

# DCHC MPO

Durham Chapel Hill Carrboro Metropolitan Planning Organization

## Coordinated Public Transit- Human Services Transportation Plan



Approved by the DCHC MPO Board on June 12, 2019



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## Executive Summary

The Durham Chapel Hill Carrboro Metropolitan Planning Organization (DCHC MPO) is the regional organization responsible for transportation planning for the western part of the Research Triangle area in North Carolina.

Every five years, the DCHC MPO is tasked with developing a Coordinated Public Transit Human Services Transportation Plan to better serve local seniors and persons with disabilities. In order to develop the Coordinated Plan, stakeholders from the area must identify needs as well as produce plans or strategies to meet and prioritize those needs. This document lists this information as well as provides a review of transit services currently available to persons who are elderly or disabled.

A wide array of transportation partners, passengers, advocates, human services partners, and other members of the community were invited to participate in workshops that were designed to determine needs, produce strategies to meet the needs, and prioritize those strategies. The five main areas for improvement as determined at the Coordinated Plan workshop and through additional public comment are:

- Coordination/Mobility Hub for Human Services and Public Transportation
- Expanded Transportation Services
- Expanded Education Services
- Application Process Improvements
- Bus Stop Access Improvements



Coordinated Plan Workshop

# Introduction

## FAST ACT

The DCHC MPO Coordinated Public Transportation Human Services Transportation Plan Update of 2014 was developed under the Moving Ahead for Progress in the 21st Century (MAP-21) Act, which was passed by Congress on October 2, 2012. MAP-21 was replaced by the Fixing America's Surface Transportation (FAST) Act and was signed into law on December 4, 2015. The FAST Act provides long-term funding for surface transportation infrastructure planning and investment. It continues the MAP-21 requirement that local communities have a coordinated public transit-human services transportation plan in order to improve mobility for seniors and individuals with disabilities by removing barriers to transportation services and expanding transportation mobility options.

## SECTION 5310 FUNDING

Section 3006 of the FAST Act allows for grant authorization of Section 5310 (Enhanced Mobility of Seniors & Individuals with Disabilities) funding administered by the Federal Transit Administration (FTA). This program provides formula funding for the

purpose of meeting the transportation needs of older adults and people with disabilities when the transportation services provided are unavailable, insufficient, or inappropriate to meeting these needs.

The DCHC MPO is the designated recipient for Section 5310 funds for the Durham urbanized area (UZA). The designated recipient has the responsibility for administering the Section 5310 program in its area. A subrecipient for funding could be a State or local governmental authority, a private nonprofit organization, or an operator of public transportation. The DCHC MPO distributes funds to subrecipients in the Durham UZA through a competitive call process according to the approved Section 5310 DCHC MPO program management plan.

## COORDINATED PLAN

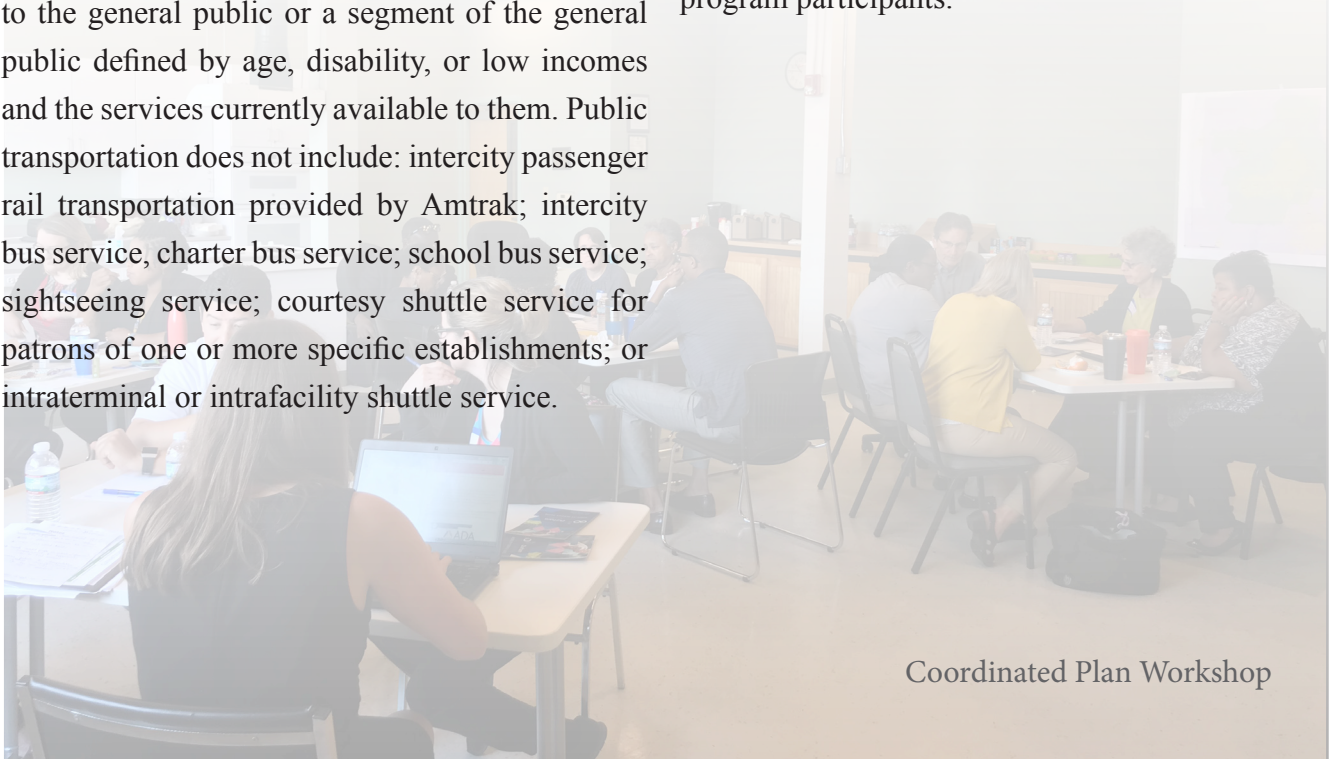
Federal transit law requires that projects selected for funding under the Section 5310 program be "included in a locally developed, coordinated public transit-human services transportation plan," according to FTA C 9070.1G (page V-I).



