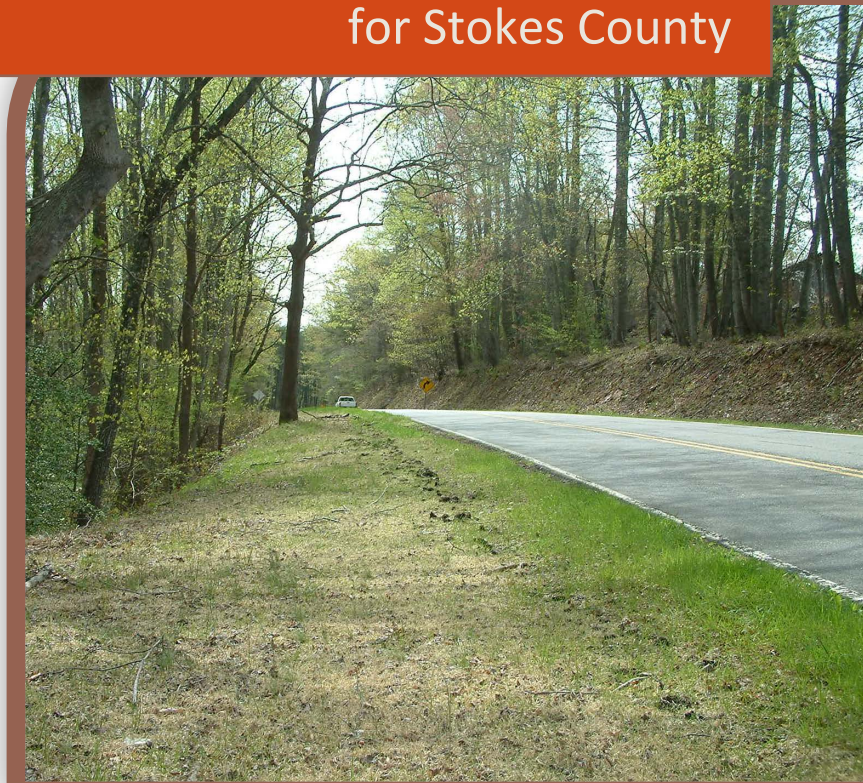


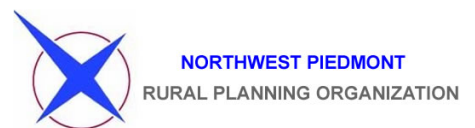
Coordinated Public Transit – Human Services Transportation Plan for Stokes County

**For questions and comments,
please contact:**

**Christina Walsh
Northwest Piedmont RPO
Piedmont Triad Regional Council
2216 W. Meadowview Road
Greensboro, NC 27407
336-294-4950
cwalsh@ptrc.org**



Draft – February 2014



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for Stokes County
Northwest Piedmont Rural Planning Organization
Piedmont Triad Regional Council
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Contributing Staff

*Christina Walsh, Regional Planner, Piedmont Triad Regional Council and Northwest Piedmont RPO
Marc Allred, Senior GIS Planner, Piedmont Triad Regional Council
Jesse Day, Senior Regional Planner, Piedmont Triad Regional Council*

Advisory Staff

Pam Hawley, Mobility Specialist, Public Transportation Division, NCDOT

*Cover Photo by: Marc Allred
NC-89, Stokes County*

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Section 1: Background

Purpose

By coordinating public and private transit and human services transportation, Stokes County ensures that transportation options exist for older adults, persons with disabilities, and low income individuals. The Locally Coordinated Public Transit – Human Services Transportation Plan satisfies federal requirements for transportation coordination and assists in developing an efficient and effective network.

History

Through the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), the Federal Transit Administration (FTA) created a requirement for a locally-developed, coordinated public transit - human services transportation plan. Initial plans were developed by 2007 as a condition of receiving funding for certain programs directed at meeting the needs of older individuals, persons with disabilities, and low-income individuals. Public participation is a core component of the planning process and must include representatives of the general public, human services agencies, and transportation providers, both public, private, and non-profit. By the Federal Fiscal Year 2013, the completion of updated plans is required and must include coordination with all existing human services transportation providers.

Planning Process

The Northwest Piedmont Rural Planning Organization developed this coordinated plan in partnership with stakeholders from Stokes County, the Yadkin Valley Economic Development District, and North Carolina Department of Transportation. The plan meets the requirements of SAFETEA-LU, the Federal Coordinating Council on Access and Mobility (CCAM), the Federal Register Notice dated March 29, 2007 entitled, “Elderly Individuals and Individuals with Disabilities, Job Access and Reverse Commute, New Freedom Programs: Final Circulars’ effect May 1, 2007,” as well as MAP-21 requirements. The development and content of coordinated plans are intended to address the specific needs and issues of each service area. Additionally, the Rural Planning Organization (RPO) can adapt and expand the plan to incorporate regional programs and initiatives. The development of the Stokes County plan involved these basic steps:

- an inventory of services
- a list of needs and a discussion of priorities
- strategies and actions
- county plan document and report

While at a minimum, projects funded under the Federal Transit Administration (FTA) formula programs for Sections 5310, 5316, and 5317 must derive from a coordinated plan, the plan will incorporate activities offered under other programs sponsored by Federal, State, and local agencies. These programs include: FTA’s Section 5307 and 5311 programs, Temporary Assistance for Needy Families (TANF), Workforce Investment Act (WIA), Vocational Rehabilitation, Medicaid, Community Action (CAP), Independent Living Centers, and Area Agency on Aging (AAA) programs among others.

Northwest Piedmont Rural Planning Organization

The Northwest Piedmont Rural Planning Organization (NWPRPO) provides transportation planning services to rural communities in Davie, Stokes, Surry, and Yadkin Counties. For the purposes of developing this plan, the NWPRPO serves as the lead planning agency.



Section 2: Funding Overview

Projects funded through three SAFETEA-LU programs – the Job Access and Reverse Commute Program (JARC, Section 5316), the New Freedom Program (Section 5317), and the Formula Program for Elderly Individuals and Individuals with Disabilities (Section 5310) – are required to be derived from a locally developed, coordinated public transit – human services transportation plan. SAFETEA-LU guidance issued by the Federal Transit Administration (FTA) describes the plan as a “unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited income, laying out strategies for meeting these needs, and prioritizing services.”

In 2012, Congress enacted a new two-year federal surface transportation authorization, Moving Ahead for Progress in the 21st Century (MAP-21). The MAP-21 Program retains all of the coordinated planning provisions of SAFETEA-LU. However, JARC and New Freedom are eliminated as standalone programs, and the Section 5310 and the New Freedom Programs are consolidated under Section 5310 into a single program, Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities. The revised Section 5310 program is the only funding program with coordinated planning requirements under MAP-21, beginning with FY 2013 and currently authorized through FY 2014.

MAP-21 Planning Requirements

Mobility of Seniors and Individuals with Disabilities Program (Section 5310)

The revised Mobility of Seniors and Individuals with Disabilities Program provides for a mix of capital and operating funding for projects. Beginning in Fiscal Year 2013, the new consolidated program is the only funding program with coordinated planning requirements under MAP-21. The program is currently authorized through Fiscal Year 2014.

The new consolidated program, which provides for a mix of capital and operating funding for projects, is the only funding program with coordinated planning requirements under MAP-21, beginning with FY 2013 and currently authorized through FY 2014. At the current time, the FTA has yet to update its guidance concerning administration of the new consolidated Section 5310 Program, but the legislation itself provides three requirements for recipients. These requirements would apply to NCDOT Public Transportation Division in distributing any Section 5310 funds for which it might serve as a designated recipient under MAP-21:

1. That projects selected are “included in a locally developed, coordinated public transit – human services transportation plan”;
2. That the coordinated plan “was developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers, and other members of the public”; and
3. That “to the maximum extent feasible, the services funded...will be coordinated with transportation services assisted by other Federal departments and agencies,” including recipients of grants from the Department of Health and Human Services.

Under MAP-21, only Section 5310 funds are subject to the coordinated-planning requirement. Sixty percent of funds for this program are allocated by a population-based formula to large urbanized areas, 20% is allocated to small urban zone areas, and 20% is allocated to the Rural areas. See 49 U.S.C. Section 5310 (e)(2) / MAP-21 Section 20009).

Section 5310: Elderly Individuals and Individuals with Disabilities

The 5310 Program was established in 1975 to serve the transportation needs of elderly persons and individuals with disabilities. Private non-profit agencies and public entities that coordinate human services transportation are eligible for funding and may utilize awards for capital projects and operational costs. In order to receive funds, projects must appear in the State Transportation Improvement Program (STIP).

Section 5310 is also referred to as Title 49 U.S.C. 5310, which authorizes the formula assistance program for the special needs of elderly individuals and individuals with disabilities. The FTA, on behalf of the Secretary of Transportation, apportions the funds appropriated annually to the States based on an administrative formula that considers the number of elderly individuals and individuals with disabilities in each state. These funds are subject to annual appropriations.

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

The 5316 Program seeks to improve access to transportation services for: 1) welfare recipients and eligible low income individuals to employment and employment-related activities, and 2) residents of urbanized areas and non-urbanized areas to suburban employment opportunities. Private non-profit agencies, public entities, and private operators are eligible to use funds for capital projects, planning, and operating expenses that support the development and maintenance of transportation services. Projects are identified through a competitive selection process and require coordination of federally assisted programs and services in order for the most efficient use of federal resources.

