle position-monitoring systems.

Sixty percent of funds appropriated annually will be earmarked to urban areas with populations greater than 200,000. Twenty percent of the funds will be allocated to urban areas with fewer than 200,000 in population while the remaining twenty percent will be allocated to non-urbanized areas. Once allocated, individual areas will receive an amount of funding based on ratios involving the number of eligible low-income and welfare recipients.

Authorized funding levels will take JARC from the FY 2005 level of \$124.0 million to \$138.0 million in FY 2006, rising to \$164.5 million by FY 2009. FY 2009 levels have been maintained since the expiration of SAFETEA-LU in FY 2009. The law specifies that a competitive process be used to select grant recipients.

SAFTEA-LU also contains report language directing the FTA to continue its practice of providing maximum flexibility to JARC projects designed to meet the needs of individuals who are not effectively served by public transportation.

Section 5317: New Freedom Program

The New Freedom Program is a program aimed specifically at providing services to individuals with disabilities above and beyond that required under the Americans with Disabilities Act of 1990.

Sixty percent of funds appropriated annually will be earmarked to urban areas with more than 200,000 population. Twenty percent of the funds will be allocated to urban areas with fewer than 200,000 population while the remaining twenty percent will be allocated to nonurbanized areas.

Existing urbanized area transit systems and the states (who in turn will make funds available to nonurbanized area public transportation projects) are eligible recipients. While designed to be awarded to existing public transit agencies, the administrative requirements of Section 5310 (a program that primarily benefits nonprofit agencies) apply to this program. This distinction is important as labor protection provisions of Section 5333(b) do not apply to the Section 5310 program and, therefore, do not apply to New Freedom Programs funds.

Authorized levels of spending nationwide under the New Freedom Program start at \$78.0 million in FY 2006 and rise to \$92.5 million in FY 2009.



New Freedom Program funds contain the same coordination requirements noted above under the JARC Formula Program. Beginning in FY 2007, a recipient will be required to certify that New Freedom funds are being expended in accordance with a locally developed, coordinated public transit/human services transportation plan and that the plan was developed through a cooperative process that included the representation of public, private, nonprofit transportation provider, and the general public.

In addition to the coordination planning requirements, the New Freedom Program also permits federal funds derived from the provision of service under contract to a social service program to be used to meet the local matching share of New Freedom project costs.

Section 5310: Elderly Individuals and Individuals with Disabilities Program

The goal of the Section 5310 program is to improve mobility for elderly persons and individuals with disabilities throughout the country. Toward this goal, FTA provides financial assistance for transportation services planned, designed, and carried out to meet the special transportation needs of elderly persons and individuals with disabilities in urbanized, small urban, and rural areas. The program requires coordination with other federally assisted programs and services in order to make the most efficient use of federal resources.

The Section 5310 program was first established in 1975 as a discretionary capital assistance program to be used in cases where existing public transit was “inadequate, insufficient, or inappropriate.” The program provides capital assistance to private nonprofit organizations to serve the transportation needs of elderly individuals and individuals with disabilities. FTA apportions the funds among the states by formula; the states, in turn, distribute funds to local agencies. In urbanized areas, the states may enter into partnerships with the Metropolitan Planning Organization (MPO) to select projects, although this process is not used in North Carolina.

In the early years of the program, many recipients used Section 5310 assistance primarily for transportation of their own clients. The Intermodal Surface Transportation Efficiency Act (ISTEA) of 1991 made public agencies eligible for Section 5310 funds under limited circumstances to facilitate and encourage the coordination of human service transportation. Increasingly, FTA guidance for the Section 5310 program encouraged and required coordination of the program with other Federal human service transportation programs.

Funds for the Section 5310 program are available for capital expenses (including vehicles, vehicle maintenance, communication, technology, mobility management, and acquisition of transportation services under a contract, lease, or other arrangement) to support the provision of transportation services to meet the special needs of elderly individuals and individuals with disabilities. The federal share of eligible capital costs may not exceed 80 percent of the net cost of the activity.

REQUIRED SAFETEA-LU COORDINATION PLAN ELEMENTS

SAFETEA-LU requires that projects funded from these three programs be derived from a locally developed, coordinated public transit-human service transportation plan. The stated goal is to maximize the three programs' collective coverage by minimizing duplication of services, noting that the plan should be developed through a process that includes representatives of public, private and not-for-profit transportation and human services providers, and participation by the public.

The final FTA guidelines for the Sections 5310, 5316, and 5317 programs define a coordination plan as one that must include, at a minimum:

- An assessment that identifies public, private, and non-profit entities currently providing transportation services to individuals with disabilities, older adults, and people with low incomes, and the availability of those services;
- An assessment of transportation needs for individuals with disabilities, older adults, and persons with low incomes, and gaps in service; this assessment may be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts;
- Strategies and/or activities to address the identified gaps and achieve efficiencies in service delivery; and
- Relative priorities for implementation based on resources, time, and feasibility for implementing specific strategies/activities identified.

The proposed guidelines note that the coordination plan may incorporate additional activities offered under other programs sponsored by federal, state, and local agencies.

Accordingly, the FTA is placing increasing importance on coordinating its wide range of transportation resources as a means of creating viable transportation networks in communities for all travelers. The purpose of the coordinated plan is to increase efficiencies in order to enhance transportation services. Hence, while the FTA is requiring communities to develop a single coordinated plan for the three funding programs above, it is also encouraging communities to develop one coordinated plan for a broader set of transportation programs. The benefit of enhancing coordinated transportation service systems is to break down the "stovepipe" or "silo" transportation systems that often only address the transportation needs of one specific group of riders, and to create economies of scale by eliminating or reducing service duplication while meeting stated service quality standards.

SAFETEA-LU provides both the impetus and "a place at the table" for all stakeholders, including those whose transportation services are funded through other federal sources, to build a coordinated plan and ultimately a service delivery system that addresses the needs of target populations. Recognizing that there are unique needs within each of the three target populations, the functional transportation needs are often more similar than not. Even in cases where unique needs exist, they are typically shared among one or more subsets of the population.

Section II:

Service Area Profile



SECTION II: SERVICE AREA PROFILE

SERVICE AREA

The High Point Urban Area Metropolitan Planning Organization (HPMPO) covers 292 square miles and includes the Cities of Archdale, High Point, Jamestown, Thomasville, and Trinity and portions of Davidson, Forsyth, Guilford, and Randolph Counties. The HPMPO service area is located in the Piedmont Triad Region of North Carolina, generally described as the Greensboro – High Point – Winston-Salem greater metropolitan area.

The area served by several major interstate highways, including Interstate 40, Interstate 85, and Interstate 74 (Exhibit II-1).

DEMOGRAPHICS

Service Area Population and Population Growth

Exhibit II-2 outlines the population projections for the HPMPO service area. The chart shows the estimated population is projected to increase from approximately 209,000 in 2009 to 282,000 in 2035. This represents an increase in population of about 35 percent.

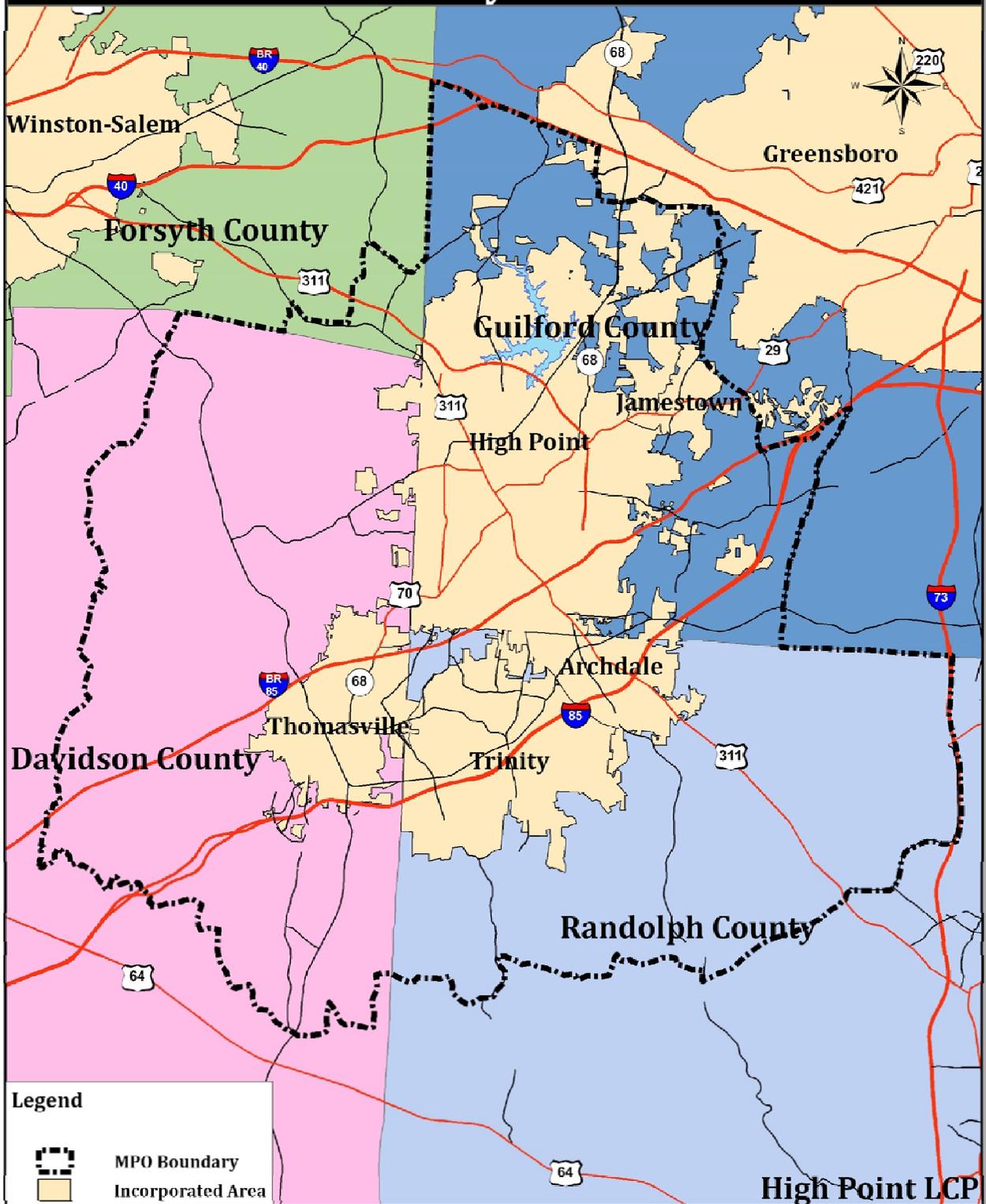
Population Density

The population density of the study area is depicted in Exhibit II-3. The block groups with the greatest population densities are concentrated in High Point and Thomasville. These areas of high population densities range from a population per square mile of 4,148 to 9,557. As the distance from these cities increases, the population density decreases. Overall, population densities in the study area range from a low of 123 persons per square mile to a high of 9,557 persons per square mile.

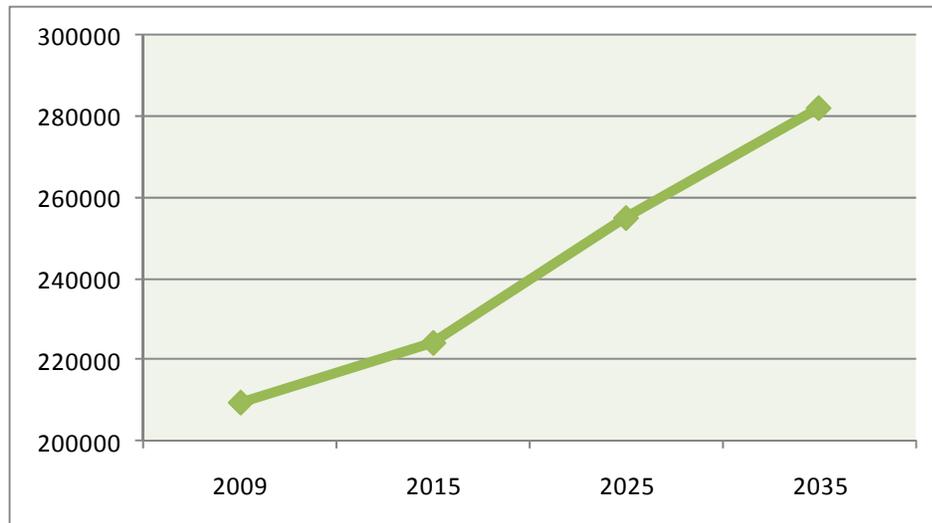
Persons Over 65 Years of Age

There is a trend occurring in the United States relating to the aging of the population. The two age cohorts with the largest percentage of growth over the last decade were the 50-54 year old cohort and the 45-49 year old cohort. People in these two age groups were primarily born during the post-WWII “baby boom,” era defined by the Census Bureau as persons born from 1946 through 1964. With the arrival of the year 2010, baby boomers are turning 65 years of age.

Exhibit II-1 Study Area



**Exhibit II-2
Projected MPO Service Area Population, 2009 - 2035**

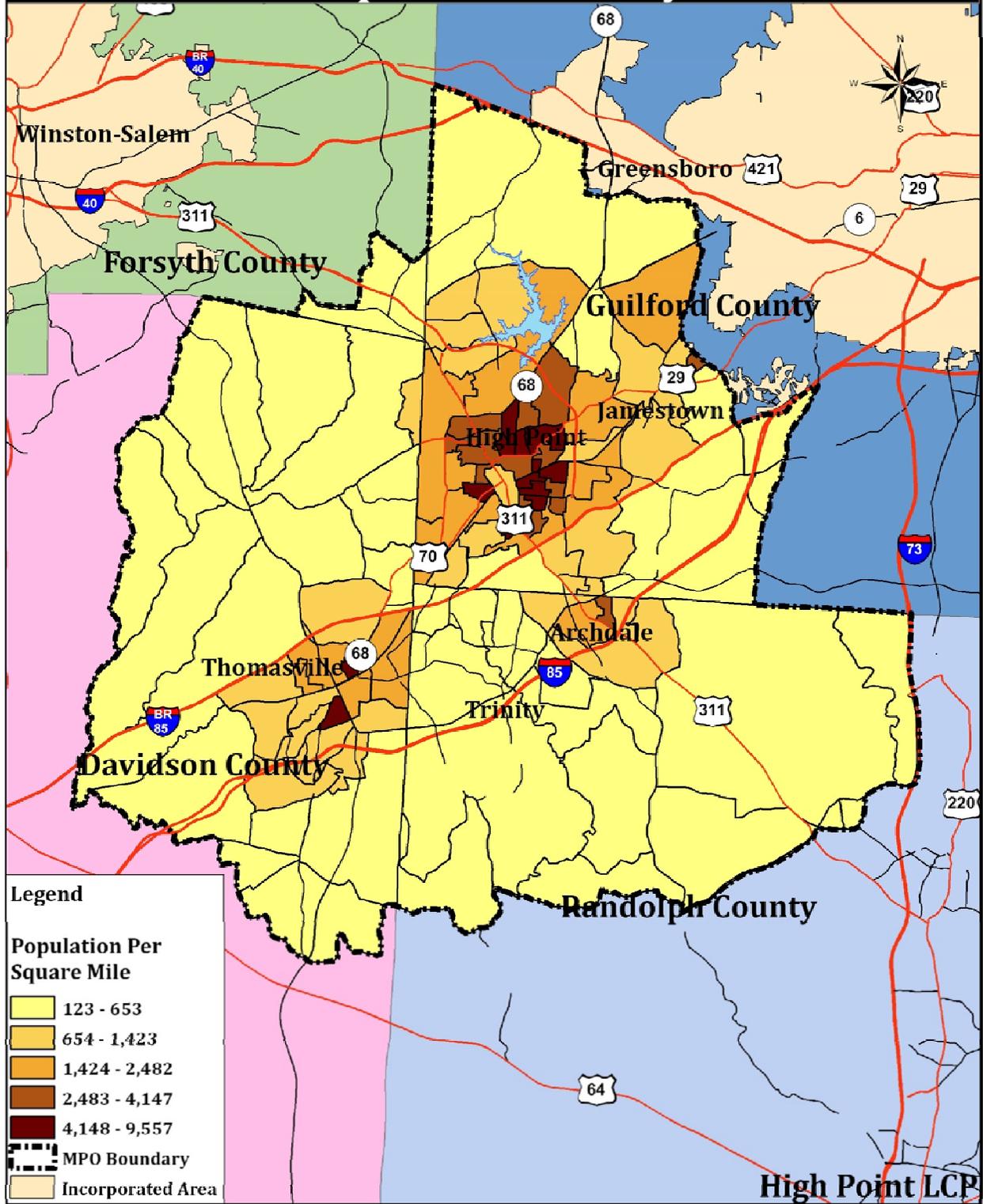


Source: Triad Regional Model TAZ Population Projections

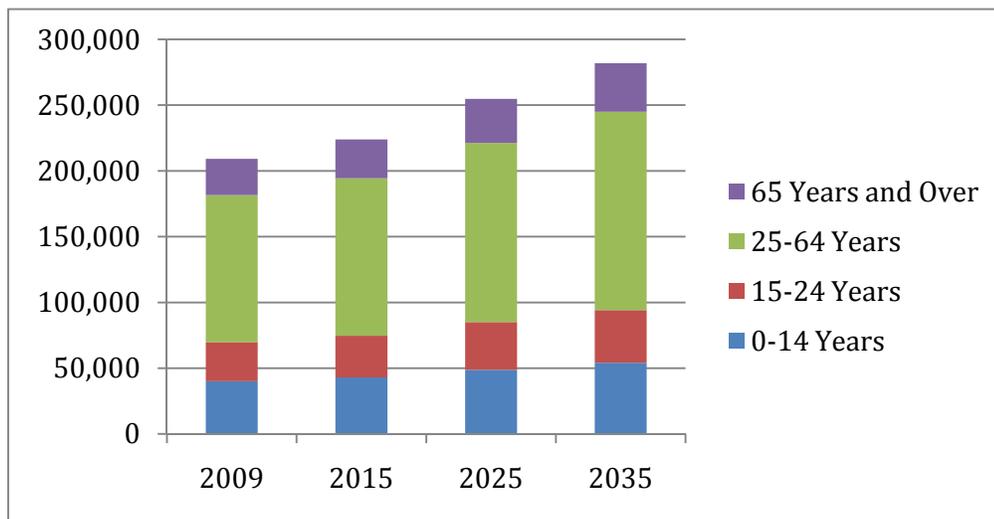
Further, the Administration on Aging, U.S. Department of Health and Human Services, reports that, based on a comprehensive survey of older adults, longevity is increasing and younger seniors are healthier than in all previously measured time in our history. Quality of life issues and an individual's desire to "age in place" will put increasing pressure on existing transit services to provide mobility to this population. This has great significance on the potential need to provide public transit and complementary paratransit services.

Exhibit II-4 includes population projections by age group for the HPMPPO service area. As shown, the portion of the population over 65 years of age is projected to increase from 27,529 in 2009 to 36,950 in 2035. This indicates a 34.2 percent increase in older adults. The projection estimates individuals 65 and over represent 13.2 percent of the total population.

Exhibit II-3 Population Density



**Exhibit II-4
Population by Age Cohort, High Point MPO Service Area, 2009 - 2035**



Source: Triad Regional Model TAZ Population Projections

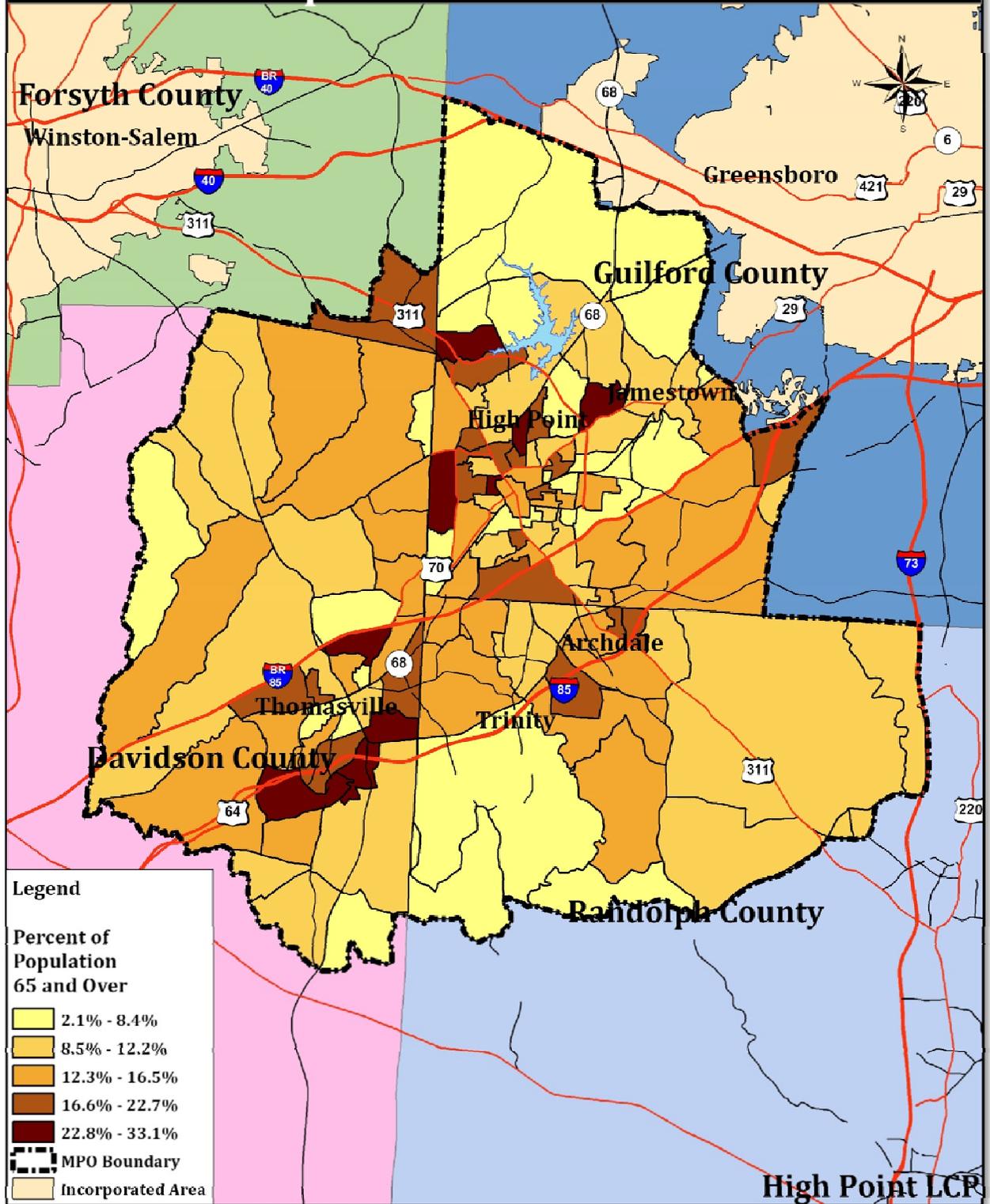
The map in Exhibit II-5 on the following page illustrates the percentage of persons over 65 years of age by block group. The U.S. Census data for 2000 indicates that the block groups of highest concentration of older adults are located around the downtown regions of High Point, Jamestown, and Thomasville. In these high density areas, the total proportion of individuals over 65 is between 22.8 and 33.1 percent. The remaining portions of the service area have a lower percentage of individual over 65. These areas rang form 16.6 to 22.7 and 12.3 to 16.5 in the middle densities and 8.5 to 12.5 percent and 2.1 to 8.4 percent in the low densities. Despite this there are no distinct concentrations of densities among the 65 and over population within the services area.