According to the same guidance, a locally developed, coordinated public transit-human services transportation plan, or coordinated plan, identifies the transportation needs of individuals with disabilities, seniors, and people with low incomes; provides strategies for meeting those local needs; and prioritizes transportation services and projects for funding and implementation based on available resources.

As defined in the federal guidance, public transportation is regular, continuing shared-ride surface transportation services, which are open to the general public or a segment of the general public defined by age, disability, or low incomes and the services currently available to them. Public transportation does not include: intercity passenger rail transportation provided by Amtrak; intercity bus service, charter bus service; school bus service; sightseeing service; courtesy shuttle service for patrons of one or more specific establishments; or intraterminal or intrafacility shuttle service.

Human services transportation, as defined in the federal guidance, includes a broad range of transportation service options designed to meet the needs of transportation disadvantaged populations including older adults, disabled persons, and those with lower income. Individuals have different needs and may require a set of different services depending on their abilities, their environment, and the options available in their communities. Examples of human services transportation may include: dial-a-ride (responding to individual door-to-door transportation requests); the use of bus tokens and/or transit passes for fixed route scheduled services; and accessing taxi vouchers and/or mileage reimbursement to volunteers or program participants.



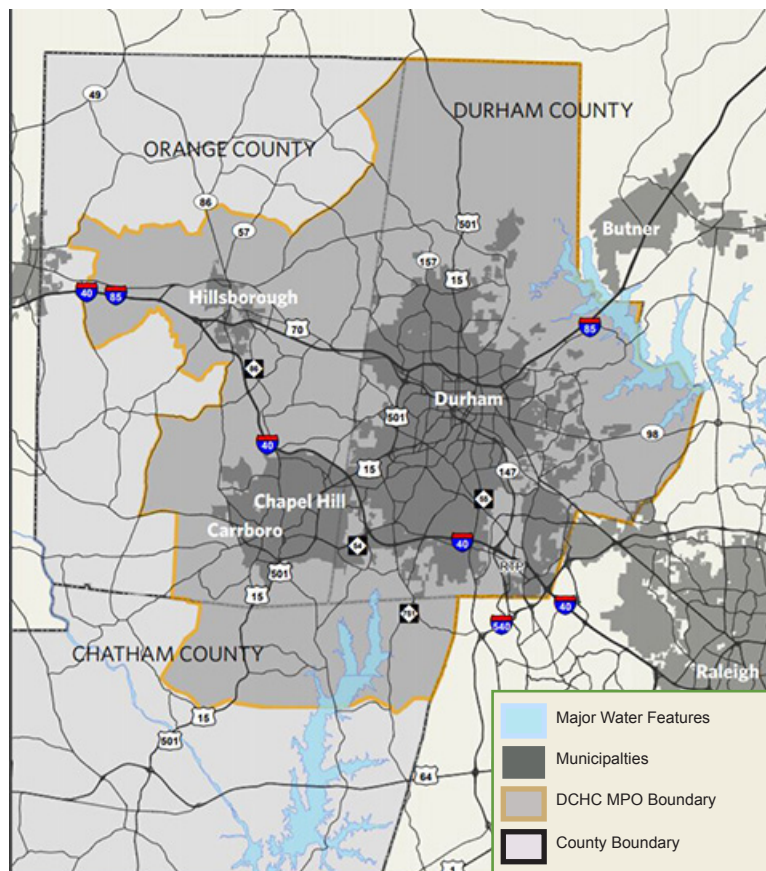
Coordinated Plan Workshop

# Demographics

## DCHC MPO

The Durham Chapel Hill Carrboro Metropolitan Planning Organization (DCHC MPO) is a policy body that coordinates and makes decisions on transportation planning issues for the DCHC urbanized area, which includes: Durham County in its entirety; a portion of Orange County including the Towns of Chapel Hill, Carrboro, and Hillsborough; and northeast Chatham County (see map below).

The DCHC MPO is comprised of the MPO Board, the Technical Committee (TC), local governments, and the state of North Carolina. The DCHC MPO is also one of the ten urban areas in North Carolina designated as a Transportation Management Area (TMA). A TMA is an urban area with a population of over 200,000 people. Additional information about the DCHC MPO can be found at [www.dchcmpo.org](http://www.dchcmpo.org).



## **POPULATION**

Population across all three counties in the DCHC MPO region is aging slightly, but overall is dominated by working-age adults (35 - 64 years old) that make up roughly 40% of the population.

Proportional trends across Durham, Orange, and Chatham counties are similar, with a few notable differences. Chatham has a higher proportion of seniors (65+), but this percent is shrinking along with the region overall. Durham and Orange Counties show very similar trends: the proportion of seniors declined slightly since 2010, while the proportion of younger age groups increased slightly. (DCHC MPO State of the Region 2018, p.54)

All population data provided above was gathered using 2015 American Community Survey (ACS) data found through the United States Census Bureau.

## **PERSONS WITH DISABILITIES**

Recent data on the population of persons with disabilities who reside within the DCHC MPO boundary can best be explored through the ACS at the block group level using the 5-year estimate function from 2011-2016,

which is the most recent data available. The total number of people within the block groups will exceed the total number within the MPO boundary due to the boundaries of the block groups slightly exceeding the MPO boundary, and there is no current data for residents strictly within the DCHC MPO boundary.

	Persons with Disabilities	Total Population	% of Pop. with Disabilities
Chatham	3,025	24,469	12.36%
Orange	11,449	134,246	8.53%
Durham	28,725	289,003	9.94%
Total	43,199	447,718	9.65%

## **SENIOR POPULATION**

Data for the senior population within the DCHC MPO was also determined through ACS data. The same process for the population for persons with disabilities was used for senior populations. Seniors are defined in this data set as persons aged 65 years and older.

	Seniors	Total Population	% of Population 65 or older
Chatham	7,791	24,469	31.84%
Orange	14,827	134,246	11.04%
Durham	32,765	289,003	11.34%
Total	55,383	447,718	12.37%



## Current Transportation Services

The Durham urbanized area (UZA) is currently served by a number of public transportation, human service, and private transportation providers. Available transportation services in the Durham UZA are described in this section.