Eligible projects may support activities such as:

- Late-night and weekend service
- Expanding fixed-route public transit routes
- Ridesharing and carpooling activities
- Promote transit through voucher programs
- Supporting new mobility management and coordination programs among agencies and providers
- Development of call centers to coordinate transportation information on all travel modes
- Operational planning for the acquisition of transportation technologies such as GPS, GIS mapping, coordinated vehicle scheduling, dispatching, and monitoring, and customer payment systems
- Shuttle service and Demand-responsive van service
- Bicycle racks and storage
- Car loan programs
- Deploying vehicle position-monitoring systems
- Subsidizing the purchase or lease of a vehicle dedicated to reverse commuting
- Provide coordination services such as individualized trip planning and neighborhood coordination
- Note: Acquisition of technology is also eligible as a standalone capital expense.

Section 5317: New Freedom Program

The 5317 Program provides additional tools to reduce barriers to transportation services for individuals with disabilities and expand transportation mobility options beyond the requirements of the Americans with Disabilities Act (ADA). This program is designed to assist with accessing new transportation services, including transportation to and from jobs and employment support services. For the purposes of the New Freedom Program, “new” services consists of any service or activity that was not operational nor had an identified funding source as of August 10, 2005, as evidenced by inclusion in the State Transportation Improvement Plan (STIP). Private non-profit agencies, public entities, and private operators are eligible to use funds for capital projects, planning, and operating expenses. Projects are derived from a locally coordinated plan and identified through a competitive selection process.

Eligible New Public Transportation Services:

- Expand paratransit service parameters beyond the three-fourths mile required by the ADA; Expand current hours of operation for ADA paratransit services beyond fixed-route service hours
- Incremental cost of providing same-day service; Incremental cost of making door-to-door service available to all eligible ADA paratransit riders, but not as a reasonable modification for individual riders in an otherwise curb-to-curb system
- Enhancement of the level of service by providing escorts or assisting riders through the door of their destination; Labor costs of aides to help drivers assist passengers with over-sized wheelchairs
Acquisition of vehicles and equipment designed to accommodate mobility aids that exceed the dimensions and weight ratings established for common wheelchairs under the ADA
- Installation of additional securement locations in public buses beyond what is required by the ADA
- New “feeder” service to commuter rail, commuter bus, intercity rail, and intercity bus stations, for which complementary paratransit service is not required under the ADA
- Making accessibility improvements to transit and intermodal stations not designated as key stations:
 - Building an accessible path to a bus stop that is currently inaccessible, including curb cuts, sidewalks, accessible pedestrian signals or other accessible features
 - Adding an elevator or ramps, detectable warnings, or other accessibility improvements to a non-key station that are not otherwise required under the ADA
 - Improving signage, or wayfinding technology; Implementation of other technology improvements that enhance accessibility for people with disabilities, including ITS
 - Travel training

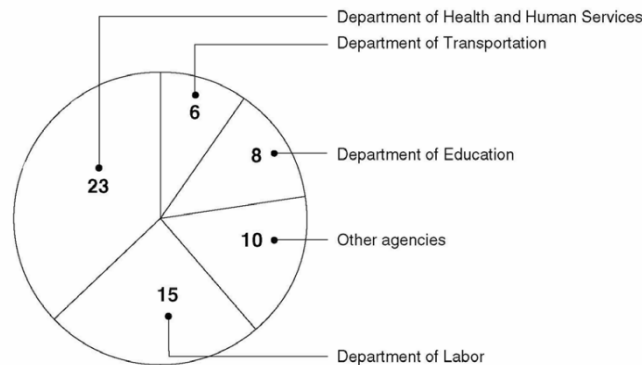
Eligible New Public Transportation Alternatives:

- Purchasing vehicles to support new accessible taxi, ridesharing, or vanpooling programs
- Supporting new mobility management and coordination programs among public transportation providers and human services agencies
- Supporting the administration and expenses of new voucher programs offered by human service providers
- Supporting new volunteer driver and aide programs
- Mobility management activities may include:
 - Operational planning for the acquisition of transportation technologies (e.g., GPS, GIS mapping, coordinated vehicle scheduling, dispatching, and monitoring, and customer payment systems)
 - Development of call centers to coordinate transportation information on all travel modes
 - Provide coordination services such as individualized trip planning and neighborhood coordination

Related Funding Sources for Human Services Transportation

In June 2003, the US General Accounting Office (GAO) issued a study on Federal transportation funding and coordination entitled, *Transportation—Disadvantaged Populations*. The study reported that sixty-two funding programs exist for transportation. Within those programs, sixteen are most regularly used for public transportation, including six from the USDOT through the Federal Transit Administration (FTA). See Figure 1.

Figure 1: Sources of Federal Transportation Funds



Source: *Transportation-Disadvantaged Populations*, Figure 1, page 9, USGAO, June 2013.

The non-DOT programs most commonly used for transportation:

- **Transitional Assistance for Needy Families (TANF)** – provides assistance to families with children, including funding transportation needs
- **Vocational Rehabilitation** – assists individuals with disabilities and provides a variety of vocational services, including transportation
- **Medicaid** – assists people with accessing medical services, including transportation to such services
- **Head Start** – assists pre-school children with a variety of services, including education readiness, health care, and transportation to/from such services
- **Grants for Supportive Services and Senior Centers** – assists in developing services for older people which include nutrition services, senior centers, and transportation
- **Workforce Investment Act (WIA) – Adults** – provides job skill training services as well as transportation to/from such services
- **WIA – Displaced Workers** – provides job skill training services as well as transportation to/from such services
- **WIA – Youth** – provides job skill training services to youth as well as transportation to/from such services
- **Senior Community Service Employment program** – provides work opportunities for older Americans
- **Program for Native Americans** (under Older Americans Act) – provides a variety of social service funding for Native Americans, including nutrition and caregiver services

The top human services transportation funding programs in U.S. DOT:

- Capital Grants (Section 5309)
- Urbanized Area Formula Program (Section 5307)
- Non-Urbanized Area Formula Program (Section 5311)
- Job Access and Reverse Commute (Section 5316)
- Over-the-Road Bus Program (Section 3038)
- Transportation for Elderly and Persons with Disabilities (Section 5310)

Since the 2003 GAO study, the “New Freedom” program (Section 5317) was enacted and provides operating and capital assistance to services that go beyond ADA complementary paratransit requirements.

Other Funding Sources

Local Funding Sources:

- Local sales tax
- General fund allocation
- Subscription service
- Vehicle registration tax
- Vehicle rental tax

State and Federal Funding Sources:

- **Community Transportation Program (CTP):** a grant program administered by NCDOT that distributes state and federal funding to transit systems; Grants require a 10-15 percent local match and awards are used for eligible administrative and capital expenditures
- **Congestion Mitigation Air Quality (CMAQ) Program:** a program intended for projects that reduce transportation related emissions in air quality non-attainment or maintenance areas; Local governments in these areas should contact their MPO or RPO for information on CMAQ funding opportunities for bicycle and pedestrian facilities.
- **NC Community Transformation Grant (CTG):** In 2011, the Centers for Disease Control awarded \$7.4 million to North Carolina to engage partners from multiple sectors, such as education, transportation, and business, as well as faith-based organizations to improve the health of their communities' residents. Awardees also provide funding to community-based organizations to ensure broad participation in creating community change. The program is administered by health direction regions and more information is available at: www.cdc.gov/communitytransformation/
- **Community Facilities Grants:** a grant program that assists in the development of essential community facilities in rural areas and towns of populations less than 20,000. Grant funds are utilized to construct, enlarge, or improve community facilities for health care, public safety, and community and public services. For more information, visit: www.rurdev.usda.gov/HAD-CF_Grants.html
- **Community Development Block Grant (HUD-CDBG):** The U.S. Department of Housing and Urban Development (HUD) offers financial grants to communities for neighborhood revitalization, economic development, and improvements to community facilities and services, especially in low and moderate income areas. Several Piedmont Triad communities have used HUD funds to develop housing, sidewalks, and greenways. For more information, visit: www.hud.gov/offices/cpd/communitydevelopment/programs/

Private Foundations and Organizations:

- **Blue Cross Blue Shield Foundation:** a grant program that supports projects ranging from local community equipment grants to collaboration on large statewide initiatives that work to improve health and lower obesity rates through healthy eating and active living. For more information, visit: www.bcbsncfoundation.org/
- **Kate B. Reynolds Charitable Trust:** a Winston-Salem based foundation that seeks to improve the quality of life and health of North Carolina's low-income residents. For more information, visit: www.kbr.org/content/divisions-overview
- **North Carolina Community Foundation:** a statewide foundation that manages community affiliates and non-profits throughout North Carolina. Grants are available for a variety of areas, including human services, health, education, and civic affairs. For more information, visit www.nccommunityfoundation.org/
- **Z. Smith Reynolds Foundation:** a Winston-Salem based foundation that assists with social justice and equity issues in North Carolina. For more information, visit: <http://www.zsr.org/social-justice-and-equity>

Section 3: Profile of Stokes County

Stokes County is among the rural counties of the Piedmont Triad region experiencing changing population characteristics. The following tables and maps provide detailed demographic information that highlights aging, disabled, and low-income population groups.

