

Coordinated Public Transit – Human Services Transportation Plan for Surry County



October 2016



NORTHWEST PIEDMONT
RURAL PLANNING ORGANIZATION



PIEDMONT TRIAD
REGIONAL COUNCIL

**Locally Coordinated Public Transit – Human Services Transportation Plan for Surry County
Northwest Piedmont Rural Planning Organization**

Piedmont Triad Regional Council

Approved by the Northwest Piedmont RPO Transportation Advisory Committee (TAC) on

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Human Services Transportation Plan

Section 1: Introduction

Federal Regulatory Background

By coordinating public and private transit and human services transportation, Yadkin 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.

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.

For more than twenty years, the federal and state governments have been working to better coordinate their funded human service transportation activities. In 1985, during an oversight hearing on Rural Transportation, Congress heard testimony prompted by concerns of the lack of federal coordination between programs, such as the Department of Health and Human Services (HHS) and the Department of Transportation (DOT).

Aiming to better coordinate activities, the Secretaries of HHS and DOT signed an agreement establishing the Joint DOT/HHS Coordinating Council on Human Service Transportation (CCHST) in 1986. Since the CCHST's creation, concentrated efforts have been made to identify barriers in coordinating transportation. At that time, the agencies identified sixty-four factors that transportation and human service representatives believed were barriers to transportation coordination, which included uncertainty regarding federal responsibilities for transportation, fragmented accounting and reporting procedures, uncertainty in using resources for recipients other than program constituents, and prohibition against charging fares under the Older Americans Act.

To further support coordination, Congress included several provisions in its 1998 passage of the Transportation Equity Act for the 21st Century (TEA -21), Public Law (PL) 105-178. Most notable was the provision to require Job Access and Reverse Commute (JARC), predecessor program to today's JARC program, projects to be part of a coordinated public transit-human services transportation planning process.

On February 24, 2004, President George W. Bush released an Executive Order on Human Service Transportation Coordination to improve the human service transportation coordination of individuals with disabilities, older adults, and people with lower incomes. The Executive Order established the Interagency Transportation Coordinating Council on Access and Mobility (CCAM), representing 11 Federal departments. CCAM was created to:

- promote interagency cooperation
- establish appropriate mechanisms to minimize duplication and overlap of federal programs and services so that transportation-disadvantaged persons have access to more transportation services
- facilitate access to the most appropriate, cost-effective transportation services within existing resources
- encourage enhanced customer access to the variety of transportation and resources available
- formulate and implement administrative, policy, and procedural mechanisms that enhance transportation services at all levels:

There are currently 62 Federal programs run by these Federal departments that provide some kind of transportation service for seniors, people with disabilities, or individuals with lower incomes. These funds result in a myriad of services that are not coordinated or managed efficiently at the State or local level.

In May 2005, the CCAM issued a report to the President with recommendations for breaking down federal barriers to transportation for all transportation-disadvantaged populations. The report detailed action plans for each of the eleven federal agencies who comprise the CCAM. As a result CCAM launched United We Ride (UWR) www.unitedweride.gov, a national initiative to implement the requirement of the Executive Order.

While it has been a long process, the federal government is working to strengthen its coordination requirements for human service transportation activities. On August 10, 2005, the Safe, Accountable, Flexible, Efficient, and Transportation Equity Act: A Legacy for Users (SAFETEA-LU) PL 109-059 was signed into law. SAFETEA-LU established a federal mandate for public transportation and human service coordination planning. In Fiscal Year 2007, SAFETEA-LU required that a human service transportation coordination plan be in place before transportation service providers could acquire funding from three Federal Transit Administration (FTA) programs, the Elderly Individuals and Individuals with Disabilities (Section 5310), Job Access and Reverse Commute (JARC, Section 5316), and the New Freedom (Section 5317) Programs.

In 2006, the CCAM issued two policy statements that took important steps to bring federal programs together to help people with disabilities, older adults, and lower income families get the transportation they needed for their day-to-day mobility. The CCAM policy statements focus on two key areas: (1) coordinated human service transportation planning and (2) vehicle

sharing. These policies support communities and organizations receiving federal funding to plan transportation services together and to share resources. The policies were included as part of the recommendations in a 2005 report to the White House on Human Service Transportation Coordination. Each department on the CCAM was charged with taking action to implement these policies.

SAFETEA-LU's requirement of a coordinated plan and United We Ride's goals and objectives are in accord; to afford elderly citizens, persons with disabilities and low income populations greater access to transportation services, to reduce duplication of services and to gain greater efficiencies in the distribution of human transportation services. Encompassed in the coordinated plan must be an assessment of available services, an assessment of clearly defined needs and strategies to address deficiencies for target populations. All projects funded via the aforementioned programs must meet the needs identified in the coordinated plan. Utilizing the Framework for Action, an assessment of Surry County was conducted through a Public Transportation -Human Services Workshop. The Framework for Action is a self-assessment tool developed through the United We Ride initiative sponsored by the FTA. The Framework was used to identify areas of success and highlight the actions needed to improve the coordination of human service transportation in the area.

Federal Funding Programs

SAFETEA-LU required that projects selected for funding under the Elderly Individuals and Individuals with Disabilities (5310), JARC (5316), and New Freedom (5317) programs be derived from a locally developed coordinated transportation plan and that the plan be developed through a process that includes representation from the public, private, and non-profit transportation and human service providers and the general public. In April of 2008, the NC Department of Transportation (NCDOT), Public Transportation Division was designated by the Governor to administer both the small urban and non-urbanized area apportionment of funds to North Carolina. NCDOT will only award project funding under the programs that are selected following a call for projects, or application solicitation. The applications are reviewed by a Project Selection Committee consisting of representatives from the Human Service Transportation Council, with support from the staff of Public Transportation Division and the Department of Health and Human Services. The selection committee utilizes pre-determine project evaluation criteria to score each application. Those with the highest scores receive project funding which is awarded for a two year period.

In 2012, Congress enacted a new two-year federal surface transportation authorization, Moving Ahead for Progress in the 21st Century (MAP-21), which retained all of the coordinated planning provisions of SAFETEA-LU. Under MAP-21, JARC and New Freedom are eliminated as standalone programs. New Freedom is consolidated under Section 5310 and now is a single program. This grant program is for the enhanced Mobility of Seniors and Individuals with Disabilities which provides for a mix of capital and operating funding for projects. These are the only funding program with coordinated planning requirements under MAP-21, beginning with Fiscal Year (FY) 2013 and currently authorized through FY 2014.

Mobility of Seniors and Individuals with Disabilities Program (Section 5310) is the only funding program with coordinated planning requirements under MAP-21, beginning with FY 2013 and currently authorized through FY 2014. This program is designed for the disabled and for anyone who is over the ages of 65.

At the current time, Federal Transit Administration (FTA) has not updated 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 designated as recipients under MAP-21.

1. The 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 service 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 department and agencies”, including recipients of grants from the Department of Health and Human Services.
4. 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 2: Plan Approach

Projects funded through the MAP-21 programs require the development of a local, coordinated public transit-human services transportation plan (CPT-HSTP), which should incorporate private and non-profit transportation and human services providers and the general public.

The planning process requires the participation of many organizations and agencies and the creation of a planning team every two (2) years. The following organizations comprised the planning team:

- North Carolina Department of Transportation Public Transportation Division (NCDOT)
- Yadkin Valley Economic Development District, Inc. (YVEDDI)
- Piedmont Authority for Regional Transportation (PART)
- Northwest Piedmont Rural Planning Organization (NWRPO)

Human Service Transportation Coordination Committee

The Human Service Transportation Coordination Committee was formed to guide and assist in the development of the Local Coordinated Health and Human Services Plan, to initiate discussions about coordination opportunities and develop strategies and actions based on the public involvement feedback received throughout the process. The stakeholder group represented a broad array of interests, including elected officials, city/town/county managers, appointed transportation advisory boards, local and regional public and human service transportation providers, county social service agencies, veteran services and advocates for persons with disabilities. On June 21, 2016 a workshop was held to discuss, identify and prioritize needs. The following organizations participated:

- YVEDDI
- Northwest Piedmont Rural Planning Organization
- NCDOT
- Surry County Health and Nutrition Center
- City of Mount Airy
- Veteran Services
- Workforce Development

Section 3: Profile of Surry County

Surry County is among the rural counties of the Piedmont Triad region experiencing rapid population changes. 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.