### CHAPEL HILL TRANSIT/EZ RIDER

Chapel Hill Transit (CHT) provides public transportation services to the communities of Chapel Hill, Carrboro, and the University of North Carolina (UNC) at Chapel Hill. Offered in connection with CHT fixed route service, EZ Rider is a complementary paratransit service which uses lift-equipped vehicles to transport individuals with physical and cognitive disabilities that prevent them from using Chapel Hill Transit's regular bus service. Passengers must be certified through an application process.

**Contacts:** Travis Parker, Demand Response (EZ Rider) Assistant Operations Manager, 919.969.4949.

**Service Area:** EZ Rider travels within 3/4 mile from the nearest fixed-route services provided by CHT in Chapel Hill and Carrboro.

**Service Type:** Trips run for eligible individuals with disabilities.

**Customers:** Ridership includes Americans with Disabilities Act (ADA)-eligible individuals that are certified due to a physical or cognitive disability that prevents them from using the fixed-route service.

**Hours of Operation:** Operation runs complementary to the fixed-route service.

**Fares/Price:** Fare free.

**Publicity/Marketing:** Chapel Hill Transit distributes an EZ Rider brochure that highlights the eligibility process, service parameters, and scheduling. Public forums, newspapers, and the Chapel Hill Transit website ([www.chtransit.org](http://www.chtransit.org)) promote further awareness of this demand-response transit service.

Chapel Hill Transit also runs the Senior Shuttle as a fare free service along a fixed route that provides transportation for Chapel Hill and Carrboro seniors. The shuttle has a set weekly schedule that includes stops at senior housing, local grocery stores, shopping centers, Chapel Hill Public Library, and the Seymour Center.

**Contacts:** Maribeth Lewis-Baker, Fixed Route Operations Manager, 919.969.4932.

**Service Area:** The shuttle makes scheduled stops at the following assisted living locations, the Stratford, Manley Estates, and Carolina Spring.

**Service Type:** The shuttle vehicles are wheelchair accessible and provide curb-to-curb service. Trips on the Senior Shuttle are provided on a space-available basis.

**Customers:** The Senior Shuttle is open to all seniors.

**Hours of Operation:** This service operates Monday through Friday, from 8:11 am to 4:45 pm. The shuttle does not operate on Chapel Hill Transit holidays and weekends.

**Fares/Price:** Fare free.

**Publicity/Marketing:** Chapel Hill Transit distributes a Senior Shuttle brochure and the schedule is posted on the website at [www.chtransit.org](http://www.chtransit.org).

## GoDURHAM

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The City of Durham assumed the operation of the local bus system in 1991 from Duke Power, naming it the Durham Area Transit Authority (DATA). In October 2010, the City of Durham entered into an agreement with Triangle Transit to oversee the management of Durham's fixed-route and demand-response (GoDurham ACCESS) services. As part of a regional rebranding effort in March 2015, DATA became GoDurham, and Triangle Transit became GoTriangle.

**Contact:** Brian Fahey, Transit Administrator, 919.485.7501.

**Service Area:** The City of Durham and urbanized areas of Durham County.

**Service Type:** GoDurham operates as a fixed-route service.

**Customers:** Ridership is open to the general public.

**Hours of Operation:** GoDurham operates a fixed-route service from Monday through Saturday, 5:30 am - 12:30 am, and on Sunday, 6:30 am - 9:30 pm.

**Fares/Price:** The cost is \$1.00 for individuals.

**Publicity/Marketing:** Information can be found on the GoDurham website at [godurhamtransit.org](http://godurhamtransit.org).

GoDurham ACCESS is the name of the ADA paratransit service for the City of Durham. GoDurham ACCESS provides service during the same hours and on the same days as the regular fixed-route service.

**Contact:** Tara Caldwell, General Manager: 919.560.1555, ext. 36306.

**Service Area:** GoDurham ACCESS operates service to all locations within the City of Durham and

to any location outside the City of Durham that is 3/4 mile of any fixed-route service operated by GoDurham.

**Service Type:** GoDurham ACCESS provides curb-to-curb (or door-to-door upon request) transportation service for eligible riders.

**Customers:** An application is required and only riders who meet the criteria specified in the ADA and who have been certified as eligible, can use GoDurham ACCESS. Eligibility is based on a person's functional limitations. Persons do not qualify automatically just because they have a disability or on the basis of age.

**Hours of Operation:** Monday-Saturday: 5:30 am - 12:30 am, and Sundays and holidays: 6:30 am - 9:30 pm.

**Fares/Price:** The cost is \$2 in cash for a one-way trip, or one may purchase a 10 ticket booklet at a reduced rate. GoDurham also provides taxi cab coupons for purchase.

**Publicity/Marketing:** Ticket sales locations are found at GoDurham ACCESS office, located at 1911 Fay Street, Durham, NC, 27704 from 8:00 am-5:00 pm (Monday-Friday). Tickets are also sold at Durham Station Transportation Center, located at 515 W Pettigrew Street, Durham, NC, 27704. GoDurham ACCESS Paratransit Management is operated by First Transit.

## **ORANGE COUNTY PUBLIC TRANSPORTATION**

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The Orange County Public Transportation (OCPT) program, is an Orange County agency that provides both fixed-route and demand-response service within Orange County. Services include: demand-response and senior transportation shared-ride services; non-emergency medical transportation (Medicaid) for Department of Social Services (DSS) clients; and fixed-route, as well as complementary ADA services. OCPT operates fixed-route service such as the Hillsborough Circulator, the Hillsborough – Chapel Hill Midday Connector, and the Hillsborough-Alamance Midday Connector. OCPT also has bus service expansions that are planned for the next 10 years and beyond as part of the Orange County Transit Plan. The Orange County Transportation Advisory Board is the Orange Unified Transportation (OUT) Board, which advises OCPT on its operations and recommends policy to the Board of Commissioners. Transit services provided by OCPT connect with Chapel Hill Transit and GoTriangle.

**Contacts:** Theo Letman, Transit Director, 919.245.2007.

**Service Area:** Fixed-route and demand-response trips can be located within Orange County. Demand-response trips must begin outside of Chapel Hill and Carrboro, but may terminate anywhere in Orange County. Fixed-route services operate within the DCHC MPO urbanized area (UZA), Burlington-Graham MPO UZA, and the Triangle Area Rural Planning Organization (TARPO) jurisdictions.