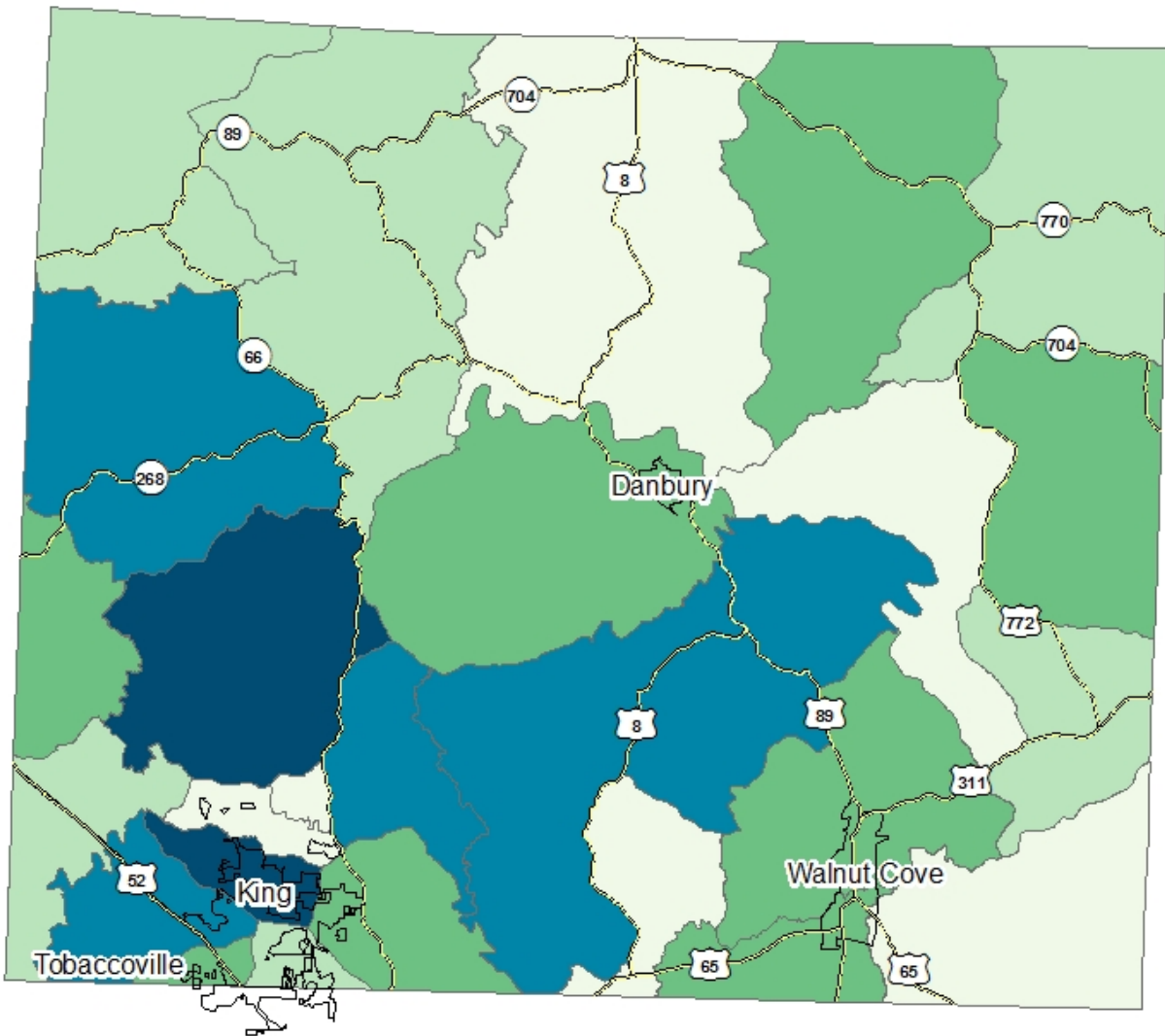
Note: Demographic information was obtained from the U.S. Census Bureau Factfinder website and the PTRC GIS Database. Most estimates represent raw numbers of people and households, unless otherwise noted. By using this method, true numbers are provided for each census block and tract rather than percentages of the entire population.

Demographic Profile of Stokes County				
Stokes County	2000	2010	Net Change	Percent Change
Total Population	44,711	47,401	2,690	6.02%
Age 65+ Population	5,278	7,575	2,297	43.52%
Disabled Population	9,420	9,631 (2007)*	211	2.24%
Persons Below Poverty Level	4,022	5,698^	1,676	41.67%
Median Household Income	\$38,808	\$42,689	\$3,881	10.00%
Households with No Vehicle	955	810^	-145	-15.18%
<i>Data sources: 2000 Census and 2010 Census (Unless noted)</i>				
<i>*ACS 2005-2007 3-Year Estimate</i>				
<i>^ACS 2006-2010 5-Year Estimate</i>				


Total Population

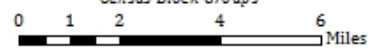
According to 2010 U.S. Census Bureau estimates, the population of Stokes County was 44,711. Between 2000 and 2010, Stokes County experienced a 6.02% increase in population, or a net gain of 2,690 persons. In comparison, the population of North Carolina grew by 18.46% during this timeframe to 9,535,483 persons. Three out of four municipalities in Stokes County experienced growth; Danbury achieved the highest growth rate at 75%, while King achieved the highest net growth at 952 persons. Tobaccolville followed with a 10.50% increase in population and Walnut Cove experienced a -2.73% decline.

Total Population of Municipalities within Stokes County				
Municipalities	2000	2010	Net Change	Percent Change
Danbury	108	189	81	75%
King	5,952	6,904	952	15.99%
Tobaccolville	2,209	2,441	232	10.50%
Walnut Cove	1,465	1,425	-40	-2.73%
<i>Data sources: 2000 Census and 2010 Census</i>				



Primary Roads	Total Population
Municipal Boundaries	852 - 1110
	1111 - 1391
	1392 - 1645
	1646 - 2173
	2174 - 2710


**NORTHWEST PIEDMONT
RURAL PLANNING ORGANIZATION**
 Mapping by Northwest Piedmont RPO
 Date: June 2013
 Source: 2010 Census SF1
 Census Block Groups



**STOKES COUNTY
2010 TOTAL POPULATION**

Age 65+ Population

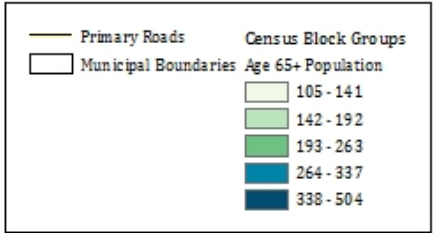
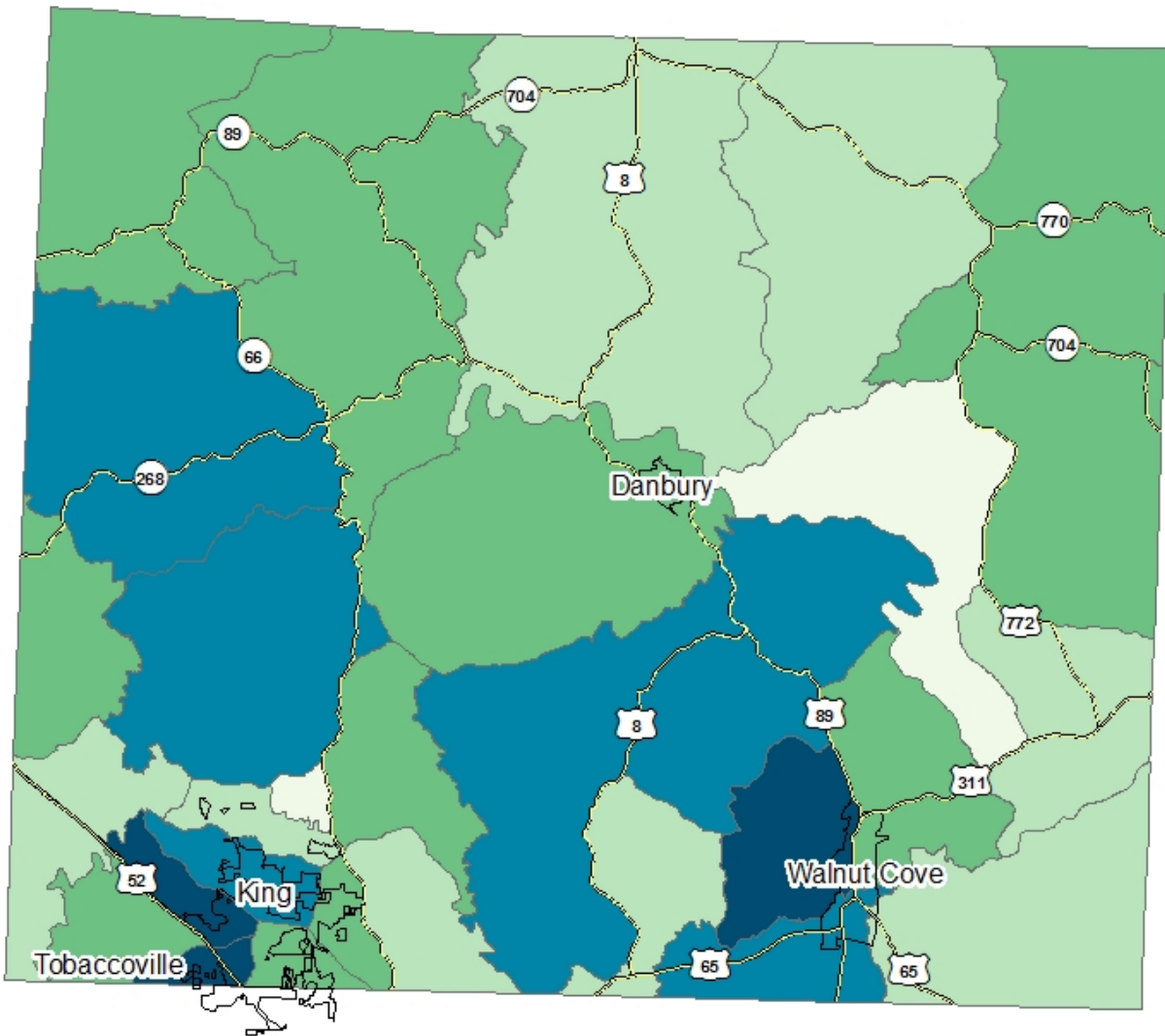
In 2010, 12.9% of North Carolina's population was 65 years and older. For Stokes County, this age group represented 15.98% of the population, or 7,575 persons. The county's largest age group, 45 to 64 years, represented 30.6% of the total population. The NC State Demographics Branch projects that Stokes County's 65 years and older population group will increase to 11,105 by 2030, or 25.12% of the county's population.

