Triangle Area Rural Planning Organization (TARPO)

Locally Coordinated Human Service Transportation Plan

DRAFT

May 2013

In Cooperation With:

Chatham Transit Network (CTN)

County of Lee Transit System (COLTS)

Moore County Transportation Services (MCTS)

Orange Public Transportation (OPT)

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Purpose and Background for the Plan

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

The federal transportation funding law, MAP-21, includes provisions requiring a locally-developed and coordinated human service public transportation plan. The Triangle Area Rural Planning Organization (TARPO) and the North Carolina Department of Transportation (NCDOT) have joined with local public transportation agencies in scheduling local workshops and in developing a regionally-coordinated service plan that conforms to the current federal regulatory requirements. These workshops were held on April 25th and 26th, 2013. These efforts resulted in the development of a coordinated plan that serves and qualifies the local transit providers for Federal Transit Administration (FTA) funding assistance under Section 5310 (Enhanced Mobility for Seniors and Individuals with Disabilities) and synchronizes this with other federal assistance programs such as FTA Section 5311 (Rural Area Formula Grants), Community Action, Medicaid, Independent Living Centers, and Agency on Aging programs. In the development of this plan, the client needs, service gaps, and other issues of each local transportation provider have been considered. This coordinated plan is intended to be flexible and capable of being expanded or modified at a future date to incorporate additional efforts and initiatives to meet the needs of each local transit provider. This is an update to a previous Locally Coordinated Plan that was developed in 2009[1].

FTA has proposed that the following key elements should be included in any Locally Coordinated Plan:

- An assessment of transportation needs for individuals with disabilities, older adults, and persons with limited incomes;
- An inventory of the available services, identifying areas of redundant service and gaps in service;
- Identification of strategies to address the gaps in service, eliminate or reduce service duplication, and promote more efficient utilization of resources; and
- Prioritization of the implementation strategies.

The Planning Process in the TARPO Region

The Triangle Area Rural Planning Organization (TARPO) has taken the lead in developing this update to the Locally Coordinated Human Service Transportation Plan, with cooperation from Chatham Transit Network (CTN), County of Lee Transit System (COLTS), Moore County Transportation Services (MCTS), Orange Public Transportation (OPT), and the North Carolina Department of Transportation Public

[1] 2009 plan available online at http://www.tarpo.org/docs/topics/humserv/lchstcp.pdf

Transportation Division (NCDOT-PTD). The following activities have been conducted as part of this plan update:

- A review of the 2009 plan document;
- Collection and development of updated demographic data and mapping, using information from the 2010 Census and the 2007-2011 American Community Survey five-year dataset (most recent available);
- Collection of updated transit service statistics for the region, as reported to NCDOT for the years 2010-2012;
- Two half-day workshops with stakeholders and interested citizens in the region, to identify needs, strategies, and priorities. One workshop focused on Lee and Moore Counties while the other focused on Chatham and Orange Counties;
- A survey (both hard copy and online[2]) to collect information from stakeholders and interested citizens in the region;
- A website with links to the 2009 plan, the online survey, and information on the two workshops; and
- Documentation of the outcome of the surveys and workshops.

Stakeholder workshops were held in Sanford on April 25, 2013, and Chapel Hill on April 26, 2013. Invitations were sent to a broad range of individuals identified as stakeholders by the transit agencies within each county. Additionally, public notices were sent out to media organizations and the workshop information was posted on the TARPO website. For a list of invitees and attendees for these workshops, please see Appendix A.

The workshops consisted of small group exercises intended to identify needs, identify potential strategies to address those needs, and prioritize the strategies for implementation. There were four exercises: (1) a brainstorm among all participants in attendance regarding transit needs in the region; (2) a small group exercise examining potential strategies that could be used to address the identified needs; (3) a small group exercise mapping location-specific strategies; and (4) a prioritization voting exercise among all the participants, to identify the highest-priority strategies for implementation in the near-term. The information that came out of these two workshops and the information gathered from the survey serve as the primary basis for developing the recommendations found in this plan.

The plan was adopted by each of the following boards on the dates noted:

Chatham Transit Network Board of Directors – DATE

Lee County Board of Commissioners – DATE

Moore County Board of Commissioners – DATE

Orange County Board of Commissioners – DATE

[2] Online survey is no longer active, following project completion. A paper copy of the survey and a summary of the results can be found in Appendix B.

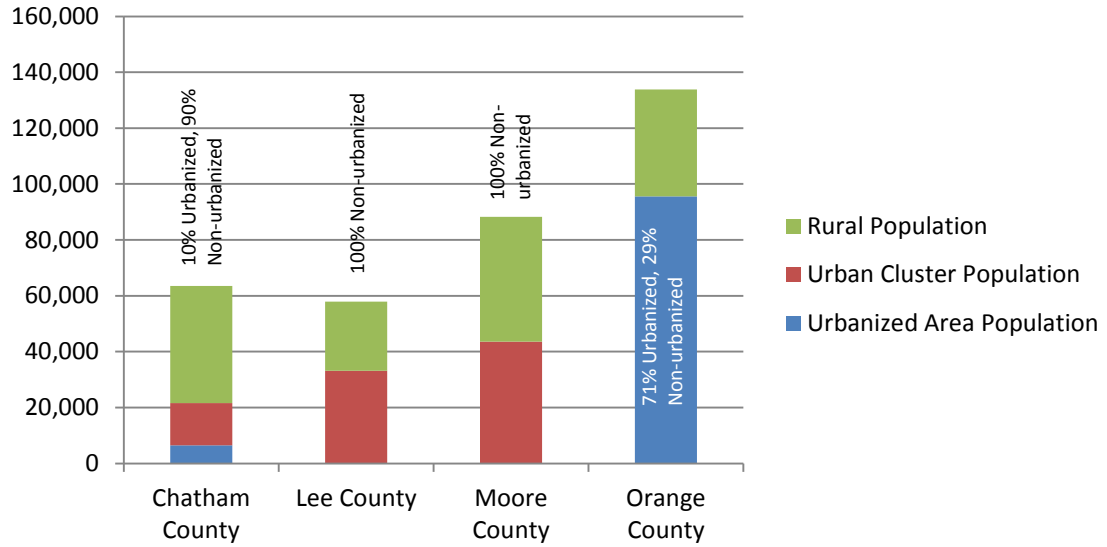
Triangle Area Rural Planning Organization Regional Profile

The Triangle Area Rural Planning Organization (TARPO) region encompasses the four following counties in North Carolina: Chatham (partial), Orange (partial), Lee, and Moore. The parts of Chatham and Orange Counties that are not part of TARPO are included in the Durham-Chapel Hill-Carrboro Metropolitan Planning Organization (DCHC MPO) for northeastern Chatham and southeastern/central Orange, or the Burlington-Graham Metropolitan Planning Organization (BGMPO) for west-central Orange.

At the time of the 2010 Census, the combined population of the four TARPO counties was 343,419, which represented a 19% increase over the population in 2000. Approximately 209,023 of these residents lived within the TARPO area, with the remainder living in the DCHC MPO and BGMPO areas. The following table and graphs show the population totals for each county and include the breakdown by urbanized areas (densely-populated areas with more than 50,000 population), urban clusters (densely-populated areas with 2,500 to 49,999 population), and rural areas.

2010 Census Population Statistics for TARPO Counties

	Chatham County	Lee County	Moore County	Orange County
Total Population	63,505	57,866	88,247	133,801
Urbanized Area Population	6,513	-	-	95,625
Urban Cluster Population	15,128	33,120	43,543	-
Rural Population	41,864	24,746	44,704	38,176
Non-urbanized (Urban Cluster + Rural)	56,992	57,866	88,247	38,176
MPO Population	16,738	-	-	117,658
RPO Population	46,767	57,866	88,247	16,143



Five parameters are generally considered in determining the "transit-dependent" population of an area: (1) number of persons age 60 or above; (2) number of disabled persons; (3) population in households under the federal poverty level; (4) number of households without access to motor vehicles; and (5) minority population. Based on historic patterns, these five indicators tend to provide information on areas where the demand for human-services transit service is likely to be highest. The following table provides information about these parameters for the TARPO area.

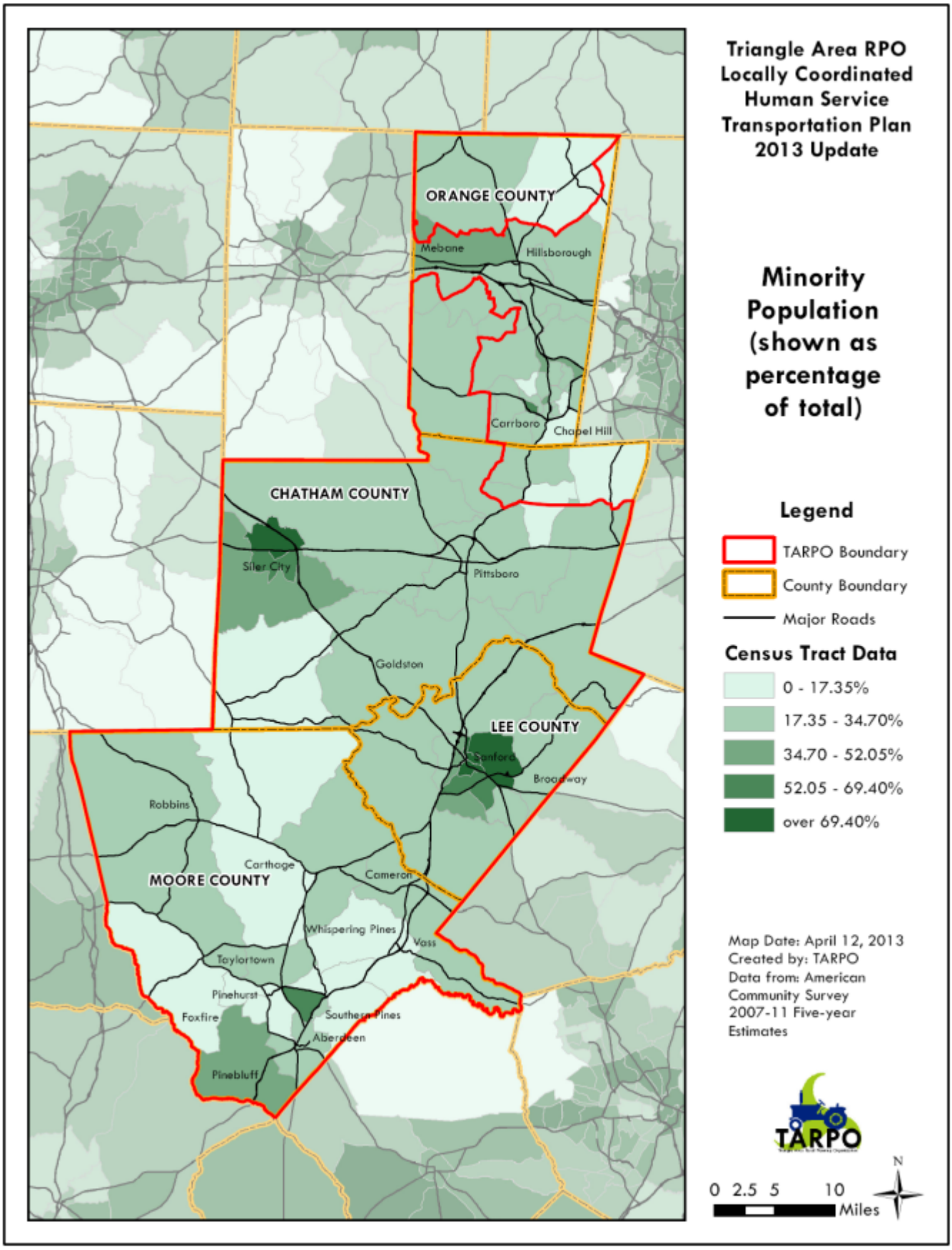
Demographic Information on "Transit-Dependent" Parameters (based on 2010 Census)

	United States	North Carolina	Chatham County	Lee County	Moore County	Orange County
Total Population	308,745,538	9,535,483	63,505	57,866	88,247	133,801
Total Households	116,716,292	3,745,155	28,845	22,058	37,540	51,457
Population 60 and Over	57,085,908	1,772,118	16,266	11,168	26,254	19,643
Percent 60 and Over	18.5%	18.6%	25.6%	19.3%	29.8%	14.7%
Disabled Population*	36,499,048	1,232,302	7,198	8,596	12,200	11,180
Percent Disabled*	12.0%	13.2%	11.4%	15.1%	14.1%	8.4%
Population in Households under Poverty Level*	45,768,084	1,596,887	7,026	10,575	13,162	23,276
Percent under Poverty Level*	15.2%	17.2%	11.2%	18.5%	15.1%	18.8%
Households without motor vehicle access*	10,419,039	243,221	1,395	1,963	2,145	3,590
Percent without motor vehicle access*	9.1%	6.6%	5.4%	9.3%	5.8%	7.0%
Minority Population**	111,927,986	3,311,488	18,320	23,545	19,760	39,130
Percent Minority**	36.3%	34.7%	28.8%	40.7%	22.4%	29.2%

*Information in these categories comes from the 2009-2011 American Community Survey, and is based on extrapolated sample data over a three-year period rather than a full population count. Percentages on these items are calculated using three-year estimate data.
**Minority, as used here, includes persons who selected a race/ethnicity other than "White Alone – Non-Hispanic" on the Census.

The counties in the TARPO region have experienced significant growth in the years between 2000 and 2010, growing from a total population of 288,845 in 2000 to 343,419 in 2010 (18.9% growth). The population of the rural portions of these counties also grew, from 192,473 in 2000 to 241,281 in 2010 (25.4% growth). General trends within the region include the growth of the Hispanic/Latino population (particularly in the Siler City area of Chatham County, the Sanford area of Lee County, and the Robbins area of Moore County); growth in the population over the age of 60 (particularly in Chatham and Moore Counties); and continued residential growth driven by people commuting to the nearby Raleigh, Durham, and Fayetteville regions. The maps on the following pages display information on the "transit-dependent" parameters[3] at the Census Tract level (smallest geography with available data).

[3] Disability information is not currently available at the Census Tract level due to changes in the American Community Survey methodology in 2008. This information should be available in future years, however. At this time, maps have not been created for disability status. Refer to the table for county-level data.


Triangle Area RPO
Locally Coordinated
Human Service
Transportation Plan
2013 Update
ORANGE COUNTY
Mebane
Hillsborough
Carrboro
Chapel Hill
CHATHAM COUNTY
Siler City
Pittsboro
Goldston
LEE COUNTY
Sanford
Broadway
Robbins
Carthage
MOORE COUNTY
Cameron
Whispering Pines
Vass
Taylortown
Pinehurst
Foxfire
Southern Pines
Aberdeen
Pinebluff
Minority
Population
(shown as
percentage
of total)
Legend
TARPO Boundary
County Boundary
Major Roads
Census Tract Data
0 - 17.35%
17.35 - 34.70%
34.70 - 52.05%
52.05 - 69.40%
over 69.40%
Map Date: April 12, 2013
Created by: TARPO
Data from: American
Community Survey
2007-11 Five-year
Estimates
TARPO
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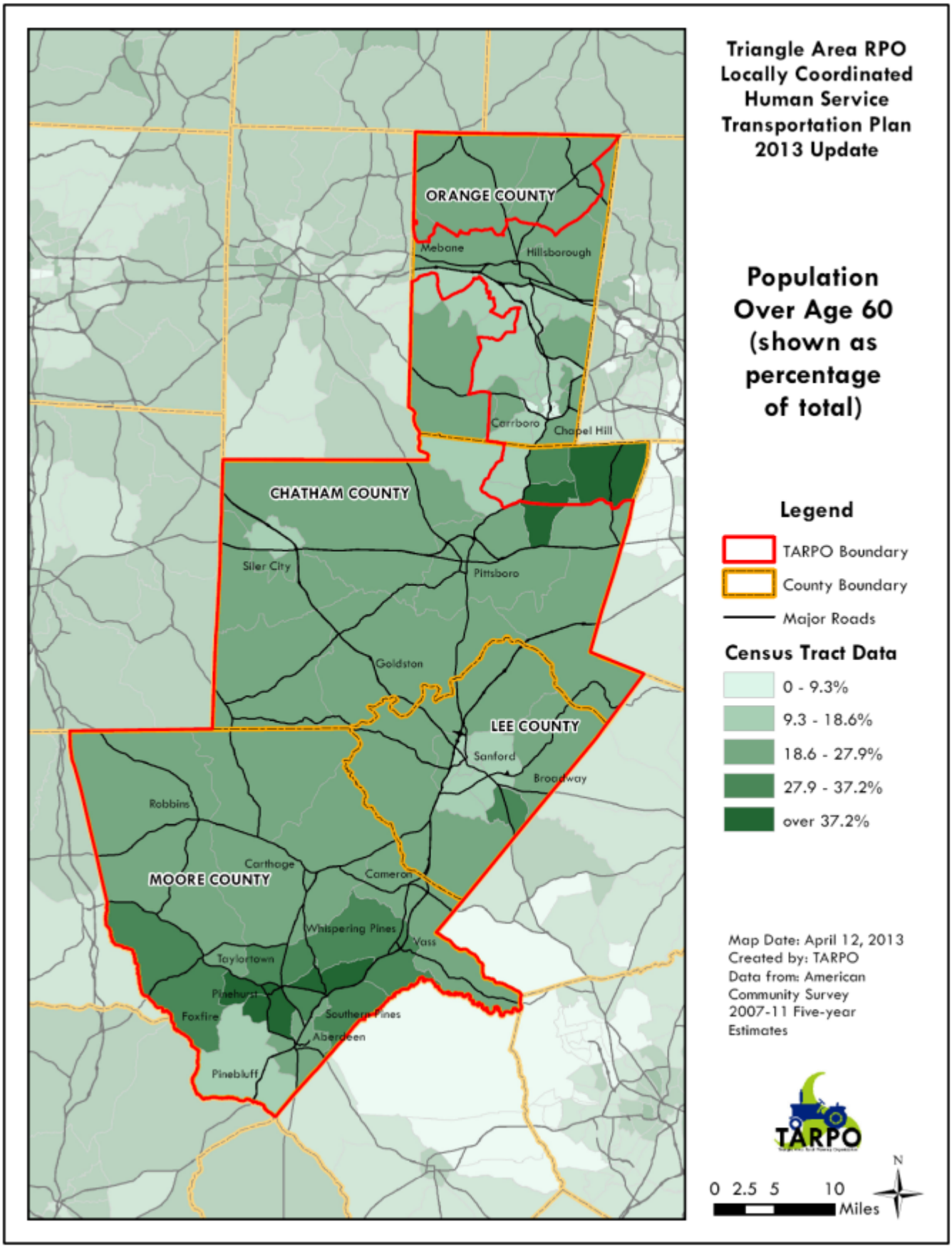
Miles


