Kelly.Richard@dchcmpo.org

(919) 503-4119

dchcmpo.org

DURHAM · CHAPEL HILL · CARRBORO
**DCHC**
METROPOLITAN PLANNING ORGANIZATION

# Coordinated Plan Workshop

## AGENDA

| 20 MINUTES | Welcome & Introductions |
|---|---|
| 15 MINUTES | Background and Overview of Plan |
| 20 MINUTES | Overview of Existing Transit Services |
| 20 MINUTES | Identify Transportation Needs and Gaps in Service |
| 20 MINUTES | Identify Strategies, Activities, and Projects to Address Gaps |
| 15 MINUTES | Prioritize Strategies, Activities, and Projects Based on Available Resources |
| 10 MINUTES | Wrap Up and Next Steps |

## SECTION 5310 FUNDS

The Durham-Chapel Hill-Carrboro Metropolitan Planning Organization (DCHC MPO) receives around $275,000 per year in 5310 funds. These funds are used for enhanced mobility of **seniors** and **individuals with disabilities**. Projects selected to receive these funds must be derived from a locally developed, **Coordinated Public Transit-Human Services Transportation Plan**, also known as a coordinated plan. Human services transportation that is provided by or on behalf of a human services agency for access to agency services or to meet basic, day-to-day mobility needs of these communities, are eligible to receive funds.

## DEFINITIONS

**Coordinated Plan**
A locally developed, coordinated transportation plan that identifies the transportation needs of older adults (65+), individuals with disabilities, and those with low incomes, provides strategies for meeting these needs, and prioritizes services for funding and implementation.

**Public Transportation**
Regular, continuing shared-ride services that are open to the general public or a segment of the general public (excludes Amtrak, school buses, courtesy shuttles, & sightseeing buses)

# PREVIOUSLY FUNDED PROJECTS

Since 2016, six (6) different services have been funded using 5310 funds. These are the **1)** Chapel Hill EZ Rider Senior Shuttle, **2)** an Orange County Mobility Manager, **3)** GoDurham ACCESS Americans with Disabilities Act (ADA) trips beyond 3/4 mile, **4)** GoDurham ACCESS for demand response services within the county, **5)** Chapel Hill Transit ADA bus stop review and design work, and **6)** DCHC MPO administration.

# PREVIOUSLY RECORDED NEEDS

**Coordination/Mobility Hub for Human Services and Public Transportation**
- Create a mobility hub for the entire region, which would include a healthcare element. Paratransit service providers to develop a centralized computer system for scheduling. Coordinate funding and share resources among agencies. Create a website or an app to better access services, such as scheduling and updating information. Develop an app for vehicle tracking for paratransit ridership. Coordination of overall funding. Create a process for the reduction or the elimination in the rate of "no show" ridership, which negatively impacts efficiency. Use paratransit software to include detailed information and requests from clients with special needs.

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

**Expanded Education Services**
- Expand travel training for all transit agency staff. Encourage hospitals to screen patients for transportation needs. Create a higher level of comfort among seniors while using public transportation. Improve the transit service providers understanding of clients' needs. Present better information for trip planning to riders (e.g.. sheltered stations, stop location, etc.). Conduct policy workshops more frequently. Provide better information to clients.

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

**Bus Stop Access Improvements**
- Bus stops are too far apart and often without ADA improvements, and riders are unaware of transit alternatives. Increase the number of accessible bus stops.