Stokes County			
Growth Rate Trends Between Decades			
	1990-2000	2000-2010	
Total Population	20%	6%	Decreasing
Age 60 +	26%	46%	Increasing
Age 60-64	31%	53%	Increasing
Age 65-74	17%	53%	Increasing
Age 75-84	28%	28%	No Change
Age 85 +	52%	43%	Decreasing

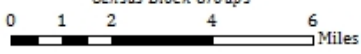
Source: PTRC Area Agency on Aging, "Stokes County: An Overview of the Aging Population and Individuals with Disabilities," 2012.
Data: U.S. Census Bureau, 1990/2000/2010 Census, SF1

Stokes County			
Growth Rate Trends Between Decades 2010-2030			
	2010-2020	2020-2030	
Total Population	3%	2%	Slight Decreasing
Age 60 +	31%	16%	Decreasing
Age 60-64	19%	-5%	Decreasing
Age 65-74	35%	15%	Decreasing
Age 75-84	44%	33%	Decreasing
Age 85 +	25%	38%	Increasing

Source: PTRC Area Agency on Aging, "Stokes County: An Overview of the Aging Population and Individuals with Disabilities," 2012.
Data: U.S. Census Bureau, 1990, 2000, & 2010 Census of Population & Housing, NC Office of State Budget and Management, State Demographer, projections for 2020 and 2030 issued in May 2012. Numbers compiled by the PTRC Regional Data Center.




NORTHWEST PIEDMONT
 RURAL PLANNING ORGANIZATION
 Mapping by Northwest Piedmont RPO
 Date: June 2013
 Source: 2010 Census SF1
 Census Block Groups

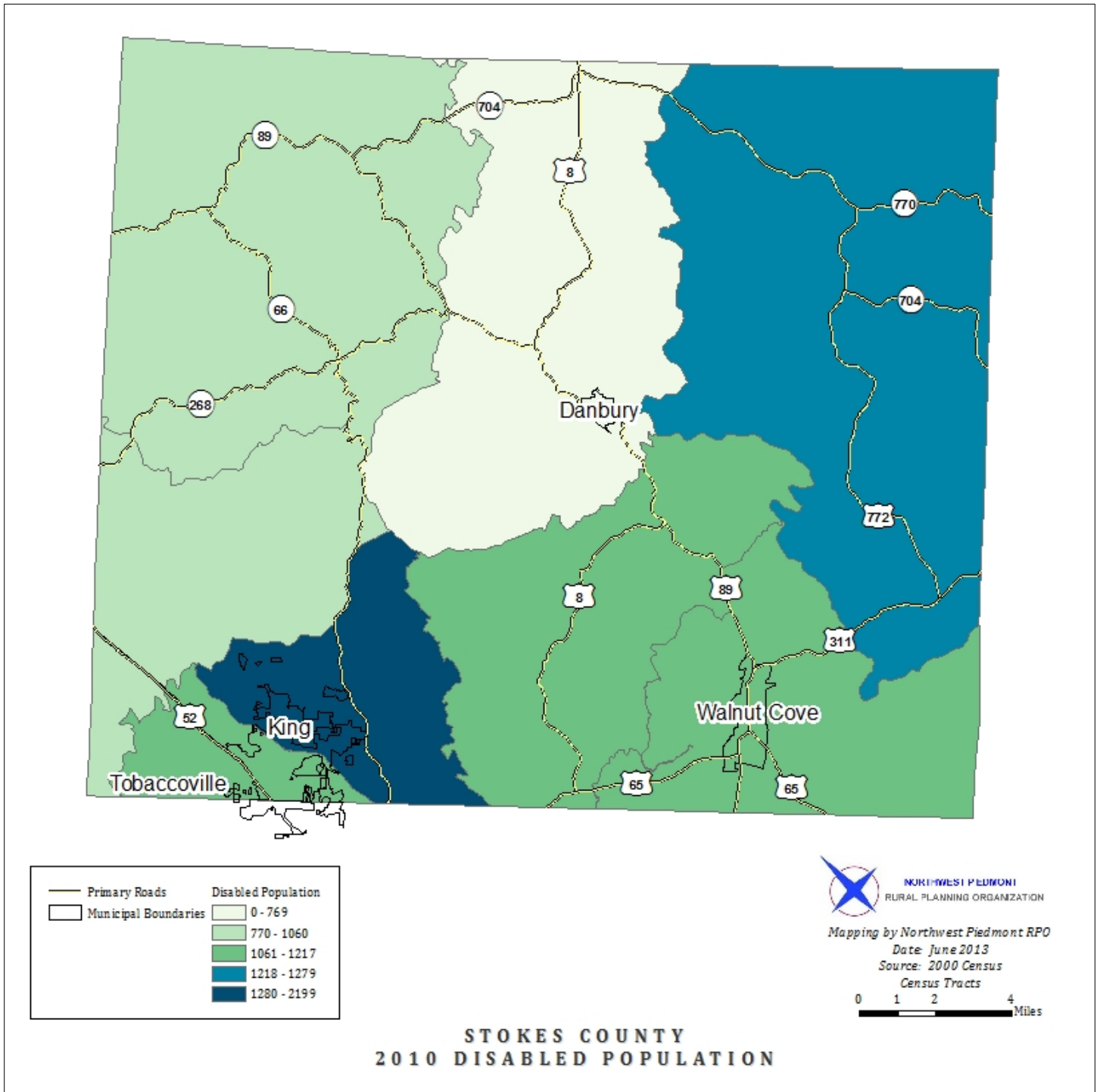


STOKES COUNTY
2010 AGE 65+ POPULATION

Disabled Population

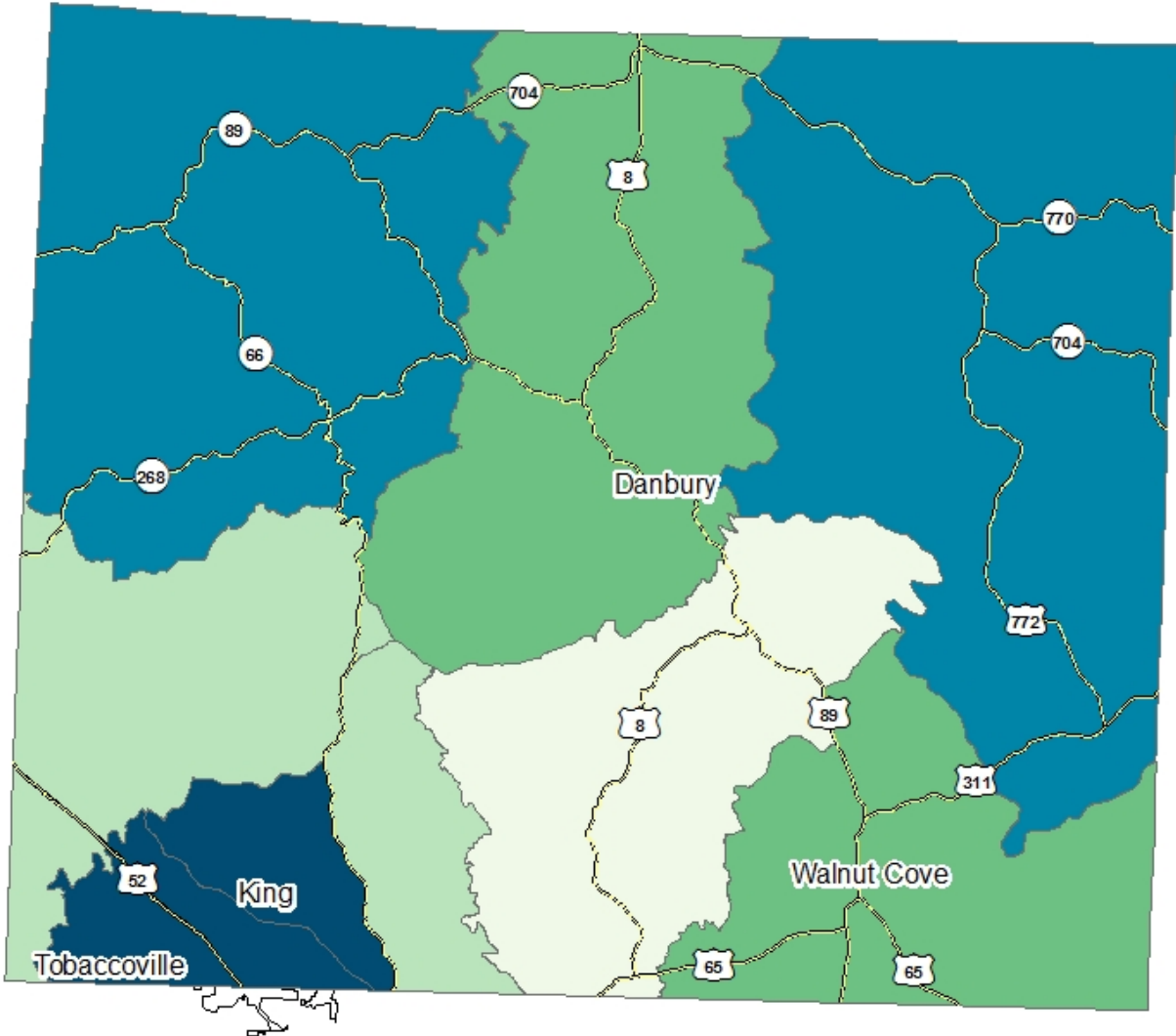
According to the 2005-2007 American Community Survey 3-Year Estimates, approximately 16.8% of persons age five and older in North Carolina were identified as disabled. With 9,631 disabled persons, Stokes County has a higher proportion than found statewide at 22.6% of the population age 5 years and older. Between 2000 and 2007, the data indicates an increase in the disabled population by 2.24%. This information will require verification when the 2010 Census data is released.