Triangle Area RPO
Locally Coordinated
Human Service
Transportation Plan
2013 Update
Population
Over Age 60
(shown as
percentage
of total)
Legend
TARPO Boundary
County Boundary
Major Roads
Census Tract Data
0 - 9.3%
9.3 - 18.6%
18.6 - 27.9%
27.9 - 37.2%
over 37.2%
Map Date: April 12, 2013
Created by: TARPO
Data from: American
Community Survey
2007-11 Five-year
Estimates
TARPO
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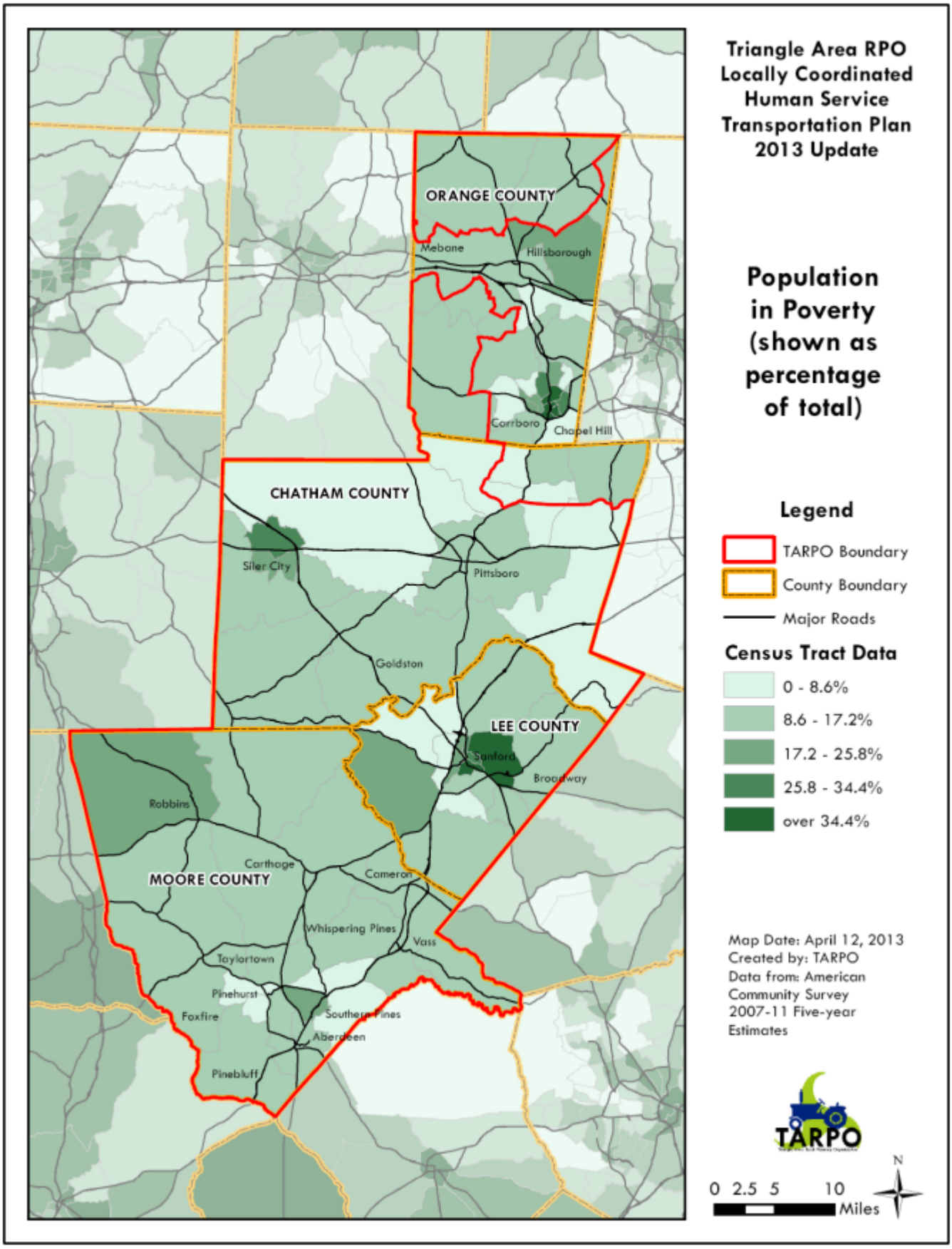
0 2.5 5 10
Miles
ORANGE COUNTY
Mebane
Hillsborough
Carrboro
Chapel Hill
CHATHAM COUNTY
Siler City
Pittsboro
Goldston
LEE COUNTY
Sanford
Broadway
Robbins
Carthage
MOORE COUNTY
Cameron
Whispering Pines
Vass
Taylortown
Pinehurst
Foxfire
Southern Pines
Aberdeen
Pinebluff


Triangle Area RPO
Locally Coordinated
Human Service
Transportation Plan
2013 Update
Population
in Poverty
(shown as
percentage
of total)
Legend
TARPO Boundary
County Boundary
Major Roads
Census Tract Data
0 - 8.6%
8.6 - 17.2%
17.2 - 25.8%
25.8 - 34.4%
over 34.4%
Map Date: April 12, 2013
Created by: TARPO
Data from: American
Community Survey
2007-11 Five-year
Estimates
TARPO
0 2.5 5 10
Miles
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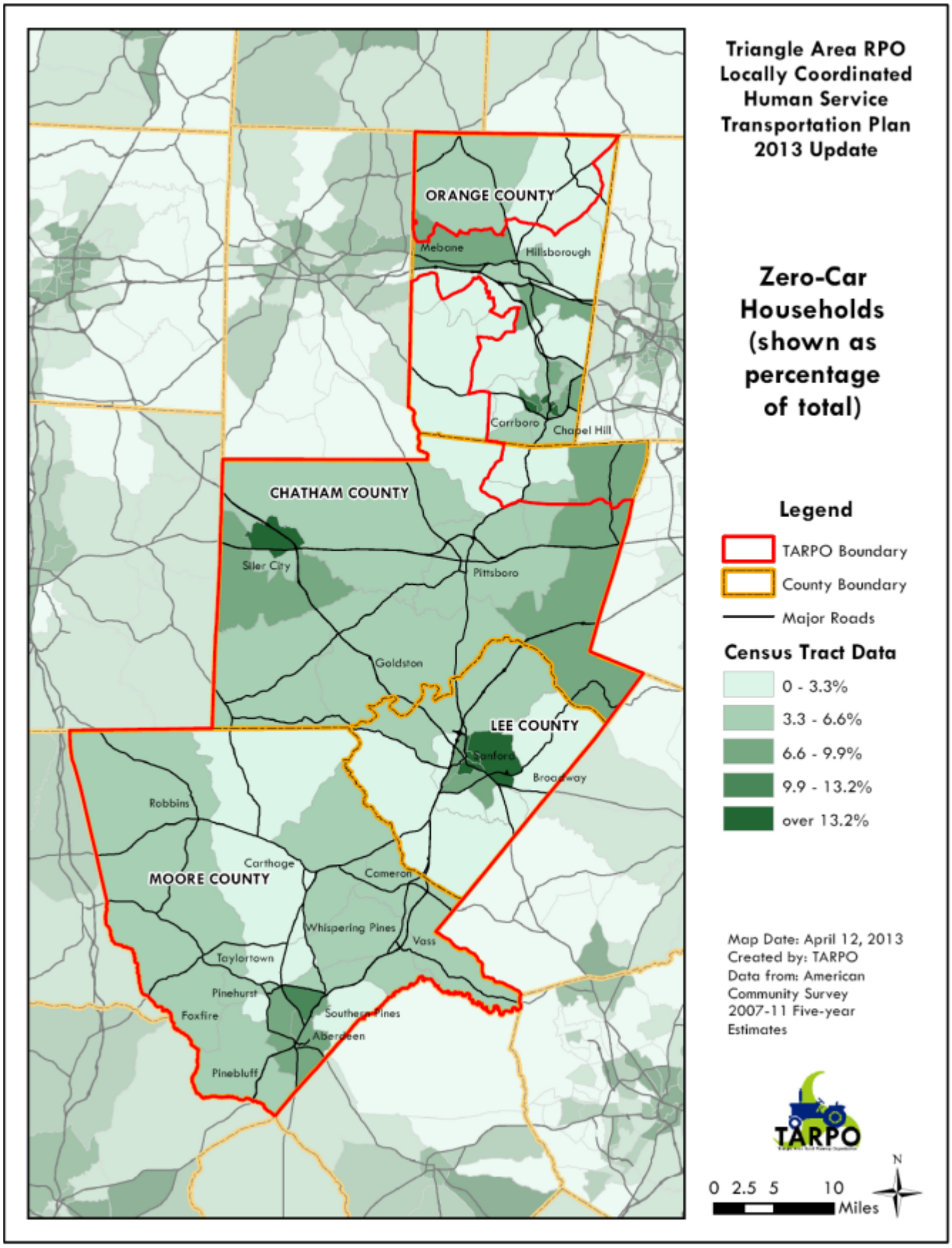
ORANGE COUNTY
Mebane
Hillsborough
Carrboro
Chapel Hill
CHATHAM COUNTY
Siler City
Pittsboro
Goldston
LEE COUNTY
Sanford
Broadway
Robbins
Carthage
MOORE COUNTY
Cameron
Whispering Pines
Vass
Taylortown
Pinehurst
Foxfire
Southern Pines
Aberdeen
Pinebluff


Triangle Area RPO
Locally Coordinated
Human Service
Transportation Plan
2013 Update
Zero-Car
Households
(shown as
percentage
of total)
Legend
TARPO Boundary
County Boundary
Major Roads
Census Tract Data
0 - 3.3%
3.3 - 6.6%
6.6 - 9.9%
9.9 - 13.2%
over 13.2%
Map Date: April 12, 2013
Created by: TARPO
Data from: American
Community Survey
2007-11 Five-year
Estimates
TARPO
0 2.5 5 10
Miles
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ORANGE COUNTY
Mebane
Hillsborough
Carrboro
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Aberdeen
Pinebluff

Regional-level Recommendations

The county-level recommendations presented below serve as the primary focus of this plan document. However, there are several over-arching issues of a regional nature that work across these county lines. One major topic of discussion in the workshops was the issue of inter-county cooperation, with a particular focus on the coordination of medical trips from the three southern counties that are traveling to hospitals in Chapel Hill and Durham. Another topic that was generally agreed upon in both workshops is the need for more general-purpose transit service in the TARPO counties, rather than limiting services to medical trips and other contract services. Other topics with broad support among the workshop participants and survey takers included: the need to address certain areas of each county that are currently underserved by transit; the need to provide door-to-door service for the elderly and disabled; the need for improved communication of transit information with the public; and the need for more education on available services, programs, and eligibility requirements.

County-level Summaries

Specific information on existing service characteristics, needs, potential strategies, and priorities for implementation have been developed for each county within the TARPO region. This section provides information tailored to the needs of each county, and the rural service providers within that county.

CHATHAM COUNTY

Inventory of Current Service

Chatham Transit Network (CTN) is a non-profit organization that provides a mixture of fixed-route and demand-response service within Chatham County. Its two fixed routes are the 'PX Route' connecting Pittsboro and Chapel Hill[4] and the '64 Route' connecting Pittsboro and Siler City. The following list provides an inventory of CTN's current vehicle fleet:

- One 6-seat 1996 minivan (not ADA-equipped)
- One 14-seat 2002 van (not ADA-equipped)
- One 2-seat 2002 minivan
- One 14-seat 2003 van (not ADA-equipped)
- One 24-seat 2004 cutaway van (not ADA-equipped)
- One 16-seat 2006 cutaway van
- Two 9-seat 2006 vans
- One 7-seat 2006 van
- Two 9-seat 2007 vans
- One 16-seat 2008 cutaway van

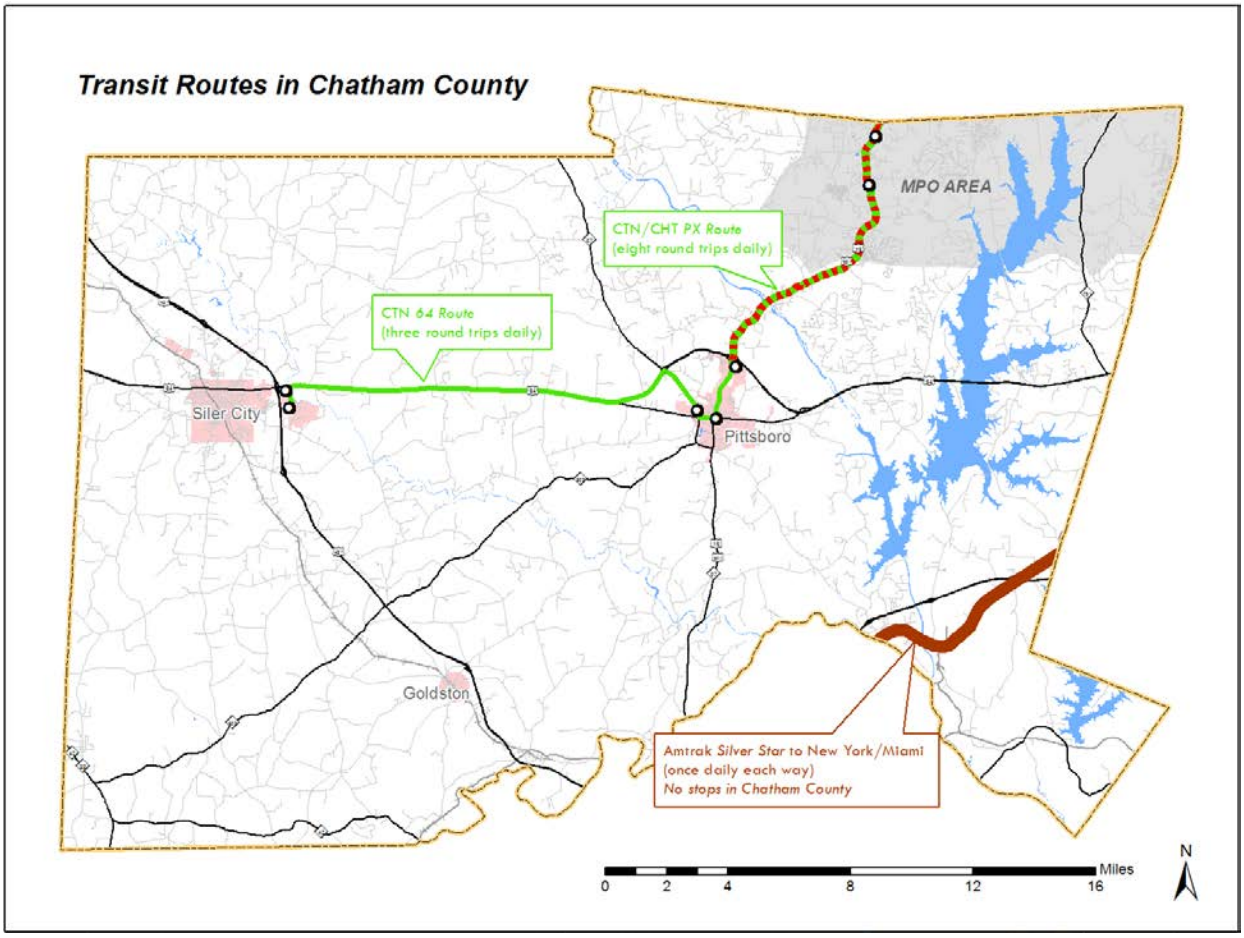
[4] Three round trips of the PX Route each day are operated by CTN; additional runs are operated by Chapel Hill Transit.

- One 12-seat 2009 cutaway van
- One 8-seat 2009 van
- Two 8-seat 2010 vans
- Five 8-seat 2011 vans
- One 8-seat 2013 cutaway van
- One 14-seat 2013 cutaway van
- Two 16-seat 2013 cutaway vans
- One 15-seat 2013 cutaway van

This provides a total of 26 vans, of which 22 are equipped with wheelchair lifts.

In 2012, CTN reported having 28 ¼ full-time-equivalent employees, of which 3 ¼ were administrative and 25 were drivers. In-county demand response service and medical trip services are provided between 8 AM and 5 PM on weekdays. CTN operates three round trips of the 'PX' and '64' routes each weekday. CTN offers curb-to-curb service countywide.

CTN carried 62,396 passengers in 2012, which is almost 250 passengers per day. 13% of CTN's trips were paid through Medicaid and 51% were paid through other types of contract services. 36% of trips were non-contract trips.



In addition to the service provided by Chatham Transit Network, there are several other transportation providers within Chatham County, including the following (types of other service providers could include taxis, agency vans, charter services, fixed route providers, etc.):

- Sister 2 Sister Transportation
- Chapel Hill Transit
- Crystal
- T&L Transportation
- Fearrington Cares

Chatham County has a relatively low population density overall, although it does have pockets of higher density in Siler City, Pittsboro, and northeast Chatham. CTN's fixed routes connect these three areas of higher-density population, as well as providing a connection to nearby Chapel Hill.

Population (2010)	63,505 (10% urbanized area, 24% urban cluster, 66% rural)
Land Area (2010)	682 square miles
Average Population Density (2010)	93 persons per sq.mi.

CTN Historical Operating Statistics

	2010	2011	2012	% change '10-12
Total Service Miles	478,140	598,304	639,502	+ 33.7%
Total Service Hours	18,456	23,634	24,992	+ 35.4%
Total Passenger Trips	44,400	54,343	62,396	+ 40.5%
Passengers per Hour	2.41	2.30	2.50	+ 3.7%
Passengers per Mile	0.093	0.091	0.098	+ 5.3%
Non-Contract Trips per Non-urban Population	0.41	0.40	0.57	+ 39.0%
Cost per Mile	$1.64	$1.93	$1.79	+ 9.1%
Cost per Hour	$42.48	$48.78	$45.91	+ 8.1%
Cost per Trip	$17.66	$21.21	$18.39	+ 4.1%
Subsidy per Trip	$7.37	$9.66	$5.40	- 26.7%
Federal Funding	$172,170	$313,015	$221,847	+ 28.9%
State Funding	$155,267	$211,757	$115,219	- 25.8%
Local Contract Funding	$353,726	$533,474	$694,987	+ 96.5%
Other Local Funding	$88,930	$84,488	$91,702	+ 3.1%
Fares	$13,915	$10,089	$23,642	+ 69.9%

Survey and Workshop Outcomes

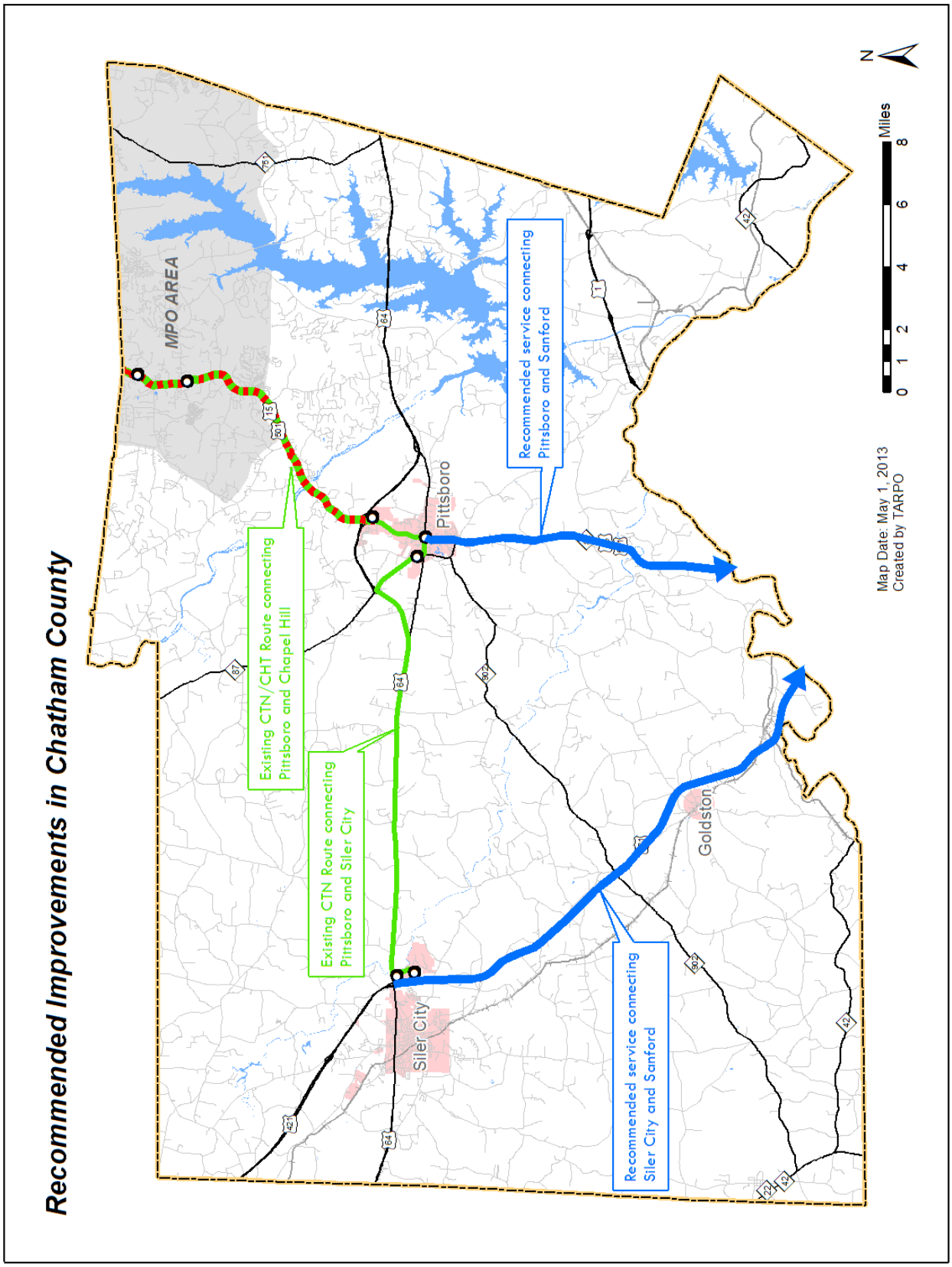
The stakeholder workshop for Chatham and Orange Counties was held on April 26, 2013 at the Orange County Southern Human Services Center in Chapel Hill. A list of attendees can be found in Appendix A. In the first exercise of the workshop, the participants were asked to brainstorm a list of needs within this two-county region. The group identified the following thirty-three needs:

- Door-to-door service
- Return trips for medical emergency
- Re-evaluation of routes serving Senior Center
- Expansion of general transportation service
- Expanded service in northern Orange/rural areas
- Collaboration with medical services
- Addressing food deserts
- Trips need to serve county service centers
- Funding partnerships (e.g medical)
- More evening/weekend/morning service
- Access across county lines
- Coordination with DSS/Medicaid; access for people eligible but not yet enrolled
- Education
- Higher frequency
- Address decentralization of medical facilities
- Circulator routes with remote collection points (rural)
- Assuring timeliness of service
- County-to-county transfers
- Affordability of service
- Coordination of service (staff person)
- More detailed instruction for riders
- Customer service improvements
- Amenities for transit stops
- Recreation trips
- Dissemination of user-friendly information
- Information in other languages
- Training for "Go Triangle" call center
- Enhancements for mobility-impaired
- Coordination with neighbor systems on transfers (e.g. timing for medical trips)
- Bike racks at stops and on vehicles
- Improved transportation to education centers
- Volunteer driver program
- More park & ride lots

In the second exercise of the workshop, participants worked in smaller groups at the individual county level to examine strategies that could potentially be used to address the area's needs. The participants were asked to examine a list of potential strategies, determine whether that was an appropriate type of strategy to use within that county, and consider which needs would be addressed by that strategy. They were also asked to identify any additional strategies that should be considered. There was one small group from Chatham County, whose responses are summarized below:

Strategies to Address Needs	Is it Appropriate Here?	What needs would this address?
New/Improved Fixed Routes and Deviated Fixed Routes	Yes	Sanford & Asheboro
New/improved early morning/evening service	Yes	More evening/weekend/morning service
New/improved weekend service	Yes	More evening/weekend/morning service (differentiate between need and convenience)
Volunteers (drivers, trainers, etc.)	No	
Vouchers	Yes	Collaboration with medical services; coordination with DSS/Medicaid; address decentralization of medical facilities; affordability of service
Mobility Manager	Yes	More detailed instruction for riders
Increased visibility/marketing/ education	Yes	More detailed instruction for riders; dissemination of user-friendly information
New/improved express services	No	
Transit passes	No	
Agency-operated services	No	
Vanpools	No	
Large transit vehicles	No	
Park and ride facilities	No	
Door to door service	Yes	Expansion of general transportation service; customer service improvements
New/improved in-town circulators, shuttles, and other localized services	Yes	Expansion of general transportation service
Changes to institutional policy	???	
Brokered trips	No	
Car-sharing services	No	
Bike racks on buses	No	
Linkages/transfers with other providers	Yes	County-to-county transfers; coordination with neighbor systems on transfers
Changes to land use/development policy	Yes	
Increased scheduling flexibility	Yes	TBD

For the third workshop exercise, the participants stayed within their small groups and worked with a large map to determine specific locational strategies, barriers, and needs. The map developed by the Chatham County small group is presented on the next page.


Recommended Improvements in Chatham County
MPO AREA
Existing CTN/CHT Route connecting Pittsboro and Chapel Hill
Existing CTN Route connecting Pittsboro and Siler City
Recommended service connecting Pittsboro and Sanford
Recommended service connecting Siler City and Sanford
Pittsboro
Siler City
Goldston
Map Date: May 1, 2013
Created by TARPO
0 1 2 4 6 8
Miles
N

In the final exercise of the workshop, the participants once again combined into one large group with representatives from both Chatham and Orange Counties. In this exercise, each participant was given seven stickers and asked to place stickers on the strategies that they considered to be the highest priorities for implementation within the next four to five years. The list below summarizes the results of this priority voting (those receiving more than ten votes are in bold):

- **Increased visibility/marketing/education – 20 votes**
- **New/improved fixed routes and deviated fixed routes – 15 votes**
- **More funding – 14 votes**
- **Changes to institutional policy – 13 votes**
- **New/improved early morning/evening service – 12 votes**
- **Connecting with churches, neighborhoods, etc. for park and ride – 12 votes**
- **Mobility manager – 10 votes**
- Collaboration with Hospitals – 8 votes
- Volunteers (drivers, trainers, etc.) – 6 votes
- Park and ride lots – 6 votes
- New/improved weekend service – 4 votes
- Transit passes – 4 votes
- Door-to-door service – 4 votes
- Linkages/transfers with other providers – 4 votes
- Vouchers – 3 votes
- Vanpools – 3 votes
- New/improved in-town circulators, shuttles, localized services – 2 votes
- Car-sharing services – 2 votes
- Increased scheduling flexibility – 2 votes
- Transit amenities – 2 votes
- Brokered trips – 1 vote
- New/improved express services – no votes
- Agency-operated services – no votes
- Larger transit vehicles – no votes
- Bike racks on buses – no votes
- Changes to land use/development policy – no votes

In addition to the half-day workshop, a survey was made available both online and in paper form. Of the 50 responses received, 14 indicated that the respondent lived or worked in Chatham County. The survey responses for these 14 respondents from Chatham County are summarized below. A summary of all survey responses (for all counties) can be found in Appendix B.

Question 1: Which county do you live and/or work in? Please check all that apply.

Chatham	14
Lee	1
Moore	0
Orange	2

Question 2: Please indicate whether you agree with the following statements regarding public transit service needs in your county.

"There is not enough public transportation service available."

Strongly Agree	12	(86%)
Agree	2	(14%)
Neutral or Don't Know	0	
Disagree	0	
Strongly Disagree	0	

"The daily hours of operation should be extended."

Strongly Agree	11	(79%)
Agree	3	(21%)
Neutral or Don't Know	0	
Disagree	0	
Strongly Disagree	0	

"There needs to be service available on nights and weekends."

Strongly Agree	11	(79%)
Agree	2	(14%)
Neutral or Don't Know	1	(7%)
Disagree	0	
Strongly Disagree	0	

"There should be more focus on employment-related trips."

Strongly Agree	9	(64%)
Agree	1	(7%)
Neutral or Don't Know	3	(21%)
Disagree	0	
Strongly Disagree	1	(7%)

"There are areas of the county that are currently underserved and should be addressed."

Strongly Agree	11	(79%)
Agree	2	(14%)
Neutral or Don't Know	1	(7%)
Disagree	0	
Strongly Disagree	0	

"There needs to be more coordination with service providers in neighboring counties."

Strongly Agree	7	(50%)
Agree	3	(21%)
Neutral or Don't Know	4	(29%)
Disagree	0	
Strongly Disagree	0	

"There needs to be more coordination among different service providers within my county."

Strongly Agree	8	(57%)
Agree	3	(21%)
Neutral or Don't Know	3	(21%)
Disagree	0	
Strongly Disagree	0	

"There should be 'door-to-door' service for the elderly and disabled."

Strongly Agree	11	(79%)
Agree	2	(14%)
Neutral or Don't Know	1	(7%)
Disagree	0	
Strongly Disagree	0	

"There needs to be more education on available services, programs, and eligibility requirements."

Strongly Agree	9	(64%)
Agree	5	(36%)
Neutral or Don't Know	0	
Disagree	0	
Strongly Disagree	0	

"There is a language barrier for the users of services in my county."

Strongly Agree	6	(43%)
Agree	4	(29%)
Neutral or Don't Know	4	(29%)
Disagree	0	
Strongly Disagree	0	

"Service providers need to better communicate information to the public (website, advertising, etc.)."

Strongly Agree	8	(57%)
Agree	4	(29%)
Neutral or Don't Know	2	(14%)
Disagree	0	
Strongly Disagree	0	

"Service providers need to be more consumer-friendly."

Strongly Agree	5	(36%)
Agree	5	(36%)
Neutral or Don't Know	3	(21%)
Disagree	0	
Strongly Disagree	0	

"Using transit is too complicated and requires too much advance planning."

Strongly Agree	5	(36%)
Agree	3	(21%)
Neutral or Don't Know	5	(36%)
Disagree	0	
Strongly Disagree	1	(7%)

Other need (written-in): Need more connection from Chatham to RTP, Raleigh, other parts of the Triangle

Other need (written-in): Chatham County needs a real bus service!

Question 3: Out of the statements above, which do you believe is the most important to address in the near future?

"There is not enough public transportation service available."	4	(31%)
"The daily hours of operation should be extended."	3	(23%)
"There needs to be service available on nights and weekends."	1	(8%)
"There should be more focus on employment-related trips."	1	(8%)
"There are areas of the county that are currently underserved and should be addressed."	2	(15%)
"There needs to be more coordination with service providers in neighboring counties."	0	
"There needs to be more coordination among different service providers within my county."	0	
"There should be 'door-to-door' service for the elderly and disabled."	1	(8%)
"There needs to be more education on available services, programs, and eligibility requirements."	1	(8%)
"There is a language barrier for the users of services in my county."	0	
"Service providers need to better communicate information to the public (website, advertising, etc.)."	0	
"Service providers need to be more consumer-friendly."	0	
"Using transit is too complicated and requires too much advance planning."	0	

Question 4: If you do not currently use public transportation, why? Choose all that apply.

I have a personal vehicle that is reliable and convenient	12	(86%)
I have a family member or friend who drives me places when needed	0	
Public transportation does not go the places I need to go	7	(50%)
Public transportation does not operate at the times I need to travel	6	(43%)
Public transportation takes too long or has inconvenient timing	4	(29%)
I do not know how to use it	0	
I did not know it was available	0	
I DO use public transportation	1	(7%)
Other: I would definitely use public transit if it were available. My husband drives to the UNC bus terminal near Cole Park Plaza every weekday for work. He would have gladly taken the Pittsboro to Chapel Hill bus, but it traveled during non business hours, which made no sense. I also would have used it for my frequent trips to Chapel Hill, but again, the hours were strange, and the time allowed to be in Chapel Hill was very short. I also traveled to Raleigh frequently for work, and commuted for years. There are so many who do, and I would have so appreciated a commuter bus to Raleigh and back. It would have to run at realistic work hours though.	1	(7%)

Question 5: Do you have any other comments on public transportation in your community that may be of help in developing this plan?

not at the present time

Chatham County lost most all industrial jobs but Lee and Durham Counties are showing growth. Unfortunately, residents lack transportation to get to the other counties early morning and back home evenings so they can work this jobs.

Chatham County is in dire need of "real" public transporation that is available to everyone and that goes places that people need to go. Public transportation needs to be reliable, affordable, and accessible by everyone regardless of age/insurance status/language, etc. I know of some families who are paying people $20 for a trip within Siler City to shop at Walmart. The need is real.

See above. But there should be early transportation from, and later, early evening transportation back, to Chatham County. People would use transit that was realistically scheduled. I never understood the scheduling of the Pboro to CH bus. Also, why is there no transit from Pboro to Siler City?

I grew up in St. Louis and the bus route was ALL over not just one or two counties. http://www.metrostlouis.org/Default.aspx Check out that website and see the wide range the bus travels PLUS there is the train....its goes all the way to Illinois. The train is ran by electric.

Summary of Recommendations

The information in the previous section provides a detailed list of needs, strategies, and priorities within Chatham County. The following strategies stand out as being both appropriate and a high priority for implementation based on the results of the workshop. This summary is not all-inclusive, and should not be interpreted as a limit on potential future actions, but rather as a way to identify some of the highest priorities for implementation.

- New/improved fixed routes and deviated fixed routes – the mapping exercise identified a need for new routes connecting Siler City to Sanford and connecting Pittsboro to Sanford. The strategy identification exercise also identified a need for a route connecting to Asheboro.
- New/improved early morning/evening service – the ability to accommodate trips earlier and later in the day was an item of concern for workshop participants
- Mobility manager – this would improve customer service and provide better information to riders
- Increased visibility/marketing/education – this was highlighted as an important need

This is very similar to the list of items identified as priorities in the survey, which found the three highest priorities in Chatham County to be expanding the amount of transit service provided, extending daily hours of operation, and serving areas of the county that are currently underserved. A major topic of discussion during the workshop was the need for more coordination with neighboring counties, particularly Lee County.

LEE COUNTY

Inventory of Current Service

County of Lee Transit System (COLTS) is administered by the Lee County Department of Senior Services, and provides a mixture of fixed-route and demand-response service within Lee County. Its fixed route, the "Dash," operates in a loop around the City of Sanford, with some fixed stops and some deviations. The following list provides an inventory of the COLTS vehicle fleet as reported in the 2011 National Transit Database:

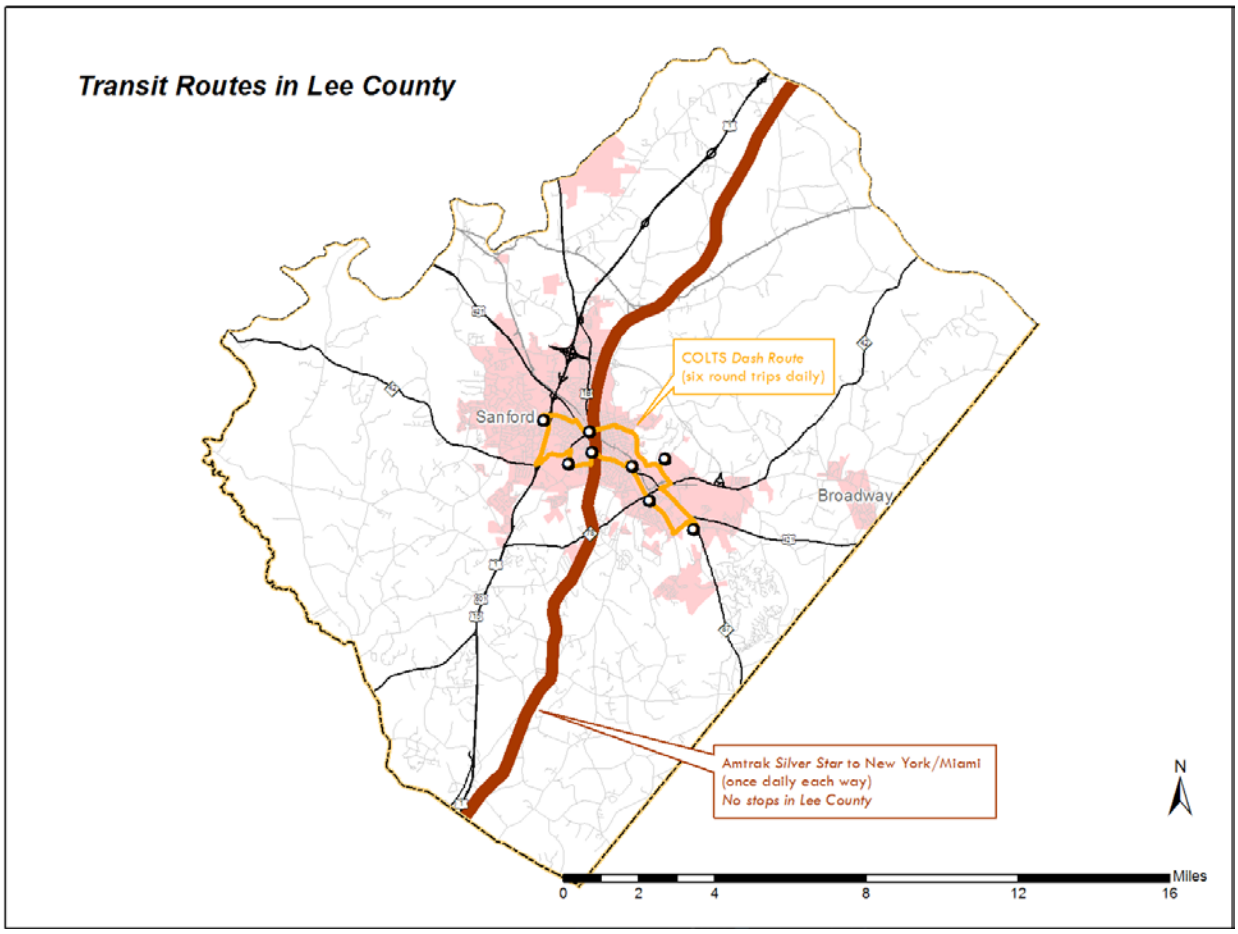
- Four 12-seat 2009 vans (not ADA-equipped)
- One 8-seat 2009 van
- Two 9-seat 2008 vans
- Four 13-seat 2008 vans (not ADA-equipped)
- One 9-seat 2003 van
- Two 9-seat 2006 vans
- Two 12-seat 2007 vans (not ADA-equipped)
- One 9-seat 2007 van

- One 8-seat 2010 van
- One 16-seat bus

This provides a total of 19 vehicles, of which 9 are equipped with wheelchair lifts.

In 2012, COLTS reported having 18 ¼ full-time-equivalent employees, of which 2 ¼ were administrative and 16 were drivers. Services are provided between 7 AM and 6 PM on weekdays. COLTS operates six round trips of the 'Dash' route each weekday. COLTS offers curb-to-curb service countywide.

COLTS carried 66,658 passengers in 2012, which is over 250 passengers per day. 13% of COLTS trips were paid through Medicaid and 53% were paid through other types of contract services. 34% of trips were non-contract trips.



In addition to the service provided by COLTS, there are several other transportation providers within Lee County, including the following (types of other service providers could include taxis, agency vans, charter services, fixed route providers, etc.):

- Fleming Transportation Services Inc.
- Prime Time Limousine Services

Lee County has a relatively high population density for a 'rural' county, primarily due to the relatively large, dense population in the City of Sanford. The 'Dash' route is focused on serving the common transit destinations in the City of Sanford.

Population (2010)	57,866 (57% urban cluster, 43% rural)
Land Area (2010)	255 square miles
Average Population Density (2010)	227 persons per sq.mi.