**Service Type:** Fixed-route, complementary ADA, non-emergency medical transportation (Medicaid), demand-response trips, and senior transportation services.

**Customers:** Orange County residents and clients of contract agencies.

**Hours of Operation:** Monday - Friday, 7:00am - 5:00pm and Saturday, 8:00am - 5:00 pm.

**Fares/Cost:** Cost varies depending upon the route and service provided. The fixed public route is \$2.00 per trip (\$1.00 if elderly or disabled). The fixed-route circulator service within the town of Hillsborough is fare free. DSS medical trips are charged back to the department (the client does not pay). General public fares (demand-response) are \$12.75 per trip. Senior center trips are cost sharing only. Contract agency subscription cost is \$19.00 per hour and/or \$.45 per mile.

**Publicity/Marketing:** This includes functions supported by the Transit Demand Management (TDM) Coordinator, public forums, outreach, newspaper, website, logos on vehicles, brochures, and other marketing.

## **GoTRIANGLE**

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Triangle Transit was created to plan, finance, organize, and operate a public transportation system for the Triangle area, which includes Orange, Durham, and Wake counties. As part of a regional rebranding effort in March 2015, Triangle Transit became GoTriangle. GoTriangle serves the general public with fixed-route and express bus services, paratransit services (GoTriangle ACCESS), as well as ride sharing and Transportation Demand Management (TDM) services.

**Contact:** Patrick Stephens, Director of Transit Operations, 919.485.7456.

**Service Area:** This includes the urbanized areas of Durham, Orange, and Wake counties.

**Service Type:** Fixed-route bus, vanpool, carpool matching, and paratransit services (complementary ADA).

**Customers:** The general public, primarily Triangle area commuters.

**Hours of Operation:** The service runs from Monday through Friday, 6:00 am – 11:00 pm; on Saturday, 7:30 am – 11:00 pm; and on Sundays and major holidays, 7:30 am – 7:00 pm.

**Fares/Price:** The cost is \$2.25 per trip for regional bus service and \$3.00 per trip for express bus service. Vanpool fares are subscription-based and determined by trip length and number of van riders.

**Publicity/Marketing:** Information can be found at the GoTriangle website at [gotriangle.org](http://gotriangle.org).

## CHATHAM TRANSIT NETWORK (CTN)

Chatham Transit Network (CTN) is the countywide transportation provider for rural and urban areas of Chatham County. CTN is a 501(c)(3) private non-profit transportation system that is governed by a Transportation Advisory Board (TAB). It offers fixed-route services, as well as subscription route and demand-response transportation by contractual agreement with human services organizations. CTN operates a demand-response service called In-County Service, and two fixed routes; Pittsboro to Chapel Hill, and Pittsboro to Siler City. Project Health Rides provides medical transportation within the county and is also operated by CTN.

**Contact:** Anna Testerman, CTN Executive Director, 919.542.5136.

**Service Area:** CTN offers service in Chatham County, in addition to portions of Orange County for fixed-route services.

**Service Type:** This is a fixed-route, subscription-route, and demand-response service.

**Customers:** CTN ridership includes contract agency clients and general public. The general public transportation service is primarily provided for the elderly, disabled, transportation-disadvantaged, and economically disadvantaged riders. Fixed-route services are open to the general public.

**Hours of Operation:** CTN operates demand response services on weekdays, 5:00 am - 5:30 pm. Fixed-route service hours vary, but generally operate from approximately 6:00 am - 6:00 pm.

**Fares/Price:** General public fares vary per mile. Project Health Rides trips are paid through a voucher program with local agencies and non-profits. Fixed-route services have a \$3.00 one-way fare.

**Publicity/Marketing:** CTN distributes and stocks brochures at various human service agencies. Additionally ads are placed in local newspapers, and CTN participates in community events. CTN also operates its own webpage at [chathamtransit.org](http://chathamtransit.org).

## DURHAM COUNTY ACCESS

Durham County ACCESS (DCA) provides demand-response and subscription transportation to residents of Durham County. DCA is governed by a Transportation Advisory Board (TAB), which includes representatives from human services agencies, civic organizations, consumer groups, transportation providers, and citizen volunteers. The TAB is appointed by the Durham County Board of Commissioners. DCA operates as a division of the Durham County Cooperative Extension. Vehicle operations are contracted and provided by First Transit.