Note: Due to data availability, the following map displays information from the 2000 U.S. Census.



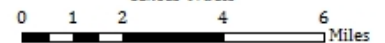
Persons Below Poverty Level

In 2010, 15.5% of North Carolina's population was living in poverty. Stokes County had 5,698 persons living below the poverty level, representing 12.2% of the population according to the 2006-2010 American Community Survey 5-Year Estimates. Between 2000 and 2010, this population group increased 41.67%.



NORTHWEST PIEDMONT
RURAL PLANNING ORGANIZATION

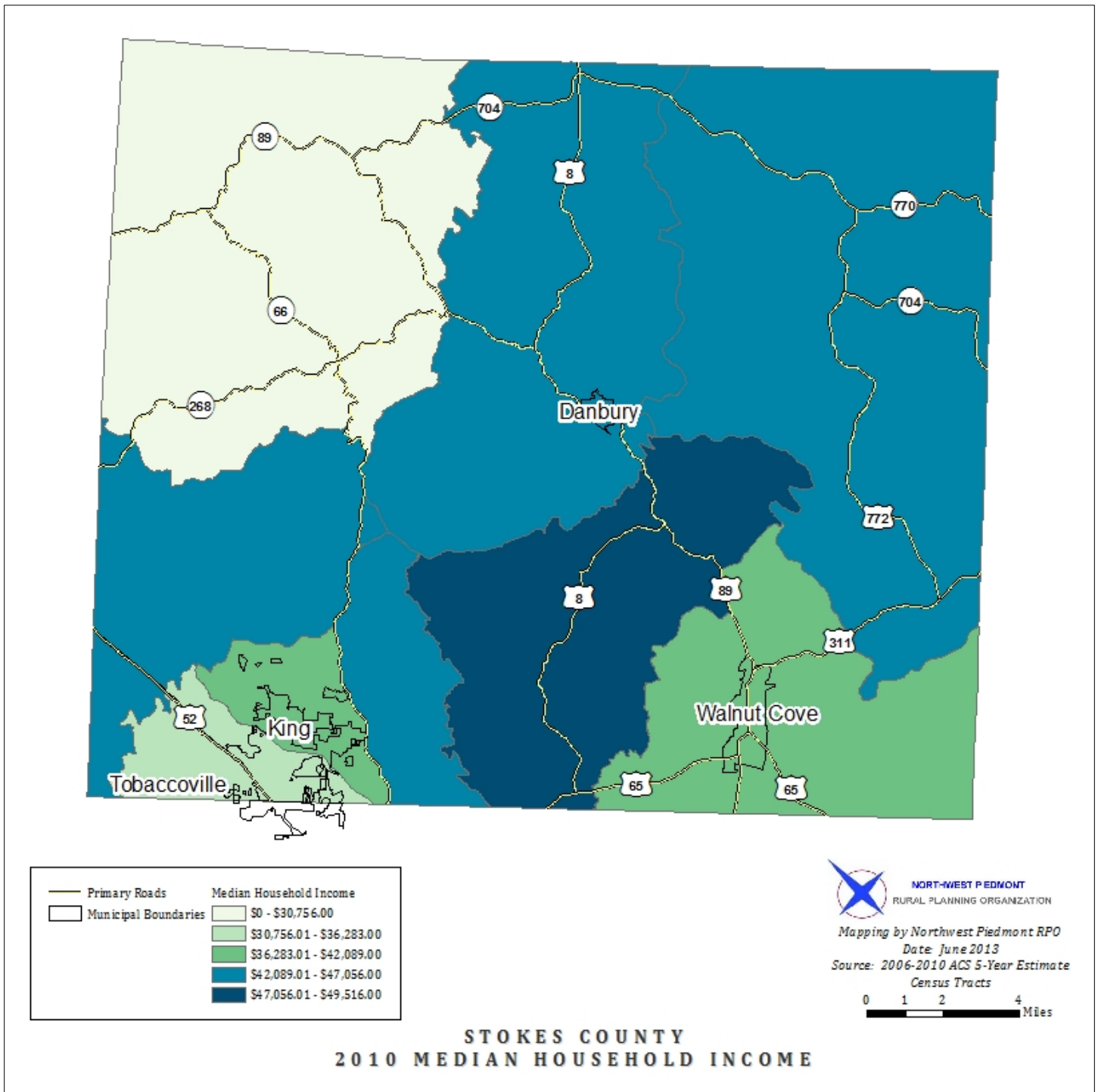
Mapping by Northwest Piedmont RPO
Date: June 2013
Source: 2006-2010 ACS 5-Year Estimate
Census Tracts



STOKES COUNTY
2010 POPULATION BELOW POVERTY LEVEL

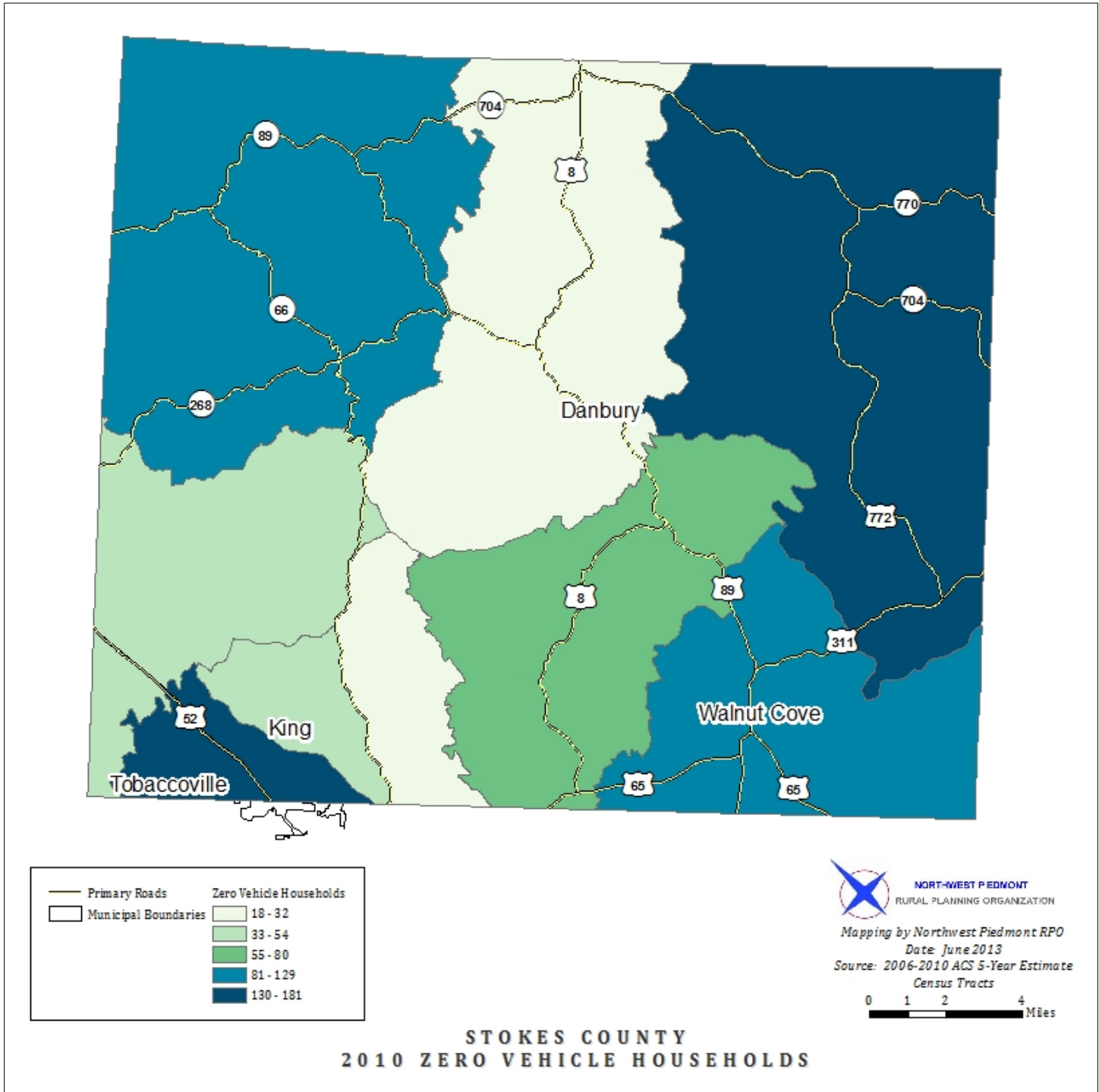
Median Household Income

According to the 2006-2010 American Community Survey 5-Year Estimates, North Carolina's median household income was \$45,570 in 2010. In comparison, the median household income of Stokes County was \$42,689. Approximately 15.7% of the county's households earned \$35,000 to \$49,000 while 7.3% earned less than \$10,000.



Zero Vehicle Households

In 2010, 6.5% of households in North Carolina did not possess a vehicle. Between 2000 and 2010, Stokes County experienced a decline in the amount of zero vehicle households by -15.18%. The 2006-2010 American Community Survey 5-Year Estimates reported that 810 households (4.3%) within the county did not possess a vehicle in 2010.



Commuting Patterns

Stokes County has diverse commuting patterns within the Piedmont Triad region and beyond. According to the 2006-2010 American Community Survey 5-Year Estimates, 23,301 persons were a part of Stokes County's labor force and 67.3% of residents worked outside of the county.

The primary source of in-commuters is Forsyth County (1,469), followed by Surry (645). The primary destination for out-commuters is Forsyth County (8,730), followed by Guilford (1,779).