COLTS Historical Operating Statistics

	2010	2011	2012	% change '10-12
Total Service Miles	446,976	425,963	492,559	+ 10.2%
Total Service Hours	23,280	22,348	23,666	+ 1.7%
Total Passenger Trips	61,764	63,579	66,658	+ 7.9%
Passengers per Hour	2.65	2.84	2.82	+ 6.4%
Passengers per Mile	0.138	0.149	0.135	- 2.2%
Non-Contract Trips per Non-urban Population	0.98	0.90	0.94	- 4.1%
Cost per Mile	$1.38	$1.50	$1.43	+ 3.6%
Cost per Hour	$26.59	$28.52	$29.81	+ 12.1%
Cost per Trip	$10.02	$10.03	$10.59	+ 5.7%
Subsidy per Trip	$5.21	$5.39	$4.59	- 11.9%
Federal Funding	$124,068	$143,811	$144,411	+ 16.4%
State Funding	$197,976	$198,693	$161,553	- 18.4%
Local Contract Funding	$243,582	$241,728	$295,831	+ 21.5%
Other Local Funding	$23,394	$23,786	$66,257	+ 183.2%
Fares	$29,903	$29,407	$37,533	+ 25.5%

Survey and Workshop Outcomes

The stakeholder workshop for Lee and Moore Counties was held on April 25, 2013 at the Enrichment Center in Sanford. A list of attendees can be found in Appendix A. In the first exercise of the workshop, the participants were asked to brainstorm a list of needs within this two-county region. The group identified the following twenty-one needs:

- Cross-county line transportation
- Increase time span of service
- Increase service to meet general needs (e.g. non-medical trips, etc.)
- Need user-friendly information
- Ability to update information (internal and external) in a timely manner
- Getting information to drivers
- Stops with transit amenities
- Increase number of stops
- Increase local service – deviated fixed routes
- Timeliness of pickup and dropoff

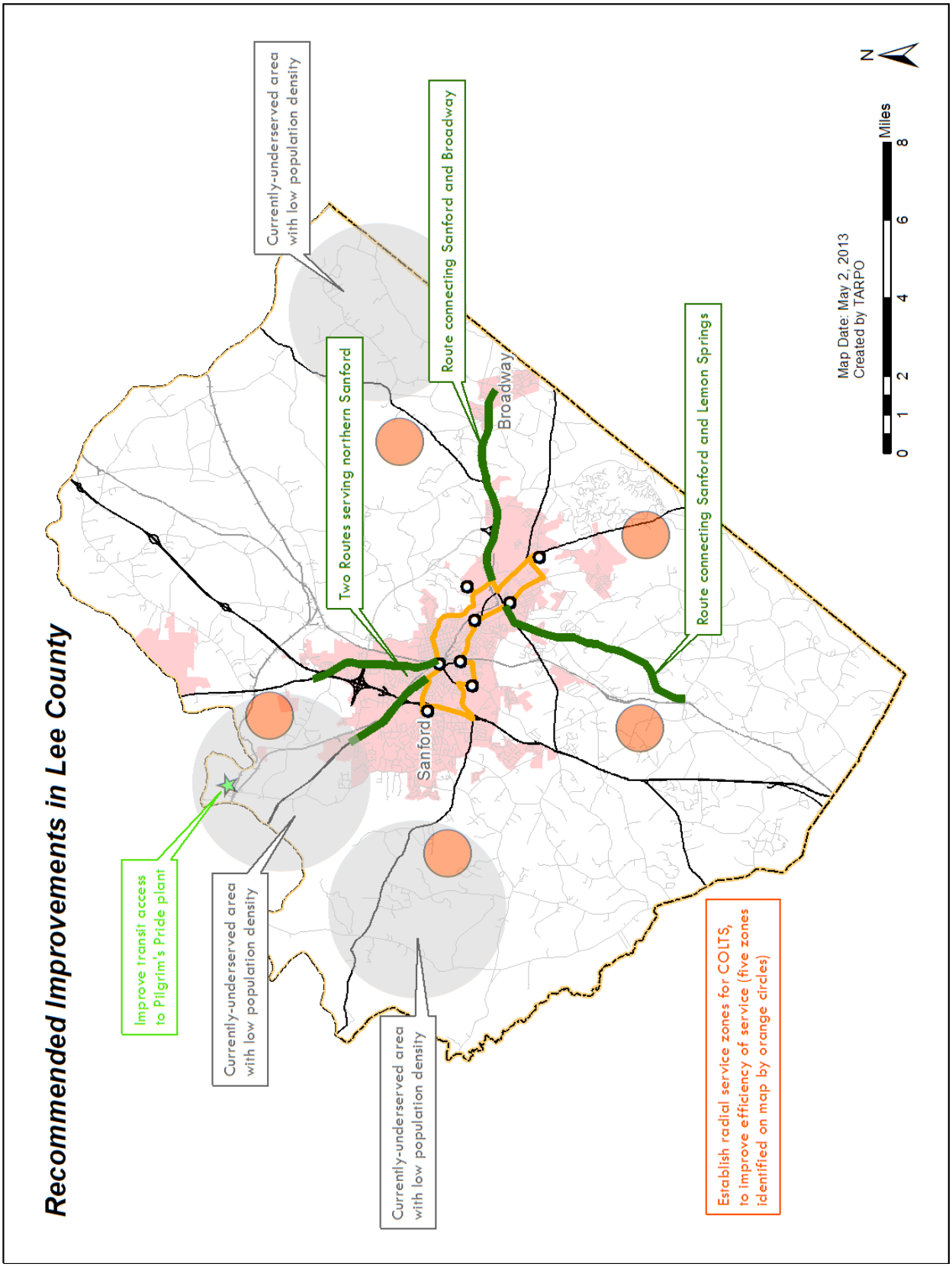
- Cooperation with private providers
- Ability to accept vouchers
- Language barriers/translation
- Clarity about what is covered (Medicaid, etc.)
- Need to serve employment centers
- Access to community college and job training
- Strengthen Transportation Advisory Board
- Link transit and land use planning
- "Door-to-Door" service
- Recreation, after-school, and summer trips
- Service to elderly and disabled

In the second exercise of the workshop, participants worked in smaller groups at the individual county level to examine strategies that could potentially be used to address the area's needs. The participants were asked to examine a list of potential strategies, determine whether that was an appropriate type of strategy to use within that county, and consider which needs would be addressed by that strategy. They were also asked to identify any additional strategies that should be considered. There were two small groups from Lee County, whose responses are summarized below:

Strategies to Address Needs	Is it Appropriate Here?	What needs would this address?
New/Improved Fixed Routes and Deviated Fixed Routes	Yes (1), No (1)	Cross county-line transportation; increase number of stops; increase local service; increase service to meet general needs
New/improved early morning/evening service	Yes (2)	Increase time span of service; more accessibility
New/improved weekend service	Yes (2)	Increase time span of service; more accessibility
Volunteers (drivers, trainers, etc.)	Yes (1), No (1)	Increase service to meet general needs; increase number of stops; cooperation with private providers; language barriers/translation; clarity about what is covered; recreation, after-school, and summer trips
Vouchers	Yes (2)	Cooperation with private providers; ability to accept vouchers; more accessibility and options for passengers
Mobility Manager	Yes (1), No (1)	Need user-friendly information; ability to update information in a timely manner; getting information to drivers
Increased visibility/marketing/ education	Yes (2)	Language barriers/translation; strengthen TAB; link transit and land use planning; so more passengers will be informed
New/improved express services	Yes (2)	Need to serve employment centers; for more private providers to provide for passengers

Transit passes	Yes (2)	Ability to accept vouchers; would be more convenient
Agency-operated services	No (2)	
Vanpools	No (2)	
Large transit vehicles	Yes (1), No (1)	For incidents with wheelchairs
Park and ride facilities	No (2)	
Door to door service	Yes (2)	Service to elderly and disabled; more flexibility for customer
New/improved in-town circulators, shuttles, and other localized services	Yes (1), No (1)	Increase service to meet general needs
Changes to institutional policy	No (2)	
Brokered trips	No (2)	
Car-sharing services	No (2)	
Bike racks on buses	No (2)	
Linkages/transfers with other providers	Yes (2)	Cross-county line transportation; better opportunities
Changes to land use/development policy	Yes (1), No (1)	Link transit and land use planning
Increased scheduling flexibility	Yes (1), No (1)	Need to serve employment centers; access to community college and job training

For the third workshop exercise, the participants stayed within their small groups and worked with a large map to determine specific locational strategies, barriers, and needs. The two maps developed by the Lee County small groups have been combined into one map on the next page.


Recommended Improvements in Lee County
Improve transit access to Pilgrim's Pride plant
Currently-underserved area with low population density
Currently-underserved area with low population density
Two Routes serving northern Sanford
Currently-underserved area with low population density
Route connecting Sanford and Broadway
Sanford
Broadway
Route connecting Sanford and Lemon Springs
Establish radial service zones for COLTS, to improve efficiency of service (five zones identified on map by orange circles)
Map Date: May 2, 2013
Created by TARPO
0 1 2 4 6 8
Miles
N

In the final exercise of the workshop, the participants once again combined into one large group with representatives from both Lee and Moore Counties. In this exercise, each participant was given seven stickers and asked to place stickers on the strategies that they considered to be the highest priorities for implementation within the next four to five years. The list below summarizes the results of this priority voting (those receiving more than five votes are in bold):

- **Linkages/transfers with other providers – 18 votes**
- **New/improved fixed routes and deviated fixed routes – 8 votes**
- **New/improved weekend service – 7 votes**
- **New/improved in-town circulators, shuttles, localized services – 7 votes**
- **Online access (payment, scheduling, information) – 7 votes**
- Park and ride lots – 4 votes
- New/improved early morning/evening service – 3 votes
- Vouchers – 3 votes
- Larger transit vehicles – 3 votes
- Door-to-door service – 3 votes
- Increased visibility/marketing/education – 2 votes
- Vanpools – 2 votes
- Changes to institutional policy – 2 votes
- Increased scheduling flexibility – 2 votes
- Transit passes – 1 vote
- Bike racks on buses – 1 vote
- Changes to land use/development policy – 1 vote
- Volunteers (drivers, trainers, etc.) – no votes
- Mobility manager – no votes
- New/improved express services – no votes
- Agency-operated services – no votes
- Brokered trips – no votes
- Car-sharing services – no votes

In addition to the half-day workshop, a survey was made available both online and in paper form. Of the 50 responses received, 7 indicated that the respondent lived or worked in Lee County. The survey responses for these 7 respondents from Lee County are summarized below. A summary of all survey responses (for all counties) can be found in Appendix B.

Question 1: Which county do you live and/or work in? Please check all that apply.

Chatham	1
Lee	7
Moore	0
Orange	1

Question 2: Please indicate whether you agree with the following statements regarding public transit service needs in your county.

"There is not enough public transportation service available."

Strongly Agree	2	(29%)
Agree	4	(57%)
Neutral or Don't Know	1	(14%)
Disagree	0	
Strongly Disagree	0	

"The daily hours of operation should be extended."

Strongly Agree	4	(57%)
Agree	1	(14%)
Neutral or Don't Know	1	(14%)
Disagree	1	(14%)
Strongly Disagree	0	

"There needs to be service available on nights and weekends."

Strongly Agree	6	(86%)
Agree	0	
Neutral or Don't Know	1	(14%)
Disagree	0	
Strongly Disagree	0	

"There should be more focus on employment-related trips."

Strongly Agree	4	(57%)
Agree	3	(43%)
Neutral or Don't Know	0	
Disagree	0	
Strongly Disagree	0	

"There are areas of the county that are currently underserved and should be addressed."

Strongly Agree	3	(43%)
Agree	4	(57%)
Neutral or Don't Know	0	
Disagree	0	
Strongly Disagree	0	

"There needs to be more coordination with service providers in neighboring counties."

Strongly Agree	4	(57%)
Agree	3	(43%)
Neutral or Don't Know	0	
Disagree	0	
Strongly Disagree	0	

"There needs to be more coordination among different service providers within my county."

Strongly Agree	4	(57%)
Agree	3	(43%)
Neutral or Don't Know	0	
Disagree	0	
Strongly Disagree	0	

"There should be 'door-to-door' service for the elderly and disabled."

Strongly Agree	5	(71%)
Agree	2	(29%)
Neutral or Don't Know	0	
Disagree	0	
Strongly Disagree	0	

"There needs to be more education on available services, programs, and eligibility requirements."

Strongly Agree	3	(43%)
Agree	3	(43%)
Neutral or Don't Know	0	
Disagree	0	
Strongly Disagree	1	(14%)

"There is a language barrier for the users of services in my county."

Strongly Agree	1	(17%)
Agree	5	(83%)
Neutral or Don't Know	0	
Disagree	0	
Strongly Disagree	0	

"Service providers need to better communicate information to the public (website, advertising, etc.)."

Strongly Agree	1	(14%)
Agree	5	(71%)
Neutral or Don't Know	1	(14%)
Disagree	0	
Strongly Disagree	0	

"Service providers need to be more consumer-friendly."

Strongly Agree	2	(29%)
Agree	3	(43%)
Neutral or Don't Know	1	(14%)
Disagree	1	(14%)
Strongly Disagree	0	

"Using transit is too complicated and requires too much advance planning."		
Strongly Agree	1	(14%)
Agree	1	(14%)
Neutral or Don't Know	4	(57%)
Disagree	0	
Strongly Disagree	1	(14%)

Question 3: Out of the statements above, which do you believe is the most important to address in the near future?

"There is not enough public transportation service available."	0	
"The daily hours of operation should be extended."	3	(50%)
"There needs to be service available on nights and weekends."	1	(17%)
"There should be more focus on employment-related trips."	0	
"There are areas of the county that are currently underserved and should be addressed."	1	(17%)
"There needs to be more coordination with service providers in neighboring counties."	0	
"There needs to be more coordination among different service providers within my county."	0	
"There should be 'door-to-door' service for the elderly and disabled."	1	(17%)
"There needs to be more education on available services, programs, and eligibility requirements."	0	
"There is a language barrier for the users of services in my county."	0	
"Service providers need to better communicate information to the public (website, advertising, etc.)."	0	
"Service providers need to be more consumer-friendly."	0	
"Using transit is too complicated and requires too much advance planning."	0	

Question 4: If you do not currently use public transportation, why? Choose all that apply.

I have a personal vehicle that is reliable and convenient	3	(75%)
I have a family member or friend who drives me places when needed	1	(25%)
Public transportation does not go the places I need to go	0	
Public transportation does not operate at the times I need to travel	2	(50%)
Public transportation takes too long or has inconvenient timing	1	(25%)

I do not know how to use it	0
I did not know it was available	0
I DO use public transportation	0

Question 5: Do you have any other comments on public transportation in your community that may be of help in developing this plan?

Chatham County lost most all industrial jobs but Lee and Durham Counties are showing growth. Unfortunately, residents lack transportation to get to the other counties early morning and back home evenings so they can work this jobs. We need public transportation competition.

Summary of Recommendations

The information in the previous section provides a detailed list of needs, strategies, and priorities within Lee County. The following strategies stand out as being both appropriate and a high priority for implementation based on the results of the workshop and survey. This summary is not all-inclusive, and should not be interpreted as a limit on potential future actions, but rather as a way to identify some of the highest priorities for implementation.

- New/improved weekend service
- Linkages/transfers with other providers – this was identified as the highest priority in the workshop, and considerable time was spent discussing this issue
- Extending the daily hours of operation – there was a mixed reaction to this item in the workshop, but it was identified as the highest-priority need on the survey

In general, the workshop and survey results for Lee County are similar, with the exception of the issue of extending the hours of operation. A major topic of discussion during the workshop was the need for more coordination with neighboring counties—there was discussion about working with both Moore and Chatham counties on cross-county coordination, particularly with regard to medical trips to UNC Chapel Hill and Moore Regional Hospital. The mapping exercise also highlighted the need for improved efficiency of existing services (perhaps by using a zone system for routing/dispatch) and the need to identify a cost effective way to serve areas of very low development density.

MOORE COUNTY

Inventory of Current Service

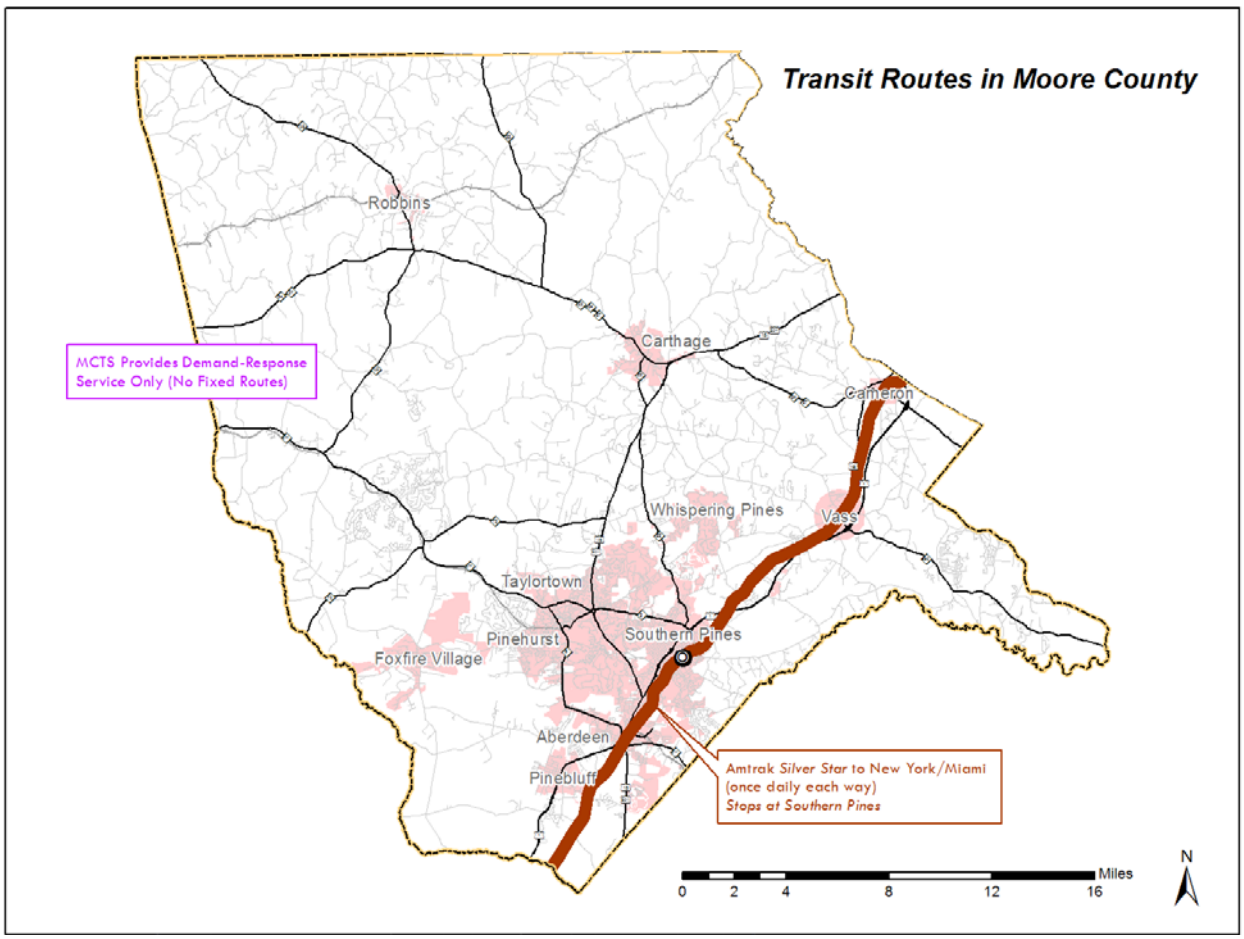
Moore County Transportation Services (MCTS) is a county agency that provides demand-response service within Moore County. The following list provides an inventory of the MCTS vehicle fleet as reported in the 2011 National Transit Database:

- One 8-seat 2011 van
- Two 12-seat 2010 cutaway vans
- One 6-seat 2010 minivan (not ADA-equipped)
- One 12-seat 2010 van (not ADA-equipped)
- Two 8-seat 2009 vans
- One 12-seat 2009 van (not ADA-equipped)
- Two 13-seat 2008 vans (not ADA-equipped)
- Eight 9-seat 2008 vans
- Five 9-seat 2006 vans
- One 13-seat 2007 van (not ADA-equipped)
- One 9-seat 2007 van

This provides a total of 25 vans, of which 19 are equipped with wheelchair lifts.