**Contact:** Linda Thomas, DCA Transportation Program Manager, 919.560.8757.

**Service Area:** Rural and urbanized areas within Durham County.

**Service Type:** Subscription and demand-response services.

**Customers:** Contract service agency clients and the rural general public.

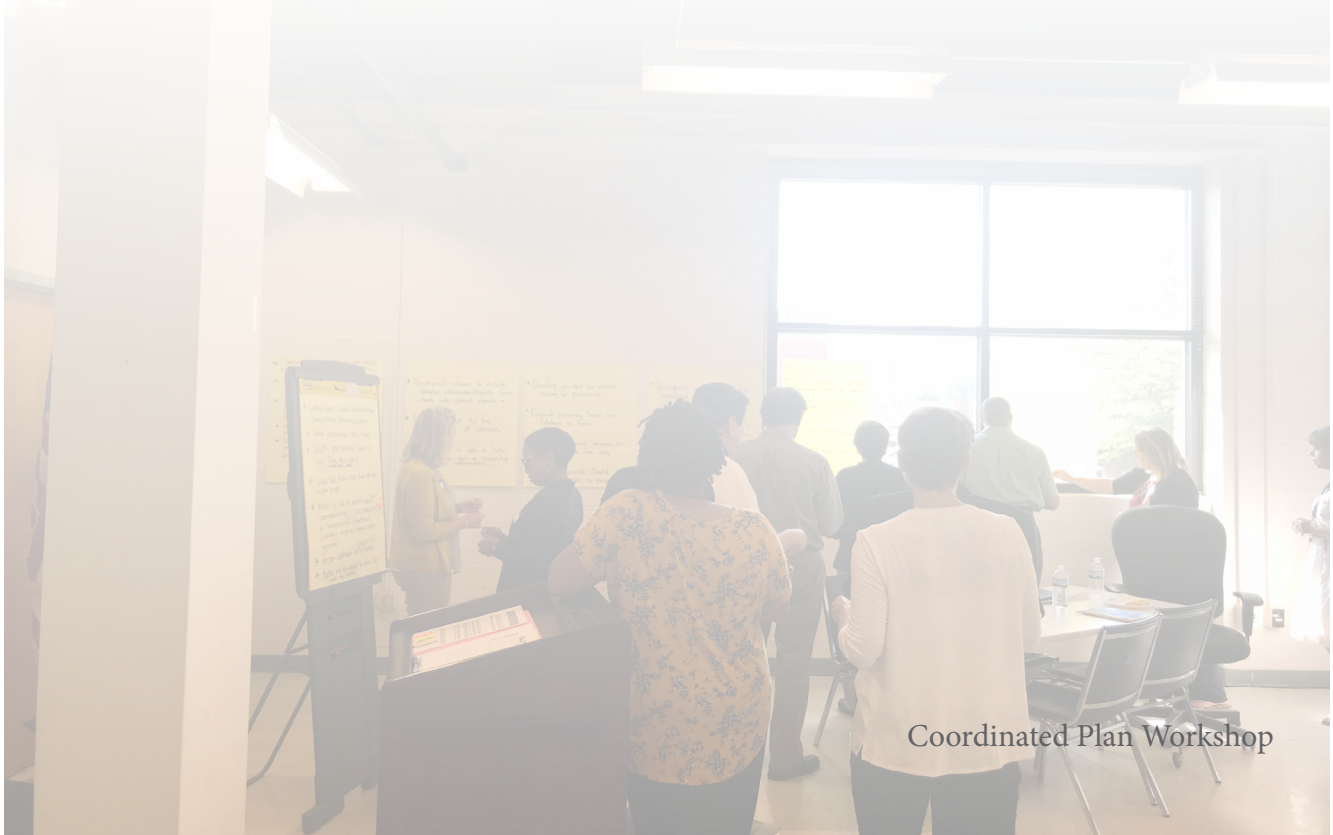
**Hours of Service:** Monday through Saturday, 5:30 am - 12:30 am, and on Sunday from 7:00 am – 8:00 pm. There is no service on December 25th.

**Price/Fares:** It is a fare free system except for individual rural public trips, which are \$2.00 each way.

**Publicity/Marketing:** Information can be found at [durham.ces.ncsu.edu/durham-county-access/](http://durham.ces.ncsu.edu/durham-county-access/)

## OTHER TRANSPORTATION SERVICES

Private transportation providers also contribute to service within the DCHC MPO. These include vehicle for hire operations such as taxicabs or limousines, and on-demand transportation providers such as Uber and Lyft. Lincoln Community Health Center supplies its clients with paratransit transportation services to allow access to clinics. Lincoln has a small fleet of lift-equipped vehicles.



# Methodology for Developing the Coordinated Plan

## COORDINATED PLAN

Federal transit law requires that projects selected for funding under the Section 5310 program be included in a locally developed, coordinated public transit-human services transportation plan. As the recipient for Section 5310 in the region, the DCHC MPO has taken the responsibility of developing the coordinated plan for the Durham urbanized area (UZA).

The DCHC MPO's strategy to develop a coordinated plan was to include ample outreach for participation among; transportation partners, passengers and advocates, human services partners, and other stakeholders as required by FTA C 9070.1G (page V-3).

## TC AND MPO BOARD PRESENTATIONS

On August 22, 2018, DCHC MPO staff presented information to the DCHC MPO Technical Committee (TC) on the planned update of the Coordinated Public Transit-Human Service Transportation Plan. On September 12, 2018, DCHC MPO staff presented an informational item, *Update of the Coordinated Public Transit-Human Services*

*Transportation Plan (CTP)*, to the DCHC MPO Board. Staff reported the status of the planned update of the Coordinated Plan and the dates of the two community workshops to develop the plan.

## WORKSHOPS

Two workshops were planned to better involve stakeholders in identifying the needs based on personal and professional experiences; identify strategies to address the needs; and set priorities based on time, resources, and feasibility for implementation. The two dates for the workshops were:

### **September 18, 2018**

9-11:30AM  
Orange County Seymour Center  
2551 Homestead Road  
Chapel Hill, NC  
27516

### **September 20, 2018**

9-11:30AM  
Durham Cooperative Extension  
721 Foster Street  
Durham, NC  
27701

The workshop option was chosen as an outreach strategy because it would bring different stakeholders of the community together to facilitate a conversation in a collaborative environment. The locations were chosen to provide sufficient accessibility, including transit, for residents throughout the region. Due to the impact of Hurricane Florence in the autumn of 2018, the meeting scheduled in Chapel Hill was canceled. Those planning to attend the Chapel Hill workshop were encouraged to attend the Durham workshop or send comments via email to MPO staff. Further outreach was made by staff to ensure that diverse and broad representation was attained from across the DCHC MPO region.

## **STAKEHOLDER LIST DEVELOPMENT**

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The federal guidance on the development of a coordinated plan (FTA C 9070.1G) requires that the process includes participation by seniors; persons with disabilities; public, private, and nonprofit transportation and human services providers, and other members of the public. To ensure a variety of participants in the development of the coordinated plan, an expansive mailing list was created using an updated list of stakeholders contacted during the development of the 2014 DCHC MPO

Coordinated Plan. The current DCHC MPO Board and Technical Committee mailing lists were added to the base list. Contact information for additional participants was found through an internet search of human services organizations and by requesting contact information from stakeholders.

## **OUTREACH STRATEGIES**

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Outreach strategies to invite and engage local stakeholders was broad and diverse. An invitation letter for participation in plan development was sent via email to the aforementioned list along with a flier of the event, which contained the Workshop Agenda (Appendix). The list of invitees consisted of government agencies, transportation providers, human services providers, and advocacy groups. Persons to whom invitations were sent were encouraged to further distribute the information to other interested members of the community.

Social media was used for advertising, including the DCHC MPO and the City of Durham Department of Transportation's (DOT) Facebook and Twitter accounts, and the workshop flier was also placed on the DCHC MPO's and Durham's DOT website. To reach those without internet, there was an advertisement with a brief description placed

in *The Herald Sun* and *The News & Observer* (Appendix).