In-Commuters

2010 In-Commuters	Residence County	Number of Commuters	Percent of Commuters
To Stokes County	Forsyth	1,469	0.94%
	Guilford	79	0.04%
	Henry, VA	39	0.18%
	Patrick, VA	297	4.09%
	Rockingham	479	1.21%
	Surry	645	2.02%
	Yadkin	79	0.47%
	Total	3,087	

Out-Commuters

2010 Out-Commuters	Workplace County	Number of Commuters	Percent of Commuters
From Stokes County	Forsyth	8,730	42.48%
	Guilford	1,779	8.66%
	Henry, VA	92	0.45%
	Patrick, VA	183	0.89%
	Rockingham	1,637	7.97%
	Surry	1,020	4.96%
	Yadkin	170	0.83%
	Total	13,611	

Section 4: Inventory of Transportation Services

Yadkin Valley Economic Development District Inc.

The public transit system operated by the Yadkin Valley Economic Development District Inc. (YVEDDI) serves as the primary transportation provider in Stokes County. YVEDDI, a regional nonprofit organization, administers transportation, human services, and community development programs in the four counties of Davie, Stokes, Surry, and Yadkin. Organized in 1965, YVEDDI is a 501(c)(3) nonprofit organization that receives funding from federal, state, and county governments. The Governing Board of Directors oversees YVEDDI and meets once per month. The Transportation Advisory Board (TAB) assists the transportation staff with service design and billing decisions, resolves complaints, compliance with federal regulations, and identifies unmet transit needs.

The Yadkin Valley Public Transportation Program provides transportation to the general public along with several human services agencies throughout the four county area. The program utilizes 72 vans and 57 full-time equivalent drivers. The following list of agencies is currently served by Yadkin Valley Public Transportation Program:

- Lifespan: A day program which provides work experience and organized activities for developmentally disabled adults, preparing them to live as independently as possible
- Senior Centers: Educational and social programs for senior adults
- Senior Nutrition Programs: Congregate meals for senior citizens at selected sites
- Senior Nutrition Programs: Congregate meals for senior citizens at selected sites
- Department of Social Services: Non-Emergency medical transportation for Medicaid eligible clients
- Headstart: A preschool program that assists children with developmental learning and preparation for kindergarten
- Hugh Chatham, Willowbrook, Stokes Skilled, Elkin Health Care, and Bermuda Commons: Nursing facilities providing long-term care for the elderly and disabled and rendering speech, physical, and occupational therapy
- YVEDDI, Inc.: Sponsors OAA, CSBG, Headstart, and migrant Headstart programs

The Yadkin Valley Public Transportation Program has also recently added a circulator fixed route in Elkin, which serves the general public, while connecting many of the agencies traditionally served by demand response transit.

YVEDDI receives federal Section 5311 funds and state funds for the Yadkin Valley Public Transportation Program's administrative and capital needs. YVEDDI is responsible for a 15% local match on all administrative funds and a 10% match on all capital funds received through the 5311 program. Replacement and expansion vehicles, technology, and equipment are purchased using capital funds. The operation of transportation services is funded by fares generated from providing trips, passenger donations, revenues generated from providing contractual transportation services for community agencies, and the state-funded Rural Operating Assistance Program.

Piedmont Authority for Regional Transportation

The Piedmont Authority for Regional Transportation (PART) provides regional mobility choices for Stokes County residents. Regional public bus services between King and Winston-Salem are funded by local car rental taxes. From Winston-Salem, passengers can connect with buses that will take them to High Point, the Piedmont Triad International Airport, Greensboro, and other destinations using intercity transit systems or trains. In addition to carpooling and regional bus service, PART also manages vanpool services from Stokes County to the urban core of the Piedmont Triad.

Private Transportation Providers

J.D. Cruises has been operating in the Yadkin Valley area since 1998. This company provides medical, employment, school transportation, and charter services for human services agencies and private clients. Services are available 24 hours a day along with same-day, short-notice transportation options. The J.D. Cruises fleet consists of 13 vehicles, however none of the vehicles are equipped with lifts.

Other Providers

Additional agencies that provide transportation services to specific clients or members include:

- Stokes County Department of Social Services: three minivans and nine sedans driven by social workers to transport children or individuals that cannot share rides
- Stokes County Senior Services: sedans driven by staff for medical transportation, meal delivery, and other ADL trips
- Stokes County EMS: 5 ambulances
- Faith-based organizations: church vehicles
- Volunteers: personal vehicles transporting DAV, senior services, and RSVP clients

Section 5: Assessment of Transportation Needs, Gaps, and Coordination

Methodology

Two key sources of information were utilized to describe the transportation needs and gaps in Stokes County. Stakeholders identified transportation needs by completing a survey and attending a planning workshop. The survey allowed agencies to contribute to the development of the coordinated plan, giving advanced notice of workshop topics and an opportunity to participate for stakeholders unable to attend. The workshop hosted human services agencies, non-profit organizations, government staff, and other stakeholders. Attending agencies were asked to bring customer survey responses to the workshop to assist the planning process. Both the survey responses and feedback provided during the workshop formed the basis for the transportation assessment.

Survey

In addition to the statistical information provided in the profile of Stokes County, a number of human services agencies and other service providers were surveyed to determine *current* transportation services and describe the *needs* in Stokes County. Surveys were distributed to 60 stakeholders by mail, email, and online through SurveyMonkey. Stakeholders were asked to provide responses to 11 questions which covered the following topics:

- Descriptive information about transportation services provided or purchased from transportation providers
- Types of clients and destinations desired
- Days of week and times for needed services
- Areas of interest with respect to coordination
- Areas of public transportation that need improvement
- New or expanded service needs

Public Workshop

The NC Department of Transportation, the Northwest Piedmont Rural Planning Organization (NWRPO), and the Yadkin Valley Economic Development District, Inc. (YVEDDI) sponsored a planning workshop for stakeholders on Thursday, June 27th, 2013 at the Danbury Public Library in Danbury. The workshop was held to facilitate discussion about transportation issues and potential strategies to address these issues. In order to strengthen the coordinated plan, the workshop focused on identifying transportation resources, gaps in service, strategies, and priorities.

Following an introduction of the planning process, attendees helped to compile an inventory of vehicles currently in service and ways to utilize them in different ways. Discussions also included existing transportation services and funding resources. As a group, stakeholders developed lists of new needs, gaps, and barriers and identified continued issues from the previous coordinated plan. Stakeholders developed a list of the most significant gaps that should serve as the focus of projects and strategies funded under the three FTA programs. The list is not inclusive of all gaps in transportation, however the group created strategies and actions to address identified gaps and improve efficiencies in delivery of services.

Summary of Transportation Needs

<ul style="list-style-type: none">• Increase service options before and after regular business hours
<ul style="list-style-type: none">• Add destinations for shopping, pharmacies, and errands
<ul style="list-style-type: none">• More affordable transportation options for elderly, low-income, and uninsured individuals
<ul style="list-style-type: none">• More dependable transportation services to work and job interviews
<ul style="list-style-type: none">• Increase transportation assistance for families to WIC Office and other human services agencies
<ul style="list-style-type: none">• Add connections to PART bus services and Winston-Salem Transit
<ul style="list-style-type: none">• Increase connections from/to Danbury, Walnut Cove, and King
<ul style="list-style-type: none">• Add medical facilities on Kirby Road and Moore-RJR Drive as destinations
<ul style="list-style-type: none">• Add same-day service for medical and out-of-county trips
<ul style="list-style-type: none">• More transportation options for veterans traveling to health care facilities in Winston-Salem and Salisbury
<ul style="list-style-type: none">• Add door-to-door service and transit stops
<ul style="list-style-type: none">• Create posted signs of pick-up/drop-off locations, schedules, and destinations
<ul style="list-style-type: none">• More frequent service options
<ul style="list-style-type: none">• Add transportation route for Forsyth Tech campuses in Walnut Cove, Sertoma, King, Winston-Salem, and other local facilities (e.g., libraries)
<ul style="list-style-type: none">• Add convalescent transport to free up ALS ambulances
<ul style="list-style-type: none">• Add more handicap accessible vehicles to transit fleets
<ul style="list-style-type: none">• More funding for medical trips and general transportation funding

Needs Accomplished Since Previous Locally Coordinated Plan

<ul style="list-style-type: none">• YVEDDI purchased scheduling software that increases the efficiency of scheduling trips. In previous planning workshops, stakeholders recognized a need for reducing rates and waiting times.
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Transportation Gaps and Barriers to Coordination

Non-Regulatory Challenges

While regulatory factors do not prevent different social programs from sharing resources, there are practical and programmatic considerations that can make coordination challenging. Some of these are service delivery issues and others relate to administration. Service delivery related issues include special requirements imposed by certain funding streams that are unique to other funding streams. For example, Head Start requires use of safety restraints for passengers. These requirements are not typical with general public services funded by FTA. Thus, for an operator of FTA-only funded services, transporting a Head Start client would require additional features, creating additional expense.

Administrative-related issues refer to the documenting the use of a funding stream's dollars. For example, Medicaid only pays for medical-related transportation. A service provider who transports the general public as well as a Medicaid traveler would need to document to Medicaid the incremental cost of the trip. This would demonstrate to Medicaid that it is paying for only its share of the service. While a cost allocation formula can overcome this issue, it still presents an administrative hurdle in providing shared services.