Individuals with Disabilities

Enumeration of the disabled population in any community presents challenges. First, there is a complex and lengthy definition of a disabled person in the ADA implementing regulations.¹ This definition, when applied to public transportation applications, is designed to permit a *functional* approach to disability determination rather than a strict *categorical* definition. In a functional approach, the mere presence of a condition that is typically thought to be disabling gives way to consideration of an individual’s abilities to perform various life functions. In short, an individual’s capabilities, rather than the mere presence of a medical condition, determine transportation disability.

¹ 49 CFR Part 37.3

Exhibit II-5 Population 65 and Over



The Survey of Income and Program Participation (SIPP) is a national household survey that began in 1984. The SIPP is characterized by an extensive set of disability questions; generally, the SIPP is the preferred source for examining most disability issues. The reason for this preference is the similarities between questions posed on the SIPP survey and the ADA definition of disability.

The Americans with Disabilities Act of 1990 (ADA) defines disability as a “physical or mental impairment that substantially limits one or more of the major life activities.” For persons 15 years old and over, the SIPP disability questions cover limitations in functional activities (seeing, hearing, speaking, lifting and carrying, using stairs, and walking); in Activities of Daily Living (ADL) such as getting around inside the home, getting in or out of a bed or chair, bathing, dressing, and eating; and in Instrumental Activities of Daily Living (IADL) such as going outside the home, keeping track of money or bills, preparing meals, doing light housework, and using the telephone. The SIPP also obtains information on the use of wheelchairs and crutches, canes, or walkers; the presence of certain conditions related to mental functioning; the presence of a work disability; and the disability status of children.

The SIPP provides extensive data and, more importantly, addresses multi-dimensional elements of a disability. The major drawback is that despite the fact the sample is drawn from more than 32,000 households, the Bureau cautions users who apply the various incidence rates of disability to levels of geography below the regional level. Use of SIPP data may not generate statistical confidence levels of 0.90 or greater when applied to the rural county or small urban area level. However, since the High Point MPO area exceeds 200,000, this concern is not an issue.

Data collected in the SIPP permit consideration of individuals with multiple disabilities. Moreover, the definitions employed can be directly related to the concepts in 49 CFR Part 37.3 definitions with respect to “activities of daily life.” SIPP data provides a summary of the number of persons with one or more activities of daily living or instrumental activities of daily living for which assistance was needed. As only one major limitation in activities of daily life is necessary to trigger ADA eligibility for paratransit services, this procedure yields an estimate of 10,040 ADA-eligible individuals for the study area in 2015, as seen in Exhibit II-6. This represents about 5.6 percent of the total HPMPO service area population.

This table also includes information on nature of various disabilities that may trigger ADA eligibility which may be useful in planning transit services.

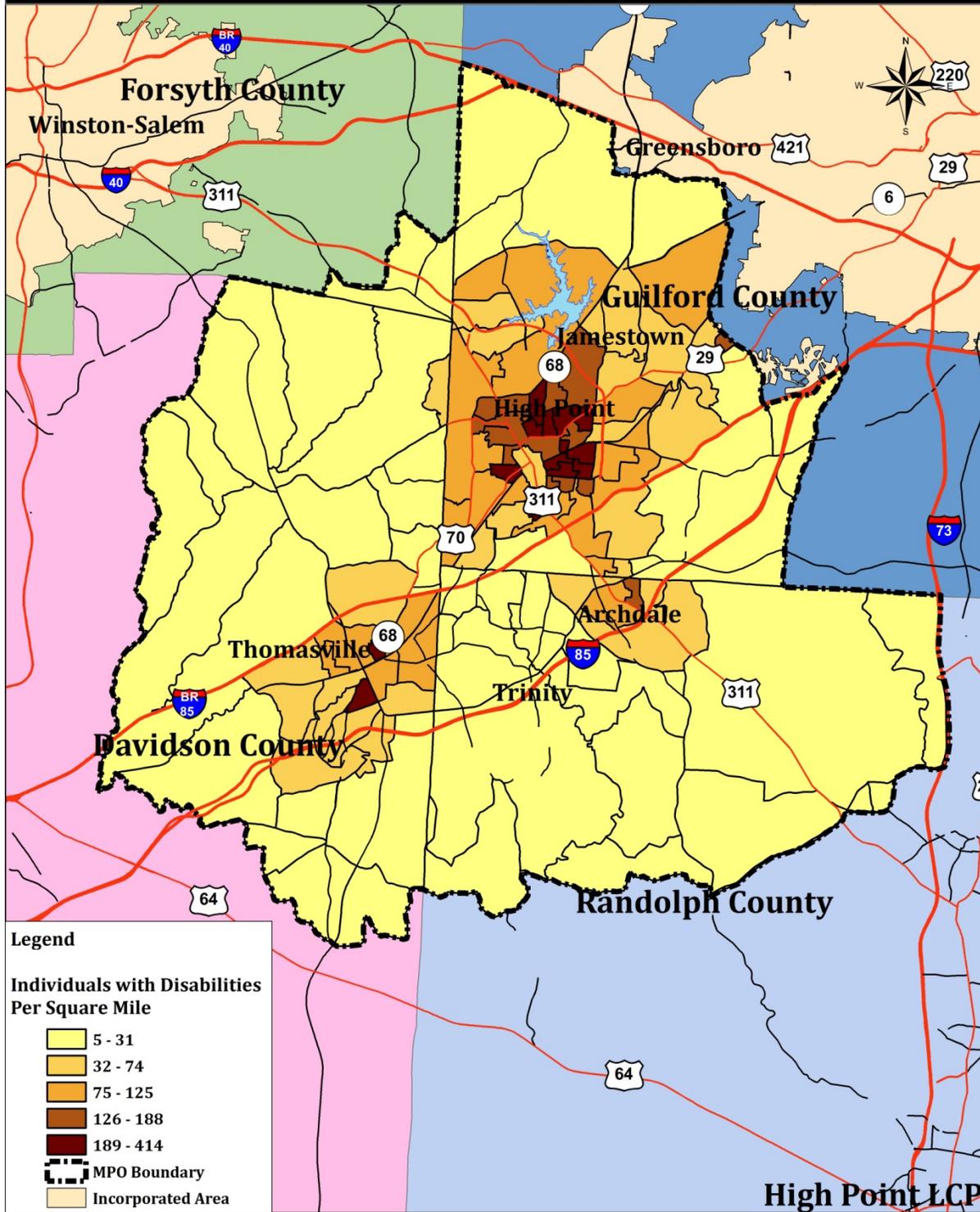
Based on this enumeration approach, the distribution of individuals with disabilities for 2009 is depicted in Exhibit II-7.

**Exhibit II-6
Estimated Count of ADA Eligible Population for the HPMPO 2015**

Disability Status	Ages 15-24 Years		Ages 25-64 Years		Ages 65 Years +		Total Ages >15 Years
	Percent	HPMPO	Percent	HPMPO	Percent	HPMPO	
Total Population by Age Group		31,801		119,773		29,449	181,023
Number of ADLs or IADLs for which assistance was needed							
One or more ADLs or IADLs	4.8%	1,526	3.1%	3,713	16.3%	4,800	10,040
SIPP Breakdowns of Disability Types							
Disability Status							
With a Disability	20.8%	6,615	16.3%	19,523	52.3%	15,402	41,540
Severe	13.7%	4,357	10.8%	12,935	36.9%	10,867	28,159
Not Severe	7.0%	2,226	5.5%	6,587	15.4%	4,535	13,349
Seeing/Hearing Disability							
With a Disability	6.7%	2,131	4.8%	5,749	20.5%	6,037	13,917
Severe	1.4%	445	0.9%	1,078	4.4%	1,296	2,819
Not Severe	5.3%	1,685	3.9%	4,671	16.1%	4,741	11,098
Walking/Using Stairs							
With a Disability							
Severe	5.9%	1,876	3.6%	4,312	22.1%	6,508	12,696
Not Severe	5.5%	1,749	4.4%	5,270	16.1%	4,741	11,760
Had Difficulty Walking							
Severe	5.1%	1,622	3.1%	3,713	19.5%	5,743	11,077
Not Severe	4.3%	1,367	3.4%	4,072	12.3%	3,622	9,062
Had Difficulty Using Stairs							
Severe	3.1%	986	1.8%	2,156	11.9%	3,504	6,646
Not Severe	6.1%	1,940	4.6%	5,510	19.3%	5,684	13,133
Used a Wheelchair	1.2%	382	0.7%	838	4.5%	1,325	2,545
Used a Cane/Crutches/Walker	4.1%	1,304	2.2%	2,635	16.9%	4,977	8,916
With an Activities of Daily Life Limitation							
Needed Personal Assistance	2.0%	636	1.3%	1,557	7.1%	2,091	4,284
Did not Need Personal Assistance	1.6%	509	1.2%	1,437	5.2%	1,531	3,477

Source: RLS & Associates, Inc. computations, March 2011.

Exhibit II-7 Individuals with Disabilities



Households Below the Poverty Level

The percent of households below the poverty level is a statistic used by planners to project the need for public transportation. Individuals living below the poverty level are more likely to need and use public transportation as an alternative to owning and operating a personal vehicle. As depicted in Exhibit II-8, the block groups with the highest concentrations of households below the poverty level are located in downtown High point. These block groups have between 40.7 and 63.0 percent of all households below the poverty level.

There is a concentration of census block groups with lesser concentrations of households below the poverty level, but still high enough to be notable for this analysis, in the central region of the HPMPO service area. These block groups range from 24 to 40.6 percent of all households below the poverty level.

Zero Vehicle Households

The number of households with no available vehicles is another indicator of potential transit demand. According to the 2000 U.S. Census Data, 29,906 out of 401,333 occupied households units (about eight percent) in the HPMPO service area had no vehicles available.

Exhibit II-9 displays a map of zero vehicle households in the HPMPO service area by block group. Block group with the highest percentage of zero car households are located in the central core areas of High Point. These block groups have between 18.7 percent to 35.9 percent of all households classified as zero vehicle households.

Exhibit II-10 shows the percentage of zero automobile households within the HPMPO.

Exhibit II-8 Households Under the Poverty Level

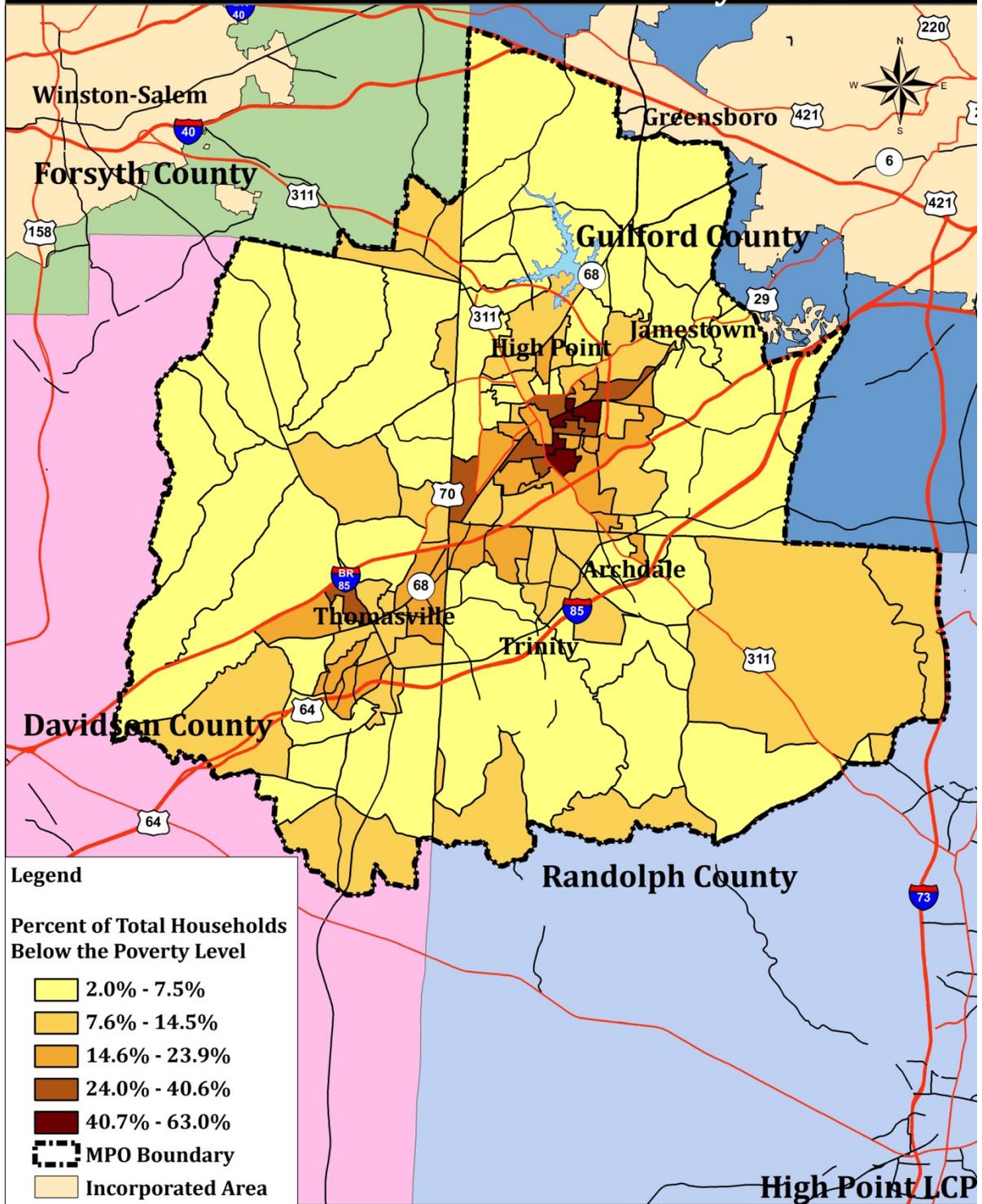
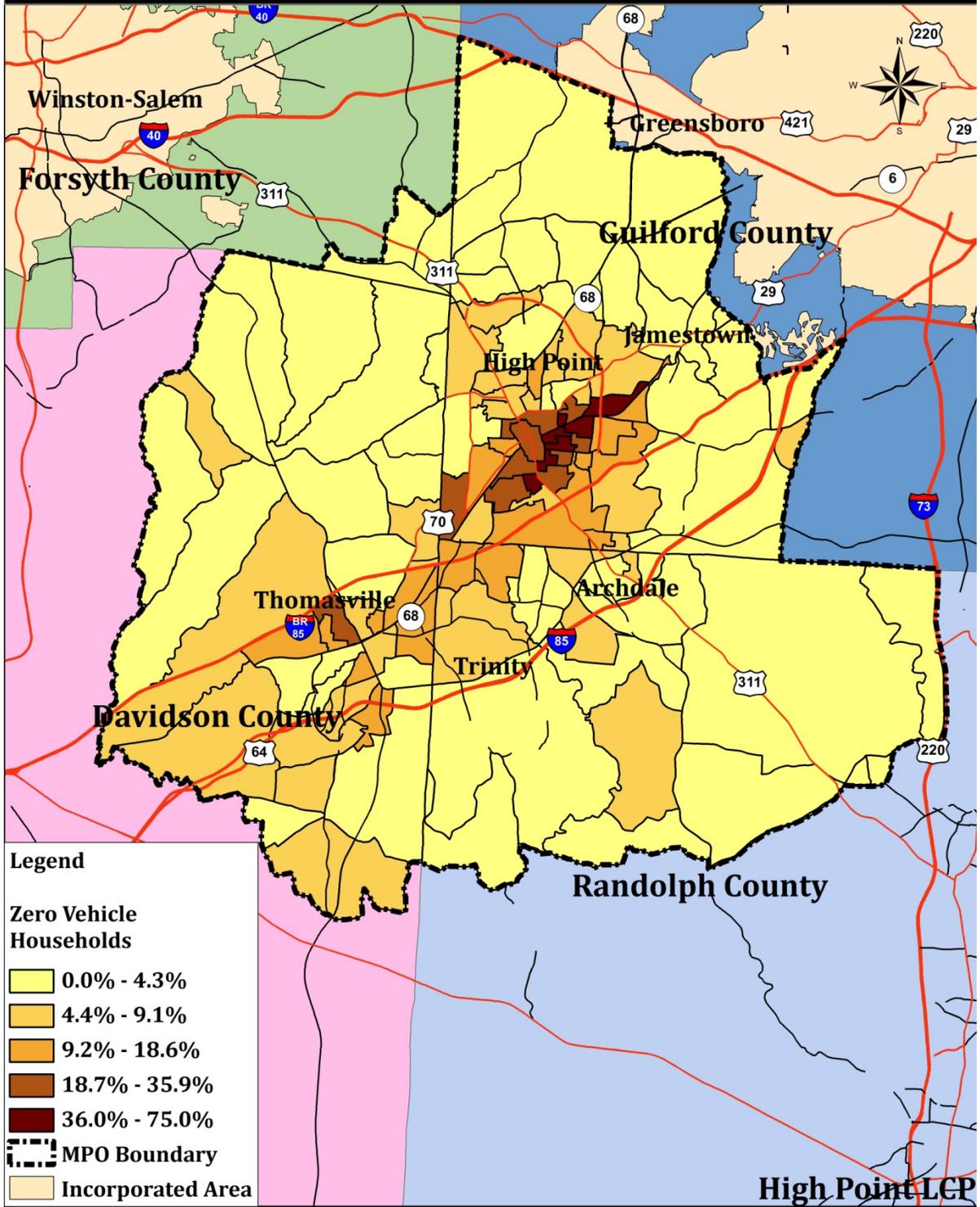
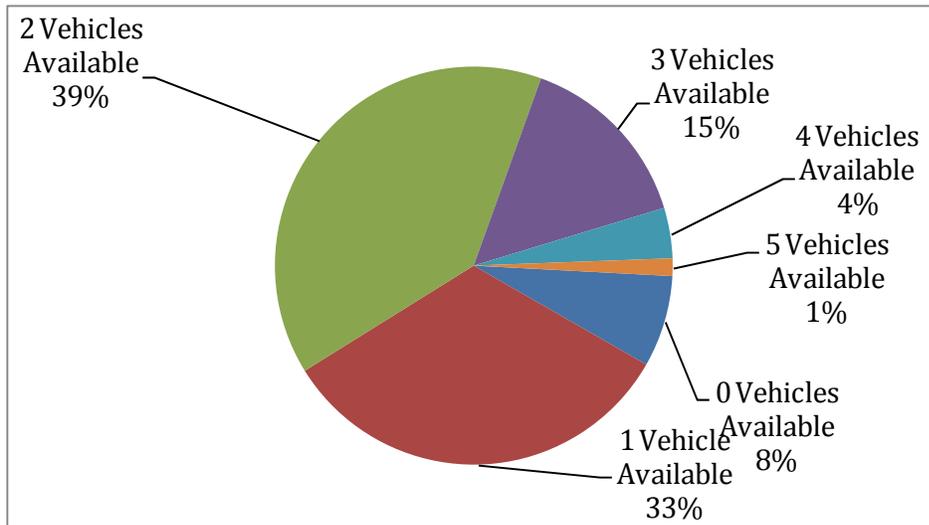