Prior to the Coordinated Plan workshop, personalized emails and telephone calls were made to stakeholders, including;

transportation providers, human service agency representatives, and others in the community. All correspondence encouraged persons to attend the workshops or submit comments directly to MPO staff.



# Transportation Needs, Strategies, and Prioritization

The assessment of transportation needs for individuals with disabilities and seniors was developed through workshop participation and input provided directly to MPO staff by persons unable to attend. Based on the local stakeholder experiences and insights, planning partners were asked to identify gaps between current services and needs, strategies to meet those needs, and then prioritize those strategies based on resources.

## WORKSHOP SPECIFICS

The workshop participants included a broad and diverse representation of transportation partners, passengers, advocates, human service partners, and the general public. Participants were provided with a copy of the workshop agenda (Appendix). Attendees were seated in several small groups with diverse representation of the groups listed above.

## TRANSPORTATION NEEDS AND STRATEGIES

An introduction was given to the attendees, and descriptions of current transportation services were provided by transit agencies to inform all participants of current services being

offered. Transportation needs and strategies were discussed by the small groups amongst themselves. After the small groups concluded their discussion, the lists of needs and strategies were reported aloud by a representative of each table and written on large Prioritization Activity Result Sheets (Appendix). Comments received by email were included on the sheets before the workshop began and presented to the group at large.

## PRIORITIZATION OF NEEDS

Prioritization of the needs and strategies identified by the group of local stakeholder participants was completed with an informal vote. Attendees were given stickers in the shape of dots and asked to place a dot on the needs and strategies that were most important to them. Attendees could place all or part of their allocated stickers for any specific need and strategy, depending on their choice.



After the workshop concluded, similar concepts and ideas were grouped together by DCHC MPO staff to create a summary list of public transit-human services transportation needs and strategies, including the following:

- Coordination/Mobility Hub for Human Services and Public Transportation
- Expanded Transportation Services
- Expanded Education Services
- Application Process Improvements
- Bus Stop Access Improvements

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Each category of needs and strategies includes several related items as described below. The number in parentheses after each statement indicates the number of votes received from participants during the workshop.

## **COORDINATION/MOBILITY HUB FOR HUMAN SERVICES AND PUBLIC TRANSPORTATION**

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The centralization of information and services across public transit was a common theme among participants throughout the Coordinated Plan workshop. Participants advocated for a more centralized system for services, whether it be a new agency or coordination among existing agencies. Such a system could improve the sharing and use of knowledge across agencies and with riders, which would lead to streamlined service; providing the best means to travel from the starting point to their preferred destination. The specific strategies recommended by participants included the following items:

- Create a mobility hub for the entire region, which would include a healthcare element. (18)
- Paratransit service providers to develop a centralized computer system for scheduling. (14)
- Coordinate funding and share resources among agencies. (9)
- Create a website or an app to better access services, such as scheduling and updating information. (8)
- Develop an app for vehicle tracking for paratransit ridership. (4)
- Coordination of overall funding. (3)
- Create a process for the reduction or the elimination in the rate of “no show” ridership, which negatively impacts efficiency. (3)
- Use paratransit software to include detailed information and requests from clients with special needs. (1)

## EXPANDED TRANSPORTATION SERVICES

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Another important need expressed by stakeholders at the workshop was the expansion of services; both geographically, and of the types of trips that seniors and persons with disabilities were allowed to take. The expansion of service for routine errands and social purposes was most noted and passionately expressed by workshop participants. Travel to social engagements was cited by participants as a method to improve overall health and quality of life of seniors and persons with disabilities. Specific strategies recommended by participants included the following:

- Provide more opportunities for underutilized vehicles to offer non-healthcare related transit (e.g. grocery store routes) that would improve the quality of life of seniors and persons with disabilities. (14)
- Increase senior social trips, which leads to better mental health of the recipient. (10)
- Coordinate ADA applications and provide gap funding while individuals wait for approval to use service. (6)
- Allow for home pick-up and return trips for services in different areas, including crossing over county lines. (6)
- Set a paratransit cost that is equal among all transit services in the region. (4)
- Extend holiday operating hours to 10pm. (3)
- Include paratransit services in GoDurham's fare free day. (3)
- Expand paratransit service to neighboring cities and towns. (2)
- Provide additional door-to-door service (e.g. Uber, taxi, current public transit, etc.). (1)
- Provide additional work trips for low-income people in rural areas. (1)
- Streamline and shorten the process for schools requesting trips for incoming disabled students. (1)

## EXPANDED EDUCATION SERVICES

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Workshop participants and other stakeholders suggested that there was a strong need for overall education for riders and transit services providers. Comments from stakeholders concerned a lack of accurate information provided by transit agency staff and the need for more accessible information from transit providers. Recommendations by the workshop participants included the following:

- Expand travel training for all transit agency staff. (11)
- Encourage hospitals to screen patients for transportation needs. (5)
- Create a higher level of comfort among seniors while using public transportation. (5)

- Improve the transit service providers understanding of clients' needs. (3)
- Present better information for trip planning to riders(e.g.. sheltered stations, stop location, etc.). (2)
- Conduct policy workshops more frequently. (2)
- Provide better information to clients. (1)

## **APPLICATION PROCESS IMPROVEMENTS**

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Persons who utilize the regions demand response or complementary paratransit service typically complete an application to receive service. Burdensome and often confusing application processes were cited in the workshop among stakeholders who advocated for a more streamlined approach. Below are specific strategies recommended by workshop participants:

- Transit service to expand assistance to persons who are in need, but are not eligible for ADA paratransit service and are not covered by other services. (7)
- Provide gap funding to passengers while waiting for ADA qualification results. (6)
- Develop receiving of ADA applications in the region. (6)
- Establish person-centered eligibility and certification rather than rigid criteria. (4)
- Shorten the interview and application process for ADA approval. (3)

## **BUS STOP ACCESS IMPROVEMENTS**

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Bus stop improvements were discussed as a way to better support seniors and persons with disabilities who are able to use fixed-route services for at least some of their transportation needs. Specific comments included the following:

- Bus stops are too far apart and often without ADA improvements, and riders are unaware of transit alternatives. (3)
- Increase the number of accessible bus stops. (2)

# Appendix



***Invitation to Participate!***

The Durham Chapel-Hill Carrboro Metropolitan Planning Organization (DCHC MPO) is updating its coordinated human services – public transit transportation plan (CTP) and would like your input.