Summary of Transportation Gaps and Barriers to Coordination

• Some transportation services are not covered by Medicaid or other subsidies to the poor, elderly, and disabled
• Lack transportation to human services agencies in Danbury Center
• Current services do not accommodate part-time and first, second, and third shift workers who need flexible transportation options
• Individuals transitioning into work need dependable transportation services until they are able to afford vehicles
• Agencies cannot meet the demand for dialysis transportation or accommodate schedules with current funding levels
• Individuals required to attend court-ordered classes and therapies need flexible transportation services
• Agencies lack coordination between transportation services; a share mobility coordinator would benefit all agencies
• Service providers do not have a variety of vehicles to meet the needs of disabled customers
• Handicapped parking is needed for service providers' vehicles
• Challenges presented by decreasing state and federal transportation funding (e.g., medical trip funding, general transportation funding)
• Transportation services are primarily focused on medical appointments; some customers need services for daily activities
• Some residences lack wheelchair ramps
• Hospitals want discharged patients picked up as soon as possible, therefore individuals with limited transportation options experience challenges finding ways to return home
• Some customers require regular trips to Winston-Salem area hospitals
• Transit providers only assist customers from door of home to door of vehicle; some customers need assistance inside their homes
• Transportation to PART hubs is not convenient for commuters
• Stokes County EMS provides transportation to 14 different hospitals in NC and VA; most trips have destinations outside of county

Section 6: Coordination Strategies and Actions

Based on the needs, gaps, and barriers to coordination identified in Section 5, several strategies and actions were developed. “Strategy” is defined as a general direction for a course of action, while “actions” are more specific steps in fulfillment of the given strategy.

Primary Strategies

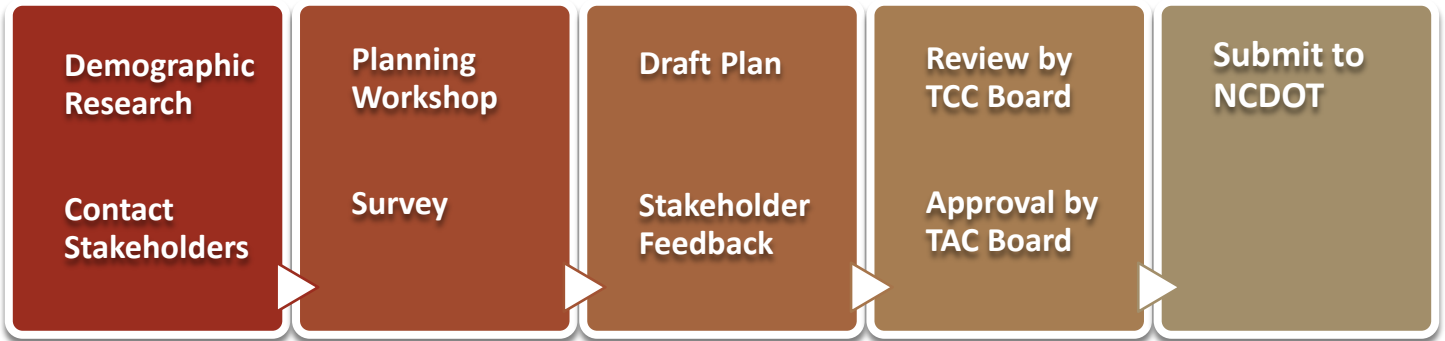
<ul style="list-style-type: none">• Extended hours and days
<ul style="list-style-type: none">• Add vehicles to increase overall capacity, especially lift equipped vehicles
<ul style="list-style-type: none">• Install mobile data terminals in each vehicle to allow for automatic schedule adjustments
<ul style="list-style-type: none">• Construct handicap ramps and make homes more accessible for elderly and disabled individuals
<ul style="list-style-type: none">• Create a voucher program for human services agencies
<ul style="list-style-type: none">• Develop a loop transit system with stops throughout county

Action Steps

<ul style="list-style-type: none">• Hire attendants to accompany the frail elderly, disabled, and children
<ul style="list-style-type: none">• Offer vouchers to expand evening and weekend transportation options
<ul style="list-style-type: none">• Purchase mobile data terminals for each vehicle to allow for automatic schedule adjustments
<ul style="list-style-type: none">• Incorporate volunteer and travel training programs into the mobility management program
<ul style="list-style-type: none">• Reconsider the variety of vehicles in transit provider and agency fleets
<ul style="list-style-type: none">• Find volunteers/sponsors for a program that builds/leases handicapped accessible ramps
<ul style="list-style-type: none">• Establish a transportation call center with a toll-free number
<ul style="list-style-type: none">• Coordinate transportation services with faith-based organizations
<ul style="list-style-type: none">• Explore grants and partnerships for a loop transit system
<ul style="list-style-type: none">• Increase use of PART vanpool program

Section 7: Plan Approval Process

The Transportation Advisory Committee (TAC) of the Northwest Piedmont RPO will serve as the approval body for the locally coordinated plan. The TAC Board consists of elected officials from the municipalities and counties of the RPO area. Prior to the TAC approval, the Technical Coordinating Committee (TCC) will review the plan and provide recommendations to the TAC. Local government planners and managers serve as members of the TCC Board.



Appendix A: Transportation Stakeholder List

List compiled from NCDOT and NWPRPO contacts

First Name	Last Name	Agency
Rick	Morris	Stokes County
James	Dalton	JD Cruises
Mark	Kirstner	PART
Debbie	Cox	Cooperative Extension
Scott	Lenhart	Health Dept.
Kristy	Preston	Social Services
-	-	Hospice of Stokes
Larry	Hunsucker	Veterans Services
Amanda	Mabe	Stokes YMCA
Vickie	East	Stokes County Senior Services
Donna	Bigelow	Vocational Rehab
Ted	Griesenbrock	-
Karen	Gibson	Triumph
Angie	McHone	Stokes Co. Home Health
Don	Perkins	Angel Hands Home Health
-	-	Cancer Services
Susan	Olchak	Services for the Blind
Karen	Hicks	Walnut Ridge Asst. Living
Sue	Tuttle	Walnut Cove Senior Center
-	-	United Fund of Stokes County
Suzan	Garner	Senior Centers
Kim	Christie	JobLink
-	-	PQA Healthcare
Michael	Blair	PTRC Housing Program
Patricia	Johnson	PTRC Housing Program
David	Sudderth	Stokes County Planning Dept.
Blair	Barton-Percival	PTRC Aging Program
Sharon	Conaway	Town of Walnut Cove / NWPRPO TAC
Ernest	Lankford	Stokes County / NWPRPO TAC
Diane	Hampton	NCDOT Division 9
Vernia	Wilson	NCDOT Transportation Planning Branch
Pearl	Cleary	YVEDDI
Kitty	Martin	YVEDDI
John	Cater	City of King
Janet	Whitt	Town of Danbury
Dianne	Starnes	Town of Danbury

Appendix A: Transportation Stakeholder List

First Name	Last Name	Agency
Todd	Cox	City of King
Bryon	Ellis	Town of Walnut Cove
George Lynn	Lewis	Town of Walnut Cove
Gary	Miller	Cape Fear Regional Transport
Greg	Collins	gcollins@co.stokes.nc.us
Debby	Pendleton	YVEDDI
Julia	Augustoni	Monarch
Sally	Elliott	Forsyth Tech
Tara	Tucker	CenterPoint Human Services
Randy	Fulk	Stokes Cooperative Extension
Stacy	Elmes	Stokes County DSS
Hope	Sprinkle	DSB
Danielle	Rose	DSB
Kathi	Perkins	CenterPoint Human Services
-	-	jspencer@co.stokes.nc.us
-	-	Barbara Scott <bscott@ptrc.org>
-	-	akilby@co.stokes.nc.us
-	-	nurseaid98@bellsouth.net
-	-	a.dickerson@ymcanwnc.org
-	-	awatts@forsythtech.edu
-	-	khendrix@forsythtech.edu
-	-	jeff.mcpherson@redcross.org
-	-	pr@monarchnc.org
-	-	referrals@monarchnc.org

Appendix B: Public Workshop Invitations

"Save-the-Date" Email from NWRPO to Stakeholders

From: Christina Walsh
To: "slenhart@co.stokes.nc.us"
Subject: Save the Date - June 27th - Planning Workshop for Coordinated Human Services Transportation Plan
Date: Monday, June 17, 2013 1:12:00 PM

Mr. Lenhart,

The Northwest Piedmont Rural Planning Organization (NWRPO) invites you to participate in a planning workshop for the Locally Coordinated Public Transit – Human Services Transportation Plan for Stokes County. The workshop will be held on **Thursday, June 27th**, from 1:00 – 3:00 p.m. at the Danbury Public Library, 1007 N. Main Street, Danbury.

The purpose of the plan is to evaluate the unmet transportation needs and gaps of elderly, disabled, and low income residents. We seek your input as an important stakeholder in these issues and we hope to develop solutions that will lead to new funding opportunities for area transit services. The planning workshop will consist of a collaborative discussion between participating stakeholders and agencies. We will identify needed improvements and develop strategies to address service gaps.

We hope you will join us! Additional information and a survey will be sent soon. Please contact me with any questions at 336-294-4950 or cwalsh@ptrc.org.

Sincerely,
Christina Walsh
NWRPO Coordinator

Christina Walsh
Regional Planner



PIEDMONT TRIAD
REGIONAL COUNCIL

2216 W. Meadowview Road, Suite 201
Greensboro, NC 27407-3480
(336) 294-4950 cwalsh@ptrc.org

Appendix B: Public Workshop Invitations

Email sent by NCDOT (Pam Hawley) to Stakeholders

From: [Hawley, Pamela M](#)
To: [jdcruises@embarqmail.com](#); [MarkK@partnc.org](#); [jspencer@co.stokes.nc.us](#); [Bigelow, Donna](#); [Barbara Scott](#); [akilby@co.stokes.nc.us](#); [nurseaid98@bellsouth.net](#); [slenhart@co.stokes.nc.us](#); [lhunsucker@co.stokes.nc.us](#); [a.dickerson@ymcanwnc.org](#); [deb.cox@ncsu.edu](#); [koreston@co.stokes.nc.us](#); [gcollins@co.stokes.nc.us](#); [awatts@forsythtech.edu](#); [khendrix@forsythtech.edu](#); [jeff.mcpherson@redcross.org](#); [pr@monarchnc.org](#); [referrals@monarchnc.org](#); [info@unitedfundofstokes.org](#)
Cc: [Christina Walsh](#); [Jeff Cockerham](#); [Marc Allred](#)
Subject: Transportation Planning Meeting Scheduled
Date: Thursday, June 20, 2013 3:44:17 PM
Attachments: [Stokes Transportation Survey.docx](#)
[Stokes LCP Draft Doc.pdf](#)

YOU ARE INVITED To Talk About Transportation in Stokes County!