In 2012, MCTS reported having 23 full-time-equivalent employees, of which 3 ½ were administrative and 19 ½ were drivers. In-county demand response service and medical trip services are provided between 6 AM and 6 PM on weekdays.

MCTS carried 57,922 passengers in 2012, which is over 200 passengers per day. 27% of MCTS trips were paid through Medicaid and 33% were paid through other types of contract services. 40% of trips were non-contract trips.



In addition to the service provided by MCTS, there are several other transportation providers within Moore County, including the following (types of other service providers could include taxis, agency vans, charter services, fixed route providers, etc.):

- A Pinehurst Taxi and Transport Inc.
- A Tommy's Taxi
- AM Transportation
- M&M Transportation
- "Safe Way" Transport Service
- Sandhills Transportation
- Southern Pines Transportation

Moore County has a relatively low population density overall, although it does have a large area of relatively-dense development in the southern half of the county that may be able to support higher levels of service.

Population (2010)	88,247 (49% urban cluster, 51% rural)
Land Area (2010)	698 square miles
Average Population Density (2010)	126 persons per sq.mi.

MCTS Historical Operating Statistics

	2010	2011	2012	% change '10-12
Total Service Miles	630,936	859,570	815,596	+ 29.3%
Total Service Hours	38,280	42,771	42,844	+ 11.9%
Total Passenger Trips	50,340	54,080	57,922	+ 15.1%
Passengers per Hour	1.32	1.26	1.35	+ 2.3%
Passengers per Mile	0.080	0.063	0.071	- 11.3%
Non-Contract Trips per Non-urban Population	0.37	0.45	0.53	+ 43.2%
Cost per Mile	$1.97	$1.16	$1.33	- 32.5%
Cost per Hour	$32.41	$23.27	$25.38	- 21.7%
Cost per Trip	$24.65	$18.41	$18.78	- 23.8%
Subsidy per Trip	$8.31	$7.25	$6.63	- 20.2%
Federal Funding	$179,661	$161,383	$175,728	- 2.2%
State Funding	$238,625	$230,627	$208,314	- 12.7%
Local Contract Funding	$693,596	$461,179	$393,298	- 43.3%
Other Local Funding	$103,795	$142,275	$297,481	+ 186.6%
Fares	$25,105	$0	$12,666	- 49.5%

Survey and Workshop Outcomes

The stakeholder workshop for Lee and Moore Counties was held on April 25, 2013 at the Enrichment Center in Sanford. A list of attendees can be found in Appendix A. In the first exercise of the workshop, the participants were asked to brainstorm a list of needs within this two-county region. The group identified the following twenty-one needs:

- Cross-county line transportation
- Increase time span of service
- Increase service to meet general needs (e.g. non-medical trips, etc.)
- Need user-friendly information
- Ability to update information (internal and external) in a timely manner
- Getting information to drivers
- Stops with transit amenities
- Increase number of stops
- Increase local service – deviated fixed routes
- Timeliness of pickup and dropoff
- Cooperation with private providers
- Ability to accept vouchers
- Language barriers/translation
- Clarity about what is covered (Medicaid, etc.)
- Need to serve employment centers
- Access to community college and job training

- Strengthen Transportation Advisory Board
- Link transit and land use planning
- "Door-to-Door" service
- Recreation, after-school, and summer trips
- Service to elderly and disabled

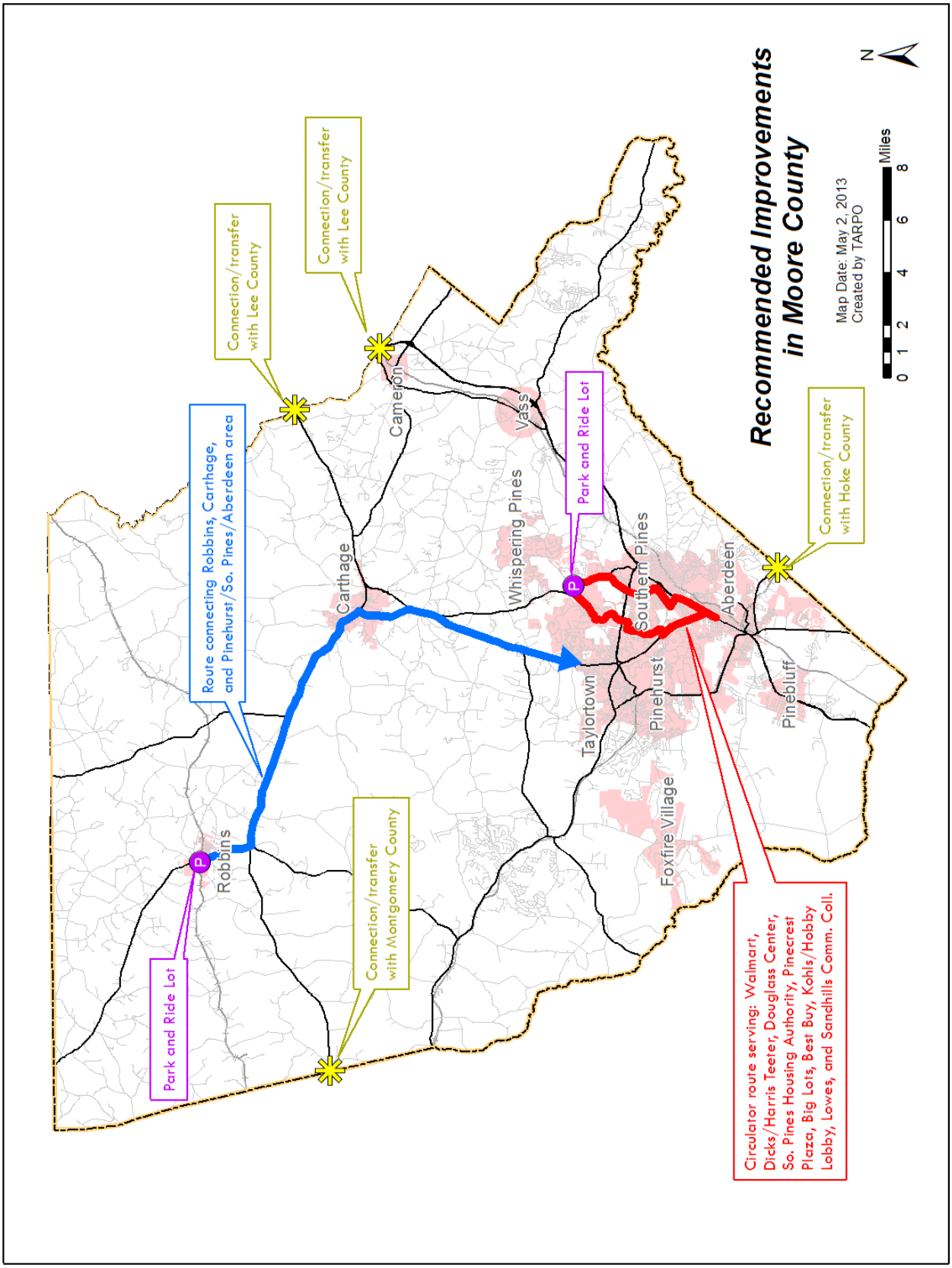
In the second exercise of the workshop, participants worked in smaller groups at the individual county level to examine strategies that could potentially be used to address the area's needs. The participants were asked to examine a list of potential strategies, determine whether that was an appropriate type of strategy to use within that county, and consider which needs would be addressed by that strategy. They were also asked to identify any additional strategies that should be considered. There was one small group from Moore County, whose responses are summarized below:

Strategies to Address Needs	Is it Appropriate Here?	What needs would this address?
New/Improved Fixed Routes and Deviated Fixed Routes	Yes	Cross-county line transportation; stops with transit amenities; increase number of stops; increase local service; timeliness of pickup and dropoff; need to serve employment centers; access to community college and job training; link transit and land use planning; recreation, after-school, and summer trips; service to elderly and disabled
New/improved early morning/evening service	Yes, evening	Increase time span of service; increase service to meet general needs
New/improved weekend service	Yes	Increase time span of service; increase service to meet general needs
Volunteers (drivers, trainers, etc.)	No	
Vouchers	Yes	Increase service to meet general needs; ability to accept vouchers; need to serve employment centers; access to community college and job training; service to elderly and disabled
Mobility Manager	Yes	Cross-county line transportation; increase service to meet general needs; need user-friendly information; ability to update information in timely manner; getting information to drivers; increase local service; timeliness of pickup and dropoff; cooperation with private providers; language barriers/translation; clarity about what is covered; strengthen TAB; recreation, after-school, and summer trips; service to elderly and disabled

Increased visibility/marketing/ education	Yes	Increase service to meet general needs; cooperation with private providers; strengthen TAB; link transit and land use planning
New/improved express services	Yes	Timeliness of pickup and dropoff
Transit passes	Yes	Cross-county line transportation; increase service to meet general needs; increase local service; timeliness of pickup and dropoff; need to serve employment centers; access to community college and job training
Agency-operated services	Yes	All identified needs
Vanpools	Yes	Cross-county line transportation; increase time span of service; increase service to meet general needs; stops with transit amenities; increase number of stops; increase local service; timeliness of pickup and dropoff; cooperation with private providers; need to serve employment centers; access to community college and job training; link transit and land use planning; service to elderly and disabled
Large transit vehicles	Yes	Cross-county line transportation; increase time span of service; increase service to meet general needs; increase number of stops; increase local service; timeliness of pickup and dropoff; ability to accept vouchers; need to serve employment centers; access to community college and job training; recreation, after-school, and summer trips; service to elderly and disabled
Park and ride facilities	Yes	Cross-county line transportation; increase time span of service
Door to door service	Yes	Increase service to meet general needs; need to serve employment centers; access to community college and job training; door-to-door service
New/improved in-town circulators, shuttles, and other localized services	Yes	Cross-county line transportation; increase service to meet general needs; stops with transit amenities; increase number of stops; increase local service; need to serve employment centers; access to community college and job training; recreation, after-school, and summer trips; service to elderly and disabled
Changes to institutional policy	No	

Brokered trips	No	
Car-sharing services	No	
Bike racks on buses	Yes	Link transit and land use planning; recreation, after-school, and summer trips
Linkages/transfers with other providers	Yes	Cross-county line transportation; increase time span of service; increase service to meet general needs; increase number of stops; increase local service; timeliness of pickup and dropoff; cooperation with private providers; need to serve employment centers; access to community college and job training
Changes to land use/development policy	Yes	Link transit and land use planning; recreation, after-school, and summer trips
Increased scheduling flexibility	Yes	Ability to update information in timely manner; timeliness of pickup/dropoff; cooperation with private providers; door-to-door service
Online access (payment, scheduling, information)	Yes	This additional strategy was added to the list

For the third workshop exercise, the participants stayed within their small groups and worked with a large map to determine specific locational strategies, barriers, and needs. The map developed by the Moore County small group is presented on the next page.


Recommended Improvements in Moore County
Map Date: May 2, 2013
Created by TARPO
0 1 2 4 6 8
Miles
N
Connection/transfer with Lee County
Connection/transfer with Lee County
Connection/transfer with Hoke County
Connection/transfer with Montgomery County
Park and Ride Lot
Park and Ride Lot
Route connecting Robbins, Carthage, and Pinehurst/So. Pines/Aberdeen area
Circulator route serving: Walmart, Dicks/Harris Teeter, Douglass Center, So. Pines Housing Authority, Pinecrest Plaza, Big Lots, Best Buy, Kohls/Hobby Lobby, Lowes, and Sandhills Comm. Coll.
Robbins
Carthage
Cameron
Vass
Whispering Pines
Taylortown
Southern Pines
Pinehurst
Aberdeen
Pinebluff
Foxfire Village

In the final exercise of the workshop, the participants once again combined into one large group with representatives from both Lee and Moore Counties. In this exercise, each participant was given seven stickers and asked to place stickers on the strategies that they considered to be the highest priorities for implementation within the next four to five years. The list below summarizes the results of this priority voting (those receiving more than five votes are in bold):

- **Linkages/transfers with other providers – 18 votes**
- **New/improved fixed routes and deviated fixed routes – 8 votes**
- **New/improved weekend service – 7 votes**
- **New/improved in-town circulators, shuttles, localized services – 7 votes**
- **Online access (payment, scheduling, information) – 7 votes**
- Park and ride lots – 4 votes
- New/improved early morning/evening service – 3 votes
- Vouchers – 3 votes
- Larger transit vehicles – 3 votes
- Door-to-door service – 3 votes
- Increased visibility/marketing/education – 2 votes
- Vanpools – 2 votes
- Changes to institutional policy – 2 votes
- Increased scheduling flexibility – 2 votes
- Transit passes – 1 vote
- Bike racks on buses – 1 vote
- Changes to land use/development policy – 1 vote
- Volunteers (drivers, trainers, etc.) – no votes
- Mobility manager – no votes
- New/improved express services – no votes
- Agency-operated services – no votes
- Brokered trips – no votes
- Car-sharing services – no votes

In addition to the half-day workshop, a survey was made available both online and in paper form. Of the 50 responses received, 6 indicated that the respondent lived or worked in Moore County. The survey responses for the 6 respondents from Moore County are summarized below. A summary of all survey responses (for all counties) can be found in Appendix B.

Question 1: Which county do you live and/or work in? Please check all that apply.

Chatham	0
Lee	0
Moore	6
Orange	0

Question 2: Please indicate whether you agree with the following statements regarding public transit service needs in your county.

"There is not enough public transportation service available."

Strongly Agree	1	(17%)
Agree	4	(67%)
Neutral or Don't Know	1	(17%)
Disagree	0	
Strongly Disagree	0	

"The daily hours of operation should be extended."

Strongly Agree	0	
Agree	3	(50%)
Neutral or Don't Know	3	(50%)
Disagree	0	
Strongly Disagree	0	

"There needs to be service available on nights and weekends."

Strongly Agree	0	
Agree	1	(17%)
Neutral or Don't Know	4	(67%)
Disagree	1	(17%)
Strongly Disagree	0	

"There should be more focus on employment-related trips."

Strongly Agree	2	(33%)
Agree	2	(33%)
Neutral or Don't Know	2	(33%)
Disagree	0	
Strongly Disagree	0	

"There are areas of the county that are currently underserved and should be addressed."

Strongly Agree	1	(17%)
Agree	4	(67%)
Neutral or Don't Know	1	(17%)
Disagree	0	
Strongly Disagree	0	

"There needs to be more coordination with service providers in neighboring counties."

Strongly Agree	4	(67%)
Agree	1	(17%)
Neutral or Don't Know	1	(17%)
Disagree	0	
Strongly Disagree	0	

"There needs to be more coordination among different service providers within my county."

Strongly Agree	3	(50%)
Agree	2	(33%)
Neutral or Don't Know	1	(17%)
Disagree	0	
Strongly Disagree	0	

"There should be 'door-to-door' service for the elderly and disabled."

Strongly Agree	1	(17%)
Agree	3	(50%)
Neutral or Don't Know	2	(33%)
Disagree	0	
Strongly Disagree	0	

"There needs to be more education on available services, programs, and eligibility requirements."

Strongly Agree	1	(17%)
Agree	4	(67%)
Neutral or Don't Know	1	(17%)
Disagree	0	
Strongly Disagree	0	

"There is a language barrier for the users of services in my county."

Strongly Agree	0	
Agree	2	(33%)
Neutral or Don't Know	3	(50%)
Disagree	1	(17%)
Strongly Disagree	0	

"Service providers need to better communicate information to the public (website, advertising, etc.)."

Strongly Agree	1	(17%)
Agree	4	(67%)
Neutral or Don't Know	1	(17%)
Disagree	0	
Strongly Disagree	0	

"Service providers need to be more consumer-friendly."

Strongly Agree	0	
Agree	1	(20%)
Neutral or Don't Know	3	(60%)
Disagree	1	(20%)
Strongly Disagree	0	

"Using transit is too complicated and requires too much advance planning."		
Strongly Agree	0	
Agree	1	(17%)
Neutral or Don't Know	2	(33%)
Disagree	3	(50%)
Strongly Disagree	0	

Question 3: Out of the statements above, which do you believe is the most important to address in the near future?

"There is not enough public transportation service available."	3	(50%)
"The daily hours of operation should be extended."	0	
"There needs to be service available on nights and weekends."	0	
"There should be more focus on employment-related trips."	1	(17%)
"There are areas of the county that are currently underserved and should be addressed."	0	
"There needs to be more coordination with service providers in neighboring counties."	1	(17%)
"There needs to be more coordination among different service providers within my county."	0	
"There should be 'door-to-door' service for the elderly and disabled."	0	
"There needs to be more education on available services, programs, and eligibility requirements."	1	(17%)
"There is a language barrier for the users of services in my county."	0	
"Service providers need to better communicate information to the public (website, advertising, etc.)."	0	
"Service providers need to be more consumer-friendly."	0	
"Using transit is too complicated and requires too much advance planning."	0	

Question 4: If you do not currently use public transportation, why? Choose all that apply.

I have a personal vehicle that is reliable and convenient	5	(83%)
I have a family member or friend who drives me places when needed	0	
Public transportation does not go the places I need to go	3	(50%)
Public transportation does not operate at the times I need to travel	0	
Public transportation takes too long or has inconvenient timing	1	(17%)

I do not know how to use it	2	(33%)
I did not know it was available	2	(33%)
I DO use public transportation	1	(17%)
Other: I don't qualify for the types of public transportation that are currently available. I would use public transportation if it was available and convenient for me.	1	(17%)

Question 5: Do you have any other comments on public transportation in your community that may be of help in developing this plan?

If local service providers were provided with a way of tracking their clients' transportation needs over the course of a period of time then they might be better equipped to answer these sorts of questions. For most of them this meeting will come as a surprise.

Summary of Recommendations

The information in the previous section provides a detailed list of needs, strategies, and priorities within Moore County. The following strategies stand out as being both appropriate and a high priority for implementation based on the results of the workshop. This summary is not all-inclusive, and should not be interpreted as a limit on potential future actions, but rather as a way to identify some of the highest priorities for implementation.

- New/improved fixed routes and deviated fixed routes – Moore County does not currently have any fixed route service, and this was noted as a primary need by the workshop participants. The mapping exercise identified a potential route connecting Robbins and Carthage with the Pinehurst/Southern Pines/Aberdeen area, as well as a circulator route within the urban area of the county.
- New/improved weekend service
- New/improved in-town circulators, shuttles, and localized services – in particular, a need for a circulator serving parts of Southern Pines and Aberdeen was identified in the mapping exercise.
- Linkages/transfers with other providers – this was a major topic of discussion at the workshop. For Moore County, coordination with Lee, Hoke, and Montgomery counties was identified as a priority.
- Online access (payment, scheduling, information)

The workshop results are consistent with the survey results, which found the highest-priority issues to be coordination of service (both with other counties, and with other service providers within Moore County) and the provision of *more* public transportation service in general.