Exhibit II-9 Zero Vehicle Households



**Exhibit II-10
Vehicle Availability by Housing Unit**

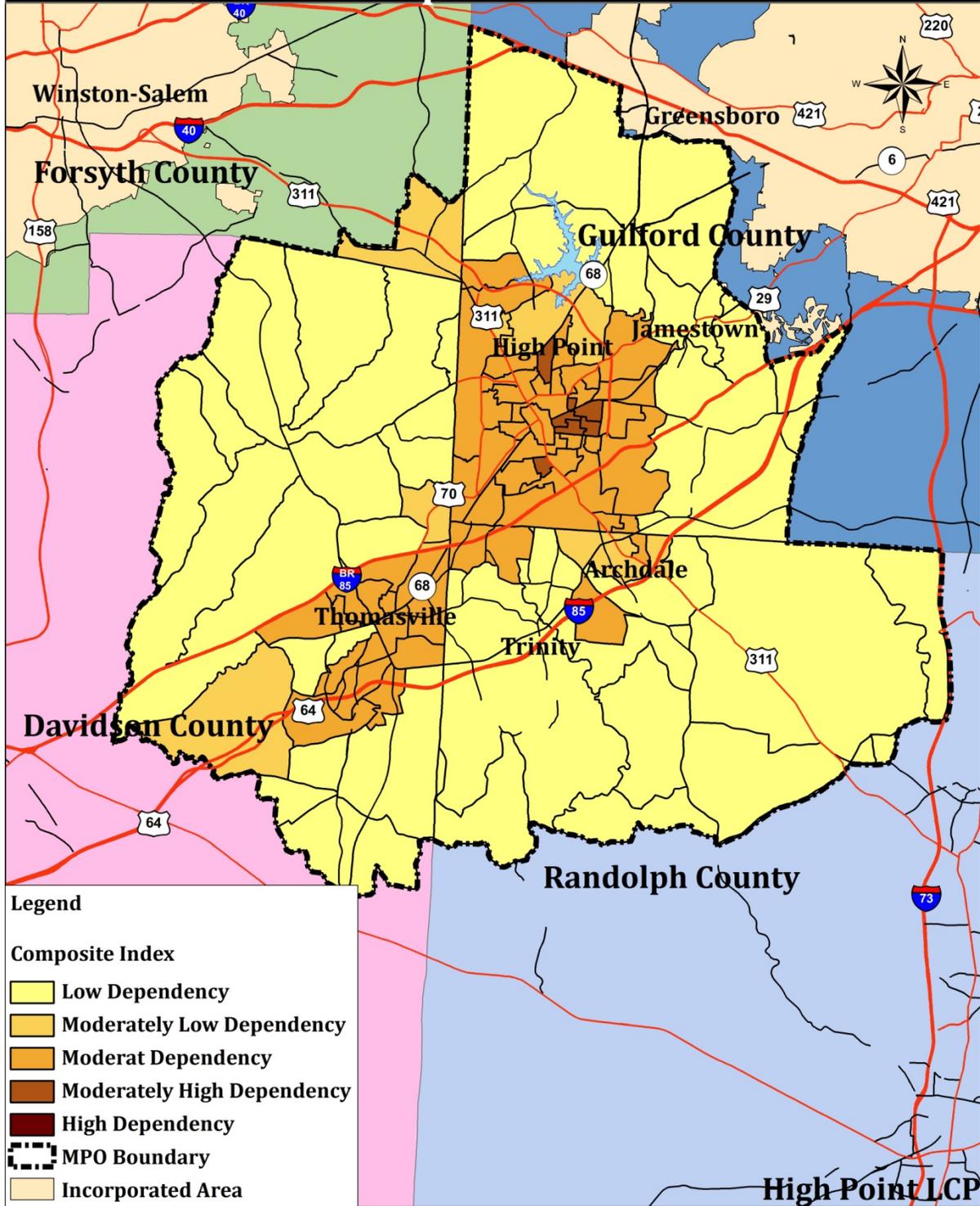


Source: U.S. Census 2000

SUMMARY

As a final step, a composite index was created to highlight those traffic analysis zones that represent those areas with the greatest concentrations of the target populations. Based on the categorizations in the previous map exhibits, a rating scale of “1” to “5” (with 1 reflecting low concentrations of transit dependency while “5” reflected block groups with high transit dependence) was created and assigned to each zone depending upon the degree of concentration of the respective transportation disadvantaged groups found in each zone.

Exhibit II-11 Composite Index



Section III:

Inventory of Existing Service Providers



SECTION III: INVENTORY OF EXISTING SERVICE PROVIDERS

PUBLIC TRANSPORTATION PROVIDERS

This section has been compiled from existing plans, studies, and reports. The High Point MPO service area is primarily served by the City of High Point's own transit service, Hi tran. However, a number of other public transportation providers operate in the study area.

In this section, an overview of these providers is presented.

Hi tran

Hi tran is the public transportation provider for the City of High Point. The system includes 13 routes that operate Monday through Friday with ten of these routes providing Saturday service. System hours of service are between 5:45 a.m. to 7:30 p.m. on weekdays and 8:45 a.m. to 5:15 p.m. on Saturdays. All of the routes are classified as traditional fixed route bus service with two exceptions: Route 21 – Industrial Park Flyer is a peak period express service while Route 25 GTCC/Jamestown is classified as “commuter” service. Routes generally transport individuals between points within the City of High Point, although Route 25 connects to GTCC which is located in Jamestown.

Dial-A-Lift is the complementary paratransit service provided by Hi tran. The complementary paratransit system is available within $\frac{3}{4}$ of a mile of any Hi tran fixed route for eligible passengers. The service is designed specifically for individuals with disabilities who otherwise cannot independently use or navigate the fixed route bus system. This service is operated during the same hours and days as the fixed route service. Additionally, Dial-a-Lift also provides traditional demand response service for those individuals 60 years of age or greater.

Dial-A-Lift services require “next-day” advanced notice for trip reservations. Requests must be made before 5:00 pm of the date prior to the scheduled trip. Trips are taken on a first come first serve basis. Subscription based services are available as far as 14 days in advance.

Fare Structure and Eligibility

Fixed route fares are \$1.00 for the general public and \$0.50 for individuals with a disability or older adults. Dial-A-Lift fares are \$2.00.

Funding

Revenue sources include fares, federal and state grants, and local funds. In 2008 the City of High Point contributed \$472,264 and Federal and state funding sources contributed \$1,436,889.

Coordination

Hi tran coordinates transportation routes and schedules with the Greensboro Transit Authority (GTA) and Piedmont Area Regional Transportation (PART) Express. The various public transit systems in the Triad have a long history of coordination, with High Point serving as the lead entity for transit technology deployment over the last decade. Other coordination efforts include the maintenance of security cameras and office equipment.

A summary of Hi tran service characteristics is found in Exhibit III-1.

**Exhibit III-1.
Hi tran Service Characteristics**

Hi tran	
Programs:	Transportation
Client Eligibility:	General Public
Hours/Days of Service:	5:45 a.m. to 7:30 p.m. Weekdays 8:45 a.m. to 5:15 p.m. Saturday
Mode of Services:	Fixed Route and Demand Response
Transportation Staff:	4 Managerial/Supervisors 2 Ticket Sales/Customer Service 23 Full & PT Drivers 6 Maintenance Workers 2 Administrative personnel
Annual Trips Provided:	Fixed Route: 777,705 Paratransit: 37,174
Annual Transportation Cost:	Fixed Route: \$2,937,549 Paratransit: \$836,861
Cost per Passenger Trip:	Fixed Route: \$3.77 Paratransit: \$22.51
Funding Sources for Transportation:	Section 5307, NCOdT, City of High Point, Fares, License Fees

Greensboro Transit Authority

Greensboro Transit Authority (GTA) is the public transportation provider for the City of Greensboro. GTA was created in 1991 when the City of Greensboro assumed operations of a private bus transportation system operated by the Duke Power Company.

GTA operates bus service Monday through Saturday along 15 routes and seven Sunday routes. In addition, GTA operates two daily connector services and the Irving Park/Starmount Shuttle service. In 2006, GTA in partnership with seven local universities and colleges launched Higher Education Area Transit (HEAT), adding nine additional routes serving local institutions of higher learning and other select locations in Greensboro and Jamestown.

Specialized Community Area Transportation Service (SCAT) is the Greensboro Transit Authority's shared-ride transportation service for eligible riders who have a disability that prevents them from riding the fixed route bus. SCAT service represents GTA's obligations under the Americans with Disabilities Act of 1990 that requires the provision of complementary paratransit services.

GTA provides service seven days a week. System hours of operation during weekdays span from 5:15 a.m. to 11:30 p.m.; Saturday service runs from 6 a.m. to 10:00 p.m. Sunday service runs from 6:00 a.m. to 6:00 p.m. Complementary paratransit services operate during the same hours and days as the fixed route system. It should also be noted that SCAT service will also operate on some holidays when the fixed route service does not operate if the trip is for a life sustaining activity and the individual is a wheelchair user.

Fare Structure and Eligibility

Fixed route fares are \$1.30. The fare for older adults and individuals with disabilities are charged a reduced fare of \$0.65 on the fixed route system. Students pay a discounted fare of \$0.85. In addition, GTA offers an 11 day and 31 day pass that provide discounts over the single ride fare. Finally, a 31-day "Super-Pass" is offered that is good for use on GTA and on PART buses. The SCAT fare is also \$1.30 and, like the fixed route system, multi-ride passes may be purchased that offer some discount over the base fare.

Scheduling

To make paratransit reservations, riders are required to call the reservation number to schedule a ride by 5 p.m. the day before their trip. Riders can schedule a ride up to 14 days in advance. Riders can cancel a reservation by calling the reservation number no later than 2 hours before their scheduled pick-up.

Coordination

GTA provides service coordination by providing transportation for several local colleges through the HEAT service. The system also coordinates with the PART Express Service and schedules are



coordinated with Hi tran at GTCC. The system has been an active participant in the regional ITS project over the last several years although the system recently opted not to proceed with a recent new ITS deployment in the regional plan.

Funding

Funding sources for GTA include the typical FTA formula grant programs, NCDOT funding, local funding, fares, and vehicle advertisement. Additionally, based on arrangements when the City initially assumed control from Duke Power, the utility agreed to provide on-going levels of financial support for the system. A summary of GTA service characteristics is found in Exhibit III-2.

**Exhibit III-2.
GTA Service Characteristics**

Greensboro Transit Authority	
Programs:	Transportation
Client Eligibility:	General Public
Hours/Days of Service:	5:15 a.m. to 11:30 p.m. Weekdays 6:00 a.m. to 10:00 p.m. Saturday 6:00 a.m. to 6:00 p.m. Sunday
Mode of Services:	Fixed Route Curb-to-Curb Demand Response
Transportation Staff:	2 Directors 3 Administrative staff 94 Drivers 11 Dispatchers/Schedulers 26 Maintenance Personnel
Annual Trips Provided:	Fixed Route: 3,839,008 Paratransit: 205,612
Annual Transportation Cost:	Fixed Route: \$16,849,943 Paratransit : \$6,317,485
Cost per Passenger Trip:	Fixed Route:\$4.38 Paratransit: \$30.72
Funding Sources for Transportation:	Federal, State, NCDOT, Licenses Fees, Duke Power



Piedmont Authority for Regional Transportation (PART)

Piedmont Authority for Regional Transportation (PART) is regional transportation provider that connects Alamance, Davidson, Davie, Forsyth, Guilford, Randolph, Rockingham, Stokes, Surry, and Yadkin Counties through express bus and van pool services. PART provides express services in coordination with other publicly operated transit services in the Triad region.

Schedule and Service Area

PART serves Alamance, Davidson, Davie, Forsyth, Guilford, Randolph, Rockingham, Stokes, Surry, and Yadkin Counties by BRT, express bus, and van pool programs. The majority of routes operate from 6:00 a.m. to 8:00 p.m. Monday through Friday. The Forsyth County Express and Guilford County Express operate a commuter service from 6:00 am to 9:00 am and 3:00pm to 6:00pm. There is also a PART Express Medical Connection that provides service to Chapel Hill and Durham regional medical facilities.

Fare Structure and Eligibility

Fares are \$2.00 and open to the general public. Older adults, individuals with disabilities and students are charged a reduced fare of \$1.00. Unlimited monthly passes are available for \$60 to the general public and half price to older adults, individuals with disabilities and students.

It should be noted that PART (as of this writing) is in the midst of considering both route/schedule changes along with a fare increase. These changes have not been determined as of the date of publication of this report.

Scheduling

For most services, no advanced reservations are required. However, for service on the PART Express Medical Connection, customers are asked to call as soon as possible with the time and address of your appointment and if the customer has any special needs. Generally, PART requests that customers contact county based transportation coordinators for trip reservations who will, in turn, contact PART.

Coordination

PART functions as an overlay district, working with existing transportation providers to fill gaps in service and provide inter city transportation. Regional partners include GTA, Hi tran, WSTA and the surrounding county-based community transportation programs.

A summary of PART service characteristics is found in Exhibit III-3.

**Exhibit III-3.
PART Service Characteristics**

Piedmont Authority of Regional Transportation	
Programs:	Transportation
Client Eligibility:	General Public
Hours/Days of Service:	6:00 a.m. to 8:00 p.m. Monday – Friday
Mode of Services:	Bus Rapid Transit (BRT), Express Bus and Van Pool
Transportation Staff:	1 Director 14 Administrative staff Drivers Dispatchers/Schedulers Maintenance Personnel
Annual Trips Provided:	BRT/Express: 520,966 Vanpool:204,000
Annual Transportation Cost:	Express: \$13,125,470 Vanpool:\$1,113,634
Cost per Passenger Trip:	Express: \$25.19 Vanpool:\$5.45
Funding Sources for Transportation:	Federal, State, NCDOT, Fares

Guilford County Transportation and Mobility Services (TAMS)

Guilford County Transportation and Mobility Services (TAMS) provides demand response transportation service to the general public residing in Guilford County. Services are operated by MV Transportation, Inc. (MV), a private company that specializes in the provision of transportation through contract. TAMS operates a fleet 53 vehicles, primarily owned by the contractor. The fleet is comprised of sedans, van conversions, and van cutaways.



Schedule and Service Area

Service is provided Monday through Friday from 6:00 a.m. to 9:00 p.m. to the general public. Transportation for older adults is available for free from 6:00 a.m. and 9:00 p.m. Monday through Friday. Transportation is provided primarily to origins and destinations within Guilford County, however, additional services beyond the county limit is provided by special request. Employment transportation is available 24 hours a day.

Fare Structure and Eligibility

Fares are \$1.60 for the general public. In addition the system provides rides to program services for the Piedmont Triad Council of Governments Area Agency on Aging and Medicaid. These trips are fully subsidized and conducted at no charge to the client.

Scheduling

A one day advanced notice is required for trip reservations, but same day trips are available if seats are open.

Coordinated Transportation

TAMS coordinates with other agencies to provide trips on a contractual basis. These contracts include coordination with the Alamance County Transportation Authority (ACTA) to provide Medicaid trips as well as local human service agencies who use TAMS to transport employees to work, senior to senior centers, and other medical trips. TAMS also works with Greensboro Transit Authority (GTA) and City of High Point (Hi-tran) to purchase multi-ride passes.

Funding

TAMS receives funding from a variety of sources:

- ◆ Title III
- ◆ NCDOT
- ◆ EDTAP
- ◆ GTA
- ◆ Fares
- ◆ Veterans
- ◆ Medicaid

In 2007, revenues from Medicaid comprised the largest source of income, with \$1,412,033. The next largest sources of revenue were \$320,738 from NCDOT, \$243,275 from Title III, and \$130,084 from NCDOT's EDTAP program.

A summary of TAMS service characteristics is found in Exhibit III-4.

**Exhibit III-4.
TAMS Service Characteristics**

Guilford County Transportation & Mobility Services	
Programs:	Transportation
Client Eligibility:	General Public
Hours/Days of Service:	6:00 a.m. to 9:00 p.m. Monday – Friday
Mode of Services:	Curb-to-Curb Demand Response
Transportation Staff:	1 Director 3 Administrative staff 65 Drivers 3 Dispatchers/Schedulers 4 Maintenance Personnel
Annual Trips Provided:	263,340
Annual Transportation Cost:	\$5,343,838
Cost per Passenger Trip:	\$20.29
Funding Sources for Transportation:	Title III, FTA ,NCDOT, EDTAP, GTA, Fares, Veterans, Medicaid

Davidson County Transportation System

The Davidson County Transportation System (DCTS) provides demand response transportation service to the general public and human service agency clients in Davidson County. Service is provided across the county on a subscription and casual reservations basis.

Schedule and Service Area

Service is provided Monday through Saturday from 6:30 a.m. to 5:00 p.m. Saturday service primarily consists of dialysis trips that are provided by a third party contract (a local taxi company).

Service is generally limited geographically to Davidson County, however, DCTS will travel out-of-county for Medicaid trips.



Fare Structure and Eligibility

Service is open to the general public. DCTS also provides community/human service transportation in Davidson County. Peak period demand, particularly from human service agencies, creates some capacity constraints within the system; as a result, reservations for casual demand response trips are limited to specific hours of the day (between 8:00 a.m. to 10:30 a.m. and again from 1:00 p.m. to 3:00 p.m.). The charge is \$1.00 per one-way trip and available to the general public.

Scheduling

A two-day minute advanced notice is required for trip scheduling.

Coordinated Transportation

DCTS provides transportation to local human service agencies through contracts. DCTS has a contract with the Davidson County Department of Social Services for the provision of Medicaid transportation services. Also, a service contract currently exists between DCTS and the Davidson's Day Reporting Center (DDRC) to coordinate transportation services for DDRC clients who are identified as needing services and residing in Davidson County. DCTS contracts Saturday service for dialysis with a local taxi company.

DCTS also coordinates with PART. The two systems facilitate transfers at a Thomasville park-and-ride lot.

Funding

DCTS receives fund through the established human service agency contracts, collected fares, vehicle leasing, County Funding, Medicaid, and Section 5311. In 2007, contracts and fares accounted for \$256,128 in revenue. Section 5311 and the States' Rural Operating Assistance Program Assistance totaled \$501,707 in revenue. Davidson contributed over \$99,000 in funding to be applied as local match.

**Exhibit III-5.
DCTS Service Characteristics**

Davidson County Transportation System	
Programs:	Transportation
Client Eligibility:	General Public
Hours/Days of Service:	6:30 a.m. to 5:00 p.m. Monday – Friday Saturday Dialysis Transportation by Request
Mode of Services:	Curb-to-Curb Demand Response
Transportation Staff:	1 Director 4 Administrative staff 1 Dispatchers/Schedulers 8 Drivers 4 Maintenance Personnel
Annual Trips Provided:	62,899
Annual Transportation Cost:	\$980,2320
Cost per Passenger Trip:	\$15.58
Funding Sources for Transportation:	Human Service Contracts, Fares, Vehicle Leasing, County Funding, Medicaid, Section 5311

Regional Coordinated Area Transit System

The Regional Coordinated Area Transportation System (RCATS) works in conjunction with the Randolph County Senior Adults Association (RCSSA) to provide transportation within Randolph and Montgomery Counties. The system provides curb-to-curb transportation services and is open to the general public.

Schedule and Service Area

RCATS provides transportation from 6:00 a.m. to 6:00 p.m. Monday through Friday. Dialysis transportation is provided on Tuesday and Thursday. Special request trips may be scheduled to other areas (outside the two-county service area) by request.



Fare Structure and Eligibility

The service utilizes a distance-based fare for the general public. Within Asheboro and Troy fares are \$1.00. Within Randolph and Montgomery Counties fares are \$2.00. Intra-county fares are \$5.00.

In addition to general public services, RCATS provides contracted services for local agency clients. These rates are based on the use of NCDOT's fully allocated cost model.

Scheduling

Trips may be scheduled up to 14 days in advance, but must be scheduled a minimum of 24 hours prior to the requested pick up date.

Coordination

RCATS provides transportation for numerous human service agencies. The following list outlines RCATS provides service coordination with the following organizations:

- ◆ RCSAA
- ◆ Randolph County Department of Social Services
- ◆ Sandhills Center for Mental Health
- ◆ North Carolina Division of the Blind
- ◆ North Carolina Division of Vocational Rehabilitation Services
- ◆ ARC Services
- ◆ Asheboro Day Care
- ◆ Asheboro Housing Authority
- ◆ Autumn Care of Biscoe
- ◆ BMA Dialysis and Da'Vita Dialysis Care
- ◆ Clapp Convalescent Home
- ◆ Country Manor Rest Home
- ◆ JR's Transport
- ◆ Montgomery County Council on Aging
- ◆ Montgomery County Department of Social Services
- ◆ Montgomery County Health Department
- ◆ Montgomery County Living Skills
- ◆ Montgomery County Veterans Services
- ◆ Randolph County Health Department
- ◆ Randolph County Veterans Affairs
- ◆ Randolph Vocational Workshop
- ◆ Richmond Interagency Transportation
- ◆ Troy-Montgomery Senior Center

Funding

The funding sources for RCATS includes state and county government revenues, contract revenues, Title III-B, fares, and NCDOT grants, including Rural General Public (RGP) funding and EDTAP funding. NCDOT funding provides almost 50 percent of RCATS total revenue with \$423,748 in FY 2008. Human service agency contract revenue was the second largest funding source, totaling \$226,937 in FY 2008.