Demographics

Table 1: Demographic Profile of Surry County

Demographic Profile of Surry County					
Surry County	2000	2010	2014	Net Change (2000 to 2014)	Percent Change (2000 to 2014)
Total Population	71,219	73,673	73,391	2,172	3.05%
Age 65+ Population	10,973	12,250	12,994	2,021	18.42%
Disabled Population	15,353	12,163	12,732	-2,621	-17.07%
Persons Below Poverty Level	8,685	12,197	14,367	5,682	65.42%
Median Household Income	\$33,046	\$37,294	\$35,894	\$2,848	8.62%
Households with No Vehicle	2,185	2,034	1,979	-206	-9.43%
<i>Data sources: 2000 Decennial Census; 2010 Decennial Census; ACS 2008-2010 3-Year Estimate (2010 Disabled Population Only); ACS 2006-2010 5-Year Estimate; ACS 2009-2014 5-Year Estimate</i>					

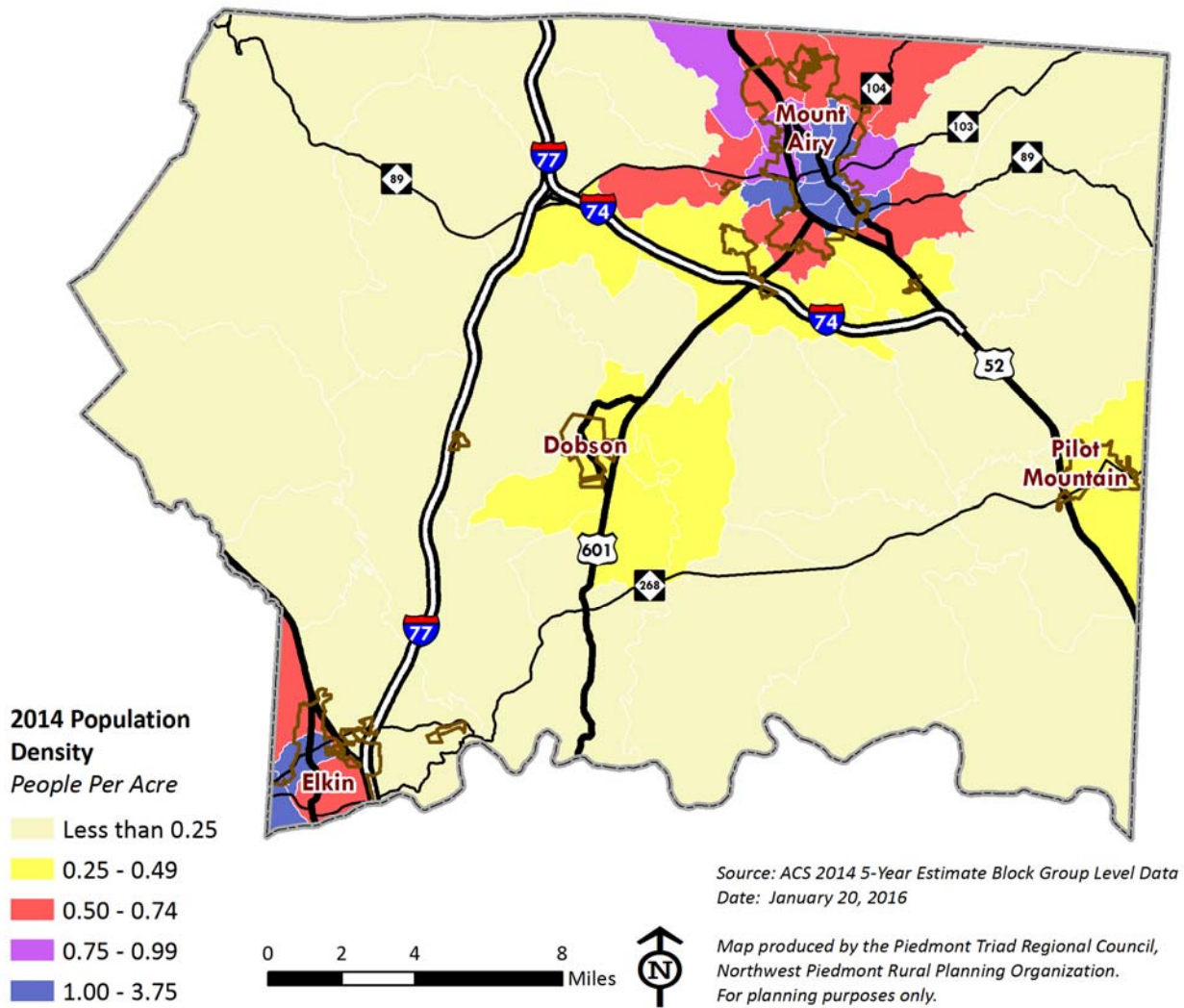
Total Population

According to 2014 U.S. Census Bureau ACS 5-Year Estimates, the population of Surry County was 73,391. Between 2000 and 2014, Surry County experienced a 3.05% increase in population, or a net gain of 2,172 persons. In comparison, the population of North Carolina grew by 21.13% during this timeframe. The four municipalities in Surry County also experienced growth; Pilot Mountain achieved the highest growth rate at 36.77%, followed by Mount Airy at 22.71%. The unincorporated area of the County saw a slight negative growth rate at -0.73%.

Table 2: Total Population of Municipalities within Surry County

Total Population of Municipalities within Surry County					
Jurisdiction	2000	2010	2014	Net Change (2000 to 2014)	Percent Change (2000 to 2014)
Dobson	1,457	1,586	1,550	93	6.38%
Elkin	4,109	4,001	4,198	89	2.17%
Mount Airy	8,484	10,388	10,411	1,927	22.71%
Pilot Mountain	1,281	1,477	1,752	471	36.77%
Unincorporated Area	55,888	56,221	55,480	-408	-0.73%
Surry County	71,219	73,673	73,391	2,172	3.05%
<i>Data sources: 2000 Decennial Census; 2010 Decennial Census; ACS 2009-2014 5-Year Estimate</i>					

Map 1: 2014 Population Density



Age 65+ Population

In 2014, 13.8% of North Carolina’s population was 65 years and older. For Surry County, this age group represented 17.7% of the population, or 12,994 persons. The county’s largest age group, 18 to 44 years, represented 31.6% of the total population. The NC State Demographics Branch projects that Surry County’s 65 years and older population group will increase to 17,496 by 2035, or 23.7% of the county’s population. The tables below show that older adult populations (ages 60 to 74) have been growing faster than the total population in Surry County. In the next several decades, Surry County is projected to have little to no growth in total population, but the older adult populations will grow at a high rate between 2015 and 2025 and then will slow down (all but the group age 85 and older) between 2025 and 2035.

Table 3: Historical Growth Rate Trends Between Decades

Surry County			
Historical Growth Rate Trends Between Decades			
Age Group:	1990-2000	2000-2010	Trend
Total Population	15.4%	3.4%	Decreasing
Age 60 +	17.0%	17.8%	Increasing
Age 60-64	7.9%	37.2%	Increasing
Age 65-74	9.2%	16.9%	Increasing
Age 75-84	29.0%	1.5%	Decreasing
Age 85 +	57.9%	18.3%	Decreasing