ORANGE COUNTY

Inventory of Current Service

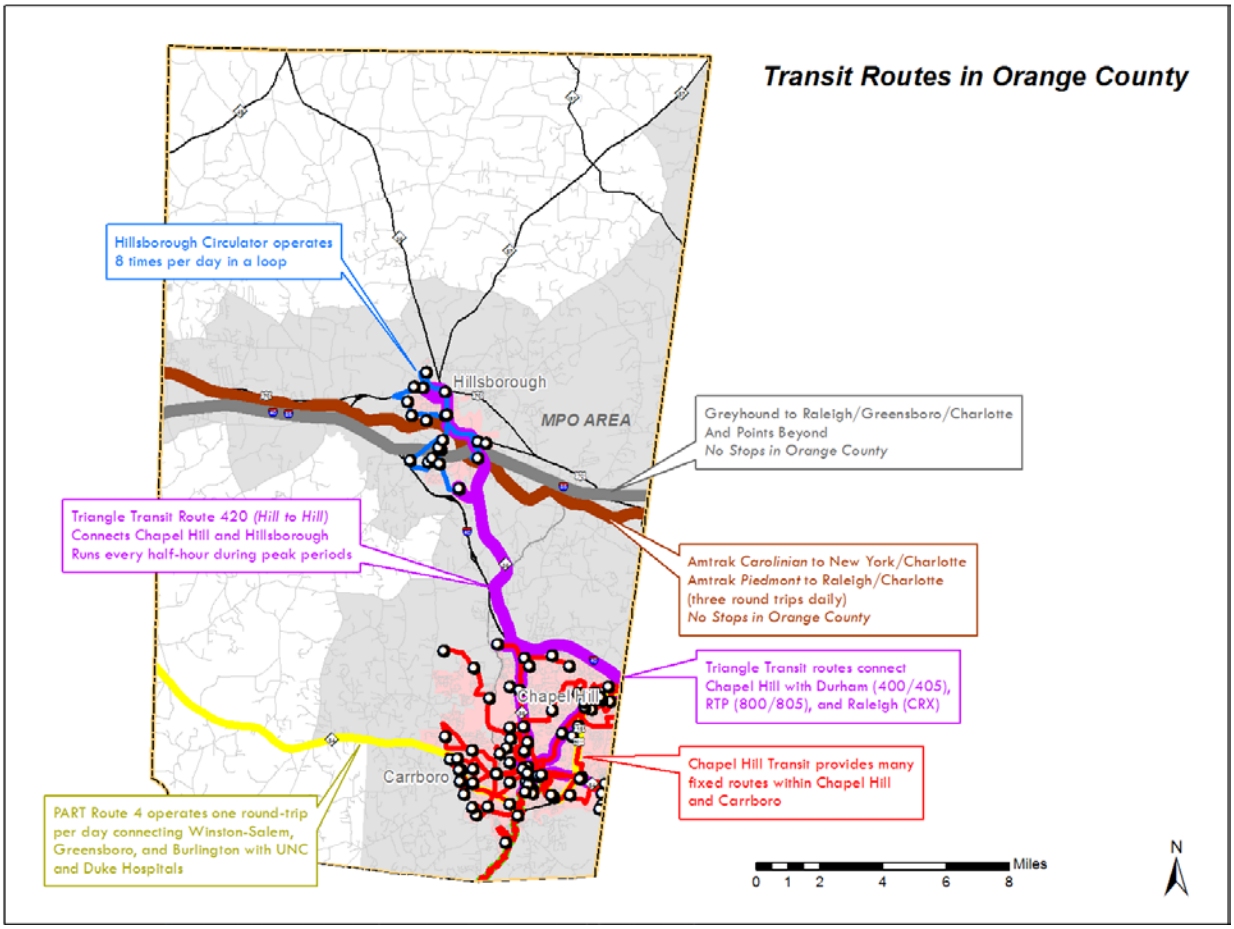
Orange Public Transportation (OPT) is a county agency that provides a mixture of fixed-route and demand-response service within Orange County. OPT works with Triangle Transit and Chapel Hill Transit to provide the Route 420 bus connecting Hillsborough and Chapel Hill (operated by Triangle Transit), and also has a Hillsborough Circulator route. OPT operates a midday route connecting Hillsborough and Chapel Hill/Carrboro, to supplement the peak-hour service provided by Triangle Transit. OPT also operates a deviated fixed route in the Efland and Cedar Grove sections of northwestern Orange County. The following list provides an inventory of OPT's vehicle fleet as reported in the 2011 National Transit Database:

- Two 6-seat 1999 minivans (not ADA-equipped)
- One 18-seat 2001 cutaway van
- One 14-seat 2001 cutaway van (not ADA-equipped)
- One 24-seat 2002 cutaway van (not ADA-equipped)
- One 10-seat 2002 cutaway van
- One 18-seat 2003 cutaway van
- Two 10-seat 2003 cutaway vans
- One 24-seat 2004 cutaway van (not ADA-equipped)
- One 18-seat 2005 cutaway van
- Two 18-seat 2009 cutaway vans
- Five 22-seat 2009 cutaway vans
- One 20-seat 2010 cutaway van

This provides a total of 19 vans, of which 14 are equipped with wheelchair lifts.

In 2012, OPT reported having 13 ½ full-time-equivalent employees, of which 2 were administrative and 11 ½ were drivers. In-county demand response service and medical trip services are provided Monday through Friday, with dialysis demand response service available on Saturdays. The '420' route operates every half hour during peak periods (operated by Triangle Transit) and the Hillsborough Circulator operates in a loop eight times a day.

OPT carried 116,483 passengers in 2012, which is over 450 passengers per day. 5% of OPT's trips were paid through Medicaid and 16% were paid through other types of contract services. 79% of trips were non-contract trips.



In addition to the service provided by Orange Public Transportation, there are several other transportation providers within Orange County, including the following (types of other service providers could include taxis, agency vans, charter services, fixed route providers, etc.):

- Horton's Travel Service
- Airport & Intown Taxi
- Doc' Taxi & Transportation
- University Cab Company
- Tar Heel Taxi Inc.
- Carolina Livery

Orange County has the highest population density of the four counties in the TARPO region, primarily due to the large portion of the county that is urbanized, including Chapel Hill, Carrboro, Hillsborough, and Mebane. The fixed route services in Orange County are primarily focused on serving these urbanized areas.

Population (2010)	133,801 (71% urbanized area, 29% rural)
Land Area (2010)	398 square miles
Average Population Density (2010)	336 persons per sq.mi.

OPT Historical Operating Statistics

	2010	2011	2012	% change '10-12
Total Service Miles	407,580	465,377	404,820	- 0.7%
Total Service Hours	28,572	36,290	25,000	- 12.5%
Total Passenger Trips	113,436	113,600	116,483	+ 2.7%
Passengers per Hour	3.97	3.13	4.66	+ 17.4%
Passengers per Mile	0.278	0.244	0.288	+ 3.6%
Non-Contract Trips per Non-urban Population	0.07	0.06	0.50	+ 614.3%
Cost per Mile	$2.16	$1.84	$1.95	- 9.7%
Cost per Hour	$30.84	$23.62	$31.50	+ 2.1%
Cost per Trip	$7.77	$7.54	$6.76	- 13.0%
Subsidy per Trip	$3.93	$3.59	$2.83	- 28.0%
Federal Funding	$193,065	$183,092	$107,395	- 44.4%
State Funding	$252,284	$225,206	$221,891	- 12.0%
Local Contract Funding	$142,597	$171,909	$251,105	+ 76.1%
Other Local Funding	$261,374	$247,099	$207,049	- 20.8%
Fares	$31,716	$29,796	$0	- 100.0%

Survey and Workshop Outcomes

The stakeholder workshop for Chatham and Orange Counties was held on April 26, 2013 at the Orange County Southern Human Services Center in Chapel Hill. A list of attendees can be found in Appendix A. In the first exercise of the workshop, the participants were asked to brainstorm a list of needs within this two-county region. The group identified the following thirty-three needs:

- Door-to-door service
- Return trips for medical emergency
- Re-evaluation of routes serving Senior Center
- Expansion of general transportation service
- Expanded service in northern Orange/rural areas
- Collaboration with medical services
- Addressing food deserts
- Trips need to serve county service centers
- Funding partnerships (e.g medical)
- More evening/weekend/morning service
- Access across county lines
- Coordination with DSS/Medicaid; access for people eligible but not yet enrolled
- Education
- Higher frequency
- Address decentralization of medical facilities
- Circulator routes with remote collection points (rural)

- Assuring timeliness of service
- County-to-county transfers
- Affordability of service
- Coordination of service (staff person)
- More detailed instruction for riders
- Customer service improvements
- Amenities for transit stops
- Recreation trips
- Dissemination of user-friendly information
- Information in other languages
- Training for "Go Triangle" call center
- Enhancements for mobility-impaired
- Coordination with neighbor systems on transfers (e.g. timing for medical trips)
- Bike racks at stops and on vehicles
- Improved transportation to education centers
- Volunteer driver program
- More park & ride lots

In the second exercise of the workshop, participants worked in smaller groups at the individual county level to examine strategies that could potentially be used to address the area's needs. The participants were asked to examine a list of potential strategies, determine whether that was an appropriate type of strategy to use within that county, and consider which needs would be addressed by that strategy. They were also asked to identify any additional strategies that should be considered. There were four small groups from Orange County, whose responses are summarized below:

Strategies to Address Needs	Is it Appropriate Here?	What needs would this address?
New/Improved Fixed Routes and Deviated Fixed Routes	Yes (4)	Expansion of general transportation service; expanded service in rural areas; addressing food deserts; higher frequency; circulator routes with remote collection points; assuring timeliness of service; recreation trips; improved transportation to education centers; access across county lines; county-to-county transfers; bike racks at stops and on vehicles; trips need to serve county service centers; more evening/weekend/morning service; coordination with DSS/Medicaid; education; affordability of service; coordination of service; amenities for transit stops; enhancements for mobility-impaired; volunteer driver program; more park & ride lots; re-evaluation of routes serving senior center; address decentralization of medical facilities
New/improved early morning/evening service	Yes (4)	All identified needs
New/improved weekend service	Yes (4)	Return trips for medical emergency; expansion of general transportation service; expanded service in rural areas; addressing food deserts; higher frequency; circulator routes with remote collection points; assuring timeliness of service; recreation trips; improved transportation to education centers; door-to-door service; more evening/weekend/morning service
Volunteers (drivers, trainers, etc.)	Yes (3), No (1)	Dissemination of user-friendly information; more detailed instruction for riders; customer service improvements; education; coordination with DSS/ Medicaid; volunteer driver program; expansion of general transportation service; expanded service in rural areas; trips need to serve county service centers; address decentralization of medical facilities; circulator routes with remote collection points; affordability of service; coordination with neighbor systems on transfers; improved transportation to education centers

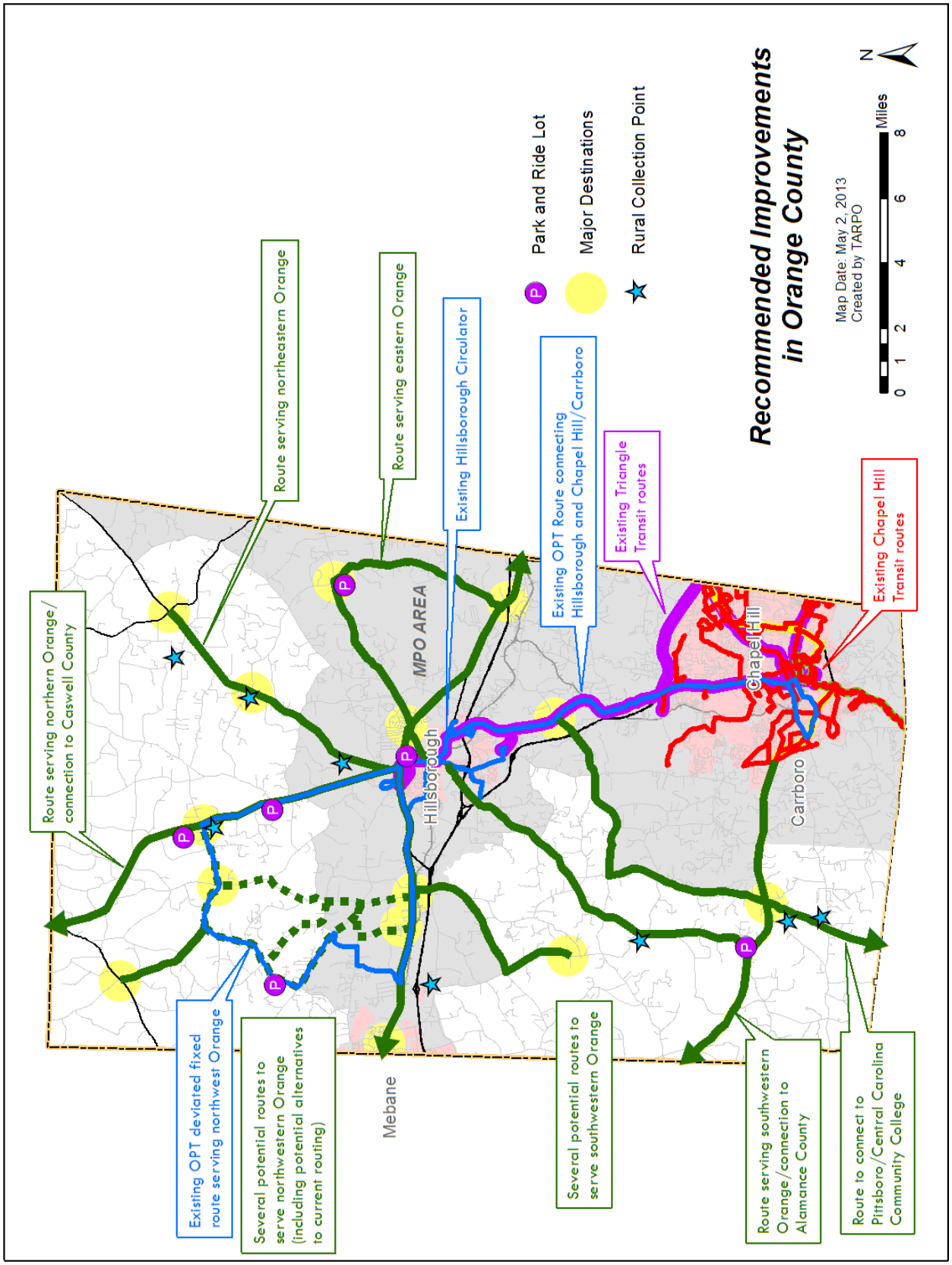
Vouchers	Yes (3), Maybe (1)	Collaboration with medical services; circulator routes with remote collection points; county-to-county transfers; affordability of service
Mobility Manager	Yes (3), Maybe (1)	All identified needs
Increased visibility/marketing/ education	Yes (4)	Education; coordination with DSS/ Medicaid; amenities for transit stops; more detailed instruction for riders; customer service improvements; training for "Go Triangle" call center; coordination of service; expansion of general transportation service; expanded service in rural areas; collaboration with medical services; trips need to serve county service centers; address decentralization of medical facilities; dissemination of user-friendly information; information in other languages; enhancements for mobility-impaired; improved transportation to education centers; volunteer driver program
New/improved express services	Yes (4)	Door-to-door service; return trips for medical emergency; expanded service in rural areas; access across county lines; improved transportation to education centers; trips need to serve county service centers; expansion of general transportation service; higher frequency; county-to-county transfers; bike racks at stops and on vehicles; more detailed instruction for riders; amenities for transit stops; dissemination of user-friendly information; information in other languages; coordination with neighbor systems on transfers
Transit passes	Yes (4)	Collaboration with medical services; circulator routes with remote collection points; county-to-county transfers; affordability of service
Agency-operated services	Yes (3), No (1)	Volunteer driver program; collaboration with medical services; funding partnerships; address decentralization of medical facilities; customer service improvements; coordination with neighbor systems on transfers

Vanpools	Yes (4)	Improved transportation to education centers; volunteer driver program; affordability of service; higher frequency; county-to-county transfers; access across county lines; circulator routes with remote collection points; funding partnerships; expanded service in rural areas; trips need to serve county service centers; more evening/weekend/morning service; address decentralization of medical facilities; assuring timeliness of service; recreation trips; enhancements for mobility-impaired; coordination with neighbor systems on transfers; improved transportation to education centers; volunteer driver program
Large transit vehicles	No (3), Maybe (1)	Depends on where and how vehicles are used
Park and ride facilities	Yes (4)	More park and rides; circulator routes with remote collection points; expansion of general transportation service; expanded service in rural areas; collaboration with medical services; customer service improvements; amenities for transit stops; coordination with neighbor systems on transfers
Door to door service	Yes (3), Maybe (1)	Door-to-door service; return trips for medical emergency; address decentralization of medical facilities; customer service improvements; enhancements for mobility-impaired; re-evaluation of routes serving senior center; expansion of general transportation service; expanded service in rural areas; collaboration with medical services; addressing food deserts; trips need to serve county service centers; more evening/weekend/morning service; recreation trips; affordability of service

New/improved in-town circulators, shuttles, and other localized services	Yes (4)	Higher frequency; addressing food deserts; expansion of general transportation service; trips need to serve county service centers; improved transportation to education centers; coordination with DSS/ Medicaid; return trips for medical emergency; circulator routes with remote collection points; re-evaluation of routes serving senior center; expanded service in rural areas; collaboration with medical services
Changes to institutional policy	Yes (3), Maybe (1)	Coordination with neighbor systems on transfers; collaboration with medical services; funding partnerships; coordination with DSS/Medicaid; address decentralization of medical facilities; assuring timeliness of service; dissemination of user-friendly information; information in other languages; addressing food deserts; more evening/weekend/ morning service; county-to-county transfers; recreation trips; volunteer driver program
Brokered trips	No (2), Maybe (1), No Response (1)	
Car-sharing services	Yes (2), No (1), No response (1)	More evening/weekend/morning service; access across county lines; address decentralization of medical facilities; improved transportation to education centers
Bike racks on buses	Yes (4)	Coordination with neighbor systems on transfers; bike racks at stops and on vehicles
Linkages/transfers with other providers	Yes (3), No response (1)	Expansion of general transportation service; funding partnerships; access across county lines; county-to-county transfers; coordination of service; enhancements for mobility-impaired; address decentralization of medical facilities; assuring timeliness of service; recreation trips
Changes to land use/development policy	Yes (2), No (1), No response (1)	Coordination with DSS/Medicaid; address decentralization of medical facilities; (one group noted that this was unclear)

Increased scheduling flexibility	Yes (3), No response (1)	Expansion of general transportation service; expanded service in rural areas; collaboration with medical services; more evening/weekend/morning service; addressing food deserts; trips need to serve county service centers; address decentralization of medical facilities; recreation trips; higher frequency
Collaborate with Hospitals	Yes (1)	This strategy was added to the list by one group
Collaborate with CANS to establish park & ride, vouchers	Yes (1)	This strategy was added to the list by one group
Transit amenities	Yes (1)	This strategy was added to the list by one group – amenities for transit stops; coordination with neighbor systems on transfers; training for "Go Triangle" call center; information in other languages
More funding	Yes (1)	This strategy was added to the list by one group – assuring timeliness of service; affordability of service; improved transportation to education centers

For the third workshop exercise, the participants stayed within their small groups and worked with a large map to determine specific locational strategies, barriers, and needs. The maps developed by the four Orange County small groups have been combined into the map shown on the next page.