**Exhibit III-6.
RCATS Service Characteristics**

Regional Coordinated Area Transit System	
Programs:	Transportation
Client Eligibility:	General Public
Hours/Days of Service:	6:00 a.m. to 6:00 p.m. Monday - Friday
Mode of Services:	Curb-to-Curb Demand Response
Transportation Staff:	1 Director 4 Administrative staff 28 Drivers 1 Dispatchers/Schedulers
Annual Trips Provided:	75,588
Annual Transportation Cost:	\$1,165,737
Cost per Passenger Trip:	\$15.42
Funding Sources for Transportation:	NCDOT, United Way, Home and Community Care Grant, Randolph County, Fares

Winston-Salem Transit Authority

Winston-Salem Transit Authority (WSTA) provides public transportation to the city of Winston-Salem, Kernersville, and Forsyth County. WSTA provides a variety of transportation services including the WSTA fixed route service and the Trans-AID paratransit service. WSTA currently contracts with Veolia Transportation to provide management services to operate its fixed route and Trans-Aid paratransit services.



Schedule and Service Area

WSTA operates fixed route service from 5:30 a.m. to 12:00 Midnight. on weekdays, and from 5:55 a.m. to 7:00 p.m. on Saturdays. A total of 26 routes are operated during weekday daytime periods. Eighteen routes are run on Saturdays. Eight routes are operated during the weekday evenings.

Fare Structure and Eligibility

Fares are \$1.00 for the general public. Older adults and individual with disabilities who are eligible for Trans-Aid and are charged a fare of \$0.50.

Scheduling

Trans-Aid trips may be scheduled from 8:00 a.m. to 5:00 p.m. Monday through Friday. Calls placed on the weekend are directed to an answering machine for scheduling on Monday morning prior to the beginning of the service day. The system operates on a next-day advance reservation basis, meaning that a customer must call the day prior to the requested day of travel before the 5:00 p.m. deadline.

Coordinated Transportation

Through PART, the WSTA system is coordinated with area public transportation providers. PART express buses provide connections with other fixed route and demand response transit systems in the region. On occasion, Trans-Aid arranges with nearby paratransit systems for passenger transfers.

Funding

WSTA revenues consist of federal and state funding, local fares, and the mass transit tax fund. In 2008 Intergovernmental transfers accounted for \$3,912,540 for the operating budget. Fare revenue totaled \$2,590,990. The mass transit tax fund generated \$4,170,710. Miscellaneous funding sources contributed \$129,130 in revenues.

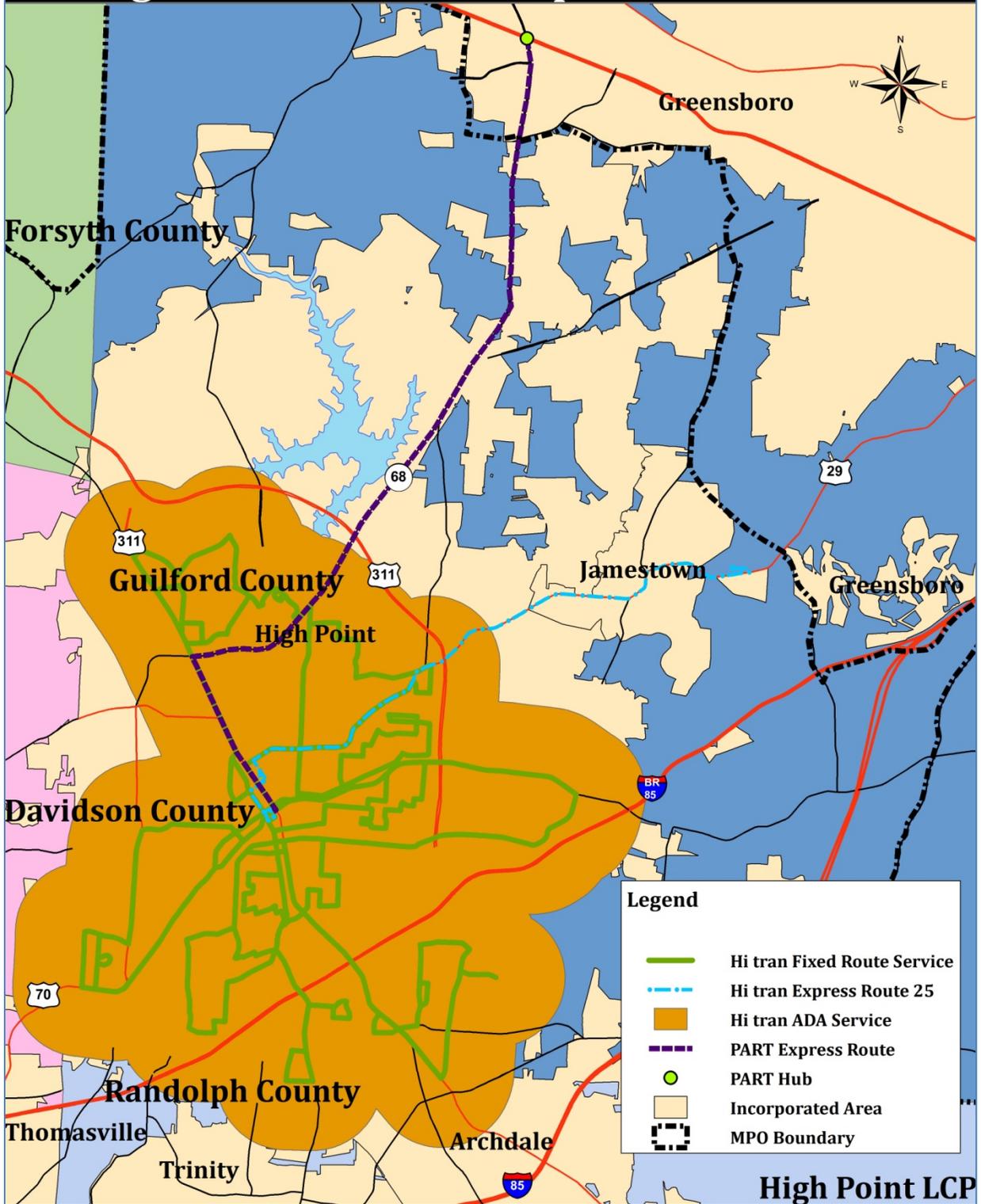
**Exhibit III-7.
WSTA Service Characteristics**

Winston-Salem Transportation Authority	
Programs:	Public Transportation
Client Eligibility:	General Public
Hours/Days of Service:	5:30 a.m. to 12:00 Midnight Monday - Friday 5:55 a.m. to 7:00 p.m. Saturday
Mode of Services:	Fixed Route and Curb-to-Curb Demand Response
Transportation Staff:	
Annual Trips Provided:	Fixed Route: 2,957,172 Paratransit: 132,403
Annual Transportation Cost:	Fixed Route: \$10,920,777 Paratransit: \$2,097,295
Cost per Passenger Trip:	Fixed Route: \$3.69 Paratransit: \$15.84
Funding Sources for Transportation:	Federal, State, NCDOT, Fares, Tax Fund

SUMMARY OF PUBLIC TRANSIT SERVICES

Exhibit III-9 provides a summary of public transportation services in and adjacent to the High Point MPO service area. Hi tran provides the majority of service within the service area, and there is PART express services. The ADA complementary paratransit service is similarly shown, based on Hi-tran classifications of routes. Additionally, the location of the PART hub, located just outside the MPO service, is also shown.

Exhibit III-9 High Point Public Transportation Services



HUMAN SERVICE AGENCIES

Based on existing records, plans, studies, and previous outreach efforts conducted by the City of High Point and the High Point MPO, a list of human service agencies was compiled. These agencies include traditional county-based (with state and Federal financial support) agencies, nonprofit organizations that serve the target populations (low income, the elderly, and individuals with disabilities), and a number of nursing homes and short- and long-term care facilities, as follows:

- ◆ Lifespan
- ◆ ADS - East
- ◆ ADS-South
- ◆ Adult Health Center
- ◆ Child Health - High Point
- ◆ Child Health - Meadowview
- ◆ Child Health - Wendover
- ◆ Main Street Women's Health
- ◆ After Gateway
- ◆ Bell House
- ◆ Destiny House
- ◆ Sanctuary House
- ◆ Crossroads
- ◆ Elm Tower Senior Center
- ◆ Emmanuel Enrichment Center
- ◆ Mt. Zion Senior Center
- ◆ New Light
- ◆ Roy Culler Center
- ◆ Senior Resources of Guilford
- ◆ City of High Point Parks & Recreation VIP Group
- ◆ Triad Adult Daycare
- ◆ Guilford County Dept. of Social Services
- ◆ Guilford Technical Community College
- ◆ Latino Family Center
- ◆ World Relief
- ◆ Key Valet
- ◆ The Oaks Of Thomasville, LP
- ◆ Southern Assisted Living, LLC
- ◆ Elm Villa, LLC
- ◆ Southern Assisted Living, LLC
- ◆ Southern Assisted Living, LLC
- ◆ McCubbins Real Estate Group, LLC
- ◆ Piedmont Christian Home, Inc.
- ◆ Southern Assisted Living, LLC
- ◆ Wesleyan Arms Retirement Center
- ◆ North Pointe Partners, LLC
- ◆ Bennett's Family Care Services, Inc.

- ◆ Dream Makers Assisted Living Services Inc.(Day Program)
- ◆ The Green Center of Growth and Development
- ◆ 1st Choice Health Services Consulting, LLC
- ◆ Agape Homes, Inc.
- ◆ Alcoholic's Home, Inc. - 'House of Prayer'
- ◆ All About You Residential Home Care LLC
- ◆ Allie's Loving Heart
- ◆ Brentwood Group Home
- ◆ Broadstone Place
- ◆ Broadstone Place II
- ◆ Caring Services, Inc.
- ◆ Caudill Home
- ◆ Chisholm Homes I
- ◆ Companions on the Journey, Inc.
- ◆ Destiny House
- ◆ Disability Management Services
- ◆ Edgewood Group Home
- ◆ Foster's Care Facility LLC
- ◆ Guilford County Community Connections, Inc.
- ◆ Guilford County Treatment Facility
- ◆ Hampton Drive Group Home
- ◆ High Point Vocational Center
- ◆ Highbrook Place
- ◆ Inner Growth Group, LLC
- ◆ Jones Supervised Living
- ◆ Lanier Home
- ◆ Majestic Solutions, LLC
- ◆ Manning Home
- ◆ Mercy Home Services, Inc.
- ◆ New Beginnings Resources, LLC
- ◆ OSA Assessment & Counseling Service
- ◆ Our Home - High Point
- ◆ Peguese Home
- ◆ Preparing Adults and Children to Excel, Inc.
- ◆ Quality Care III
- ◆ Regency Rehabilitation Center
- ◆ Sister's of Loving Care Home
- ◆ Successful Start
- ◆ Successful Start LLC
- ◆ Successful Transitions LLC-Residential Home II-level III
- ◆ Successful Transitions, LLC Residential Home Level III
- ◆ The Anderson Home
- ◆ The Arc of High Point - Andrea Drive
- ◆ The Arc of High Point - Corvair Drive
- ◆ The Arc of High Point - Dogwood Circle
- ◆ The Arc of High Point, Inc.-ICF/MR

- ◆ The Guilford County Resource and Referral Center
- ◆ UMAR-Ervin
- ◆ Adult Day & Respite Care Center
- ◆ The Guilford County Resource and Referral Center
- ◆ UMAR-Ervin
- ◆ Adult Day & Respite Care Center
- ◆ Asheboro Home
- ◆ Daymark Recovery Services Archdale Center

An address, contact, and e-mail listing (where available) was compiled for each organization.

Outreach efforts consisted of the following activities:

- ◆ **Community Outreach Meeting** – A community outreach meeting was held at the main branch of the City of High Point’s Library to solicit input on transportation needs of the target populations. All agencies listed on the above list were sent either an e-mail invitation or extended a letter of invitation sent via regular mail to attend the meeting. (A summary of the meeting is described in the next section.)
- ◆ **Survey of Needs** – All parties on the list were provided an opportunity to participate in a survey that was designed to document service characteristics of any client transportation services that may be operated by the organization and to solicit input on existing coordination strategies an unmet needs among their client populations.
- ◆ **Direct Telephone Interviews** – In some cases, direct telephone interviews were conducted with key organizations to solicit input on study needs.

Results from these efforts are documented in subsequent sections of this report and/or in appendices.

Section IV:

Needs Assessment



SECTION IV: NEEDS ASSESSMENT

INTRODUCTION

This section provides a comparative analysis of the supply of existing public transit and community transportation services with the perceptions of unmet needs expressed by a variety of sources and data collection efforts conducted as part of this study.

METHODOLOGY

Six sources were consulted in preparing this subjective assessment of unmet transportation needs in the High Point MPO service area for older adults, individuals with disabilities, and people with low incomes. These sources included, but were not necessarily limited to:

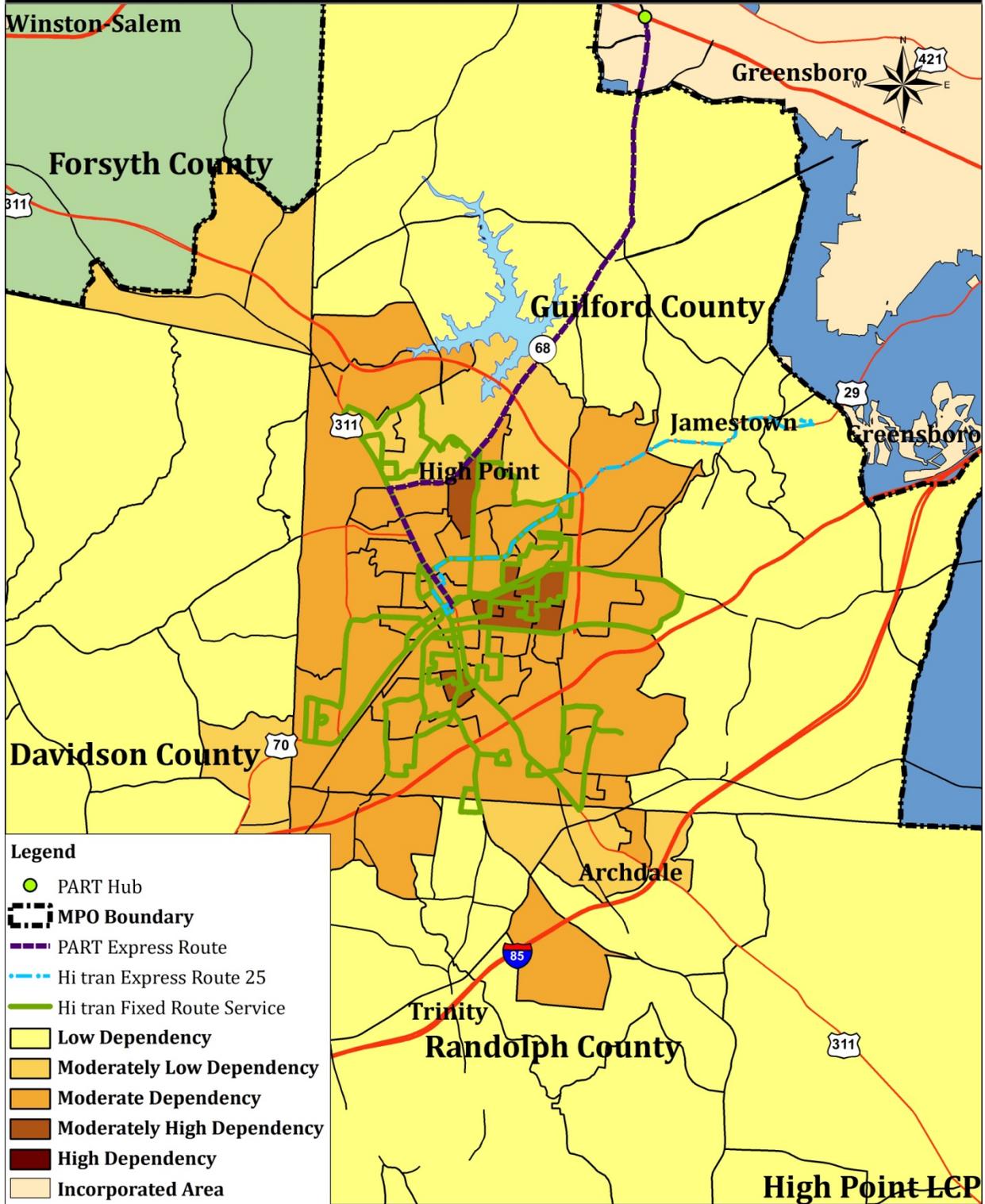
- ◆ Subjective spatial and temporal analysis of the coverage provided by existing public transit services in the High Point MPO service area;
- ◆ Geographic analysis of the locations/concentrations of the three target populations (see Section II);
- ◆ Results from a series of subjective questions on an online survey of human service agencies;
- ◆ Input received from a stakeholders workshop held on March 22, 2011;
- ◆ Selected telephone interviews conducted with area transportation providers; and
- ◆ Existing plans and studies that previously identified unmet transit needs in the survey area.



SUBJECTIVE ASSESSMENT OF EXISTING TRANSIT SERVICES AND CONCENTRATIONS OF TRANSIT DISADVANTAGED POPULATIONS

In this analysis, the route coverages depicted in Section III were compared to the various maps presented in Section II. In Exhibit IV-1, this overlay is depicted for the composite index and existing scope of fixed route and ADA paratransit services in the study area.

Exhibit IV-1: Comparison of Existing Services & Transit Oriented Riders



As the exhibit indicates, there are three areas in the service area that indicated high concentrations of older adults, individuals with disabilities, and people with low incomes. The concentration located just east of the downtown area has extensive route network coverage, as does the area to the south of downtown. There is lesser coverage in the area to the north of downtown, with only Route 13 crossing the border of this zone.

Other areas in the City that display moderately high concentrations of transit disadvantaged populations are also well served based on this visual comparative assessment. Other specific populations are examined below:

Fixed Route Public Transit and Services for Older Adults

Zones with high concentrations of older adults are distributed throughout the High Point MPO study area, with the most predominant zones to the northwest, north, west, and south of the downtown area. Additionally, high concentrations of older adults are also located in the Thomasville area in Davidson County (see Exhibit II-5).

Some of the need for older adult transportation service in the Thomasville area has been addressed with the introduction of the Thomasville Circulator, operated by the Davidson County Transportation System (DCTS) in January 2011. Additionally, areas of southwest Guilford County, which show moderate levels of older adults, are served by Guilford County TAMS.

Thus, while Hi tran services may not address all high concentrations of the elderly in the MPO study area, the availability of other services provide good geographic coverage in these areas.

Fixed Route Public Transit and Services to Individuals with Disabilities

Zones with concentrations of individuals with disabilities are located in the downtown core area and extend north/northwest – areas well served by Hi-tran routes. There is one high concentration in the northern part of the core service area that lies outside of fixed route coverage; however, most of this zone is within the ADA service area (See Exhibit II-9).

Fixed Route Public Transit and Services to People with Low Incomes

Zones with concentrations of people with low income are found primarily in the downtown High Point area (see Exhibit II-10). Hi-tran fixed route service is extensive in these high concentration areas. Even moderately high concentrations of individuals below the poverty level reside in areas that receive excellent Hi-tran route coverage.

Other areas with moderate concentrations of people with low incomes are within the service areas of DCST or RCATS and have access to public transit through these providers.

Summary

Geographic comparison with map exhibits from Section II and the locations of existing public transit services – from Hi-tran and other community transportation programs – reveals that almost all areas found to have high concentrations of the target populations are well-served by existing public transit resources.

INTERVIEWS WITH OTHER PROVIDERS

The High Point MPO study area is comprised of large areas within the respective service areas of these two provider organizations. Selected interviews were held with other transportation providers to ensure that the neighboring community transportation programs in Randolph and Davidson Counties were addressed in this assessment.

Davidson County Transportation System

Davidson County Transportation System (DCTS) staff reported that some coordination occurs between their system and Hi tran and that DCTS does a good job coordinating human service agency programs in Davidson County. Additionally, the County reports that effective January 3, 2011, DCTS began a new circulator service in Thomasville.

In terms of unmet needs and/or potential demand in the northwest portion of Davidson County that is included in the project study area, DCTS officials noted that they are seeing increased levels of requests for medical trips to the facilities associated with Cornerstone Health Care located on Westchester Drive in High Point. Due to demand, DCTS believes there are opportunities to create a transfer point to facilitate transport of individuals who wish to travel from Davidson County to these facilities.

DCTS did acknowledge that most of their medical related transportation request (that are Medicaid funded) for out-of-county destinations are handled via a third party contractor (a taxicab firm located in Thomasville).

Finally, DCTS officials stated they get occasional requests for travel to medical facilities at a location between High Point and Greensboro on Premiere Drive that is neither served by Hi tran or GTA.

Regional Coordinated Area Transit System

Regional Coordinated Area Transit System (RCATS) officials stated that the Archdale/Trinity area is the fastest growing area within their service area and that these communities were part of the High Point MPO service area. Demand for senior transportation is particularly acute; RCATS reported that they now dedicated three vehicles exclusively for senior transportation in Archdale alone.

RCATS reports that, historically, some services for individuals with disabilities were similarly constrained due to a waiting list for enrollment in a comprehensive education program at Randolph Community College (RCC); however, this demand has been mitigated somewhat with extension of these programs at RCC's Archdale campus.

RCATS also reported that the system has capacity constraints during peak periods where demand from agency contract clients consumes most of the system's capacity. Expansion of system capacity was reported to be the top unmet need in the system. RCATS reports that demand for casual demand response trips is increasing, particularly among older adults greater than 70 years of age. Dialysis service to facilities in Archdale is also an increasing element of their overall service.