Because you are working in a human service agency or you are an elderly, disabled or low income resident of Stokes County, you can tell us about the unmet transportation needs there. A transportation planning workshop will be held on **Thursday, June 27, 2013** in the **Danbury Public Library** in Danbury, NC from **1:00 p.m. until 3:00 p.m.** During the meeting we will update and gather information from participating agencies and/or stakeholders about needed transportation services in Stokes County, and create strategies, activities and projects to address the identified gaps between current services and needs. I am attaching a draft plan that was started in the past and needs to be updated and completed. Pay special attention to pages 15-18 of the attached document.

We need your expertise and knowledge at the meeting if you can come. Invite any of your neighbors, colleagues or co-workers to come too. If you cannot attend the meeting next week, please complete the attached survey and email it, fax it or mail it to me by July 5, 2013. If you have questions about this planning workshop, please call me at 336-315-4906.

Look forward to seeing you there!

Pam Hawley, Mobility Development Specialist
Public Transportation Division
North Carolina Department of Transportation
Office Location: 201 S. Chimney Rock Rd., Greensboro, NC 27409
Phone: 336-315-4906
Fax: 336-315-7081
Email: phawley@ncdot.gov

Appendix B: Public Workshop Invitations

Letter from NWPRPO to Stakeholders



NORTHWEST PIEDMONT
RURAL PLANNING ORGANIZATION

June 17, 2013

Ms. Vickie East
Stokes County Senior Services
P.O. Box 29
Danbury, NC 27016

Dear Ms. East,

The Northwest Piedmont Rural Planning Organization (NWPRPO) invites you to participate in a planning workshop for the Locally Coordinated Public Transit – Human Services Transportation Plan for Stokes County.

June 27, 2013
Danbury Public Library
1007 N. Main Street
Danbury, NC
1:00 – 3:00 p.m.

The purpose of the plan is to evaluate the unmet public transportation needs and gaps of elderly, disabled, and low income residents. We seek your input as an important stakeholder in these issues and we hope to develop solutions that will lead to new funding opportunities for area transit services.

The planning workshop will consist of a collaborative discussion between participating stakeholders and agencies. We will identify needed improvements and develop strategies to address service gaps. In preparation for the workshop, please complete the survey at <https://www.surveymonkey.com/s/lcpstokes>. If you are unable to attend, but wish to have your input included, please complete by Friday, July 19th.

We hope you will join us! Please contact me with any questions at 336-294-4950 or cwalsh@ptrc.org.

Sincerely,

Christina Walsh
Regional Planner and NWPRPO Coordinator

Appendix C: Planning Workshop

*Stokes County Planning Workshop
Thursday, June 27th, 2013 – 1-3 p.m.
Danbury Public Library
Danbury, NC*



Appendix D: Planning Workshop Attendance

Locally Coordinated Public Transit - Human Services Transportation Planning Workshop Stokes County June 27th, 2013			
Name	Agency	Address	Email / Phone
Kitty Martin	YVEDDI Trans.	PO Box 83 Danbury	336-593-8185
Julia Augustoni	Monarch	650 Highland Ave W/S julia.augustoni@monarch.nc.org	27101 336-705-9880
Pearl Cleary	YVEDDI Trans	PO Box 83 Danbury, NC 27016	PCleary@YVEDDI.org 27016
Vicky East	Senior Services	PO Box 22 Danbury, NC 27016	336-593-8156 Veast@co.stokes.nc.us
Sally Elliott	Forsyth Tech	2100 Silas Creek Parkway Winston-Salem, NC 27103	Selliott@forsythtech.edu 336.593.5402 ext. 1101
Name	Agency	Address	Email / Phone
Tara Tucker	Center Point Human Services	10060 NC Hwy 704 Madison, NC 27025	ttucker@cphs.org (336) 816-2851
RANDY FULK	STOKES COOPERATIVE EXTENSION	700 N. MAIN ST. DANBURY, NC 27016	RANDY-FULK@NCSEA.EDU 336-593-8179
Scott Lenthart	STOKES Health Dept	P.O. Box 187 DANBURY, NC	slenthart@co.stokes.nc.us 593-2435
Donna Bigelow	Vocational Rehabilitation	PO Box 629 Mt. Airy, NC 27030	donna.bigelow@dhrs.nc.gov 336-789-5339
Name	Agency	Address	Email / Phone
Ernest Lankford	Stokes County	27667 NC Hwy. Danbury, NC 27016	336-593-8785
Sharon Conaway	Town of Walnut Cove	753 Dodson Dr. Walnut Cove 27052	336-414-1298
DIANE HAMPTON	NC DPT DIV 9	375 SILAS CR PKWY W-3 27127	dhampton@ncdpt.gov 336-747-7800
Debby Pendleton	YVEDDI Transp.	143 W. Main St. Yadkinville, NC	dpendleton@yveddi.com 336-849-4203
Ted Griesenbrock	NC Tar Health	1392 Old Mill Rd Pinnock, H.C. 27043	336-351-4415
Suzan Garner	King Senior Center	PO Box 1192 King, NC 27021	336-983-0751 sgarner@ci.king.nc.us
Name	Agency	Address	Email / Phone
Greg Collins	EMS	P.O. Box 20 Danbury, NC 27016	(336) 593-5409 ext 5 gcollins@co.stokes.nc.us 336-593-2429
Kristy Preston	DSS	PO Box 30 Danbury 27016	Kpreston@co.stokes.nc.us
Stacy Eimes	DSS	PO Box 30 Danbury, NC 27016	336-593-2434 selmes@co.stokes.nc.us
Hope Sprinkle	DSB	PO Box 30 Danbury, NC 27016	336-783-8785 hope.sprinkle@dhsnc.gov
Danielle Rose	DSB	4205 Brownsboro Rd Ste 100 Winston-Salem, NC 27106	336-890-2227 danielle.rose@dhrs.nc.gov

Appendix E: Planning Workshop Agenda

Coordinated Public Transit – Human Services Transportation Planning

AGENDA

1:00 – 1:15	Welcome and Overview
1:15 – 1:45	Inventory of Current Transportation Resources/Services Vehicles Services
1:45 – 2:15	Discussion: Transportation Needs and Gaps
2:15 – 2:45	Discussion: Service Strategies and Actions
2:45 – 3:00	Next Steps in Planning Process
3:00	Adjourn

Appendix F: Stakeholder Survey

Stakeholders received surveys by an email attachment and a link to SurveyMonkey

Stokes County Transportation Plan Service Survey

We encourage you to provide feedback about current and needed transportation services in Stokes County. The information you provide will be used to help identify future transportation services as well as to improve existing services.

Section I - EXISTING SERVICES of Human Service Agencies (If you are not employed by a human service agency, skip to Section II)

- What types of transportation services does your agency provide directly or indirectly to clients?

- If you don't provide the service directly, who provides these services for your agency?

- If your agency provides transportation in agency-owned vehicles, how many vehicles does the agency own and what type of vehicles are they?

- Where are your clients going? What times of day does your agency provide transportation services to your clients?

- Could any of your transportation funding or other funds be used as matching funds? Describe.

- Do you have any specific areas of interest in regard to trip coordination? _____

Appendix F: Stakeholder Survey

- What improvements would you like to see made to existing transportation services in your county? (Examples: frequency of service, hours of service, new destinations)

Section II - NEW SERVICES

- What kinds of transportation services, not currently provided, are needed in your area?

- What group(s) of people would use these services? (Examples: commuters, elderly, disabled, shoppers)

- What origins and destinations would be connected by these services? (Examples: hospitals, schools, office parks, etc.)

- Do you have any additional comments?

Thank you for your time. Please bring this completed survey to the meeting on March 30, 2010 or return it, by April 1, 2010 to:

Marc Allred
Northwest Piedmont Rural Planning Organization
400 West Fourth Street
Suite 400
Winston-Salem, NC 27101
FAX: (336) 762-2112
mallred@nwpcog.org

Appendix G: Summary of Public Participation

Surveys	
Distribution Method:	<ul style="list-style-type: none"> • Distributed by NCDOT via email attachment • Distributed by NWPRPO via 1) mailed letters containing links to SurveyMonkey, 2) emails with links to SurveyMonkey
Number of Surveys Distributed:	60 <i>Note: Stakeholders were encouraged to forward surveys to other providers/agencies.</i>
Number of Responses Received:	15
Planning Workshop	
Workshop Information:	Workshop held Thursday, June 27 th , 2013 at the Danbury Public Library in Danbury from 1 p.m. to 3 p.m.
Notification Method:	<ul style="list-style-type: none"> • Notified by NCDOT via email • Notified by NWPRPO via 1) mailed letters, 2) emails
Notification Date:	June 17, 2013
Number of Stakeholders Notified:	60
Number of Stakeholders Attended:	20 (33.3% of invited stakeholders)
Follow-Up Correspondence	
Correspondence Method:	NWPRPO sent emails to all workshop attendees
Date of Correspondence:	July 1, 2013
Summary of Correspondence:	Stakeholders were thanked for their participation in the planning workshop and provided a link to the SurveyMonkey site. Information about the next steps in the planning process was also provided.
Draft Plan Feedback	
Distribution Method:	NWPRPO sent emails with draft plan attached to all stakeholders, provided copies to TCC and TAC for review, and placed draft plan on RPO's website.
Plan Feedback Timeframe	August – October 2013
Final Plan	
Date Recommended by TCC:	----
Date Approved by TAC:	----
Date Submitted to NCDOT:	----