Recommended Improvements in Orange County
Map Date: May 2, 2013
Created by TARPO
0 1 2 4 6 8
Miles
N
Park and Ride Lot
Major Destinations
Rural Collection Point
Route serving northern Orange/ connection to Caswell County
Route serving northeastern Orange
Route serving eastern Orange
Existing Hillsborough Circulator
Existing OPT Route connecting Hillsborough and Chapel Hill/Carrboro
Existing Triangle Transit routes
Existing Chapel Hill Transit routes
MPO AREA
Hillsborough
Chapel Hill
Carrboro
Mebane
Existing OPT deviated fixed route serving northwest Orange
Several potential routes to serve northwestern Orange (including potential alternatives to current routing)
Several potential routes to serve southwestern Orange
Route serving southwestern Orange/connection to Alamance County
Route to connect to Pittsboro/Central Carolina Community College

In the final exercise of the workshop, the participants once again combined into one large group with representatives from both Chatham and Orange Counties. In this exercise, each participant was given seven stickers and asked to place stickers on the strategies that they considered to be the highest priorities for implementation within the next four to five years. The list below summarizes the results of this priority voting (those receiving more than ten votes are in bold):

- **Increased visibility/marketing/education – 20 votes**
- **New/improved fixed routes and deviated fixed routes – 15 votes**
- **More funding – 14 votes**
- **Changes to institutional policy – 13 votes**
- **New/improved early morning/evening service – 12 votes**
- **Connecting with churches, neighborhoods, etc. for park and ride – 12 votes**
- **Mobility manager – 10 votes**
- Collaboration with Hospitals – 8 votes
- Volunteers (drivers, trainers, etc.) – 6 votes
- Park and ride lots – 6 votes
- New/improved weekend service – 4 votes
- Transit passes – 4 votes
- Door-to-door service – 4 votes
- Linkages/transfers with other providers – 4 votes
- Vouchers – 3 votes
- Vanpools – 3 votes
- New/improved in-town circulators, shuttles, localized services – 2 votes
- Car-sharing services – 2 votes
- Increased scheduling flexibility – 2 votes
- Transit amenities – 2 votes
- Brokered trips – 1 vote
- New/improved express services – no votes
- Agency-operated services – no votes
- Larger transit vehicles – no votes
- Bike racks on buses – no votes
- Changes to land use/development policy – no votes

In addition to the half-day workshop, a survey was made available both online and in paper form. Of the 50 responses received, 25 indicated that the respondent lived or worked in Orange County. The survey responses for the 25 respondents from Orange County are summarized below. A summary of all survey responses (for all counties) can be found in Appendix B.

Question 1: Which county do you live and/or work in? Please check all that apply.

Chatham	2
Lee	1
Moore	0
Orange	25

Question 2: Please indicate whether you agree with the following statements regarding public transit service needs in your county.

"There is not enough public transportation service available."

Strongly Agree	14	(56%)
Agree	8	(32%)
Neutral or Don't Know	2	(8%)
Disagree	1	(4%)
Strongly Disagree	0	

"The daily hours of operation should be extended."

Strongly Agree	8	(35%)
Agree	9	(39%)
Neutral or Don't Know	6	(26%)
Disagree	0	
Strongly Disagree	0	

"There needs to be service available on nights and weekends."

Strongly Agree	10	(40%)
Agree	10	(40%)
Neutral or Don't Know	5	(20%)
Disagree	0	
Strongly Disagree	0	

"There should be more focus on employment-related trips."

Strongly Agree	10	(40%)
Agree	5	(20%)
Neutral or Don't Know	9	(36%)
Disagree	0	
Strongly Disagree	1	(4%)

"There are areas of the county that are currently underserved and should be addressed."

Strongly Agree	16	(67%)
Agree	2	(8%)
Neutral or Don't Know	6	(25%)
Disagree	0	
Strongly Disagree	0	

"There needs to be more coordination with service providers in neighboring counties."

Strongly Agree	11	(44%)
Agree	7	(28%)
Neutral or Don't Know	6	(24%)
Disagree	1	(4%)
Strongly Disagree	0	

"There needs to be more coordination among different service providers within my county."

Strongly Agree	13	(52%)
Agree	9	(36%)
Neutral or Don't Know	3	(12%)
Disagree	0	
Strongly Disagree	0	

"There should be 'door-to-door' service for the elderly and disabled."

Strongly Agree	16	(64%)
Agree	8	(32%)
Neutral or Don't Know	1	(4%)
Disagree	0	
Strongly Disagree	0	

"There needs to be more education on available services, programs, and eligibility requirements."

Strongly Agree	16	(67%)
Agree	6	(25%)
Neutral or Don't Know	2	(8%)
Disagree	0	
Strongly Disagree	0	

"There is a language barrier for the users of services in my county."

Strongly Agree	5	(20%)
Agree	5	(20%)
Neutral or Don't Know	12	(48%)
Disagree	3	(12%)
Strongly Disagree	0	

"Service providers need to better communicate information to the public (website, advertising, etc.)."

Strongly Agree	13	(52%)
Agree	10	(40%)
Neutral or Don't Know	2	(8%)
Disagree	0	
Strongly Disagree	0	

"Service providers need to be more consumer-friendly."

Strongly Agree	9	(36%)
Agree	7	(28%)
Neutral or Don't Know	8	(32%)
Disagree	1	(4%)
Strongly Disagree	0	

"Using transit is too complicated and requires too much advance planning."

Strongly Agree	11	(44%)
Agree	3	(12%)
Neutral or Don't Know	5	(20%)
Disagree	6	(24%)
Strongly Disagree	0	

Other need (written-in): Service to major health (UNC, Duke, Health Dept) and food hubs are important.

Other need (written-in): MAP-21 also includes Transportation Enhancements, Recreational Trails and Safe Routes to School. Are you considering these elements?

Other need (written-in): Older adults are the largest population within the digital divide. Communications needs to be provided via non-digital media.

Question 3: Out of the statements above, which do you believe is the most important to address in the near future?

"There is not enough public transportation service available."	11	(44%)
"The daily hours of operation should be extended."	1	(4%)
"There needs to be service available on nights and weekends."	1	(4%)
"There should be more focus on employment-related trips."	1	(4%)
"There are areas of the county that are currently underserved and should be addressed."	6	(24%)
"There needs to be more coordination with service providers in neighboring counties."	0	
"There needs to be more coordination among different service providers within my county."	0	
"There should be 'door-to-door' service for the elderly and disabled."	2	(8%)
"There needs to be more education on available services, programs, and eligibility requirements."	0	
"There is a language barrier for the users of services in my county."	0	
"Service providers need to better communicate information to the public (website, advertising, etc.)."	0	

"Service providers need to be more consumer-friendly."	1	(4%)
"Using transit is too complicated and requires too much advance planning."	1	(4%)
Other (written-in): MAP-21 also includes Transportation Enhancements, Recreational Trails and Safe Routes to School. Are you considering these elements?	1	(4%)

Question 4: If you do not currently use public transportation, why? Choose all that apply.

I have a personal vehicle that is reliable and convenient	16	(67%)
I have a family member or friend who drives me places when needed	0	
Public transportation does not go the places I need to go	12	(50%)
Public transportation does not operate at the times I need to travel	8	(33%)
Public transportation takes too long or has inconvenient timing	9	(38%)
I do not know how to use it	3	(13%)
I did not know it was available	2	(8%)
I DO use public transportation	0	
Other: I also live very much in town and bike regularly. But I know lots of folks out in rural areas don't have the same kind of access...	1	(4%)
Other: I would definitely use public transit if it were available. My husband drives to the UNC bus terminal near Cole Park Plaza every weekday for work. He would have gladly taken the Pittsboro to Chapel Hill bus, but it traveled during non business hours, which made no sense. I also would have used it for my frequent trips to Chapel Hill, but again, the hours were strange, and the time allowed to be in Chapel Hill was very short. I also traveled to Raleigh frequently for work, and commuted for years. There are so many who do, and I would have so appreciated a commuter bus to Raleigh and back. It would have to run at realistic work hours though.	1	(4%)
Other: There does not seem to be any public transportation out where I live.	1	(4%)
Other: I have to drop my son off at preschool before going to work. It's theoretically possibly by transit but would take a lot of time and energy.	1	(4%)
Other: I live in the county, only 3 miles from my town worksite, but there is no transportation available to me. I would have to drive several miles in the other direction to use a park-and-ride, and then have to change buses, and it would take about an hour.	1	(4%)

Question 5: Do you have any other comments on public transportation in your community that may be of help in developing this plan?

Need to coordinate better between service providers and expand rural services beyond only medical related, i.e. cover food deserts.

Chatham County lost most all industrial jobs but Lee and Durham Counties are showing growth. Unfortunately, residents lack transportation to get to the other counties early morning and back home evenings so they can work this jobs.

We do have some numbers of food deserts and transportation deserts (where houses have no car) from the American Communities Survey. Transportation has health consequences! I'll be coming from Orange County Health Department to add that voice to the table. Thanks for hosting us.

See above. But there should be early transportation from, and later, early evening transportation back, to Chatham County. People would use transit that was realistically scheduled. I never understood the scheduling of the Pboro to CH bus. Also, why is there no transit from Pboro to Siler City?

I think that there should be a door-to-door service for the elderly and disabled. Transport for these individuals sometimes involves going to the doctor or clinics and could perhaps be partially supported by the large medical centers. It would cut down on the cost of unnecessarily using an ambulance.

We need to change new developments (and redevelopment) to be more dense and compact so that it will be easier for people to use transit.

There needs to be a route in Northern orange county

I understand one factor may be to accomodate persons with low income but I would like to be able to take a bus to work instead of driving myself (1 person) to and from work. I'd also like to see more sidewalks throughout the county.

When I was disabled, I was home bound. Carrying oxygen means door to door service was essential.

The "majority" of Public Transportation serves the southern part of the county - I'm not in the southern part!!

Summary of Recommendations

The information in the previous section provides a detailed list of needs, strategies, and priorities within Orange County. The following strategies stand out as being both appropriate and a high priority for implementation based on the results of the workshop. This summary is not all-inclusive, and should not be interpreted as a limit on potential future actions, but rather as a way to identify some of the highest priorities for implementation.

- New/improved fixed routes and deviated fixed routes – the mapping exercise identified a need for new routes in multiple areas of the county, particularly feeder routes into the rural areas, and a route running east-west between Mebane, Hillsborough, and Durham (possibly as an express route).

- New/improved early morning/evening service – the ability to accommodate trips earlier and later in the day was an item of concern for workshop participants
- Mobility manager – this would improve customer service and provide better information to riders, as well as helping coordinate with services
- Increased visibility/marketing/education – this was highlighted as an important need
- Changes to institutional policy – an example that was quoted by several workshop attendees was the fact that OPT cannot transport people who are eligible for Medicaid but not yet enrolled, and without providing that transportation it is difficult for these people to get enrolled

Two additional strategies that received a great deal of attention during the workshop were suggested by participants: increasing the amount of funding available for transit, and connecting with churches, neighborhood groups and others to identify remote locations that could be used as rural collection points/park and ride lots.

The results of the workshop are generally in line with the results of the survey. The survey identified the highest needs in Orange County as: expansion of the amount of public transportation service available; serving areas of the county that are currently underserved; providing door-to-door service to the elderly and disabled; improving education on available services, programs, and eligibility requirements; and better communicating transit information to the public.

Appendix A: Workshop Invitees and Attendees

The following pages provide a list of those who received an invitation to participate in the two Locally Coordinated Human Service Transportation Plan workshops and those who attended the workshops. The lists are broken out by county. Please note that in addition to invitations that were sent out directly to certain stakeholders by the transit agencies, TARPO also sent public notices to media outlets within the TARPO region and posted information about the workshops on the TARPO website. Several counties also sent out public notices via various means. A total of 18 persons attended the workshop in Sanford on April 25, 2013 (including the facilitator and one person by phone). A total of 28 persons attended the workshop in Chapel Hill on April 26, 2013 (including the facilitator).

Chatham County

INVITEES*	ATTENDEES
Angel Dennison, Chatham County COA	LaShanda Lane, Citizen
Tamra Shaw, NCDOT PTD	Rosa Sutton, Sister 2 Sister Transportation
Marie Gasters, Child Care Networks	Mike Zelek, Chatham County Public Health Department
Cindy Snipes, Chatham County DSS	Matt Alexander, Chatham County Citizen
Shawn Poe, Chatham Trades, Inc.	Elizabeth Shay, UNC Chapel Hill
Karen Allen, CCCC / CTN Board	Mary Martin, Center for Behavioral Health Care
Brian Bock, Chatham County Board of Commissioners / CTN Board	Dan Stroupe, Chatham Transit Network
Pat Hackney, CTN Board	Tamra Shaw, NCDOT PTD
Vicki McConnell, Chatham County / CTN Board	Matt Day, TARPO
Genevieve Megginson, Chatham County Partnership for Children	
Jennifer Park, Chatham County Health Department / CTN Board	
Marcia Perritt, CTN Board	
Hernan Sedda, Hispanic Liaison of Chatham County / CTN Board	
Alex Reta, Chatham County Social Services	
Allison Palmer, Vocational Rehabilitation Services	
Bill Lail, Family Resource Center	
Bob Ender, Chatham Hospital	
Carolyn Worley, Laurels of Chatham	
Cathy Cole, Club Insight	
John Grimes, Town of Siler City	
Bett Foley, Town of Pittsboro	
Sara Lambert, CCCC	
Diane Campbell, Chatham County Schools	
Dina Reynolds, Chatham County United Way	
Donna Johnson, Crystal Transportation	
Giselle Easters, Chatham County Head Start	
Kim Caraganis, Chatham County Together	

Holly Coleman, Chatham County Health Department	
Janet Groce, Chatham Chapter ARC of NC	
Chris Carter, Chatham County COA	
Carolina Dialysis	
Chatham Child Development Center	
Siler City Care & Rehabilitation	
Dennis Gilmore, Chatham County COA	
Marie Jordan, Chatham County Group Homes	
Randy Voller, Town of Pittsboro	
Rosa Sutton-Lockett, Sister 2 Sister Solutions	
JOCCA	
Jessica Godfrey, Chatham Trades Inc.	
Shirelle Lee, Chatham County Together	

* Chatham County also sent out a public notice via email to a broader distribution list including the general public

Lee County

INVITEES	ATTENDEES
Rockie Dillon, Center for Independent Living	Diane Sinnamon, Fleming Transportation
Michael Sperico, Central Carolina Hospital Advanced Life Support	Lois Fleming, Fleming Transportation
Evangeline Smith, Central Carolina Community College	Kevin Pearson, Central Carolina Community College
Bob Joyce. Sanford Chamber of Commerce	Sidney Morgan, County of Lee Transit System
Jan Hayes, Lee County United Way	Christopher M. Viverette, Lee County Industries, Inc.
Meg Moss, Lee County Industries	Melanie Lamb, Carolina Dialysis
Jane Wesley, Economic Development	Leon Jackson, Department of Workforce Solutions (Lee County Joblink)
Josepheus Thompson, Employment Security Commission	Debbie Davidson, Senior Services
Terrell Jones, Lee County Public Health Department	Shirley Rijkse, LCI Inc.
Caleb Villalobos, Bethel Church	Bob McCarthy, Lee County – at large
Melanie Rodgers, Lee County Board of Commissioners	Roger Bailey, Stevens Center
Lesa Price, Lee County Department of Social Services	Terrell Jones, Lee County Health Department
Lyn Hankins, Lee County Partnership for Children	Tamra Shaw, NCDOT PTD (by phone)
John Crumpton, County Manager	Matt Day, TARPO
Jobie Deese, Sandhills Center for Mental Health	
Susan Condlin, NC Cooperative Extension	
Tamra Shaw, NCDOT PTD	
Sid Morgan, The Enrichment Center / COLTS	
Debbie Davidson, The Enrichment Center / Senior	

Services	
Blondine Hawkins, Local Citizen / Passenger	
Angelina Noel, Work First / Lee County DDS	
Robert McCarthy, Local Citizen / Passenger	
Kay Cuaton-Maier, Carolina Dialysis	
Fenton Wells, Local Citizen	
Bob Bridwell, City of Sanford Planning	
Lois Fleming, Fleming Transportation	
Matthew Day, TARPO	
Roger Bailey, Stevens Center	

Moore County

INVITEES*	ATTENDEES
Jan Alt, Local Citizen/Passenger	John Benton, Moore County Transportation
Mike Andrews, Sandhills Community College	Tawanna Williams, Moore County Transportation
Nicole Warley, Sandhills Community College	Jeremy Rust, Moore County Planning & Community Development
John Benton, DSS and Moore County Transportation	Tim Emmert, Moore County Planning & Community Development
Karey Perez, DSS	Tamra Shaw, NCDOT PTD (by phone)
Edwina Brisbon, DSS	Matt Day, TARPO
Tawanna Williams, Moore County Transportation	
Jeremy Rust, Moore County Planning and Community Development	
Habitat for Humanity	
Family Promise of Moore County	
Sandhills Center for Mental Health	
Town of Southern Pines	
Bethesda, Inc.	
Moore County Red Cross	
The Bethany House	
Town of Vass	
Moore Free Health Clinic	
Village of Foxfire	
Sandhills Community Action	
Sandhills Coalition for Human Care	
Town of Pinebluff	
Southern Pines Housing Authority	
Town of Carthage	
National Alliance for Mental Illness	
Friend to Friend Association	
Pinetree Community Services	
Town of Aberdeen	
Moore County Salvation Army	

Caring for Moore Emmanuel	
Village of Whispering Pines	
Tim Emmert, Moore County Planning & Community Development	
Don Black, Monarch	
Patrick Coughlin, Sandhills Chamber of Commerce	
Denise Conn, First Health	
Ginger Finney, Sandhills Children Center	
Melanie Gayle, Sandhills Children Center	
Marshall Joyner, Sandhills Transportation LLC	
Commissioner Jimmy Melton, Moore County Commissioner	
Charles McDowell, Moore County Schools	
Gene Norton, Employment Security Commission	
Terri Prots, Moore County Department of Aging	
Keisha Threadgill, Moore County Department of Aging	
Wendy Russell, The ARC of Moore County	
Linda Wallace, Local Citizen/Passenger	

* Moore County also sent out a public notice via email to a broader distribution list including the general public

Orange County

INVITEES*	ATTENDEES
Craig Benedict, Orange County Planning	Alex Castro, Orange County Transportation Advisory Board
Tom Altieri, Orange County Planning	Dick White, Orange County Advisory Board on Aging
Abigaile Pittman, Orange County Planning	Tammy Grubb, Chapel Hill News
Pete Hallenbeck, Orange County Planning Board	Kathy Porter, Orange County Department on Aging – RSVP 55+ Volunteer Program
Al Terry, Orange Public Transportation	Janice Tyler, Orange County Department on Aging
Pearl Waite, Orange Public Transportation	Hank Maiden, Orange County Citizen
Paul Guthrie, Chair OUT Board	Mike Fliss, Orange County Health Department
Alex Castro, OUT Board	Darcy Zorio, Triangle Transit
Janice Tyler, Orange County Aging Director	Donna King, Orange County Health Department
Kathie Kearns, Orange County Aging	Pearl Waite, Orange Public Transportation
Nancy Coston, Orange County DSS	Anna Kenion, Orange County Health Department
Serena McPherson, Orange County DSS	Patrick McDonough, Triangle Transit
Robert Gilmore, Orange County DSS	Serena W. McPherson, Department of Social Services
Margaret Hauth, Town of Hillsborough	Lindsey Shewmaker, Department of Social Services
John Talmadge, Triangle Transit	Tom Altieri, Orange County Planning
Brian Litchfield, Chapel Hill Transit	Ann Stroobant, Orange County Resident
Montrena Hadley, City of Mebane	Al Terry, Orange Public Transportation