Workshops are scheduled for **September 18<sup>th</sup>** in Chapel Hill and **September 20<sup>th</sup>** in Durham. Please join us at one of the workshops to identify community needs and provide recommendations for transit services for seniors and persons with disabilities. DCHC-MPO will use information gathered at the workshop to shape the CTP Update. Light refreshments will be served.

**Workshop Details:**

**Date:** September 18, 2018

**Time:** 9-11:30 am

**Location:**

Orange County Seymour Center  
2551 Homestead Rd  
Chapel Hill, NC 27516

**Parking:** Free

**Public Transit:** Chapel Hill Transit bus route  
A (or HS/NS/ possibly)

**Date:** September 20, 2018

**Time:** 9-11:30 am

**Location:**

Durham County Cooperative Extension  
721 Foster St  
Durham, NC 27701

**Parking:** Free

**Public Transit:** GoDurham bus route 4

**If you would like to attend**, please respond by Tuesday, September 4th to Robert Jahn, at Robert.jahn@durhamnc.gov, or 571-212-3453. If you are unable to attend, or know others who may be interested, please share this information.

For a closer look at the current CTP, reference the hyperlink below:

[Coordinated Public Transportation Human Service Transportation Plan 2014](#)

Thank you



## **Invitees to the Coordinated Plan Workshop**

Invitations were sent out via email for the Coordinated Plan Workshop to representatives of the following transportation partners:

### **Local Elected Boards**

Carrboro Board of Aldermen  
Chapel Hill Town Council  
Durham City Council  
Hillsboro City Council  
Durham County Commission  
Chatham County Commission  
Orange County Commission

### **Local Managers**

Carrboro Town Manager  
Chapel Hill Town Manager  
Durham City Manager  
Hillsborough Planning Manager  
Chatham County Manager  
Orange County Manager  
Durham County Manager

### **Local Advisory Boards**

Carrboro Transportation  
Chapel Hill Transportation Board  
Chatham Transportation Advisory Board  
Orange County Transportation Advisory Board  
GoTriangle Board of Trustees

### **Local Public Transportation Providers**

Chapel Hill Transit  
Chapel Hill Planning Department  
Chatham Transit Network  
First Transit  
GoDurham  
GoDurham ACCESS  
GoTriangle  
Durham County Access  
Orange Public Transportation

### **Local Social Services Agencies**

Durham Department of Social Services for the Blind  
Durham Department of Social Services  
Orange Department of Social Services / Non-Emergency Medicaid Services  
Orange County Department on Aging

### **Regional / Local Transportation Agencies**

NCDOT  
DCHC MPO  
City of Durham Parks and Recreation  
Chapel Hill Park and Recreation

City of Durham General Services  
Durham Mayor's Committee for Persons with Disabilities  
Department of Public Health, Durham  
Department of Public Health, Orange County  
City of Durham Equal Opportunity & Equity Assurance  
NC DHHS Disability Services

## **Non-Profit Organizations**

El Centro Hispano  
Alliance Behavioral Healthcare  
Cardinal Innovations  
Senior PharmAssist  
Project Access  
Triangle Senior Services  
Arc of the Triangle  
Durham Chamber of Commerce  
El Futuro, Inc.  
Club Nova  
Interfaith Council for Social Services  
Extraordinary Ventures in Chapel Hill  
LC Industries for the Blind

## **Private Providers of Human Services Transportation**

Senior Care Management Associates  
North State Medical Transportation  
A Helping Hand  
Helping Hands Mission

Samaritan Health Center  
Academy Bus

## **Medical Facilities**

Duke University Medical Center  
UNC Memorial Hospital  
Department of Veterans Affairs

## **Chambers of Commerce**

Chapel Hill - Carrboro Chamber of Commerce  
Durham Chamber of Commerce

## **Other**

Duke University  
University of North Carolina – Chapel Hill  
North Carolina State University  
Raleigh-Durham Airport Authority  
Downtown Durham, Inc.  
Community Reinvestment Association  
Durham Center for Senior Life  
Triangle Disability Awareness Council  
Durham Exchange Club Industries  
TJCOG Agency on Aging  
Golden Leaf Historic District  
VHB Engineering  
Environmental Protection Agency  
Federal Highway Administration  
All contacts on DCHC MPO Board and the Technical Committee mailing lists

Would you like to help improve transportation services for seniors and persons with disabilities in the urban area of Durham and Orange counties, and northeastern Chatham County?



The Durham Chapel-Hill Carrboro Metropolitan Planning Organization (DCHC MPO) is updating the five-year plan for coordinated human services and public transportation in the region. The perspective of your organization is needed to update the 2014 Coordinated Public Transportation Plan (CPT) and provide better services throughout our region.

A planning workshop is scheduled for non-profits, human service agencies, transit providers, and the public. Please join us in identifying community needs and providing recommendations for transit services. This workshop is being hosted by the DCHC-MPO, which is the area's regional transportation planning organization.

Please choose one (or both) to attend and RSVP by September 4, 2018 to [robert.jahn@durhamnc.gov](mailto:robert.jahn@durhamnc.gov)

Las partes críticas de los planes pueden ser traducida en español sobre petición.

## Chapel Hill

Orange County Seymour Center  
2551 Homestead Rd  
Chapel Hill, NC 27516

Tuesday, September 18, 2018  
9-11:30am

## Durham

Durham County Cooperative Extension  
721 Foster St  
Durham, NC 27701

Thursday, September 20, 2018  
9-11:30am

Would you like to help improve transportation services for seniors and persons with disabilities in the urban area of Durham and Orange counties, and northeastern Chatham County?



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### Chapel Hill

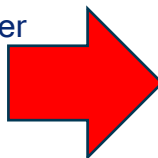
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721 Foster St  
Durham, NC 27701

Thursday, September 20, 2018  
9-11:30am



**DCHC Metropolitan Planning Organization  
ANNOUNCING  
Coordinated Human Services Public Transit  
Transportation Plan (CTP) Workshops**

The Durham Chapel-Hill Carrboro Metropolitan Planning Organization (DCHC MPO) is updating the region's five-year plan for coordinated human services and public transportation. This plan identifies gaps in transportation services for seniors and persons with disabilities and proposes strategies to fill those gaps. The perspective of human service agencies, transit providers, and the public is needed to update the plan and provide better services throughout our region.