RCATS occasionally coordinates with Guilford County TAMS to transport clients into Guilford County. Additionally, RCATS has been in discussion with Davidson County about coordinating a new service to Salisbury, NC. At present, RCATS goes to the VA Hospital in Salisbury once a week. Other out-of-county service includes once a week service to Winston-Salem (Thursday) and Durham/Duke University Medical Center/Butner (Friday).

STAKEHOLDERS WORKSHOP

Workshop Format

A Stakeholders Workshop was held on March 22, 2011 in an accessible facility (City of High Point Public Library, located at 901 North Main Street in High Point) to solicit input on unmet needs, potential strategies, and preferred solutions for mobility problems of older adults, individuals with disabilities, and people with low incomes.

The City of High Point was responsible for advertising the workshop. The consultant team was responsible for direct invitations (both e-mail and regular mail), based on a mailing list of transit providers, private sector transportation providers, and human service agencies compiled by the City and the North Carolina Department of Transportation. Invitation materials are provided in Appendix 4 of this report.

During the workshop, the project consultant presented information on current transportation resources, demographic information, and solicited input on how best to address unmet needs. An attendance list of those present is contained in Appendix 5.

Unmet Needs

Stakeholders were given an opportunity to express their opinions on unmet needs in the service area. The project consultant documented each participant's observations and all comments were posted for further consideration by attendees. These needs include:

- ◆ Extended service hours so that individuals can access 2nd and 3rd shift employment opportunities. Two specific areas where service was deemed to be needed included:
 - NC 68 corridor/Eastchester area
 - Industrial areas (High Point)
- ◆ Travel training/passenger assistance programs that facilitate use of the Hi tran fixed route systems by individuals who are unfamiliar with the system or who cannot independently navigate the system on a consistent basis.
- ◆ Extend Hi tran evening fixed route service, creating consistent scheduling of fixed route availability throughout the Triad area. Participants noted that hours of service vary considerably between GTA, Hi tran, PART, and WSTA.
- ◆ Creation of customer friendly service policies that permit usage of existing services for persons wishing to shop and transport multiple bags during their transport. Participants cited policies that limited the number of bags a customer could carry on-board vehicles which limit use of transit for shopping trips. Participants further stated that this forces customers to use more expensive taxicab service for these routine shopping trips.
- ◆ Participants noted that veterans in the study area needed access to the W.G. (Bill) Hefner VA Medical Center located in Salisbury, NC (Rowan County). While the Salisbury facility was the primary destination of travel cited, it was also noted that there are occasional demands to travel to other VA facilities in Durham and Winston-Salem.
- ◆ Several attendees cited that lack of customer information regarding all available public transit resources in the service area and suggested that the creation of a Regional Mobility Manager's position at PART.
- ◆ Participants cited the need to extend evening service for Dial-a-Lift services (even if there is no corresponding extension of fixed route services). Attendees stated that social activities during the evening are extremely limited for individuals with disabilities due to the lack of evening paratransit services in High Point.
- ◆ Stakeholders cited the need for increased transit services for employment to destinations outside the Hi tran service area. This need is particularly acute for individuals with disabilities.
- ◆ Participants noted that older adults, particularly those with limited English proficiency, have difficulty using existing transit resources. Hi tran officials noted they have an existing LEP policy that meets FTA standards in this regard, however, that other providers, particularly in the human service agency community, may not have addressed this problem.

AGENCY SURVEY RESULTS

In conjunction with this survey, the consultant also posted an on-line survey designed to capture information about human services agencies that provide, purchase or were interested in coordinating transportation in the High Point MPO study area. While the majority of the survey content was designed to solicit information on the manner in which the organization provided transportation, all respondents were asked to respond to some general questions regarding unmet needs. These responses are summarized in this section.

Most Useful Elements of the Existing Transportation Network

Agencies were asked to identify how useful various existing public transit options were in meeting their clients' transportation needs.

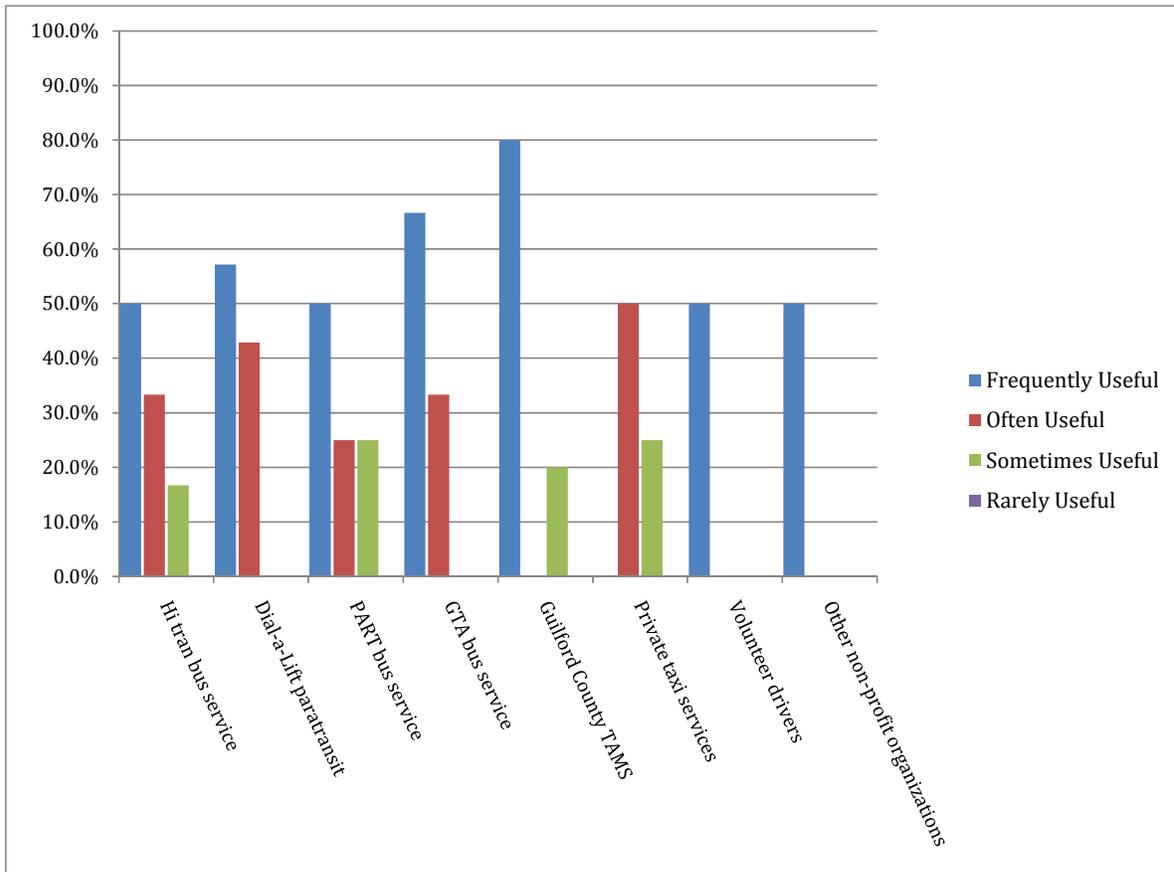
Choices included:

- ◆ Hi tran bus service
- ◆ Dial-a-Lift paratransit
- ◆ PART bus service
- ◆ GTA bus service
- ◆ Guilford County Transportation and Mobility Services (TAMS)
- ◆ Private taxi services
- ◆ Volunteer drivers
- ◆ Other transportation provided by non-profit organizations
- ◆ Other

Approximately 61.5 percent of the respondents answered this question. Respondents were asked to rate each type of transit provider on a ranked scale (1 to 5) with 5 representing "Frequently Useful" with 1 representing "Not Very Useful."

Exhibit IV-2 shows the results of this question. The survey response suggests that most respondents found that Guilford County TAMS was the provider that was found to be the most useful to the agency respondents. This result is not unexpected, as most agencies serve Guilford County (as opposed to just the High Point MPO study area) and that TAMS was established primarily to coordination agency transportation.

**Exhibit IV-2.
Most Useful Elements of the Existing Transportation Network**



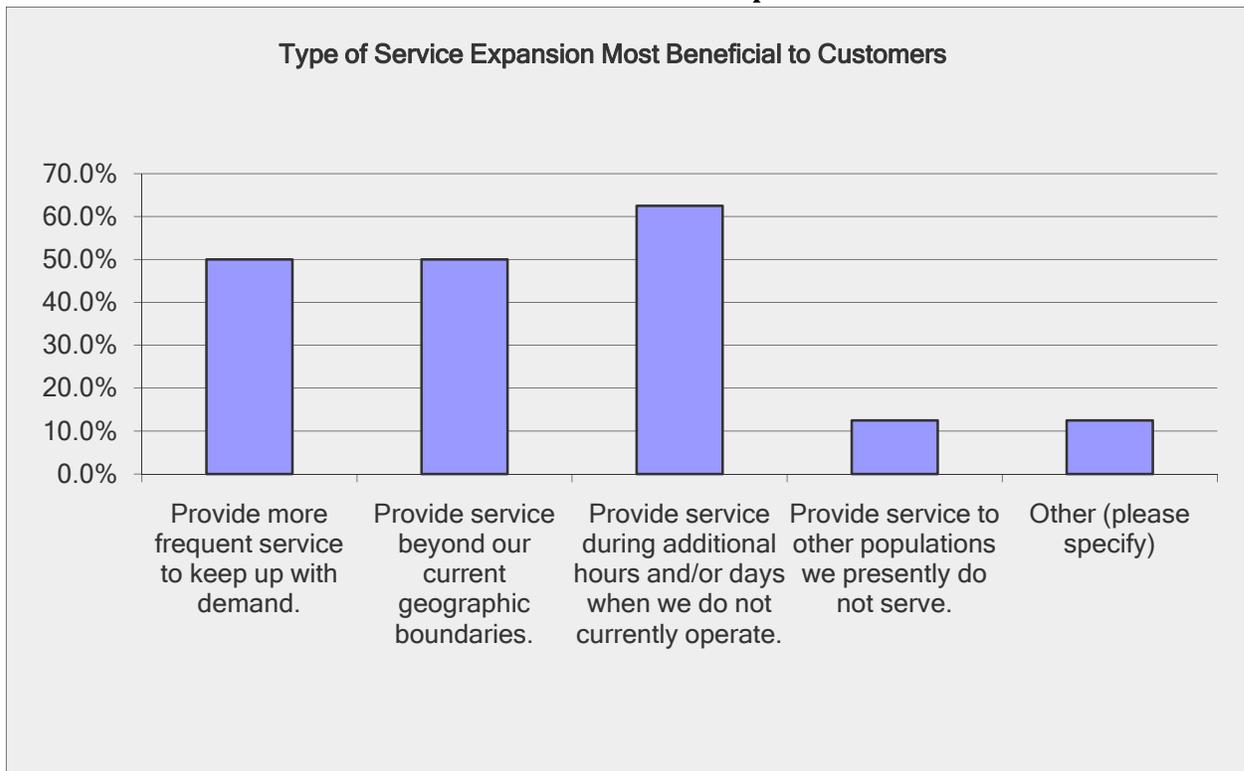
Most Beneficial Service Expansion

Respondents were also asked to indicate that “If you had additional resources, what type of service expansion would most benefit your customers?” Multiple answers were permitted. Most respondents indicated that they would provide service during additional hours and/or days when the organization does not currently operate (Exhibit IV-3).

Coordination

The survey asked if the organization was involved in any level of coordination. Only 54 percent of the responding agencies answered this question. Of those respondents, 57 percent indicated that they do not coordinate their client transportation services with other organizations.

**Exhibit IV-3.
Most Beneficial Service Expansion**



Type of Coordination Efforts

If the respondents answered “Yes” to the previous questions, the agency was then asked what type of coordination efforts were used. One-half of the respondents indicated that they use “Information and Referral” while the other one-half indicated that they purchase bus tickets or taxi services to support client transportation services.

Issues Encountered in Coordination Efforts

The next question was a multiple choice question (with multiple answers permitted that asked “What issues, if any, have your coordination efforts encountered?” Respondents indicated the following issues have been encountered:

- ◆ Statutory barriers on pooling funds
- ◆ Restrictions placed on the use of vehicles
- ◆ Liability/insurance concerns
- ◆ Unique characteristics of client population

It should be noted that many survey respondents did not address this question as they were not engaged in any coordination efforts.

Greatest Barriers to Mobility

Respondents were asked to choose “What do you see as the greatest barrier to mobility in your service area?” There were multiple answers and respondents were asked to select just one answer. Potential responses included:

- ◆ Lack of public transportation
- ◆ The cost of existing transportation services
- ◆ The hours and days of service do not meet our needs
- ◆ Eligibility restrictions imposed by various human service agencies
- ◆ Funding to support transportation
- ◆ Lack of affordable private sector transportation service
- ◆ Turf/jurisdiction issues among communities in our area
- ◆ Other

While only 38 percent of the respondents chose to answer this question, those agencies that did respond were unanimous. One hundred percent of the respondents indicated that funding to support transportation was the greatest obstacle to mobility.

OTHER PLANS AND STUDIES

City of High Point Public Input Action Plan

In Spring 2008, the City of High Point conducted two public forums to solicit input on needed transit services in the High Point/Hi tran service area. The resulting “Public Input Action Plan” noted that the majority of the persons present at the two forums were individuals representing a special interest group who typically use the Dial-A-Lift service, and many of these individuals attended both meetings.

The resulting input was summarized into an Action List for both Hi tran and PART services. The list for Hi tran included 16 recommendations while the list for PART included nine items. Not all recommendations were directly related to improvements that would directly benefit the elderly, persons with low income, and individuals with disabilities. However, it can be argued that any improvements to Hi tran service that benefits the general public could potentially benefit members of the target populations of this study. Relevant findings include:

- ◆ Extend bus hours until 9:00 p.m., 9:30p.m., or 10:00 p.m., including
 - More Dial-a-Lift service on Saturday; and
 - Add Sunday Service for both Hi tran and Dial-A-Lift.

- ◆ Need better ways to purchase tickets.
- ◆ Add more bus routes (*e.g.*, including expansion of the Dial-a-Lift service area), including 14 specific suggestions for fixed route service;
- ◆ Need for outlying transfer centers (as opposed to the Downtown Terminal).
- ◆ Need more “Free” days.
- ◆ Need a group to meet and give feedback on service issues.
- ◆ Better customer service, including:
 - More driver sensitivity training, especially working with individuals with disabilities;
 - Hi tran needs to give passengers courtesy passes (free passes); and
 - Drivers should let passengers be seated before taking off.
- ◆ Need to improve dissemination of information/meet needs of varying disabilities.
- ◆ Need bus stop improvements, including:
 - Check accessibility of bus stop at Morehead Court (sidewalk broken up);
 - More shelters/benches at bus stops’
 - More bus stops; and
 - Bus stop pads for wheelchair users.
- ◆ Need more sidewalks/accessible pathways.

PART Regional Transportation Development Plan

This recently completed regional plan (November 2010) contains several recommendations relative to the High Point MPO service area. These recommendations include:

- ◆ Increase the Hi tran weekday span of service to 14 hours on all routes (this would result in a corresponding increase of Dial-a-Lift service as well).
- ◆ Increase Hi tran Saturday span of service to 12 hours (again, this would result in a similar increase in Dial-a-Lift Saturday service).
- ◆ Initiate some limited Sunday service (2 routes).
- ◆ Initiate several new flex routes along designated corridors (connector route on NC 68 between Hi tran Downtown Terminal and PART hub and on Lexington Crosstown from Chestnut to US 311).

Section V:

Potential Strategies to Address Needs



SECTION V: POTENTIAL STRATEGIES TO ADDRESS NEEDS

OVERVIEW

Section IV outlined unmet needs and service gaps in the transportation network in the High Point MPO study area for the three target populations: older adults, individuals with disabilities, and people with lower incomes. The strategies suggested in this section address those needs and gaps. Additionally, the strategies are specifically targeted to those service concepts that are eligible for funding under the three respective FTA funding sources identified in Section I.

The study consultant utilized the previous input from project officials, results from selected stakeholder interviews, geographical analysis of existing demographics and transit services, survey results, past plans and studies, and comments received at a stakeholders meeting to formulate these strategies and tailor them to the High Point MPO study area.

Priorities among this group of strategies, discussed in Section VI, will be used to guide future funding decisions for the JARC, New Freedom, and Section 5310 programs.

A brief overview of unmet needs and gaps in the High Point MPO study area (as documented in Section IV) followed by an overview of strategies that address these needs are provided below.

SUMMARY OF UNMET NEEDS

Spatial and Temporal Analysis of Existing Transportation Services

A subjective analysis of existing public transportation services and geographic concentrations of the target populations indicates that Hi tran services provide excellent coverage to areas with the highest concentrations of older adults, individuals with disabilities, and people with low incomes. Most of these areas were in the urban core where Hi tran operates.

Lower concentrations of the target populations were found outside the Hi tran service area. These areas include southwest Guilford County, northwest Randolph County, and northeast Davidson County. All of these areas are within the geographic service areas of various community transportation programs, including Guilford County Transportation Access and Mobility Services (TAMS), Davidson County Transportation System (DCTS), and the Regional Coordinated Area Transportation System (RCATS). Thus, for a spatial perspective, it is reasonable to conclude that the scope of existing public transportation services provides satisfactory coverage of those areas known to have high concentrations of the target populations.

There are, however, some issues. Previous analysis shows:

- ◆ There are temporal (*e.g.*, specific hours of the day) issues with capacity on some of the community transportation providers.
- ◆ There are temporal issues with Hi tran service, particularly with evening hours and weekend service.

Additionally, participants in the stakeholders workshop expressed similar need for evening services to facilitate access to second and third shift employment opportunities. Stakeholders also noted that traveler mobility would be enhanced if evening hours were extended to match those in other urban centers in the Triad, such as GTA and WSTA.

Participants also specifically cited the need to extend evening service for Dial-a-Lift services (even if there is no corresponding extension of fixed route services).

These findings are consistent with those provided in the human service agency survey. When asked what type of expansion of service would most enhance client mobility (funding notwithstanding), respondents indicated that they would provide service during additional hours and/or days when the organization does not currently operate.

The City's own "Public Input Action Plan" included recommendations to extend fixed route bus hours until 9:00 p.m. or later and suggested that additional Dial-a-Lift service was needed on Saturday.

Finally, the Regional Transit Development Plan include both temporal recommendations (extended evening, extended Saturday, and limited Sunday service) and some extension of express services to facilitate connectivity.

Connectivity Issues

In several instances in Section IV, connectivity issues were identified as limiting the mobility of individuals within the target groups but also members of the general public.

For example, the community transportation provider in Davidson County stated they get occasional requests for travel to medical facilities at a location between High Point and Greensboro on Premiere Drive that is neither served by Hi tran nor GTA. The Regional Transit Development Plan, there were recommended several new flex routes along designated corridors (connector route on NC 68 between Hi tran Downtown Terminal and PART hub and on Lexington Crosstown from Chestnut to US 311).

Transfer Point/Hubs

Davidson County officials believe there are opportunities to create a transfer point to facilitate transport of individuals who wish to travel from Davidson County to these facilities. While this was

not a dominant need based on the various inputs used to formulate Section IV, this type of strategy could potentially have merit in the study area and result in more cost effective intra-regional travel.

Capacity Expansion Strategies

In some of the outlying areas of the High Point MPO study area served not served by Hi tran, existing community transportation providers states they have capacity constraints at peak periods. The ability to meet other than agency demand during peak periods is difficult.

Because of these issues, any potential strategy that would expand transit services to the general public, regardless of mode, would likely benefit the target populations.

Travel Training/Travel Assistance Programs

During the Stakeholders Workshop, participants noted that some individuals, including individuals with disabilities, may have difficulty independently navigating a traditional fixed route bus system. Elsewhere in the country and even in other areas of the Triad, travel training/passenger assistance programs that facilitate use of the fixed route transit systems have been successfully employed to enable individuals to shift modes, thereby reducing expensive paratransit costs.

Customer Service Policy Modifications/Improvements in Communications

Several elements cited in Section IV have been consolidated under the broad heading of customer service. These strategies include potential changes in driver training programs, operating policies, and provision of an on-going mechanism for obtaining the on-going input and consultation of affected customers.

Among the issues cited:

- ◆ At the Stakeholders Workshop, participants noted that a limitation on allowable bags that can be carried on transit vehicles limited the use of public transportation as a mobility resource. Such policies are generally in place to protect other passengers and to ensure that sufficient capacity exists on-board system vehicles. Indeed, most transit systems have some policy in this regard. Some systems have responded to this challenge by operating dedicated shopping runs – without bag limitations – that have proven popular, particular with older adults.
- ◆ In the City’s “Public Input Action Plan” several items were noted that relate to customer service policies, including:
 - Increased operator training in the area of sensitivity training, particularly as it relates to customers with disabilities; and
 - Policies related to stop pull out before passengers are safely seated on a vehicle.

Another recommendation in the Action Plan cited the need to improve dissemination of information regarding service policies and service policy development, particularly as it relates to individuals with disabilities. For purposes of this report, these improvements/enhancements can be undertaken administratively as opposed to creating a strategy suitable for funding under Section 5310, 5316, and 5317.²

Finally, Stakeholder's Workshop participants noted that older adults, particularly those with limited English proficiency, have difficulty using existing transit resources. Hi tran officials noted they have an existing LEP policy that meets FTA standards in this regard, however, that other providers, particularly in the human service agency community, may not have addressed this problem. Any potential improvements in this area targeted to specific target populations could potentially be an eligible project under the JARC or New Freedom programs.