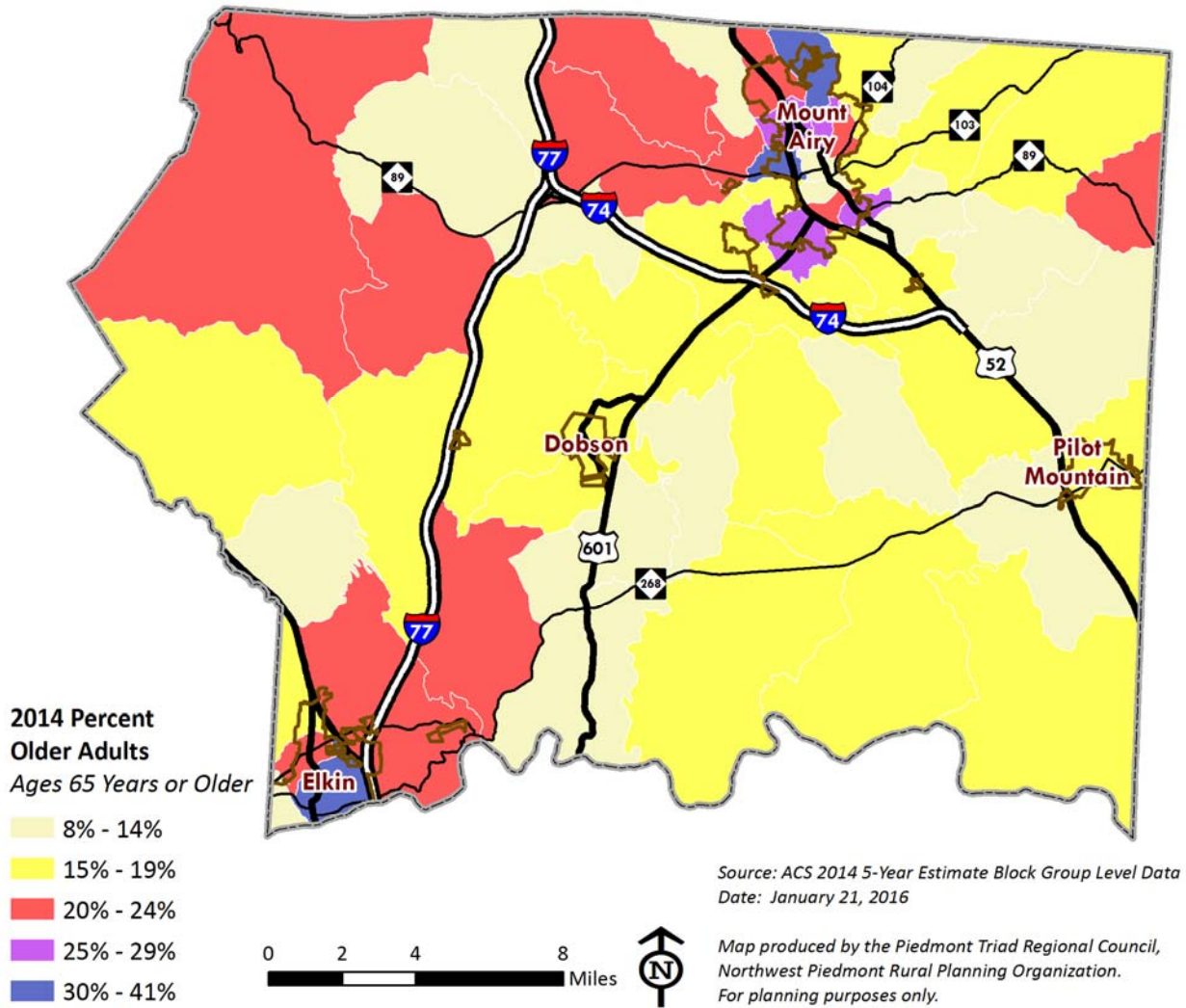
Source: U.S. Census Bureau, 1990/2000/2010 Census, SF1

Table 4: Projected Growth Rate Trends Between Decades

Surry County			
Projected Growth Rate Trends Between Decades			
Age Group:	2015-2025	2025-2035	Trend
Total Population	0.0%	0.0%	No Change
Age 60 +	14.5%	3.7%	Decreasing
Age 60-64	5.2%	-10.3%	Decreasing
Age 65-74	13.1%	0.3%	Decreasing
Age 75-84	31.1%	12.9%	Decreasing
Age 85 +	6.0%	31.5%	Increasing

Source: NC State Data Center Population Projections (Oct 2015)

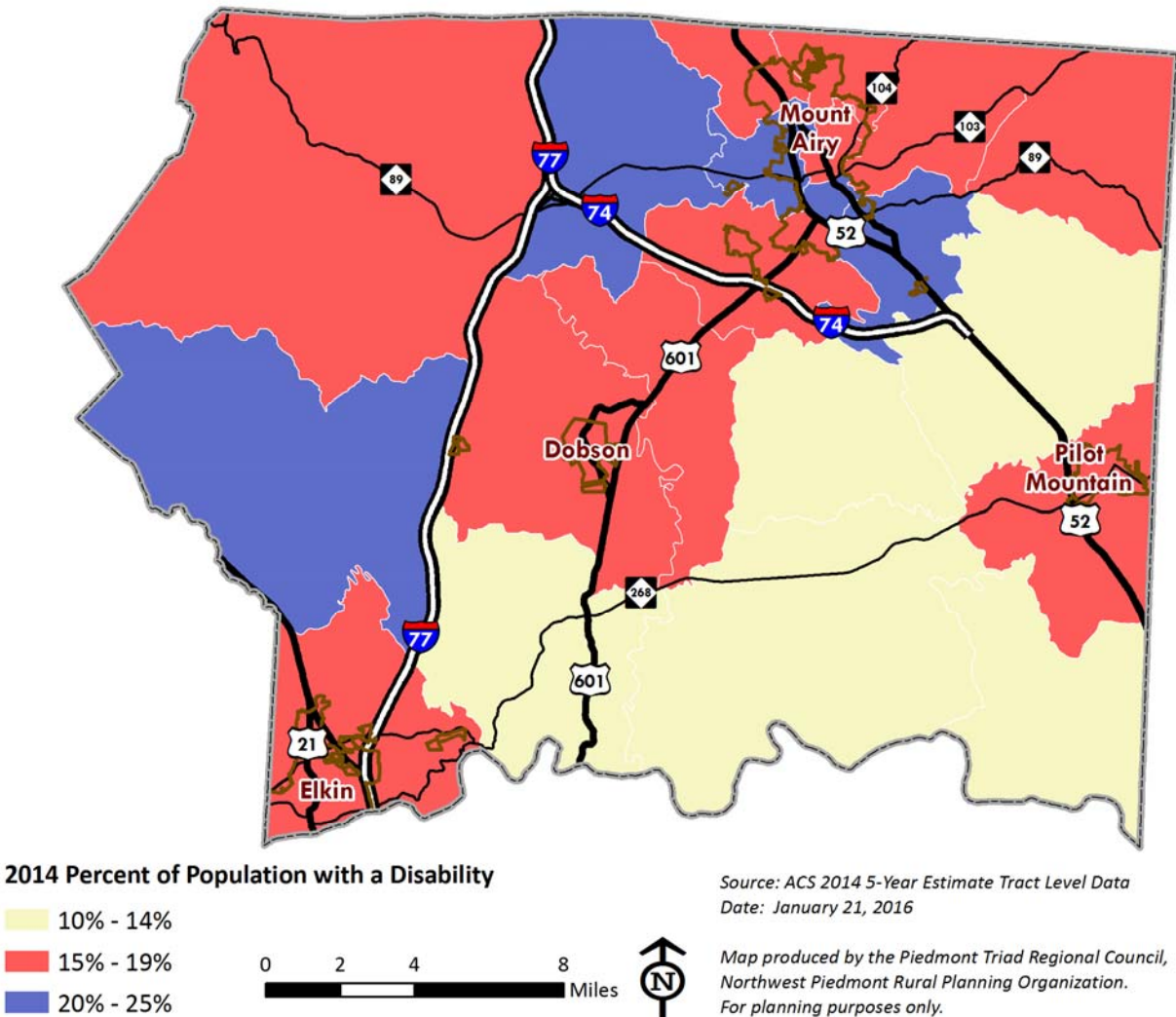
Map 2: Older Adult (65 Years or Older) Percentage of Population (2014)



Disabled Population

According to the 2009-2014 American Community Survey 5-Year Estimates, approximately 13.4% of the North Carolina population were identified as disabled. With 12,732 disabled persons, Surry County has a slightly higher proportion than found statewide at 17.5%. Between 2000 and 2014, the data indicates a decline in the disabled population by 17.1%.