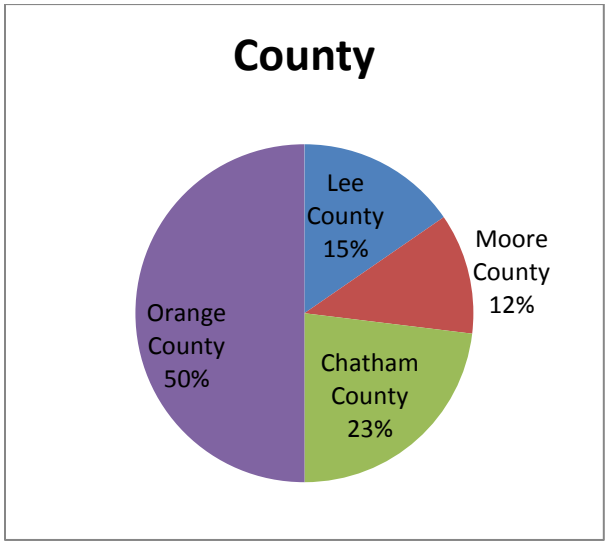
Trish Gala, Justice United	Craig Benedict, Orange County Planning Director
Orange County Board of Commissioners Members	Tamra Shaw, NCDOT PTD
Bonnie Hauser, Orange County Voice	Ed Flowers, Department on Aging Advisory Board
Laura Streitfield, Preserve Rural Orange	Matt Day, TARPO

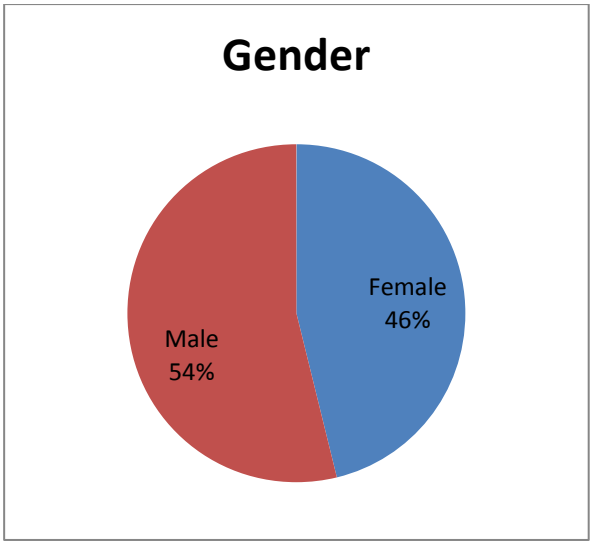
* Orange County also sent out a public notice via email to a broader distribution list including the general public

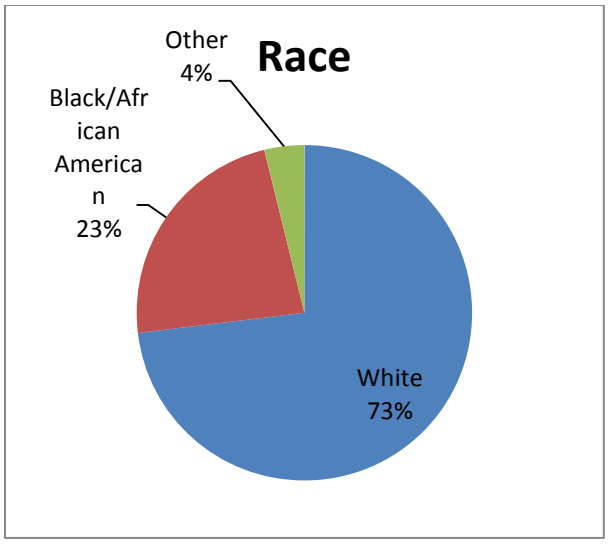
As part of the workshop, participants were asked to fill out a voluntary Title VI form to provide demographic information on the group of participants. The following table and graphs below provide a summary of the 26 forms that were turned-in. For privacy reasons, all results are summarized together and not broken-out by county.

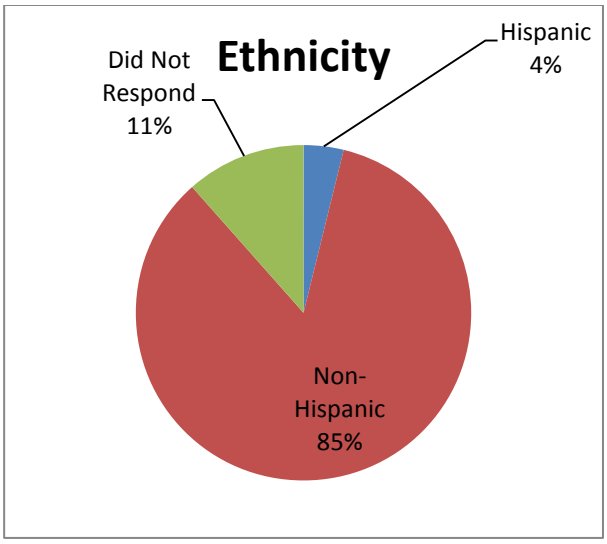
Number of Forms Showing Each Category:

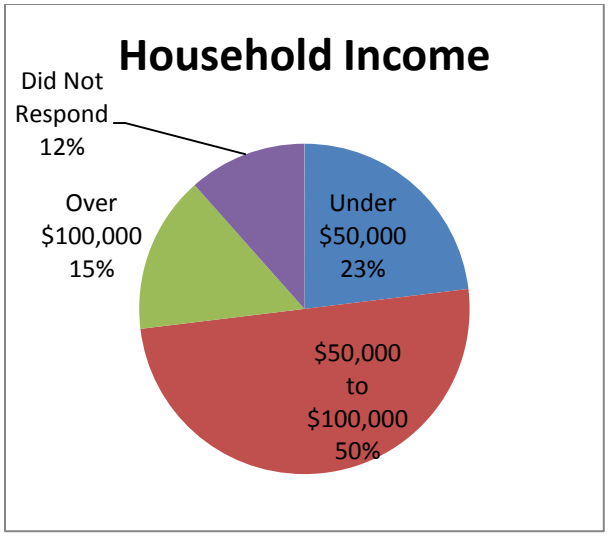
County:		Gender:		Race:		Ethnicity:		Household Income:	
Chatham	6	Female	12	White	19	Hispanic	1	Under $50000	6
Lee	4	Male	14	Black	6	Non-Hispanic	22	$50000 - $100000	13
Moore	3			Other	1	No Response	3	Over $100000	4
Orange	13							No Response	3






Race
Other 4%
Black/African American 23%
White 73%


Ethnicity
Did Not Respond 11%
Hispanic 4%
Non-Hispanic 85%


Household Income
Did Not Respond 12%
Over $100,000 15%
Under $50,000 23%
$50,000 to $100,000 50%

Appendix B – Stakeholder Survey and Summary of Results

This appendix contains the full summary results of the stakeholder survey, as well as a copy of the paper version of the survey. There were 50 respondents in total. The survey was available online from April 2, 2013 until May 1, 2013. Paper versions were made available to the transit agencies for them to distribute as needed and were also available for participants who attended one of the two workshops.

Question 1: Which county do you live and/or work in? Please check all that apply.

Chatham	14
Lee	7
Moore	6
Orange	25

Question 2: Please indicate whether you agree with the following statements regarding public transit service needs in your county.

"There is not enough public transportation service available."

Strongly Agree	26	(52%)
Agree	18	(36%)
Neutral or Don't Know	5	(10%)
Disagree	1	(2%)
Strongly Disagree	0	

"The daily hours of operation should be extended."

Strongly Agree	20	(42%)
Agree	17	(35%)
Neutral or Don't Know	10	(21%)
Disagree	1	(2%)
Strongly Disagree	0	

"There needs to be service available on nights and weekends."

Strongly Agree	25	(50%)
Agree	13	(26%)
Neutral or Don't Know	11	(22%)
Disagree	1	(2%)
Strongly Disagree	0	

"There should be more focus on employment-related trips."

Strongly Agree	22	(44%)
Agree	12	(24%)
Neutral or Don't Know	14	(28%)
Disagree	0	
Strongly Disagree	2	(4%)

"There are areas of the county that are currently underserved and should be addressed."

Strongly Agree	28	(57%)
Agree	13	(27%)
Neutral or Don't Know	8	(16%)
Disagree	0	
Strongly Disagree	0	

"There needs to be more coordination with service providers in neighboring counties."

Strongly Agree	24	(48%)
Agree	14	(28%)
Neutral or Don't Know	11	(22%)
Disagree	1	(2%)
Strongly Disagree	0	

"There needs to be more coordination among different service providers within my county."

Strongly Agree	27	(54%)
Agree	15	(30%)
Neutral or Don't Know	8	(16%)
Disagree	0	
Strongly Disagree	0	

"There should be 'door-to-door' service for the elderly and disabled."

Strongly Agree	30	(60%)
Agree	16	(32%)
Neutral or Don't Know	4	(8%)
Disagree	0	
Strongly Disagree	0	

"There needs to be more education on available services, programs, and eligibility requirements."

Strongly Agree	26	(53%)
Agree	19	(39%)
Neutral or Don't Know	3	(6%)
Disagree	0	
Strongly Disagree	1	(2%)

"There is a language barrier for the users of services in my county."

Strongly Agree	11	(22%)
Agree	14	(29%)
Neutral or Don't Know	20	(41%)
Disagree	4	(8%)
Strongly Disagree	0	

"Service providers need to better communicate information to the public (website, advertising, etc.)."

Strongly Agree	22	(44%)
Agree	21	(42%)
Neutral or Don't Know	7	(14%)
Disagree	0	
Strongly Disagree	0	

"Service providers need to be more consumer-friendly."

Strongly Agree	16	(33%)
Agree	14	(29%)
Neutral or Don't Know	15	(31%)
Disagree	3	(6%)
Strongly Disagree	0	

"Using transit is too complicated and requires too much advance planning."

Strongly Agree	14	(28%)
Agree	8	(16%)
Neutral or Don't Know	17	(34%)
Disagree	10	(20%)
Strongly Disagree	1	(2%)

Other need (written-in): Need more connection from Chatham to RTP, Raleigh, other parts of the Triangle

Other need (written-in): Chatham County needs a real bus service!

Other need (written-in): Service to major health (UNC, Duke, Health Dept) and food hubs are important.

Other need (written-in): MAP-21 also includes Transportation Enhancements, Recreational Trails and Safe Routes to School. Are you considering these elements?

Other need (written-in): Older adults are the largest population within the digital divide. Communications needs to be provided via non-digital media.

Question 3: Out of the statements above, which do you believe is the most important to address in the near future?

"There is not enough public transportation service available."	18	(38%)
"The daily hours of operation should be extended."	5	(10%)
"There needs to be service available on nights and weekends."	4	(8%)
"There should be more focus on employment-related trips."	2	(4%)
"There are areas of the county that are currently underserved and should be addressed."	9	(19%)
"There needs to be more coordination with service providers in neighboring counties."	1	(2%)

"There needs to be more coordination among different service providers within my county."	0	
"There should be 'door-to-door' service for the elderly and disabled."	4	(8%)
"There needs to be more education on available services, programs, and eligibility requirements."	2	(4%)
"There is a language barrier for the users of services in my county."	0	
"Service providers need to better communicate information to the public (website, advertising, etc.)."	0	
"Service providers need to be more consumer-friendly."	1	(2%)
"Using transit is too complicated and requires too much advance planning."	1	(2%)
Other (written-in): MAP-21 also includes Transportation Enhancements, Recreational Trails and Safe Routes to School. Are you considering these elements?	1	(2%)

Question 4: If you do not currently use public transportation, why? Choose all that apply.

I have a personal vehicle that is reliable and convenient	34	(74%)
I have a family member or friend who drives me places when needed	1	(2%)
Public transportation does not go the places I need to go	21	(46%)
Public transportation does not operate at the times I need to travel	13	(28%)
Public transportation takes too long or has inconvenient timing	15	(33%)
I do not know how to use it	5	(11%)
I did not know it was available	4	(9%)
I DO use public transportation	2	(4%)
Other: I also live very much in town and bike regularly. But I know lots of folks out in rural areas don't have the same kind of access...	1	(2%)
Other: I would definitely use public transit if it were available. My husband drives to the UNC bus terminal near Cole Park Plaza every weekday for work. He would have gladly taken the Pittsboro to Chapel Hill bus, but it traveled during non business hours, which made no sense. I also would have used it for my frequent trips to Chapel Hill, but again, the hours were strange, and the time allowed to be in Chapel Hill was very short. I also traveled to Raleigh frequently for work, and commuted for years. There are so many who do, and I would have so appreciated a commuter bus to Raleigh and back. It would have to run at realistic work hours though.	1	(2%)

Other: There does not seem to be any public transportation out where I live.	1	(2%)
Other: I don't qualify for the types of public transportation that are currently available. I would use public transportation if it was available and convenient for me.	1	(2%)
Other: I have to drop my son off at preschool before going to work. It's theoretically possibly by transit but would take a lot of time and energy.	1	(2%)
Other: I live in the county, only 3 miles from my town worksite, but there is no transportation available to me. I would have to drive several miles in the other direction to use a park-and-ride, and then have to change buses, and it would take about an hour.	1	(2%)

Question 5: Do you have any other comments on public transportation in your community that may be of help in developing this plan?

not at the present time

Need to coordinate better between service providers and expand rural services beyond only medical related, i.e. cover food deserts.

Chatham County lost most all industrial jobs but Lee and Durham Counties are showing growth. Unfortunately, residents lack transportation to get to the other counties early morning and back home evenings so they can work this jobs.

Chatham County is in dire need of "real" public transporation that is available to everyone and that goes places that people need to go. Public transportation needs to be reliable, affordable, and accessible by everyone regardless of age/insurance status/language, etc. I know of some families who are paying people $20 for a trip within Siler City to shop at Walmart. The need is real.

We do have some numbers of food deserts and transportation deserts (where houses have no car) from the American Communities Survey. Transportation has health consequences! I'll be coming from Orange County Health Department to add that voice to the table. Thanks for hosting us.

See above. But there should be early transportation from, and later, early evening transportation back, to Chatham County. People would use transit that was realistically scheduled. I never understood the scheduling of the Pboro to CH bus. Also, why is there no transit from Pboro to Siler City?

I grew up in St. Louis and the bus route was ALL over not just one or two counties. http://www.metrostlouis.org/Default.aspx Check out that website and see the wide range the bus travels PLUS there is the train....its goes all the way to Illinois. The train is ran by electric.

If local service providers were provided with a way of tracking their clients' transportation needs over the course of a period of time then they might be better equipped to answer these sorts of questions. For most of them this meeting will come as a surprise.

We need public transportation competition.

I think that there should be a door-to-door service for the elderly and disabled. Transport for these individuals sometimes involves going to the doctor or clinics and could perhaps be partially supported by the large medical centers. It would cut down on the cost of unnecessarily using an ambulance.

We need to change new developments (and redevelopment) to be more dense and compact so that it will be easier for people to use transit.

There needs to be a route in Northern orange county

I understand one factor may be to accomodate persons with low income but I would like to be able to take a bus to work instead of driving myself (1 person) to and from work. I'd also like to see more sidewalks throughout the county.

When I was disabled, I was home bound. Carrying oxygen means door to door service was essential.

The "majority" of Public Transportation serves the southern part of the county - I'm not in the southern part!!

Triangle Area RPO Locally Coordinated Human Service Transportation Plan Survey

The Triangle Area Rural Planning Organization (TARPO) is working with its transit partners (Orange Public Transportation, Chatham Transit Network, County of Lee Transit System, and Moore County Transportation Services) to update the region's Locally Coordinated Plan (LCP). Please answer the brief five-question survey below to help us better understand the transportation needs within your community. For more information on the LCP process, visit www.tarpo.org/topics/lcp.shtml. You can also complete this survey online at www.surveymonkey.com/s/9N3SNYF.

1. Which county do you live and/or work in? Please check all that apply.

☐ Chatham ☐ Lee ☐ Moore ☐ Orange

2. Please indicate whether you agree with the following statements regarding public transit service needs in your county. Place a check-mark in the appropriate box for each statement.

	Stongly Agree	Agree	Neutral or Don't Know	Disagree	Strongly Disagree
"There is not enough public transportation service available"					
"Service providers need to be more 'consumer-friendly'"					
"There are areas of the county that are currently underserved and should be addressed"					
"There needs to be more education on available services, programs, and eligibility requirements"					
"There is a language barrier for the users of services in my county"					
"The daily hours of operation should be extended"					
"There should be 'door-to-door' service for the elderly and disabled"					
"Service providers need to better communicate information to the public (website, advertising, etc.)"					
"There needs to be service available on nights and weekends"					
"There should be more focus on employment-related trips"					
"There needs to be more coordination among different service providers within my county"					
"Using transit is too complicated and requires too much advance planning"					
"There needs to be more coordination with service providers in neighboring counties"					

Other Needs (please specify):

_____

_____

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3. Out of the statements above, which do you believe is the most important to address in the near future? (check one)

	"There should be more focus on employment-related trips"
	"There are areas of the county that are currently underserved and should be addressed"
	"Service providers need to better communicate information to the public (website, advertising, etc.)"
	"There is not enough public transportation service available"
	"The daily hours of operation should be extended"
	"There should be 'door-to-door' service for the elderly and disabled"
	"There needs to be more coordination among different service providers within my county"
	"There needs to be more education on available services, programs, and eligibility requirements"
	"There needs to be more coordination with service providers in neighboring counties"
	"There needs to be service available on nights and weekends"
	"There is a language barrier for the users of services in my county"
	"Service providers need to be more 'consumer-friendly'"
	"Using transit is too complicated and requires too much advance planning"
	Other (written-in on question above)

4. If you do not currently use public transportation, why? Choose all that apply.

	I have a personal vehicle that is reliable and convenient
	I have a family member or friend who drives me places when needed
	Public transportation does not go to the places I need to go
	Public transportation does not operate at the times I need to travel
	Public transportation takes too long or has inconvenient timing
	I do not know how to use it
	I did not know it was available
	I DO use public transportation
	Other (please specify):

5. Do you have any other comments on public transportation in your community that may be of help in developing this plan?

_____

_____

_____

_____

Thank you for participating! Please return completed surveys to: Matt Day, TARPO, PO Box 12276, Research Triangle Park, NC 27709.

Appendix C – Additional Written Comments From Workshop Participants

As part of the workshops, participants were given comment sheets on which they could write any additional comments they had on the Locally Coordinated Human Service Transportation Plan or the planning process. The following is a compilation of these written comments, grouped by workshop (Sanford or Chapel Hill).

Additional Comments Provided in Sanford Workshop

Presentation and material exceptional. In order to accomplish/reduce transportation issue is to link services through effective collaborative efforts.

This is not a useful tool if we only sit in a room for 3 hours every 5 years. It might be a useful strategic tool if done more frequently. It also seems like a good opportunity to develop strategic linkages between county jurisdictions. Also, I learned some things today – more than 5 years ago – so this might be a good idea for education of (potential) partners.

Follow up!

Additional Comments Provided in Chapel Hill Workshop

This is a great way to capture information about future services to be provided to taxpayers of Orange County. It would be great to include more public input – perhaps a separate session for public only.

As NCBA Title V SCESP trainee, and citizen aging in place, the morning offers entry points for improving focus group training. These processes become ever more complex for citizen groups and advocates for those without mobility, limited funds and ongoing isolation deficits. Senior centers, faith-based organizations and specialized interest groups can benefit from this quality presentation. Community workshops need to be held in all townships.

Chatham participation may have been better in Chatham County.

Institution policy change to allow OPT service expansion to enable rural residents public transit means to get to supermarkets (coverage for "food deserts")

I wish the health and social services departments had more time to follow-up before your process were done. With a few weeks we could have taken questions from this workshop and gotten better data on that. Perhaps in the future you could target – ask for specific data sets from key services?

There have been many forums, workshops, and focus groups addressing transportation – using data from these activities for all these new grants/applications may avoid repeating or re-hashing the same issues – I understand if the application process requires a forum/workshop each time.

Would have liked to have more consumers participate in the workshop. Would have liked to have more time to advertise the workshop. Needed to have a workshop in the Central and Northern part of the County.