Veteran's Transportation

Participants at the Stakeholders Workshop noted that veterans in the study area needed access to the W.G. (Bill) Hefner VA Medical Center located in Salisbury, NC (Rowan County). While transportation for veterans is not a specific focus of the SAFETEA-LU coordination planning requirements, it was cited by participants. To the extent that strategies are developed to support employment transportation for veterans, this group could benefit from JARC assistance.

Regional Mobility Management

Several attendees cited that lack of customer information regarding all available public transit resources in the service area and suggested that the creation of a Regional Mobility Manager position at PART.

While there has been coordination among the Triad's transit systems (*i.e.*, the ITS deployment program, regional rideshare, etc.), there is no regional mobility management program. FTA has determined that expenses associated with mobility management activities are an eligible capital expense under all three FTA programs that are the subject of this planning process.

² Hi tran officials noted that there was no current or active disability advisory committee in place to provide input and consultation on paratransit services. ADA regulations (49 CFR part 37.137(c)) requires the City to have an on-going mechanism for consultation regarding its obligations under the ADA. The regulations require that each covered "entity shall create an ongoing mechanism for the participation of individuals with disabilities in the continued development and assessment of services to persons with disabilities." This on-going consultation requirement still applies; FTA has determined that any major service policy, eligibility, or similar change is subject to the same outreach process as was required for the original plan. Thus, a separate recommendation is proffered that the City re-establish a permanent disabilities advisory committee to assist the City in on-going enhancements of its transit services for persons with disabilities.

Employment Transportation

Participants at the Stakeholders Workshop cited the need for increased transit services for employment to destinations outside the Hi tran service area. This need is particularly acute for individuals with disabilities.

It can also be stated that some of the improvements to Hi tran fixed route service recommended in the Regional Transportation Development are also designed to improve access to employment.

Bus Stop Improvements/Accessible Pathways

The previously mentioned Action Plan also notes that various bus stops throughout the City could benefit from improvements that increase the accessibility of the stop to individuals with disabilities. These improvements include:

- ◆ Installation of shelters and benches;
- ◆ Creation of a bus stop pad that meets current ADAAG requirements; and
- ◆ Development/improvement to sidewalks/accessible pathways.

STRATEGIES FOR THE HIGH POINT MPO STUDY AREA

Exhibit V-1 summarizes key characteristics of nine broad categories and 17 potential transportation strategies proposed to address service gaps and unmet transportation needs for older adults, individuals with disabilities, and people with low incomes.

For each strategy a lead agency or “champion” has been suggested to initiate action. The entities listed represent possible lead agencies and should in no way preclude other agencies or organizations from leading an effort to address this strategy. The source (from Section IV) where the concept originates is also documented. Where possible, rough cost estimates are provided to give organizations that may contemplate developing a project of a particular type an idea of the potential financial commitment that will be needed. In other cases, the types of expenses that may be incurred are identified. Potential funding sources refer to the funding programs for which projects are likely to be eligible.

Throughout the study process, stakeholders and other key officials did not specifically cite the need to acquire additional vehicles to serve older adults and individuals with disabilities. Nevertheless, fleet resources will be required; thus, a specific strategy to acquire rolling stock under the Section 5310 program is included in the potential list of strategies.

Exhibit V-1. Summary of Potential Strategies for the High Point MPO Study Area

Strategy (to address need/gap)	Potential Lead Agency/Champion	Source of Transit Enhancement	Order of Magnitude Costs (Capital or Operating)	Potential Funding Sources	Comments
Spatial and Temporal Analysis of Existing Transportation Services					
Extended Evening Service	Hi tran	Stakeholders Workshop PART Regional TDP Public Input Action Plan	\$478,380 ¹ Plus additional paratransit cost of \$89,696 ²	General system operating costs that would not specifically be eligible for Section 5310, 5316, or 5317. Would require newly identified funding source or increased local subsidy.	Implementation of additional fixed route service would necessitate (by law) additional paratransit service that would address concerns expressed by stakeholders.
Extended Saturday Service	Hi tran	PART Regional TDP Public Input Action Plan	\$0 ³ Plus additional paratransit costs of \$8,710 ⁴	General system operating costs that would not specifically be eligible for Section 5310, 5316, or 5317.	Proposal results in a re-alignment of Saturday service that does result in an expansion of service. Only if Hi tran elected to extend service (and thereby add additional paratransit services) would this strategy expand service.
Initiate Limited Sunday Service	Hi tran	PART Regional TDP	\$46,632 ⁵	General system operating costs that would not specifically be eligible for Section 5310, 5316, or 5317. Would require newly identified funding source or increased local subsidy.	Implementation of additional fixed route service would necessitate (by law) additional paratransit service that would address concerns expressed by stakeholders.



Strategy (to address need/gap)	Potential Lead Agency/Champion	Source of Transit Enhancement	Order of Magnitude Costs (Capital or Operating)	Potential Funding Sources	Comments
Extend Weekday ADA Service Hours	Hi tran	Stakeholders Workshop Public Input Action Plan	\$89,696 ²	Section 5317, New Freedom	This strategy involves extension of Dial-a-Lift service without any corresponding increase in Hi tran fixed route service. As this service would be above and beyond statutory requirements, New Freedom funding could be used.
Service Substitution Strategies to Extend Weekday Transit Service for Individuals with Disabilities	Hi tran	Stakeholders Workshop Public Input Action Plan	Contractor provider services: \$66,938 ⁶ Cost for voucher program can be controlled and rationed by the City to fit budget constraints, therefore costs are variable.	Section 5317, New Freedom	Rather than extend Dial-a-Lift services, this strategy involves a service substitution strategy whereby the City would contract additional hours of paratransit service operation to a private contractor. Alternatively, the City could implement a evening voucher program so that individuals with disabilities could utilize existing private providers to purchase rides at a discount.
Connectivity Issues					
New Commuter Services/Flex Route	Hi tran, PART	PART Regional TDP	\$478,380 ⁷	Section 5316, JARC	JARC funding possible if route is designed for low income commuters to access jobs and employment opportunities.
New Express Routes	Hi tran, PART	PART Regional TDP	\$341,700 ⁸ Assumes "commuter" designation of route	Section 5316, JARC	JARC funding possible if route is designed for low income commuters to access jobs and employment opportunities.

Strategy (to address need/gap)	Potential Lead Agency/Champion	Source of Transit Enhancement	Order of Magnitude Costs (Capital or Operating)	Potential Funding Sources	Comments
Transfer Point/Hubs					
Create Additional Transfer P and/or Suburban Hubs to Eliminate Need for Downtown Transfers	PART, Community Transportation Programs, Hi tran	Public Input Action Plan	Cost will be dependent upon need for new construction or system utilizes existing facilities for transfer locations	This improvement typically would not be eligible for funding under any of the three programs but would be an eligible capital expense under the formula programs (both urban and rural).	The Action Plan cites the need to facilitate transfers at locations other than the Downtown Terminal. Stakeholders also noted that transfers and similar complexities associated with transit travel hinder greater use by some individuals with disabilities.
Capacity Expansion Strategies					
Expand Fleet C	Community transportation programs, nonprofit agencies	Not Applicable	\$85,000 ⁹	Section 5310, Elderly Individuals and Individuals with Disabilities Program	This strategy is primarily included to ensure that Section 5310 program funds are available to nonprofit agencies and public organizations to support transportation for the elderly and individuals with disabilities where existing transit services are insufficient, unavailable, or inappropriate.
Travel Training/Passenger Assistance Programs					
Bus Buddy Program	Hi tran	Stakeholders Workshop	Operating expense Little or no cost if implemented with volunteers	Section 5317, New Freedom	Bus buddy programs help reduce demand for paratransit services by increasing consumer knowledge in using and independently navigating the fixed route system

Strategy (to address need/gap)	Potential Lead Agency/Champion	Source of Transit Enhancement	Order of Magnitude Costs (Capital or Operating)	Potential Funding Sources	Comments
Travel Training Programs	Hi tran	Stakeholders Workshop	Will vary upon method of implementation.	Section 5317, New Freedom	<p>Travel training programs provide professional transit staff resources to customers for individualized instruction on how to utilize the fixed route system.</p> <p>Because of the small size of the Hi tran program, the cost/benefits of establishing an in-house travel training program may be problematic. It is recommended that Hi tran work with other community agencies who work with individuals with disabilities and/or purchase travel training services from another Triad provider.</p>
Customer Service Policy Modifications/Improvements in Communications					
Policy revisions	Hi tran	Stakeholders Workshop	Minimal impact on operating costs	<p>Section 5317, New Freedom</p> <p>Could be used for vehicle modifications to increase/create baggage storage areas.</p>	Stakeholders noted that existing services were less than helpful for some target population consumers due to bag policy limitations. Potential solutions involve re-configuration of a vehicle's interior for bag/package storage and/or developing special dedicated runs (during low demand periods) to operate special shopper runs where the baggage policy would temporarily not apply.

Strategy (to address need/gap)	Potential Lead Agency/Champion	Source of Transit Enhancement	Order of Magnitude Costs (Capital or Operating)	Potential Funding Sources	Comments
Improved Transit Traveler Information	Hi tran	Stakeholders Workshop	Operating expense Re-design of all system materials would be expensive Traditional forms of materials production and distribution are expensive	Section 5317, New Freedom To the extent the materials specifically address enhanced usability for persons with disabilities, this use of New Freedom has been previously approved by FTA	Improving the readability and comprehension of route and schedule brochures can improve the utilization of public transit services by the target populations. Issuance of a paratransit brochure, newsletter, or similar “plain English” explanation of policy would facilitate traveler comprehension and assist those customers who cannot access system information via the Hi tran webpage on the City’s website.
Regional Mobility Management					
Mobility Management	Regional Organization, PART	Stakeholders Workshop	Operating expense \$30,000 to \$60,000	Section 5316, JARC Section 5317, New Freedom	The concept focuses on matching consumer travel needs with an appropriate transit option. This concept embraces the creation of a “one-stop” center for consumer information under the auspices of the mobility manager. The mobility manager would maintain information all available transportation resources in the region and make referrals or actually book trips on behalf of the customer based on provider agreements.

Strategy (to address need/gap)	Potential Lead Agency/Champion	Source of Transit Enhancement	Order of Magnitude Costs (Capital or Operating)	Potential Funding Sources	Comments
Centralized Resource Directory	Regional Planning Organizations, PART	Stakeholders Workshop	Operating expense, but may be considered a mobility management expense, particularly if undertaken in combination with other strategies \$25,000 initial cost; community support for maintenance/updates	Section 5316, JARC Section 5317, New Freedom	Centralized resource directories are very helpful to consumers, human service agency staff, and advocates who need to find and/or arrange transportation for members of the target populations (people with low incomes, older adults, and individuals with disabilities). This type of strategy is often a pre-requisite to establishing mobility manager services.
Employment Transportation					
Job Access Strategies	Hi tran	Stakeholders Workshop	Operating expense	Section 5316, JARC	This strategy is included in the event that Hi tran opts to implement a Job Access/Reverse Commute (JARC) project in the future. This funding source could be used to address any potential fixed route service expansion that is specifically designed to promote access to employment sites.

Strategy (to address need/gap)	Potential Lead Agency/Champion	Source of Transit Enhancement	Order of Magnitude Costs (Capital or Operating)	Potential Funding Sources	Comments
Bus Stop Enhancements/Accessible Pathways					
Accessibility Improvements at Bus Stops	City of High Point	Public Input Action Plan	Capital expense Varies based on specific pad and/or pathway improvement	Section 5317, New Freedom	Improving bus stop accessibility and installing passenger amenities can make transit more accessible by older adults and individuals with disabilities.

Table Notes:

- ¹ Financial projections based on PART Regional Transportation Development Plan predicated on Hi tran operating costs of \$67 per hour. Cost projection does not include associated complementary paratransit costs that would be incurred with expansion of fixed route service hours.
- ² Estimated paratransit costs based on paratransit service area remaining constant (e.g., not contracting with withdrawal of fixed route services), maximum extension of fixed route services to 5.25 additional hours per weekday, and hourly operating costs of \$67 per hour per the PART plan.
- ³ Financial projections based on PART Regional Transportation Development Plan predicated on Hi tran operating costs of \$67 per hour. Reductions in service on some routes are used to offset new service hours resulting in not net gain in operating expenses.
- ⁴ Estimated paratransit costs based on paratransit service area remaining constant (e.g., not contracting with withdrawal of fixed route services), maximum extension of fixed route services to 2.5 additional hours per weekday, and hourly operating costs of \$67 per hour per the PART plan.
- ⁵ Financial projections based on PART Regional Transportation Development Plan predicated on Hi tran operating costs of \$67 per hour. Cost projection does not include associated complementary paratransit costs that would be incurred with expansion of fixed route service hours.
- ⁶ Financial projections based on estimated \$50 per hour contractor costs and service hours as outlined in Hi tran direct operation strategies.
- ⁷ Financial projections based on PART Regional Transportation Development Plan, estimated daily flex route hours, and assumption that “flex” routes will be classified as a demand response service and not subject to USDOT’s complementary paratransit requirements.
- ⁸ Financial projections based on PART Regional Transportation Development Plan, estimated daily route hours, and assumption that the route will be designated a “commuter” route and not be subject to USDOT’s complementary paratransit requirements.
- ⁹ Estimated cost per vehicle.



Section VI:

Potential Strategies to Address Needs



SECTION VI: PRIORITIES IN POTENTIAL STRATEGIES

OVERVIEW

Building on the analysis of unmet transportation needs for the three target populations – older adults, individuals with disabilities and people with low incomes – the project consultant, in concert with key project officials and stakeholders, identified a collection of strategies that offer potential to address service gaps, unmet needs, and service duplication.

These strategies drew heavily from input and suggestions gathered during the Stakeholders Workshop and previous planning efforts in the Triad. This list of topic areas was developed from these efforts and the project consultant developed specific types of strategies that addressed each issue area. Of note, two key topics listed in the previous section were derived from previous planning studies and/or other transit public outreach efforts and were not specifically noted by stakeholders in this study. Nevertheless, these strategies were consistent with the program objectives of the three FTA programs subject to this planning process and were included in our strategies and priorities table. Also, no specific reference to expansion of rolling stock for use specifically by the two of the target populations (older adults and individuals with disabilities) was identified in either past planning or outreach efforts. Moreover, stakeholders did not address this need. However, as this is virtually the sole purpose of the Section 5310 program, if these programming or project activities were not somehow addressed in this plan, NCDOT would be hindered in approving future projects in the High Point MPO study area. Thus, the project consultant has added this last category of potential projects to ensure eligibility for this funding resource.

STAKEHOLDER PRIORITIES

Each participant at the Stakeholders Workshop was given an opportunity to provide insight on potential priorities among various options. Each attendee was given five “votes” (approximately half the number of strategies under consideration) and asked to distribute them among their preferred strategies.

At the end of the process, the results were tabulated in the following order:

- ◆ Spatial and Temporal Issues
 - Extension of evening service hours – 12 votes
 - Evening service, particularly for individuals with disabilities – 5 votes
- ◆ Regional Mobility Management strategies – 7 votes
- ◆ Connectivity Issues
 - Regional access for vets to medical facilities – 7 votes

- ◆ Employment Transportation
 - Access to employment – 4 votes
- ◆ Travel Training Passenger Assistance Programs
 - Travel assistance – 3 votes
- ◆ Customer Service Policy Modifications/Improvements in Communications
 - Service policy modifications – 1 vote
 - Improvements in Communications/LEP strategies – 3 votes
- ◆ Transfer point/hubs
- ◆ Capacity Expansion
- ◆ Bus stop/Accessible Pathway Improvements

In examining the voting patterns, the project consultant cited the first three topics to represent “high” priority projects (greater than six votes) with the second group of topics representing lower priority projects. In the event project requests exceed available funding, grantor agencies (FTA or NCDOT) can follow this plan’s prioritization and give more weight to projects that are consistent with strategies in the “high” category.

As noted above, the final three topics – transfer point/hub development, capacity expansion, and accessibility improvements to bus stops and pathways – are projects that can be funded using Section 5310, Section 5316, or Section 5317 but were not specifically cited by project stakeholders in the outreach elements of this project.

Although stakeholders in this study did not specifically cite the need for these types of projects, given the rationale stated earlier, projects in these categories should be given consideration for funding.

All strategies, shown in priority order, are reflected in Exhibit VI-1.

Exhibit VI-1. Priority Strategies

Strategy (to address need/gap)	Potential Lead Agency/Champion	Source of Transit Enhancement	Order of Magnitude Costs (Capital or Operating)	Potential Funding Sources	Comments
High Priority Strategies					
Temporal Expansion of Hi tran Services					
Extended Evening Service	Hi tran	Stakeholders Workshop PART Regional TDP Public Input Action Plan	\$478,380 ¹ Plus additional paratransit cost of \$89,696 ²	General system operating costs that would not specifically be eligible for Section 5310, 5316, or 5317. Would require newly identified funding source or increased local subsidy.	Implementation of additional fixed route service would necessitate (by law) additional paratransit service that would address concerns expressed by stakeholders.
Extend Weekday ADA Service Hours	Hi tran	Stakeholders Workshop Public Input Action Plan	\$89,696 ²	Section 5317, New Freedom	This strategy involves extension of Dial-a-Lift service without any corresponding increase in Hi tran fixed route service. As this service would be above and beyond statutory requirements, New Freedom funding could be used.
Service Substitution Strategies to Extend Weekday Transit Service for Individuals with Disabilities	Hi tran	Stakeholders Workshop Public Input Action Plan	Contractor provider services: \$66,938 ⁶ Cost for voucher program can be controlled and rationed by the City to fit budget constraints, therefore costs are variable.	Section 5317, New Freedom	Rather than extend Dial-a-Lift services, this strategy involves a service substitution strategy whereby the City would contract additional hours of paratransit service operation to a private contractor. Alternatively, the City could implement a evening voucher program so that individuals with disabilities could utilize existing private providers to purchase rides at a discount.



Strategy (to address need/gap)	Potential Lead Agency/Champion	Source of Transit Enhancement	Order of Magnitude Costs (Capital or Operating)	Potential Funding Sources	Comments
Extended Saturday Service	Hi tran	PART Regional TDP Public Input Action Plan	\$0 ³ Plus additional paratransit costs of \$8,710 ⁴	General system operating costs that would not specifically be eligible for Section 5310, 5316, or 5317.	Proposal results in a re-alignment of Saturday service that does result in an expansion of service. Only if Hi tran elected to extend service (and thereby add additional paratransit services) would this strategy expand service.
Initiate Limited Sunday Service	Hi tran	PART Regional TDP	\$46,632 ⁵	General system operating costs that would not specifically be eligible for Section 5310, 5316, or 5317. Would require newly identified funding source or increased local subsidy.	Implementation of additional fixed route service would necessitate (by law) additional paratransit service that would address concerns expressed by stakeholders.

Strategy (to address need/gap)	Potential Lead Agency/Champion	Source of Transit Enhancement	Order of Magnitude Costs (Capital or Operating)	Potential Funding Sources	Comments
Regional Mobility Management Strategies					
Mobility Management	Regional Organization, PART	Stakeholders Workshop	Operating expense \$30,000 to \$60,000	Section 5316, JARC Section 5317, New Freedom	<p>The concept focuses on matching consumer travel needs with an appropriate transit option. This concept embraces the creation of a “one-stop” center for consumer information under the auspices of the mobility manager.</p> <p>The mobility manager would maintain information all available transportation resources in the region and make referrals or actually book trips on behalf of the customer based on provider agreements.</p>
Centralized Resource Directory	Regional Planning Organizations, PART	Stakeholders Workshop	<p>Operating expense, but may be considered a mobility management expense, particularly if undertaken in combination with other strategies</p> <p>\$25,000 initial cost; community support for maintenance/updates</p>	Section 5316, JARC Section 5317, New Freedom	<p>Centralized resource directories are very helpful to consumers, human service agency staff, and advocates who need to find and/or arrange transportation for members of the target populations (people with low incomes, older adults, and individuals with disabilities).</p> <p>This type of strategy is often a pre-requisite to establishing mobility manager services.</p>

Strategy (to address need/gap)	Potential Lead Agency/Champion	Source of Transit Enhancement	Order of Magnitude Costs (Capital or Operating)	Potential Funding Sources	Comments
Connectivity Issues					
Regional Medical Services for Vets	PART	Stakeholders Workshops	Unknown, some potential linkages with existing community transportation programs possible	General system operating costs to support medical transportation for veterans would not specifically be eligible for Sections 5310, 5316, or 5317. Other non-DOT funding is potentially available.	This particular strategy does not directly qualify under any of the three target program unless the population served could be classified as disabled, thereby making the service eligible under the New Freedom Program (Section 5317).
New Commuter Services/Flex Route	Hi tran, PART	PART Regional TDP	\$478,380 ⁷	Section 5316, JARC	JARC funding possible if route is designed for low income commuters to access jobs and employment opportunities.
New Express Routes	Hi tran, PART	PART Regional TDP	\$341,700 ⁸ Assumes "commuter" designation of route	Section 5316, JARC	JARC funding possible if route is designed for low income commuters to access jobs and employment opportunities.

Strategy (to address need/gap)	Potential Lead Agency/Champion	Source of Transit Enhancement	Order of Magnitude Costs (Capital or Operating)	Potential Funding Sources	Comments
Other Priority Strategies					
Employment Access					
Job Access Strategies	Hi tran	Stakeholders Workshop	Operating expense	Section 5316, JARC	This strategy is included in the event that Hi tran opts to implement a Job Access/Reverse Commute (JARC) project in the future. This funding source could be used to address any potential fixed route service expansion that is specifically designed to promote access to employment sites.
Travel Training					
Bus Buddy Program	Hi tran	Stakeholders Workshop	Operating expense Little or no cost if implemented with volunteers	Section 5317, New Freedom	Bus buddy programs help reduce demand for paratransit services by increasing consumer knowledge in using and independently navigating the fixed route system.