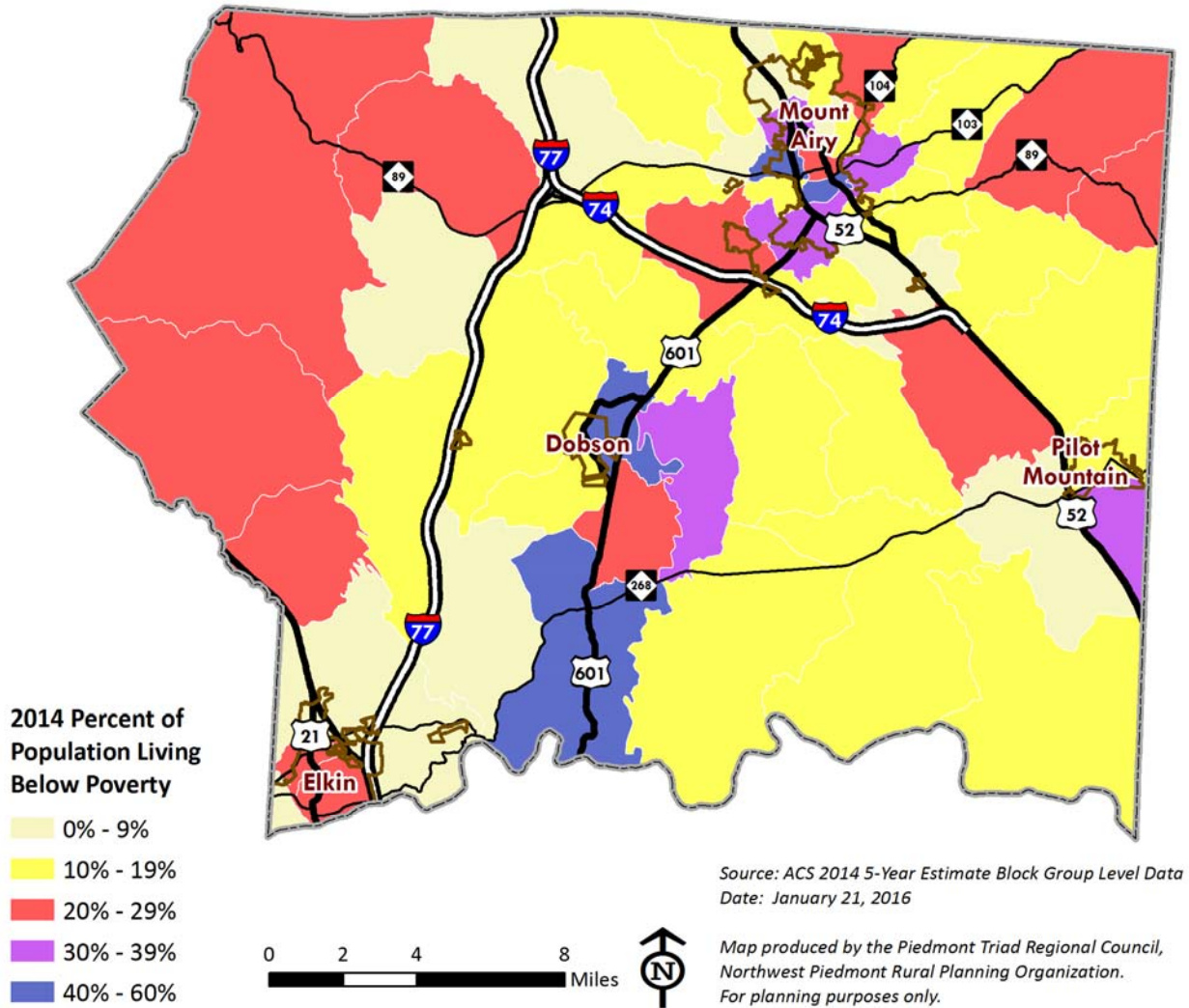
Map 3: Percent of Population with a Disability (2014)



Persons Below Poverty Level

In 2014, 17.6% of North Carolina's population was living in poverty. Surry County had 14,367 persons living below the poverty level, representing 19.8% of the population according to the 2009-2014 American Community Survey 5-Year Estimates. Between 2000 and 2014, this population group increased 65.4%.

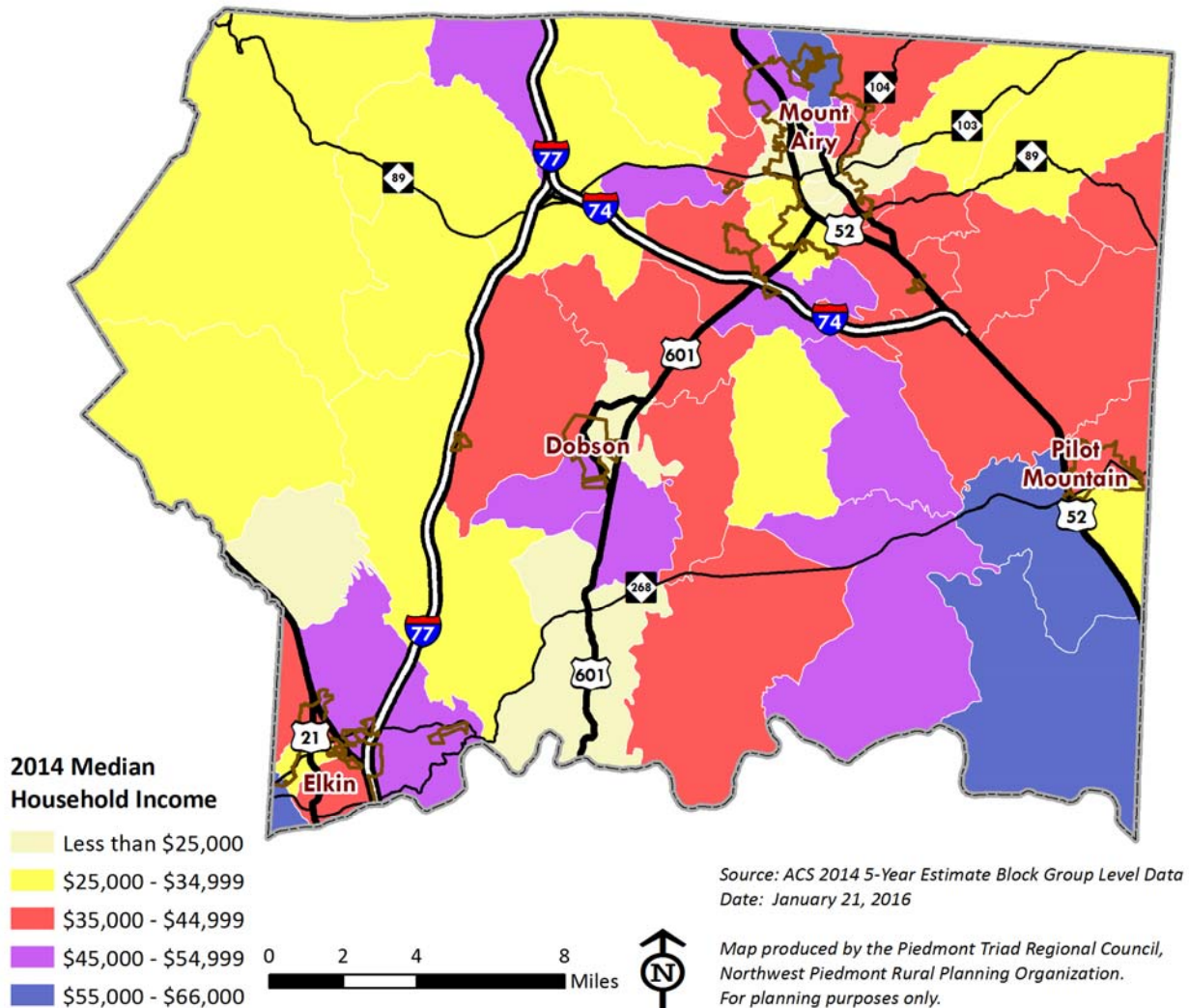
Map 4: Percent of Population Living Below Poverty (2014)



Median Household Income

According to the 2009-2014 American Community Survey 5-Year Estimates, North Carolina's median household income was \$46,693. In comparison, the median household income of Surry County was \$35,894. Approximately 11% of the county's households earned less than \$10,000 in income.