There are two opportunities to participate:

**September 18, 2018  
9-11:30AM  
Orange County  
Seymour Center**

**September 20, 2018  
9-11:30AM  
Durham County  
Cooperative Extension**

Further details can be found on the DCHC MPO website at [www.dchcmpo.org](http://www.dchcmpo.org). Contact Robert Jahn at 571-212-3453 or [robert.jahn@durhamnc.gov](mailto:robert.jahn@durhamnc.gov) to RSVP or for more information.

Las partes críticas de los planes pueden ser traducida en español sobre petición.



## Public Transit Transportation Plan (CTP) Workshops

September 18, 2018 // Orange County Seymour Center

September 20, 2018 // Durham County Cooperative Extension Office

### Agenda

- Welcome (MPO staff and host staff) and Introductions (All) – 30 mins
- Background and Overview of Plan (MPO staff) – 10 mins
- Overview of transit services (Public transportation providers, volunteer driver programs, others) – 20 mins
- Identify transportation needs and gaps in service for individuals with disabilities and seniors (All - Small groups) – 20 mins
- Identify strategies, activities and projects to address gaps between current service and needs (All – Small groups) – 20 mins
- Prioritize strategies, activities and projects based on available resources (All) – 15 mins
- Wrap Up and Next Steps (MPO staff) – 10 mins

Section 5310 – Enhanced Mobility of **Seniors** and **Individuals with Disabilities** Program is a program of the U.S. Department of Transportation, Federal Transit Administration.

Projects selected for Section 5310 funding must be derived from a locally developed, coordinated public transit-human services transportation plan.

Section 5310 projects funded to date include: **Orange County Department on Aging** mobility management, **Durham County Access** purchase of trips, **GoDurham** purchase of trips beyond the area required by ADA, **GoDurham** improved communication system and mobility management services, **Chapel Hill Transit EZ Rider Senior Shuttle**. CHT will also receive funding this year for ADA bus stop review and design.

### About 5310 Funds

The DCHC MPO receives **less than \$250,000 per year** of 5310 funds for the region including all of Durham County, the southern portion of Orange County, and a small northeastern corner of Chatham County.

**Coordinated public transit-human service transportation plan** is a locally developed, coordinated transportation plan that identifies the transportation needs of individuals with disabilities, seniors and people with low incomes, provides strategies for meeting those needs and prioritizes transportation services for funding and implementation.

### Definitions

**Human service** transportation is transportation services provided by or on behalf of a human service agency to provide access to agency services and/or meet the basic, day-to-day mobility needs of transportation-disadvantaged populations, especially individuals with disabilities, seniors, and people with low incomes.

**Public transportation** is regular, continuing shared-ride surface transportation services that are open to the general public or open to a segment of the general public defined by age, disability, or low income, *and does not include: intercity passenger rail transportation provided by Amtrak, intercity bus service, charter bus service, school bus service, sightseeing service, courtesy shuttle service for patrons of one or more specific establishments, or intraterminal or intrafacility shuttle services.*

Name	Organization	Email	Phone Number
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Maggie Perez	DCSL	mperez@dcsinc.org	919-688-8247 ext 104
Pierre Owusu	GoDurham	pierre.osei-owusu@durhamnc.gov	919-560-1535ext36514
Robert Jahn	DCHC-MPO	robert.jahn@durhamnc.gov	571-212-3453



- \* Wheelchair clients need affordable transportation to variety of places
- \* Need accessible bus stops ●
- \* Add'l door-to-door service (e.g., Uber, taxi, etc.) ●  
current public transit
- \* Work trips from rural area for low-income people. ●
- \* Mobility Hub for entire region (does grant writing) (2019 Medicaid to pay for transportation) (Healthcare increasingly recognizes transportation importance) (eligibility) ●●●●●●●●
- \* Person-centered certification. ●●●●●
- \* Better info for people to plan trips (shade, stop location) ●●●●●

- \* Service to fill gap if not ADA eligible and not covered by other service. ●●●●●●●●
- \* Central receiving of ADA application in region. ●●●●●●●●
- \* Bus stop too far and no ADA service. Don't know other services. ●●●●●●●●
- \* Seniors to feel comfortable using public transportation. ●●●●●●●●
- \* Balance priorities, e.g. senior medical vs senior social trips. Need more senior social trips \$. ●●●●●●●●

- \* Paratransit software to include detailed information/requests from clients with special needs. ●
- \* Paratransit cost to be equal among all services ●●●●●●●●
- \* Create website or app to better access services such as scheduling and update information ●●●●●●●●

- \* Develop an app for vehicle tracking for paratransit. ●●●●●●●●
- \* Extend operating hours on holidays to 10pm ●●●●●●●●
- \* Include paratransit services in GoDurham's fare free day ●●●●●●●●
- \* Only service animals allowed on paratransit vehicles; no personal pets



\* Paratransit services to develop centralized computer system for scheduling.

\* Allow for home pickup & returns for services in different areas.

• Streamline/comprehensive  
• Cross county lines

\* Expand paratransit service to neighboring cities & towns.

\* Conduct policy workshops more frequently.

\* Paratransit services to develop centralized computer system for scheduling.

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\* Expand paratransit service to neighboring cities & towns.

\* Conduct policy workshops more frequently.

\* Hospitals screen patients for transportation needs

\* Better system of conveying travel information/notes to service drivers.

\* Lower cost for some clients

\* Some clients can't understand services (Dementia, socially isolated)

\* Process (interview + application) for ADA is too lengthy.

\* Provide gap funding while wait for ADA qualification.

\* Coordinate ADA application & gap funding

\* Empty Access vans can

• plv other trips - need better efficiency. <sup>eg</sup> create grocery routes (route planning).

\* Public school requesting trips for new disabled students (takes 3 months to setup in schools)

\* High no show rate hurts efficiency. Need to reduce rate.

\* Better info to customers/clients.

\* Coordination of overall funding

\* Maximize ride services (uber, Lyft, etc)

\* Coordinate & share resources

\* Expand travel training. Universal (all agencies)

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