Strategy (to address need/gap)	Potential Lead Agency/Champion	Source of Transit Enhancement	Order of Magnitude Costs (Capital or Operating)	Potential Funding Sources	Comments
Travel Training Programs	Hi tran	Stakeholders Workshop	Will vary upon method of implementation.	Section 5317, New Freedom	<p>Travel training programs provide professional transit staff resources to customers for individualized instruction on how to utilize the fixed route system.</p> <p>Because of the small size of the Hi tran program, the cost/benefits of establishing an in-house travel training program may be problematic. It is recommended that Hi tran work with other community agencies who work with individuals with disabilities and/or purchase travel training services from another Triad provider.</p>
Customer Service Policy Modifications/Improvements in Communications					
Policy Revisions	Hi tran	Stakeholders Workshop	Minimal impact on operating costs	<p>Section 5317, New Freedom</p> <p>Could be used for vehicle modifications to increase/create baggage storage areas.</p>	Stakeholders noted that existing services were less than helpful for some target population consumers due to bag policy limitations. Potential solutions involve re-configuration of a vehicle's interior for bag/package storage and/or developing special dedicated runs (during low demand periods) to operate special shopper runs where the baggage policy would temporarily not apply.

Strategy (to address need/gap)	Potential Lead Agency/Champion	Source of Transit Enhancement	Order of Magnitude Costs (Capital or Operating)	Potential Funding Sources	Comments
Improved Transit Traveler Information	Hi tran	Stakeholders Workshop	Operating expense Re-design of all system materials would be expensive Traditional forms of materials production and distribution are expensive	Section 5317, New Freedom To the extent the materials specifically address enhanced usability for persons with disabilities, this use of New Freedom has been previously approved by FTA	Improving the readability and comprehension of route and schedule brochures can improve the utilization of public transit services by the target populations. Issuance of a paratransit brochure, newsletter, or similar “plain English” explanation of policy would facilitate traveler comprehension and assist those customers who cannot access system information via the Hi tran webpage on the City’s website.
Other Strategies					
Transfer Point/Hubs					
Create Additional Transfer P and/or Suburban Hubs to Eliminate Need for Downtown Transfers	PART, Community Transportation Programs, Hi tran	Public Input Action Plan	Cost will be dependent upon need for new construction or system utilizes existing facilities for transfer locations	This improvement typically would not be eligible for funding under any of the three programs but would be an eligible capital expense under the formula programs (both urban and rural).	The Action Plan cites the need to facilitate transfers at locations other than the Downtown Terminal. Stakeholders also noted that transfers and similar complexities associated with transit travel hinder greater use by some individuals with disabilities.

Strategy (to address need/gap)	Potential Lead Agency/Champion	Source of Transit Enhancement	Order of Magnitude Costs (Capital or Operating)	Potential Funding Sources	Comments
Capacity Expansion Strategies					
Expand Fleet C	Community transportation programs, nonprofit agencies	Not Applicable	\$85,000 ⁹	Section 5310, Elderly Individuals and Individuals with Disabilities Program	This strategy is primarily included to ensure that Section 5310 program funds are available to nonprofit agencies and public organizations to support transportation for the elderly and individuals with disabilities where existing transit services are insufficient, unavailable, or inappropriate.
Bus Stop Enhancements/Accessible Pathways					
Accessibility Improvements at Bus Stops	City of High Point	Public Input Action Plan	Capital expense Varies based on specific pad and/or pathway improvement	Section 5317, New Freedom	Improving bus stop accessibility and installing passenger amenities can make transit more accessible by older adults and individuals with disabilities.

Appendix 1:

Agency Survey Invitation Letter





City of High Point North Carolina



Department of Transportation

Public Transportation Division

March 29, 2011

Dear Colleague:

The High Point Urban Area Metropolitan Planning Organization (HPMPO), in cooperation with the North Carolina Department of Transportation, is undertaking the preparation of a locally developed human services/public transportation coordination plan that meets the requirements of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users. This Act, commonly referred to as "SAFETEA-LU," requires that such a plan be in place before services and transportation providers in the region may access certain funding programs offered by the Federal Transit Administration (FTA). These programs benefit the elderly, persons with disabilities, and low income individuals.

The three key programs are: (1) Elderly Individuals and Individuals with Disabilities (Section 5310); (2) Job Access and Reverse Commute (JARC – Section 5316); and (3) New Freedom (Section 5317). All applications for these funds must be "derived from a locally developed, coordinated public transit-human services transportation plan."

Please help us document information regarding your transportation services for the elderly, persons with disabilities, or persons with low income by completing an on-line survey. Even if your organization is not directly or indirectly involved in the provision of transportation services, the High Point MPO needs your opinions on unmet needs in the region.

The survey will only take a few minutes of your time and can be taken on-line. You can access the survey by pasting the following link in the address window of your web browser:

https://www.surveymonkey.com/s/HP_MPO_LCP

Thank you for helping us complete this important study effort. If you require additional assistance, please contact me at angela.wynes@highpointnc.gov or (336) 883-3063. If you need any assistance with the on-line survey, please contact Matt Conover, Project Consultant, at mconover@rlsandassoc.com or (937) 299-5007.

Sincerely,

A handwritten signature in black ink that reads "Angela Wynes".

Angela Wynes
Assistant Transit Manager

716 West Kivett Drive · High Point, North Carolina 27262
Phone (336) 889-7433 · TDD Phone (336) 883-8517 · Fax (336) 883-3425
www.high-point.net/hitran

Appendix 2: Agency Survey



High Point MPO Public Transit/Human Services Transportation Plan

1. ORGANIZATION CHARACTERISTICS AND SERVICES PROVIDED

The High Point Metropolitan Planning Organization (MPO) is conducting a study to address a requirement imposed by recent Federal legislation. In August 2005, Congress passed the Safe Accountable, Flexible, Efficient Transportation, Equity Act: A Legacy for Users, PL 109-059 (SAFETEA-LU), reauthorizing the surface transportation act. In addition to providing significant funding for public transportation, SAFETEA-LU established a Federally mandated coordination planning process for public transportation and human service transportation. The law requires that a Coordinated Plan be in place before funding can be received from four Federal Transit Administration (FTA) programs, including the Community Transportation Program (Section 5311), the Elderly Individuals and Individuals with Disabilities Program (Section 5310), the Job Access and Reverse Commute (JARC) Program (Section 5316), and the New Freedom (Section 5317) Program.

This survey is designed to obtain information regarding existing services in the High Point MPO service area. Please take a few minutes to answer questions about your agency and to assist us in identifying unmet transportation needs in the High Point area.

If you have any questions regarding this survey or the study process, please contact Matt Conover via email at mconover@rlsandassoc.com or via telephone at (937) 299-5007.

1. Identification of Organization

Your name	<input type="text"/>
Title	<input type="text"/>
Organization	<input type="text"/>
Street address	<input type="text"/>
City	<input type="text"/>
State	<input type="text"/>
Zip	<input type="text"/>
Work phone	<input type="text"/>
Fax	<input type="text"/>
E-mail	<input type="text"/>
Website address	<input type="text"/>

2. Which response best describes the organizational status of your agency?

- State agency - local or regional office
- County agency/department
- City agency/department
- Regional agency - public
- Private, nonprofit organization
- Other

High Point MPO Public Transit/Human Services Transportation Plan

3. What are the major functions/services of your organization? (Select all of the following options that apply)

- Transportation
- Health care
- Social services
- Nutrition
- Counseling
- Day treatment
- Employment
- Nonprofit senior center
- Rehabilitation services
- Other (please specify)
- Adult day care
- Job placement
- Residential facilities
- Income assistance
- Screening
- Information/referral
- Recreation/social
- Home health care
- Housing

4. Please check each of the items below that most closely characterizes the population (s) served by your organization (Check all that apply):

- Older adults
- Individuals with disabilities
- Individuals with low income
- Students (Pre-School, Smart Start, Head Start)
- Students (K-12, college, university)
- At-risk youth
- Veterans
- General public

Other (please specify)

High Point MPO Public Transit/Human Services Transportation Plan

5. What geographic area does your organization serve? *(Check all that apply)*

- City of High Point
- Guilford County
- Randolph County
- Davidson County
- Forsyth County
- General Triad Area
- Other Service Area

If "Other Service Area," Please Specify:

2. ORGANIZATIONAL ROLE IN TRANSPORTATION SERVICES

We would like to understand how your clients travel to/from services and in particular, if your agency provides, arranges or purchases transportation. Note: your agency may be involved in one or more of these activities (*check all that apply*).

6. What is your organization's role in providing or arranging transportation?

PROVIDE
TRANSPORTATION

Operate a van, shuttle or bus for members of the public and/or agency clients; allow staff to drive personal or agency vehicles.

**If you checked this option,
please complete questions 7 -
14 and questions 25 - 30.**

PURCHASE
TRANSPORTATION

Purchase tickets, passes or rides from a transportation provider (i.e., Hi tran, taxi company, etc.). Also include reimbursing clients, family members or volunteers for transportation expenses.

**If you checked this option,
please complete questions 15 -
21 and questions 25 - 30.**

ARRANGE
TRANSPORTATION

Make arrangements for client transportation and/or provides information or referrals to other transportation services.

**If you checked this option,
please complete questions 22 -
24 and questions 25 - 30.**

NO AGENCY ROLE IN
TRANSPORTATION

Our agency is not involved in transportation in any manner.

**Please complete questions 25 -
30.**

High Point MPO Public Transit/Human Services Transportation Plan

3. DIRECT OPERATION OF TRANSPORTATION SERVICES

Please complete this section if your organization directly provides transportation.

7. What type of transportation does your agency provide? (Check all that apply)

- Fixed route (operation of bus or van along a fixed path/schedule with designated stops)
- Demand response (pre-scheduled or reservation based trips including one-time and standing order appointments and group trips for agency clients attending program activities)
- On-demand (like a taxi service, no advance notice required)
- Organize and manage a formal volunteer driver program
- Formal agency program with vehicles and staff designated specifically for transportation
- Agency staff (not paid drivers) use personal vehicles
- Agency staff (not paid drivers) use agency owned fleet vehicles
- Other (please describe)

5

6

8. What are the daily hours and days of operation for your transportation services?

Select starting and ending times of service for each day of the week for each program. If you do not operate service on a particular day, put an "N/A" in the space.

	MON	TUES	WED	THU	FRI	SAT	SUN
Hour of the day transportation service BEGINS	6	6	6	6	6	6	6
Hour of the day transportation service ENDS	6	6	6	6	6	6	6

Describe operating hours for additional programs, if applicable:

5

6

9. How many rides and how many people were served by your agency's transportation service? Please provide Fiscal Year 2010 statistics.

Total number of **unduplicated riders**¹ who used your transportation services

Total number of passenger **one-way trips completed**²

High Point MPO Public Transit/Human Services Transportation Plan

In answering Question 9, use the following definitions:

¹Unduplicated rider refers to the number of unique individuals who used transportation services during the reporting period. Do not count attendants or escorts as passengers.

²Passenger trips completed refers to the total number of one-way, completed passenger trips provided by your organization. Do not count attendants or escorts as passengers.

10. For the same period reported in Question 9 (FY 2010), approximately how much money did your agency spend providing transportation? (Include staff time, fuel, maintenance, insurance, dispatching, scheduling, reporting, and all other transportation related expenses.)

Transportation administration (i.e., dispatcher, scheduler, manager)

Transportation operations (i.e., fuel, drivers, insurance)

Transportation maintenance (i.e., facilities and equipment)

11. Does your organization charge a fare or fee for transportation services it provides?

Yes

No

If yes, what is the fare structure?

12. Does your organization accept any donations to offset the cost of providing transportation services?

Yes

No

If yes, what is the suggested donation amount?

High Point MPO Public Transit/Human Services Transportation Plan

13. What are the sources of your transportation operating revenues? (Provide FY 2010 dollar amounts received)

Fares or co-pays collected directly from the passenger (cash or tickets)	<input type="text"/>
Revenues collected from <u>cash</u> or <u>tickets</u> Purchased by third parties on behalf of passengers	<input type="text"/>
Payment for services provided (e.g., Medicaid reimbursements)	<input type="text"/>
City/town government appropriations/grants	<input type="text"/>
State government appropriations/grants	<input type="text"/>
Federal Transit Administration (JARC, New Freedom)	<input type="text"/>
Social Services Block Grant	<input type="text"/>
Community Development Block Grant	<input type="text"/>
Veteran's Administration/local veterans groups	<input type="text"/>
Other Federal grants directly received by the organization (please list source and amount here)	<input type="text"/>
Agency/organization fundraising programs/Private contributions	<input type="text"/>
Independent charitable foundations (e.g., United Way)	<input type="text"/>
Other, not listed above	<input type="text"/>
Total Transportation Revenues - Total	<input type="text"/>

14. Please list other information or comments on agency funding to help explain your program's financial situation; including changes (or expected changes) in funding circumstances.

15. Did you also select "Purchase Transportation" or "Arrange Transportation" in response to Question 6?

- Yes, I selected "Purchase Transportation" in Question 6.
- Yes, I selected "Arrange Transportation" in Question 6
- No, I did not select either of these options in Question 6.

CONTINUE WITH QUESTION 27 IF YOU SELECTED "NO."

High Point MPO Public Transit/Human Services Transportation Plan

4. PURCHASE OF TRANSPORTATION SERVICES

Please complete this section if your organization purchases transportation, on a formal or informal basis, from third party transportation providers.

16. How does your organization purchase transportation? (*Check all that are applicable.*)

- Purchase tickets or passes for Hi tran bus service
- Purchase tickets or passes for GTA bus service
- Purchase tickets or passes for PART bus service
- Contract for specific service from Guilford County TAMS
- Contract directly with another private transport company (e.g., taxicab company)
- Pay clients, families, or friends to transport clients
- Volunteers
- Other (Describe in space provided below)

	5
	6

17. What unit of service, if any, is in the purchase agreement between your organization and the organization that provides transportation?

- Cost per hour
- Cost per mile
- Cost per trip
- Cost per person
- Metered cost per trip (e.g., taxicab metered rates)
- Other unit of service (please specify)

--

18. What is the rate that you pay per unit of service?

If more than one, please describe all that apply:

	5
	6

High Point MPO Public Transit/Human Services Transportation Plan

19. How many rides and how many people were served by your agency's transportation service? Please provide Fiscal Year 2010 statistics.

Total number of **unduplicated riders**¹ who used your transportation services

Total number of passenger **one-way trips completed**²

In answering Question 18, use the following definitions:

¹Unduplicated rider refers to the number of unique individuals who used transportation services during the reporting period. Do not count attendants or escorts as passengers.

²Passenger trips completed refers to the total number of one-way, completed passenger trips provided by your organization. Do not count attendants or escorts as passengers.

20. For the same period reported in Question 18 (FY 2010), approximately how much money did your agency spend purchasing transportation?

Purchase of service agreements (formal and informal)

Reimbursements to family and friends

Reimbursements to volunteers

Other

21. What are the sources of your transportation operating revenues? (Provide FY 2010 dollar amounts received)

Fares or co-pays collected directly from the passenger (cash or tickets)

Revenues collected from cash or tickets Purchased by third parties on behalf of passengers

Payment for services provided (e.g., Medicaid reimbursements)

City/town government appropriations/grants

State government appropriations/grants

Federal Transit Administration (JARC, New Freedom)

Social Services Block Grant

Community Development Block Grant

Veteran's Administration/local veterans groups

Other Federal grants directly received by the organization (please list source and amount here)

Agency/organization fundraising programs/Private contributions

Independent charitable foundations (e.g., United Way)

Other, not listed above

Total Transportation Revenues - Total

22. Please list other information or comments on operating revenues to help explain how your program is funded; including any changes in your financial picture.

23. Did you also select "Arrange Transportation" in response to Question 6?

Yes, I selected "Arrange Transportation" in Question 6

No, I did not select either of these options in Question 6.

PLEASE CONTINUE WITH QUESTION 27

High Point MPO Public Transit/Human Services Transportation Plan

5. INFORMAL ARRANGEMENTS/INFORMATION & REFERRAL OF TRANSPORTATION SERVICES

Please answer these questions if your organization provides information and referral to other transportation services.

24. In what manner does your organization make information available to clients who need transportation? (Select all that are applicable.)

- We provide schedules and other information about Hi tran, GTA, or PART services
- We help clients complete applications for specialized transportation services (i.e., ADA eligibility)
- We refer people to other public and nonprofit entities that provide transportation
- We will will work to arrange transportation directly with charitable organizations that provide transportation
- We help clients get transportation through Medicaid providers
- Other (Please describe)

25. Please rate each of the following transportation services based on your experience arranging local, non-emergency travel?

	Excellent	Good	Fair	Poor
Hi tran bus service	jn	jn	jn	jn
Dial-a-Lift paratransit	jn	jn	jn	jn
PART bus service	jn	jn	jn	jn
GTA bus service	jn	jn	jn	jn
Guilford County Transportation & Mobility Services (TAMS)	jn	jn	jn	jn
Private taxi services	jn	jn	jn	jn
Volunteer drivers	jn	jn	jn	jn
Other transportation provided by non-profit organizations	jn	jn	jn	jn

Comments? Please enter below:

High Point MPO Public Transit/Human Services Transportation Plan

26. Based on your experience, please indicate your primary reason for promoting specific types of travel.

	Low Cost for Agency	Service Reliability	Low Cost for Client	Safety	Client's Preference	Client's Physical/Cognitive Ability	Easy to Arrange	Required by Medicaid
Hi tran bus service	€	€	€	€	€	€	€	€
Dial-a-Lift paratransit	€	€	€	€	€	€	€	€
PART bus service	€	€	€	€	€	€	€	€
GTA bus service	€	€	€	€	€	€	€	€
Guilford County Transportation & Mobility Services (TAMS)	€	€	€	€	€	€	€	€
Private taxi services	€	€	€	€	€	€	€	€
Volunteer drivers	€	€	€	€	€	€	€	€
Other transportation provided by non-profit organizations	€	€	€	€	€	€	€	€

Comments

PLEASE CONTINUE WITH QUESTION 25

High Point MPO Public Transit/Human Services Transportation Plan

6. ASSESSMENT OF EXISTING TRANSPORTATION SERVICES IN THE HIGH POINT MPO SERVICE...

All respondents should complete this last section. The following questions are intended to provide an opportunity to understand your assessment of the importance of existing transportation services and unmet needs in the High Point MPO Service Area.

27. How useful are each of the following elements of the existing transportation network in the Greater High Point urban area to your clients?

	Frequently Useful	Often Useful	Sometimes Useful	Rarely Useful	Not Ever Useful
Hi tran bus service	<input type="radio"/>				
Dial-a-Lift paratransit	<input type="radio"/>				
PART bus service	<input type="radio"/>				
GTA bus service	<input type="radio"/>				
Guilford County Transportation & Mobility Services (TAMS)	<input type="radio"/>				
Private taxi services	<input type="radio"/>				
Volunteer drivers	<input type="radio"/>				
Other transportation provided by non-profit organizations	<input type="radio"/>				
Other (Define):	<input type="radio"/>				

Other (please specify)

28. If you had additional resources, what type of service expansion would most benefit your customers? (Check all that apply)

- Provide more frequent service to keep up with demand.
- Provide service beyond our current geographic boundaries.
- Provide service during additional hours and/or days when we do not currently operate.
- Provide service to other populations we presently do not serve.
- Other (please specify)

High Point MPO Public Transit/Human Services Transportation Plan

29. Are your transportation services coordinated in any way with the transportation services of other agencies? (Choose one only)

Yes

No

Other (please specify)

	5
	6

30. If you answered "Yes" to Question 27, what best describes the coordination efforts in effect? (choose all that apply)

Not applicable - we answered "No" to Question 27.

Information and referral

Joint procurement

Joint training of personnel

Vehicle sharing

Coordinated scheduling/dispatching of trips

Shared maintenance

Trip sharing

Purchase of service from other providers

Other (please specify)

	5
	6

High Point MPO Public Transit/Human Services Transportation Plan

31. What issues, if any, have your coordination efforts encountered? *(Check all that apply)*

- Statutory barriers on pooling funds
- Restrictions placed on the use of vehicles
- Liability/insurance concerns
- Turf issues among providers
- Billing/accounting issues
- Unique characteristics of client population
- I dont know - we do not coordinate transportation services.

Other (please specify)

32. What do you see as the greatest barrier to mobility in your service area? *(Choose one only)*

- Lack of public transportation
- The cost of existing transportation services
- The hours and days of service do not meet our needs
- Eligibility restrictions imposed by various human service agencies
- Funding to support transportation
- Lack of affordable private sector transportation service
- Turf/jurisdiction issues among communities in our area

Other (please specify)

7. THANK YOU FOR YOUR TIME!

33. If you would like to speak to a study representative to discuss this survey or the study in general, please check the box and someone will contact you at the number you provided.

Contact Me

If "Contact Me," enter phone or email address (if different from Question 1 response):

Appendix 3:

Agency Survey Respondents



HUMAN SERVICE PROVIDERS – AGENCIES IDENTIFIED IN SURVEY

The Arc of Greensboro, Inc.