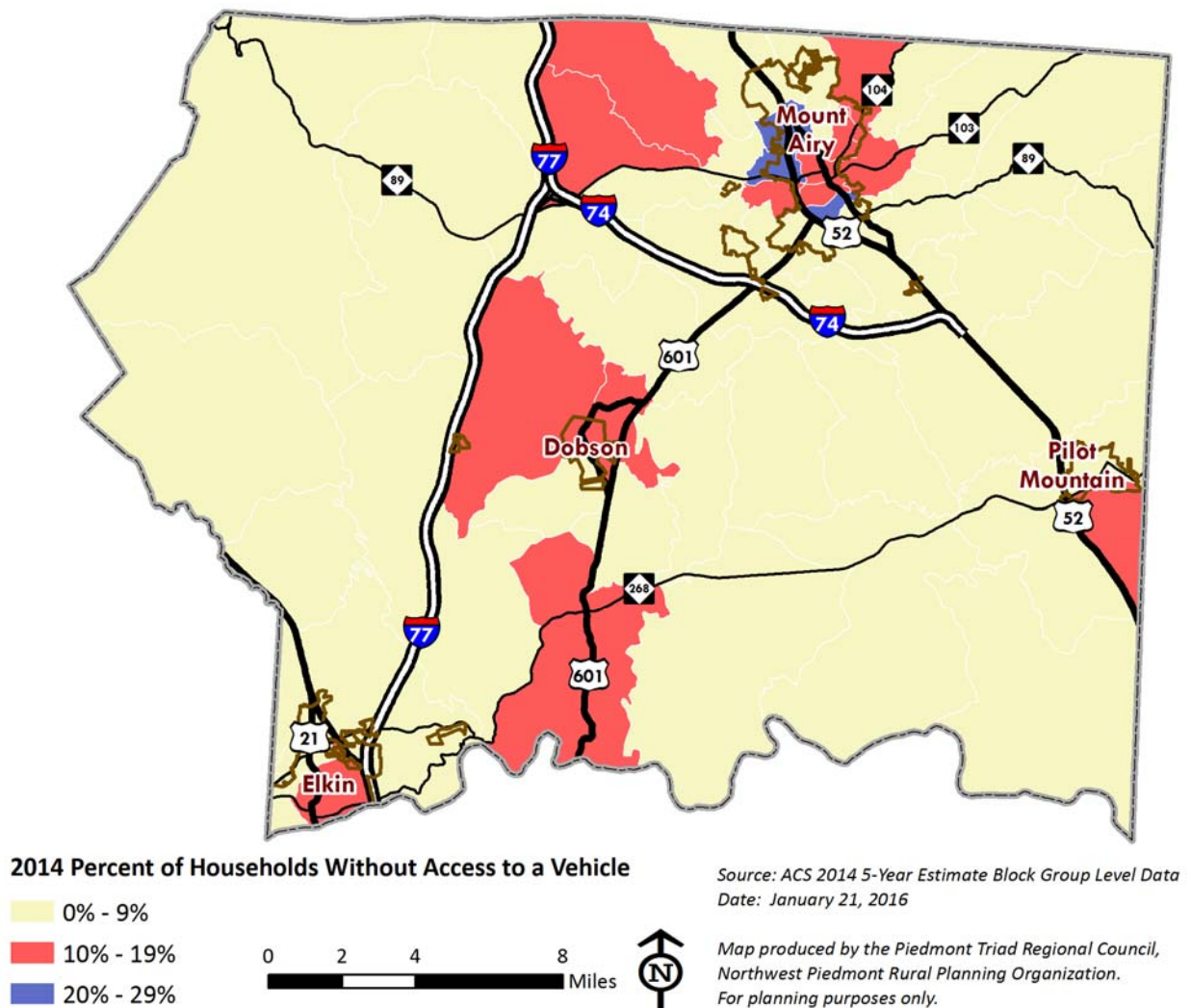
Map 5: Median Household Income (2014)



Zero Vehicle Households

In 2014, 6.5% of households in North Carolina did not possess a vehicle. In Surry County, 1,979 households (6.7%) within the county did not possess a vehicle in 2014. Between 2000 and 2014, Surry County experienced a decline in the amount of zero vehicle households by 9.4%.

Map 6: Percent of Households without Access to a Vehicle (2014)



Commuting Patterns

Surry County has diverse commuting patterns within the Piedmont Triad region and beyond. According to the 2009-2014 American Community Survey 5-Year Estimates, 33,389 persons were a part of Surry County’s labor force, 30,420 of which were employed.

According to the 2013 LEHD Origin-Destination Employment Statistics (LODES) database, which does not include self-employed workers or jobs exempt from UI laws, Surry County had a resident workforce of 27,103. Only 13,260 residents both live and work in Surry County. Just over half of these workers (13,843) commute to another county for work, the majority (18.1%) going to Forsyth County. Also according to the 2013 LODES database, Surry County had 26,489 jobs, of which just under half (13,229) live in another county (mostly Wilkes at 5.7%) and commute into Surry County.

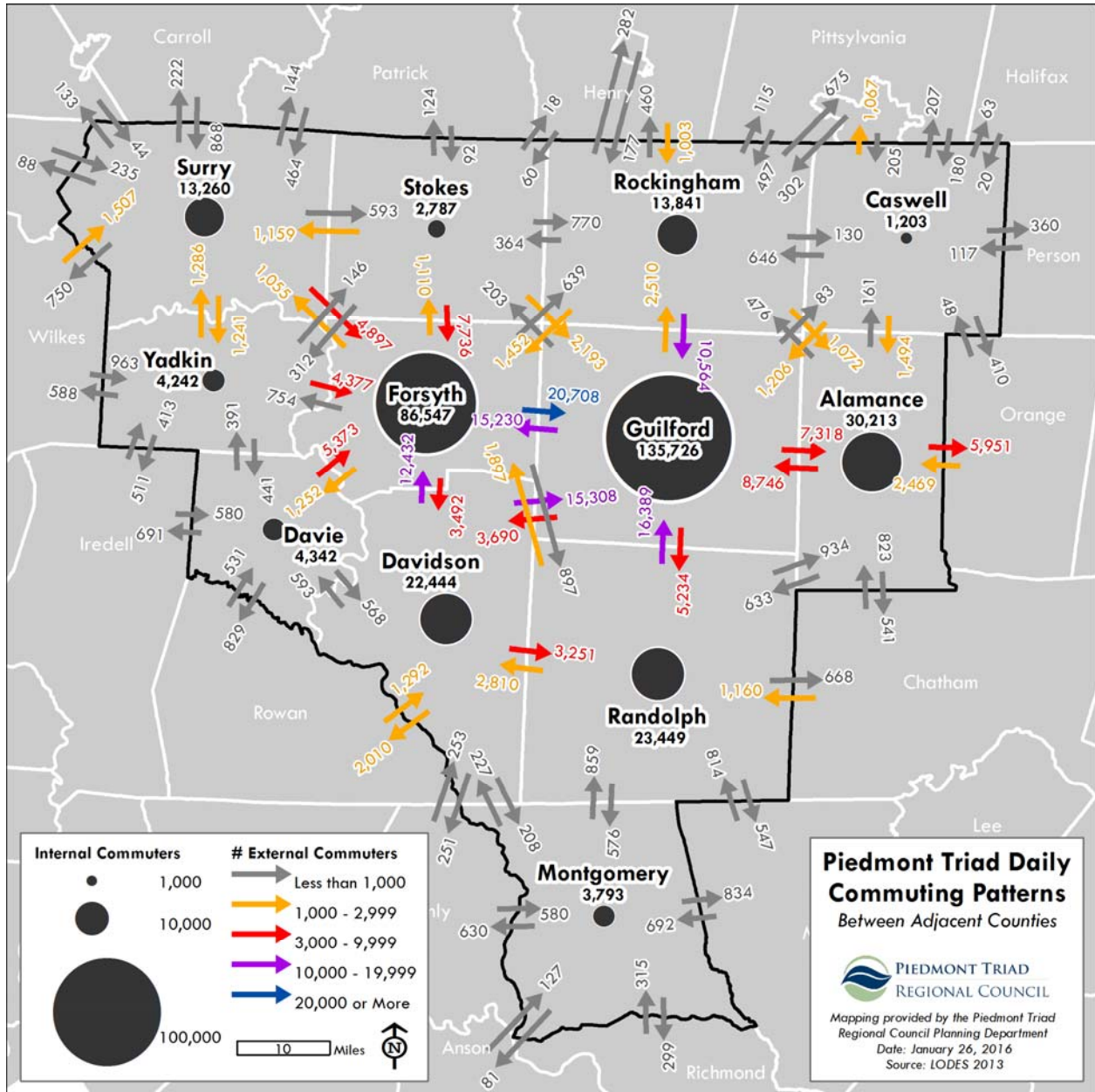
Table 5: In-Commuters

2013 In-Commuters	Residence County	Number of Commuters	Percent of Surry County Jobs
To Surry County	Wilkes	1,507	5.7%
	Yadkin	1,286	4.9%
	Stokes	1,159	4.4%
	Forsyth	1,055	4.0%
	Carroll (VA)	868	3.3%
	Guilford	488	1.8%
<i>Source: US Census Bureau LEHD LODES (2013)</i>			

Table 6: Out-Commuters

2013 Out-Commuters	Workplace County	Number of Commuters	Percent of Surry County Resident Workforce
From Surry County	Forsyth	4,897	18.1%
	Yadkin	1,241	4.6%
	Mecklenburg	1,013	3.7%
	Wilkes	750	2.8%
	Iredell	746	2.8%
	Stokes	593	2.2%
<i>Source: US Census Bureau LEHD LODES (2013)</i>			

Map 7: Piedmont Triad Daily Commute Patterns



Source: U.S. Census Bureau, LEHD Origin-Destination Employment Statistics (LODES), 2013

Section 4: Assessment of Available 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 Surry 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 bimonthly. 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 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 Surry County residents. Regional public bus services between Mount Airy, Pilot Mountain and Winston-Salem are funded by local car rental taxes from the region. Passengers can connect with other transit services in Winston-Salem. PART services originating in Winston-Salem will take passengers to High Point, the Piedmont Triad International Airport, Greensboro, Amtrak stations and other destinations by connecting to intercity transit systems or trains. The PART park and ride lots in Surry County allow citizens to safely park their cars and carpool or ride PART buses. There are two park and ride lots in Pilot Mountain and one lot in Mount Airy. PART also manages carpool and vanpool services from Surry County to the urban core of the Piedmont Triad.

Approximately 8,023 or 27.6% of Surry County residents leave the county each day to go to work. Approximately 16.2% of Surry County workers are heading southeast into Forsyth County. Forsyth Medical Center, Baptist Hospital and downtown Winston-Salem are the major employment centers in Forsyth County. In addition to direction, approximately 12,167 Surry

residents are traveling more than 25 miles to work. This commuting pattern greatly inflates the financial burden of transportation cost on residents. The H + T (cost of housing and transportation) for Surry County residents is 68% of the average monthly family income. 36% of this income is devoted to transportation; the highest county-wide percentage of the 10 counties in the PART service region.

PART's Route #6 - Surry started service in November 2006 with 9 round trips each day. Ridership steadily grew and peaked in August 2011 with 9,037 trips that month. For several years ridership on the Surry route was exceptional; however service has been cut three times since 2011. All service reductions were due to retiring funding sources and a lack of locally designated funding sources. In 2015, some service was added back to Route #6 using a short term grant. The route is currently three trips from Mt. Airy/Pilot Mountain to Winston-Salem and three trips from Winston-Salem back to Mt. Airy. The majority of the jobs are located in Winston-Salem. The monthly average ridership for 2015 was 2,678 for a total of 32,132 annual passenger trips. Due to the popularity of the route it has a low cost/passenger compared to the rest of the PART System; suggesting that local, per passenger investment in the route could be an inexpensive way to improve the quality of life for Surry County residents.

Ridership is the key measure of success for any route. Frequency and convenience are the two principle factors that drive high ridership. Surry County's current route configuration is producing the expected results; however, the historical and projected ridership suggests that increases in frequency would increase ridership. There are several route revisions that could be considered. As a beginning place for discussion, increasing frequency, consideration of a stop in downtown Mt. Airy, and a reduction in the number of stops in Winston-Salem are options to consider.

Needs Assessment

Methodology

Two key sources of information were utilized to describe the transportation needs and gaps in Yadkin 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 Yadkin County, a number of human services agencies and other service providers were surveyed to determine *current* transportation services and describe the needs in Surry County. Surveys were distributed to stakeholders by 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

Figure 1: Transportation Services Issue Statements

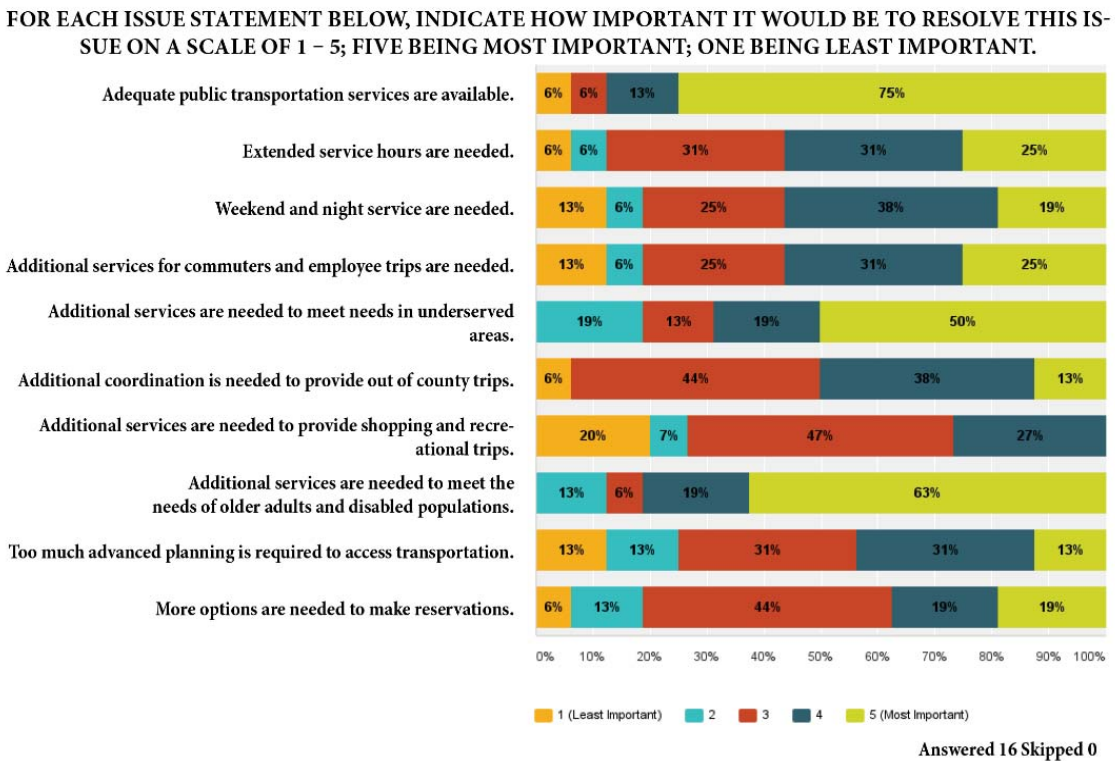
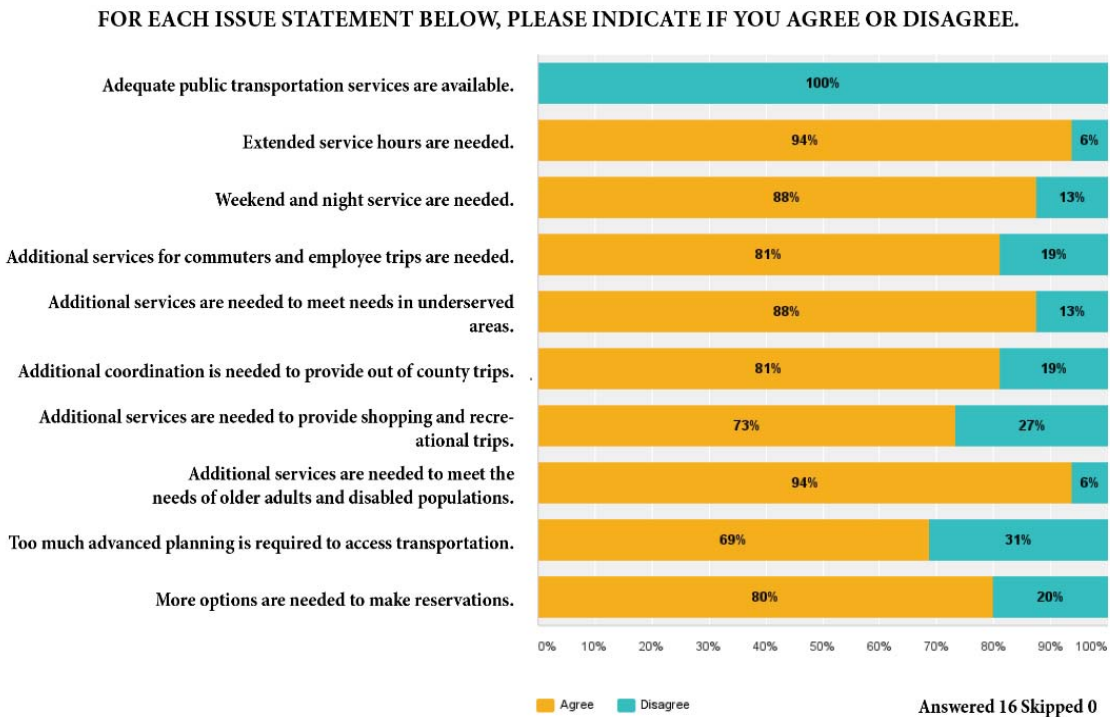
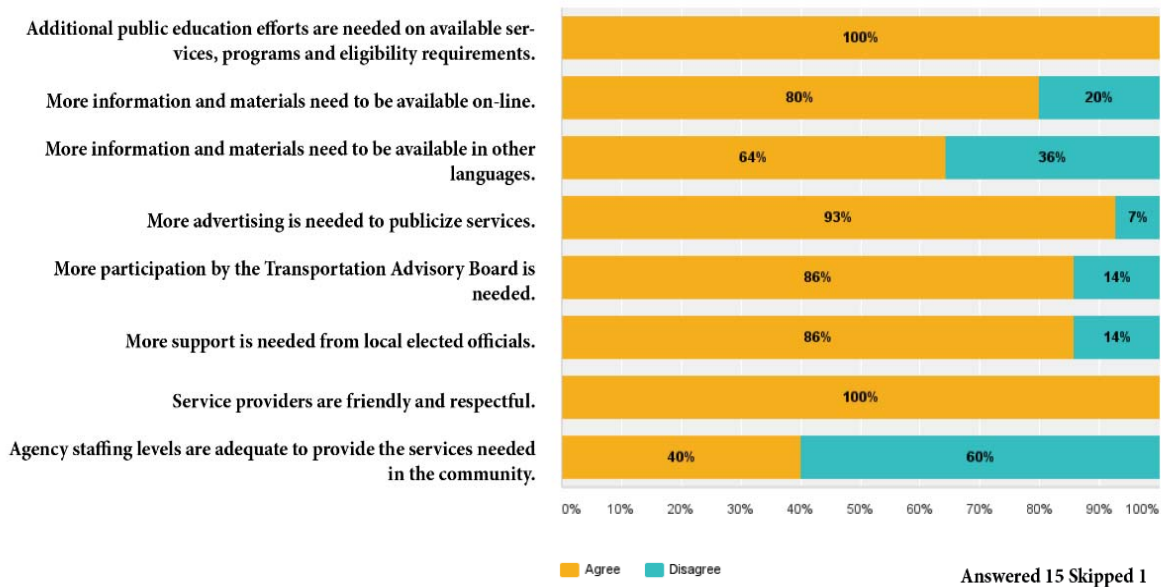