General Description

Service Provider	Roy B. Culler, Jr. Senior Center
Service Area	Guilford County
Service Type	Human Service Agency
Transportation Role	Make arrangements for client transportation
Source	2011 RLS & Associates, Inc. survey

Operating/Service Statistics

The Arc of Greensboro, Inc. provides rehabilitation services, job placement, screening, referral, and recreational services to individuals with disabilities in Guilford County. The organization does not directly provide transportation to clients. They work with Hi tran, TAMS, and local volunteer organizations to arrange transportation for their clients.

Funding Sources/Revenue and Costs

The Arc of Greensboro, Inc. receives funding from Medicaid, United Way, Grants, and donations. More specific revenue information for this organization was not provided.

Emmanuel Senior Enrichment Center

General Description

Service Provider	Emmanuel Senior Enrichment Center
Service Area	City of High Point, Guilford County , Randolph County, Davidson County
Service Type	Senior Center
Transportation Role	Make arrangements for client transportation
Source	2011 RLS & Associates, Inc. survey

Operating/Service Statistics

Emmanuel Senior Enrichment Center is a nonprofit organization that provides health care, nutrition, senior activities, and adult day care to older and adults and individuals with disabilities. The organization does not provide any of its own transportation or coordinate with other transit providers in the area.

Funding Sources/Revenue and Costs

No funding or cost data was available for this organization.

Guilford County Department of Public Health

General Description

Service Provider	Guilford County Department of Public Health
Service Area	City of High Point, Guilford County , Randolph County, Davidson County, Forsyth County
Service Type	Health Care
Transportation Role	Make arrangements for client transportation
Source	2011 RLS & Associates, Inc. survey

Operating/Service Statistics

Guilford County Department of Public Health is a county agency that provides health care and health related services to the general public. The agency does not provide any of its own transportation. However transportation referrals are made to clients who are in need of services. Guilford County Department of Public Health will also assist individuals in applying for medicated transportation and ADA applications.

Funding Sources/Revenue and Costs

No funding or cost data was available for this organization.

High Point Regional Health System

General Description

Service Provider	High Point Regional Health System
Service Area	City of High Point, Guilford County , Randolph County, Davidson County, Forsyth County
Service Type	Health Care
Transportation Role	Make arrangements for client transportation
Source	2011 RLS & Associates, Inc. survey

Operating/Service Statistics

High Point Regional Health System is a nonprofit organization that provides health care to the general public. The organization does not provide any of its own transportation. However transportation referrals are made to clients who are in need of services. High Point Regional Health System will also assist individuals in applying for medicated transportation and ADA applications.

Funding Sources/Revenue and Costs

No funding or cost data was available for this organization.

Roy B. Culler, Jr. Senior Center

General Description

Service Provider	Roy B. Culler, Jr. Senior Center
Service Area	City of High Point
Service Type	Senior Center
Transportation Role	Make arrangements for client transportation
Source	2011 RLS & Associates, Inc. survey

Operating/Service Statistics

The Roy B. Culler, Jr. Senior Center provides nutrition, consulting, screening, referral, and relational services to seniors in the City of High Point. The center does not directly provide transportation to clients. They work with Hi tran, TAMS, and local volunteer organizations to arrange transportation for their clients.

Funding Sources/Revenue and Costs

No funding or cost data was available for this organization.

Senior Resources of Guilford

General Description

Service Provider	Senior Resources of Guilford
Service Area	City of High Point and Guilford County
Service Type	Senior Center
Transportation Role	Provide, purchase, and arrange transportation
Source	2011 RLS & Associates, Inc. survey

Operating/Service Statistics

Senior Resources of Guilford provides nutrition, senior activities, referral, and recreational services, and transportation for older adults, individuals with disabilities, and low income individuals in the City of High Point and Guilford County. Clients in need of transportation are directed to High tran, GTA, and PART. The agency provides door-to-door transportation for clients on Saturdays twice a month. In 2010, Senior Resources of Guilford provided 11,637 trips.

Funding Sources/Revenue and Costs

In 2010, program costs to provide the transportation services totaled \$46,927. Program revenues included fares, private sources and government grants. These resources are shown in the following table.

2010 Revenue Sources for Senior Resources of Guilford

Funding Source	Amount	Portion of Total
Federal Grants	\$39,927	85%
Donations	\$5,000	11%
United Way	\$2,000	4%
Total	\$46,927	100%

Triad Adult and Pediatric Medicine

General Description

Service Provider	Triad Adult and Pediatric Medicine
Service Area	City of High Point, Guilford County , Randolph County, Davidson County, Forsyth County
Service Type	Health Care
Transportation Role	Make arrangements for client transportation
Source	2011 RLS & Associates, Inc. survey

Operating/Service Statistics

Triad Adult and Pediatric Medicine is a nonprofit agency that provides health care and coordination services to the general public and low income individuals. The agency does not provide any of its own transportation. However transportation referrals are made to clients who are in need of services. The agency also assists individuals in applying for medicated transportation and ADA applications.

Funding Sources/Revenue and Costs

No funding or cost data was available for this organization.

Triad Dialysis Center

General Description

Service Provider	Triad Dialysis Center
Service Area	City of High Point, Guilford County , Forsyth County
Service Type	Dialysis Center
Transportation Role	Make arrangements for client transportation
Source	2011 RLS & Associates, Inc. survey

Operating/Service Statistics

The Triad Dialysis Center provides dialysis treatments and arranges transportation for service clients. The center refers clients public and nonprofit transportation provides in the area. When necessary Triad Dialysis Center will work directly with the transportation providers to schedule trips and assist clients in applying for Medicaid transportation.

Funding Sources/Revenue and Costs

No funding or cost data was available for this organization.

UMAR

General Description

Service Provider	UMAR
Service Area	City of High Point, Guilford County , Randolph County, Davidson County, Forsyth County
Service Type	Human Service Agency
Transportation Role	Provide, purchase, and arrange transportation
Source	2011 RLS & Associates, Inc. survey

Operating/Service Statistics

UMAR is a nonprofit organization that provides transportation, employment, adult day care, job placement, housing, and recreational services to clients in Western North Carolina. Agency transportation services are available from 7:00 AM to 9:00 PM. In 2010 UMAR provided 730,000 trips. In addition UMAR purchases transportation from local public transportation providers. Services are available to older adults, individuals with disabilities, and individuals with low income.

Funding Sources/Revenue and Costs

No funding or cost data was available for this organization.

Appendix 4:

Stakeholder's Workshop Invitation



Meeting Notice

Opportunity to Comment on Transportation Needs for the Elderly, Persons with Disabilities, and Individuals with Low Income:

High Point MPO Local Coordination Plan

The High Point Metropolitan Planning Organization (MPO), in cooperation with the North Carolina Department of Transportation, will be holding a public meeting on March 22, 2011 to solicit input on the transportation needs of persons with disabilities, the elderly, and individuals with low income in the greater High Point area.

This planning effort fulfills a Federal requirement that requires a completed and adopted plan before transportation providers in the region may access specific funding programs offered by the Federal Transit Administration and/or the North Carolina Department of Transportation.

The project consultant will present information on current transportation resources, demographic information, and solicit input on how best to address unmet needs. Representatives present will be able to answer any questions regarding these funding opportunities.

When: March 22, 2011, 10:00 A.M. to 2:00 P.M.

Where: Morgan Community Room, Library, <address>

Who Should Attend?

The public meeting is open to anyone. Any party, agency, advocate or consumer of public transportation or human service transportation programs will benefit from attending this meeting. Study consultants will document all comments, suggestions, or criticisms about existing transportation programs that serve persons with disabilities, the elderly, and individuals with low income in the greater High Point area. City and state officials will be present to discuss funding opportunities that may be available to address unmet transportation needs.

The High Point MPO will make special accommodation to persons with disabilities who wish to participate in this meeting. Please contact <name> to discuss your needs by Monday, March 14, 2011.

Appendix 5:

Stakeholder's Workshop Attendance List



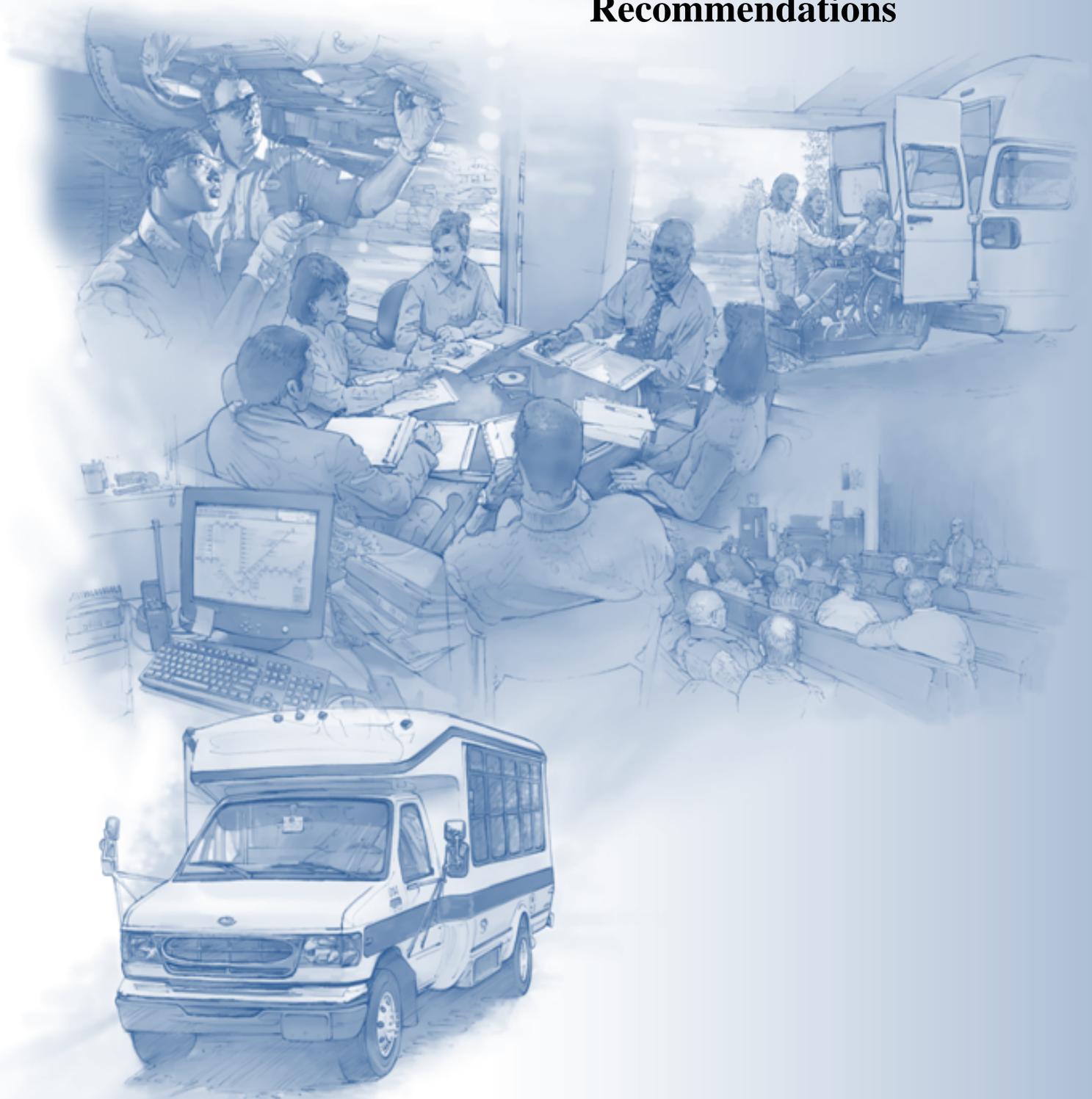
**High Point MPO
Coordinated Public Transit – Human Services Transportation Plan
Stakeholder’s Workshop
Sign-In Sheet**

Please sign in on the rows below. **Please print clearly.**

No.	Name	Agency (if applicable)	Mailing Address (Street, City, State, Country, Mail Code)	Telephone	E-mail
1.	Kenneth Weldon	Open Door Ministries	400 N. Centennial High, Point, NC	(336) 886-2927	Ken_weldon@yahoo.com
2.	Denise Jones		P.O. Box 694 High Point, NC 27261		Deniece20880@yahoo.com
3.	Mandi Odom	United Way	201 Church Avenue High Point, NC 27262	(336) 899-0872	Mandi.odom@unitedwayhp.org
4.	Pam Hawley	NCDOT			phawley@ncdot.gov
5.	Steven Crossken	Coach America	3636 Glenn Avenue Winston-Salem, NC 27455		Steven.crosken@coachamerica.com
6.	Fannie Jackson		1408 Kivett Drive High Point, NC	(336) 889-7799	
7.	Mark Kirstner	PART	7800 Airport Center Drive Greensboro, NC 27410	(336) 235-6651	mark@partnc.org
8.	Buddy Cox	City of High Point	716 West Kivett Drive • High Point, NC 27262	(336) 889-7433	buddy.cox@highpointnc.gov
9.	Deveda Hall		420 Meredith High Point, NC	(336) 989-2942	
10.	Penny Chisholm	Chisholm Homes	431 N. Scientific Street High Point 27260	(336) 887-2402	
11.	Laura Sturgis	Companions/Journey	2640 Willard Dairy Road High Point, NC	(336) 869-1405	companions@northstate.net
12.	Angela Wynes	City of High Point	716 West Kivett Drive • High Point, NC 27262	(336) 889-7433	Angela.wynes@highpointnc.gov
13.	David Hyder	City of High Point	211 S. Hamilton Street High Point, NC	(336) 883-3233	David.hyder@highpointnc.gov
14.	Rich Garrity	RLS & Associates, Inc	3131 S. Dixie Highway Dayton, OH 45439	(910) 328-5770	richg@cris.com

Appendix 6:

City of High Point Public Input Action Plan Recommendations



Transit Forum Meeting Summary

On Saturday, March 1 and Tuesday, March 4, 2008 public forums were held at Southside Recreation Center and Roy Culler Senior Center to receive comments and input on transit services. Attendance at each meeting was 39 and 29 respectively with about 12 or so at each meeting being staff, media, and elected officials. The number of attendees was well below staff expectations and a very small sample of the 2,800 bus trips and 170 Dial-A-Lift trips that the system makes on a daily basis. The majority of the persons present were individuals representing a special interest group who typically use the Dial-A-Lift service, and many of these individuals attended both meetings.

Staff gave a brief overview of current High Point Transit services and the seamless mobility study currently being conducted by PART. Citizens were then asked for their input.

The following is a summary of the suggested service improvements to High Point's transit system as well as regional transit issues that came up. There is also a listing of transit service improvements and the cost for implementing such.

Requested additional High Point Transit services



1. Install bike racks on front of buses.
2. Need a place in buses for baby strollers
3. Extend bus hours until 9:00 pm, 9:30pm, or 10:00 pm
 - a. Night bus service to GTCC campuses in High Point & Jamestown
 - b. Add longer bus operating hours on Saturdays
 - c. Add more frequent service on Saturdays.
 - d. Need more Dial-A-Lift service on Saturdays.
 - e. Need better bus frequency on weekdays
 - f. Add Sunday Service for both Hi tran and Dial-A-Lift
4. Need better ways to purchase tickets
5. Add more bus routes
 - a. Need more bus service in the NC68 corridor

- b. Saturday service to City Lake Park
 - c. Need Dial-A-Lift service to Jamestown
 - d. Need bus service along Skeet Club Road
 - e. Need Saturday service to Five Points
 - f. Need bus service in Westchester Dr. / Lexington Ave. area
 - g. Need bus service along Wendover Ave.
 - h. Need service along Johnson St.
 - i. Need service in neighborhoods between Centennial, Eastchester, Deep River, and Greensboro/Lexington.
 - j. Need service along Deep River Rd.
 - k. Need service along Penny Rd
 - l. Need service along Kivett Dr past Triangle Lake Rd
 - m. Need service back in the Turn Key neighborhood
 - n. Need service along Scientific St
 - o. Need service along Cedrow Dr.
6. Need to be able to transfer out on routes instead of coming to terminal
 - a. Five Points Area
 - b. Oak Hollow Mall
 - c. Kivett Drive
 7. Broad Ave. passenger terminal needs to be updated to include more restrooms and passenger waiting area.
 8. GTCC students ride free by showing student ID
 9. Need more ‘Free’ days.
 10. Need a group to meet and give feedback on service issues

11. Better customer service
 - a. More driver sensitivity training, especially working with individuals with disabilities.
 - b. Hi tran needs to give passengers courtesy passes (free passes)
 - c. Drivers should let passengers be seated before taking off
12. Need to improve dissemination of information / meet needs of varying disabilities
 - a. Need voice messages on City Channel 8
 - b. Need to post notices in contractor vehicles
13. Need bus stop improvements
 - a. Need to check accessibility of bus stop at Morehead Court (sidewalk broken up)
 - b. Need more shelters/benches at bus stops
 - c. Need more bus stops
 - d. Need bus stop pads for wheelchair users
14. Need more sidewalks
15. Destination signs need route numbers in addition to route name for those who do not read
16. Need to raise the priority of public transportation

Requested additional Piedmont Authority for Regional Transportation service



1. Need Saturday Service
2. Need Sunday Service
3. Need service to Archdale
4. More service in NC 68 and airport area
5. Need regionally accepted reduced fare card
6. Need to be able to access the PART service to Boone
7. No Park & Ride lots in High Point
8. Need to advertise PART more
9. Need to start considering light rail

Service Improvement Costs

Service Improvement	Cost	Description
Add route number to destination sign	\$0	
Create stroller & cart policy	\$0	
Develop citizen advisory committee	\$0	
Driver sensitivity detailed refresher training	\$2,000	
Install Bike Racks on buses	\$20,000	
Install more shelters at bus stops	\$6,000 per shelter	
GTCC Students Ride Free	\$40,000 per year	
Need bus stop pads	\$2,500 per pad	60' x 96' x 4' with ramp
Need more sidewalk	\$100,000 per year for 5 years	
Add more frequency during weekdays	Additional \$344,000 per year	Bus service runs every 30 min. all day.
Extend bus hours during week (6:30pm until 10:45 pm)	\$376,500 per year	Run Dial-A-Lift and Saturday bus routes plus GTCC with hourly service
Add more frequency on Saturdays	Additional \$102,000 per year	Buses every 30 minutes from 8:45am – 5:15pm
Extend service on Saturdays	Additional \$38,500 per year	Bus service runs hourly & Dial-A-Lift runs from 6:45 am – 6:15pm

Extend service and add more frequency on Saturdays	Additional \$132,000 per year	Bus service runs every 30 minutes from 6:45am – 6:15pm
Add Sunday service	\$146,000 per year	Bus service runs hourly & Dial-A-Lift runs from 6:45am - 6:15pm
Add service for NC 68 / Skeet Club Rd / Wendover Ave area	Capital \$240,000 (3 accessible vehicles) Operating \$525,000 Operating \$189,000	30 minute service from Oak Hollow Mall out to Skeet Club /Wendover areas (5:45 am – 6:15pm) 30 minute service from 6:15 pm - 10:45pm
Add Saturday service to Five Points area / City Lake / GTCC Jamestown	\$22,400 per year \$30,800 per year	Hourly service from 8:45am – 4:45pm Hourly service from 6:45am – 5:45pm
Enlarge Broad Ave Terminal	\$500,000	Create multi-user restroom facilities; create additional waiting room space.
Extending the Montlieu & Westchester routes to serve requested areas	\$514,100 ¹ per year	3 buses running every 30 minutes

¹ This figure does not include the potential outlay of \$300,000+ per bus if additional vehicles need to be purchased.

Cost Summary

	Annual		One-Time
	Operating	Capital	Capital
Install Bike Racks on Buses			\$ 20,000.00
Install more shelters at bus stops (must purchase in increments of 10)		\$ 60,000.00	
GTCC Students Ride Free	\$ 40,000.00		
Need bus stop pads		\$ 50,000.00	
Need more sidewalk		\$ 100,000.00	
Add more frequency during weekdays	\$ 344,000.00		
Extend bus hours during week (6:30pm until 10:45 pm)	\$ 376,500.00		
Add more frequency on Saturdays	\$ 102,000.00		
Extend service on Saturdays	\$ 38,500.00		
Extend service and add more frequency on Saturdays	\$ 132,000.00		
Add Sunday service	\$ 146,000.00		
Add service for NC 68 / Skeet Club Rd / Wendover Ave area 30 minute service from Oak Hollow Mall out to Skeet Club / Wendover areas (5:45 am – 6:15pm)	\$ 525,000.00		\$ 240,000.00
Add service for NC 68 / Skeet Club Rd / Wendover Ave area 30 minute service from 6:15 pm - 10:45pm	\$ 189,000.00		
Add Saturday service to Five Points area / City Lake / GTCC Jamestown Hourly service from 8:45am – 4:45pm	\$ 22,400.00		
Add Saturday service to Five Points area / City Lake / GTCC Jamestown Hourly service from 6:45am – 5:45pm	\$ 30,800.00		
Extending the Montlieu & Westchester routes to serve requested areas	\$ 514,100.00		\$ 625,000.00

It would approximately cost an additional \$2,320,000 annually in operating expenses to implement all of the service expansion requests. There would be approximately \$865,000 in capital expenses to purchase additional vehicles to be able to serve the new areas and \$20,000 in expenses to install bike racks on the buses. In order to fulfill the requests for improvements to bus stops would require approximately \$210,000 annually to purchase and install additional shelters, add bus stop pads at stops, and add sidewalk connecting bus stops to destinations. This bus stop improvement program to retrofit all bus stops, making them accessible for the disabled but more generally improve the usability of the system for all riders would continue for approximately 10 years.