Figure 2: Transportation Services Issue Statements

Education, Marketing & Customer Service

FOR EACH ISSUE STATEMENT BELOW, PLEASE INDICATE IF YOU AGREE OR DISAGREE.



FOR EACH ISSUE STATEMENT BELOW, INDICATE HOW IMPORTANT IT WOULD BE TO RESOLVE THIS ISSUE ON A SCALE OF 1 - 5; FIVE BEING MOST IMPORTANT; ONE BEING LEAST IMPORTANT.

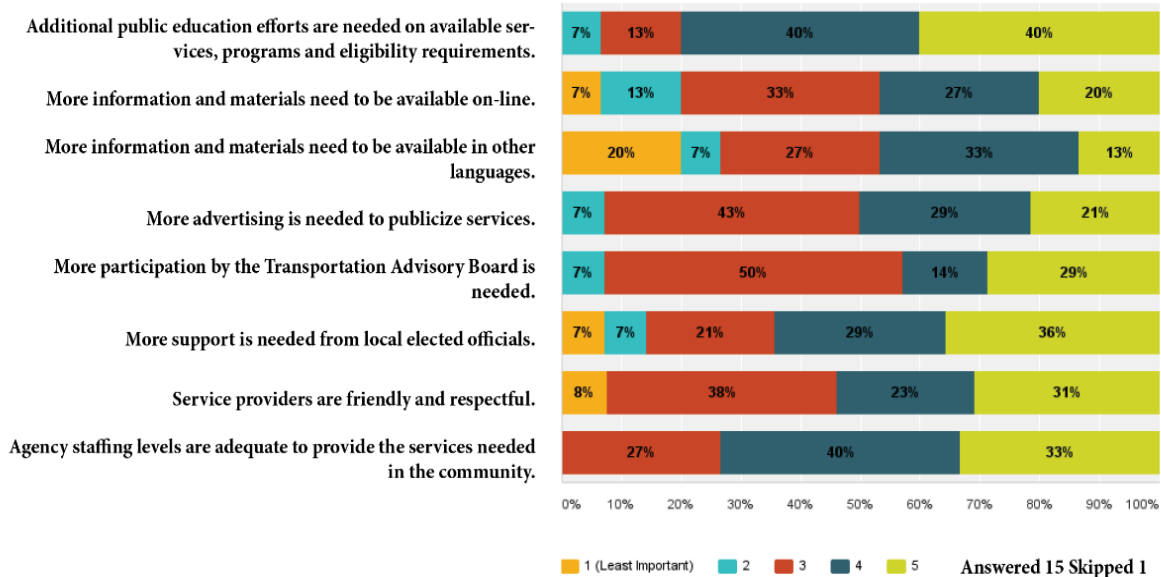


Table 7: Unmet Needs and Other Comments

<h2 style="text-align: center; background-color: #f4a460; padding: 5px;">Unmet Needs and Other Comments</h2>
<p>My priority would be more transportation options to assist with going to and coming home from work</p>
<p>Access to food banks and return trips. Public free transportation during community events so that elderly/disabled can attend. Less expensive system : sponsors pay far too much to provide transportation to meet medical needs of patients in our area especially those that need routine trips such as dialysis treatments.</p>
<p>Enhanced commuter service to employment centers Local funding for transit Mt. Airy fixed route circulator service (for both the citizens of Mt. Airy and the tourist trade in the town). Fixed route circulator service in Elkin/Jonesville. Fixed route service from outlying communities to Dobson (already has a great service between Elkin/Dobson and Mt. Airy/Dobson, but possible need for Pilot Mountain/Dobson).</p>
<p>Extended hours, especially on weekend nights</p>
<p>It would be wonderful for seniors to be able to go anywhere of his/her choice just by contacting a local service. This service would need to be available to go grocery shopping, Dr's appointments, or shopping in general with little to no hassle. I know this would be hard to accomplish within our county and resources.</p>
<p>More transportation availability is needed in outlying rural areas. need services to help the elderly get to Drs, drug stores, grocery stores, etc. These services would allow more of our seniors to be able to stay in their homes longer.</p>
<p>Our bus rider uses the Elkin Circulator to get to work. The drivers and the service are great. However, the fact that the bus does not run on weekends makes it difficult. Weekend hours would be a big help.</p>
<p>Rural area transportation Limited medical transportation not enough financial support for transportation needs</p>
<p>Transportation to from Dobson/Mount Airy for government and other services</p>
<p>With my clients (low income in Section 8 Housing), I hear frequently about no access to transportation. I personally do not know of many transportation agencies other than Yveddi and I don't know the specifics of their program. I think transportation in rural areas is always a challenge. I am not sure how useful online info would be for the clients. My clients tend to be pretty non-technologically adept.</p>
<p>Also longer trips such as to W-S, Greensboro, Charlotte</p>
<p>We appreciate the drivers who do so much to help.</p>

Figure 3: Needs Word Cloud



Public Workshop

The Northwest Piedmont Rural Planning Organization hosted a workshop on Tuesday, June 21st, 2016 in Dobson, NC. Nine stakeholders attended the workshop. The following information was gathered through a series of facilitated work sessions. In the first work session, participants focused on what the county is excelling at, what can be improved, and potential new initiatives.

Current Services

What Are We Doing Well?

- We work well with a variety of populations
- Strong safety record
- Services are on time
- Flexibility in services provided
- Door-to-door service and fixed routes

What Can We Improve?

- Driver communication, particularly in Spanish
- Additional circular bus routes
- Broader distribution of materials, particularly through Meals on Wheels and other programs.
- Improved communication with elected officials regarding the importance of mobility services.

What New Initiatives Should We Pursue?

- Circulator in Mount Airy
- Extend services to Lowgap, Westfield, Thurmond, etc. (Connector)
- Offer more incentives to volunteer drivers. Example – increment the stipend over a year's time (300/quarter)

Participants were then guided through a work session in which all were asked to identify top priorities. These priorities were grouped into the following categories and ranked according to

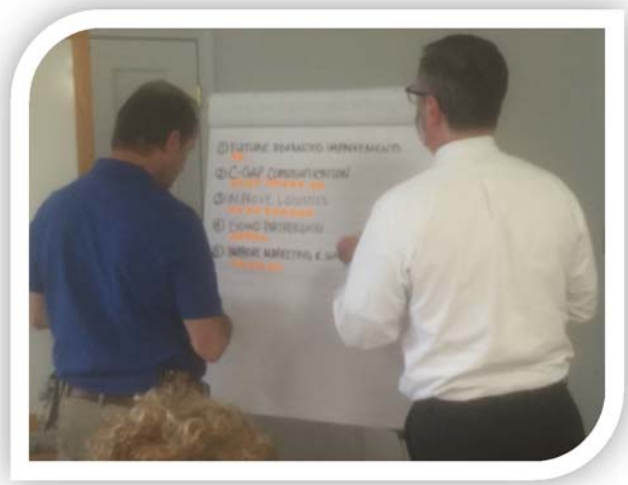


Surry County LCP Workshop Participants

need. The following section identifies priority focus areas, strategies and barriers to implementation.

Summary of Transportation Needs & Barriers

Stakeholders identified five high priority human services transportation needs: Improved Logistics, C-GAP Communications, Expanded Partnerships, Improved Marketing & Information, and Future Advanced Improvements. These focus areas were prioritized utilizing a dot-based voting system. Each participant received five votes to put towards whichever topics they deemed most important. The following figure represents the priorities which ranked highest.



Participants Rank Transportation Priorities

Figure 4: Surry County Human Transportation Plan Priorities



Table 8: Improved Logistics Strategies & Barriers

Improved Logistics

Priority Strategies

- Expand municipal circulator routes
- Extended routes to rural areas
- Extended service hours
- Improve network of connected routes
- Improve employment transportation options
- Investigate additional funding options

Barriers to Implementation

- Funding
- Local Opposition
- Misinformation
- Lack of Local Support from Those Who Need It

Table 9: C-GAP Communication

C-GAP Communication*

Priority Strategies

- Improved Communication Between City And County Planners And Transit Providers
- Improved Communications With Local Elected Officials
- Improved Communications Between Adjacent Transit Providers

Barriers to Implementation

- No Buy-In From Community Leaders
- Apathy
- Lack of Education
- Competition
- Fear of Financial Obligations
- Funding

***Community, Government Officials, Agencies, Partnerships**

Table 10: Expand Partnerships

Expand Partnerships

Priority Strategies

- Provide Voluntary Driver Incentives
- Organize Volunteer Uber Ride Sharing Service
- Utilize Church Transportation Services

Barriers to Implementation

- Inability to Find Willing Volunteers
- Coordination and Planning Difficulties
- Liability, Particularly As It Relates To Church Transportation
- Attitudes and Stereotyping
- Funding

Table 11: Improve Marketing & Information

Improve Marketing & Information

Priority Strategies

- Increase Overall Marketing
- Additional Public Education Efforts, Especially To Older Adults
- Intentional Distribution, Especially Outside Of Town Centers
- Improved Technology and Social Media
- Spanish Materials

Barriers to Implementation

- Funding
- Reaching the Correct Demographics
- Using Correct Mediums
- Reaching Rural Areas
- Making Sure The Message Is Effective

Table 12: Future Advanced Improvements

Future Advanced Improvements

Priority Strategies

- Improved Advanced Technology Including:
 - Apps, GPS Services, and other technological improvements designed to improve cost effectiveness and services provided.
- Improved Access To Fixed Routes including:
 - Bus Shelters
 - Sidewalk/Bicycle Improvements Near Bus Stops

Barriers to Implementation

- Funding
- Lack Of Community Vision

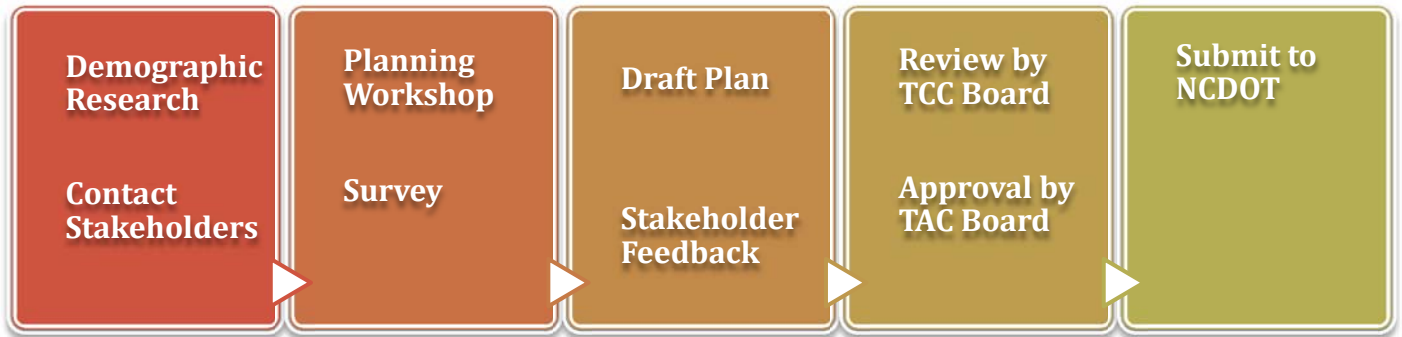
Nonregulatory Challenges

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.

Figure 5: Plan Approval Process



Section 5: Plan Approval Process

A draft plan will be distributed for public comment in September, 2016. After a 30 day public comment period, the plan will be presented to the Northwest Piedmont Rural Planning Organization (NWPRPO) Transportation Advisory Committee (TAC) for approval.

Section 6: Appendix

Figure 6: Meeting Agenda



NORTHWEST PIEDMONT RURAL PLANNING ORGANIZATION

1398 CARROLLTON CROSSING DRIVE | KERNERSVILLE, NC 27284 | (336) 904-0300

Agenda

Tuesday, June 21st

10:00am - 12:00pm

Surry County Government Center

118 Hamby Road, Rm 335

Dobson, NC 27017

- I. **Welcome & Introductions**
Elizabeth Jernigan, Piedmont Triad Regional Council
- II. **Overview**
Elizabeth Jernigan, Piedmont Triad Regional Council
- III. **Small Group Discussions**
 - a. What are we doing well?
 - b. What can we improve?
 - c. What new initiatives should we pursue?

Instructions: Assign a recorder to write your answers on the chart paper provided. Allow each participant to share their answers, going around the table until everything is recorded. Try not to duplicate responses. Record responses to each question on separate sheets.

- IV. **Review & Wrap Up**

Figure 7: Sign In Sheet

Northwest Piedmont RPO - Surry County LCP Meeting June 21st, 2016			
Name	Organization	Email	Phone
Barbara Scott	WIOA	bscott@ptrc.org	786-4169
Holly Sluder	PTRC-AAA	hsluder@ptrc.org	904-0300
Kevin Hoge	DWS-Vet Services	kevin.hoge@ncdcomware.com	786-4169
STEVE YOKLEY	CITY OF MOUNT AIRY	syokley@mountairycity.org	336-710-0472
Rochelle George	YVEDDI	rgeorge@yveddi.com	336-679-2071 Ext. 4308
JEFF COCKERHAM	YVEDDI	jcockerham@yveddi.com	336-367-3532
Tiffany Bullins	Surry City Health+Nutrition Center	bullinst@co.surry.nc.us	336-401-8559
Mary Jane Jenkins	Surry City Health and Nutrition Center	jenkinsm@co.surry.nc.us	336-783-8807
Dean Ledbetter	NCDOT-Division 11	dledbetter@ncdot.gov	336-903-9129