

ANSON COUNTY Morven  
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Bessemer City Cherryville Crumpton Dallas Gastonia  
High Shoals Kings Mountain  
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Ranlo Spencer Mountain Stanly  
Rowan County China Grove  
Cleveland East Spencer Faith  
Granite Quarry Landis Rockwell  
Salisbury Spencer Stanly County  
Albemarle Badin Locust  
New London Norwood Oakhurst  
Misenheimer Richfield  
Stanfield Cabarrus County  
Concord Harrisburg Kannapolis Midland  
Mount Pleasant Iredell County Harmony  
Mooresville Statesville Troutman  
Lincoln County Lincoln  
Mecklenburg County  
Davidson Huntersville Matthe  
Mint Hill Pineville Union Co  
Hemby Bridge Indian Trail  
Marshville Marvin Mineral Sp  
Monroe Stallings Unionville  
Weddington Wesley Chapel  
Waxhaw Wingate



# Getting There, Together



# Agenda

- Introduction to Centralina Council of Governments & 5310 Mobility Management Efforts
- Regional Survey
- Aging & Disability / ADA Training
- Volunteer Transportation Services
- 1-Call, 1-Click Center

# The Importance of Mobility

- Transportation is a lifeline service for older adults, veterans, and people with disabilities



- Volunteer Transportation Services is intended for people who cannot access, afford or qualify for existing transportation options

CENTRALINA  
**MOBILITY**  
MANAGEMENT

**CCOG**  
Centralina Council of Governments

# Current Transportation Gaps

- Public funds for transportation are often limited
- State funding for public transportation decreased by 15% in recent years
- Eligibility criteria and destinations limit options for transportation disadvantaged
- Need outweighing funds available



# Centralina Council of Governments





# Centralina Council of Governments

- CCOG is the recipient of 5310 funding to support Regional Mobility Management Efforts.

- Convening key stakeholders

- Understanding the needs of the riders

- Coordinating the right solutions



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Waxhaw Wingate

# Convening Key Stakeholders

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- Fixed Route, Paratransit providers, Nonprofit Transportation Providers & Human Service Agencies meet at quarterly regional Mobility Management Meetings
- The MM Taskforce created a Regional Mobility Management study & Recommendations in 2013
- The MM Taskforce has been working recommendations



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# Understanding the needs of the riders



**9** county region

**2.1** million residents

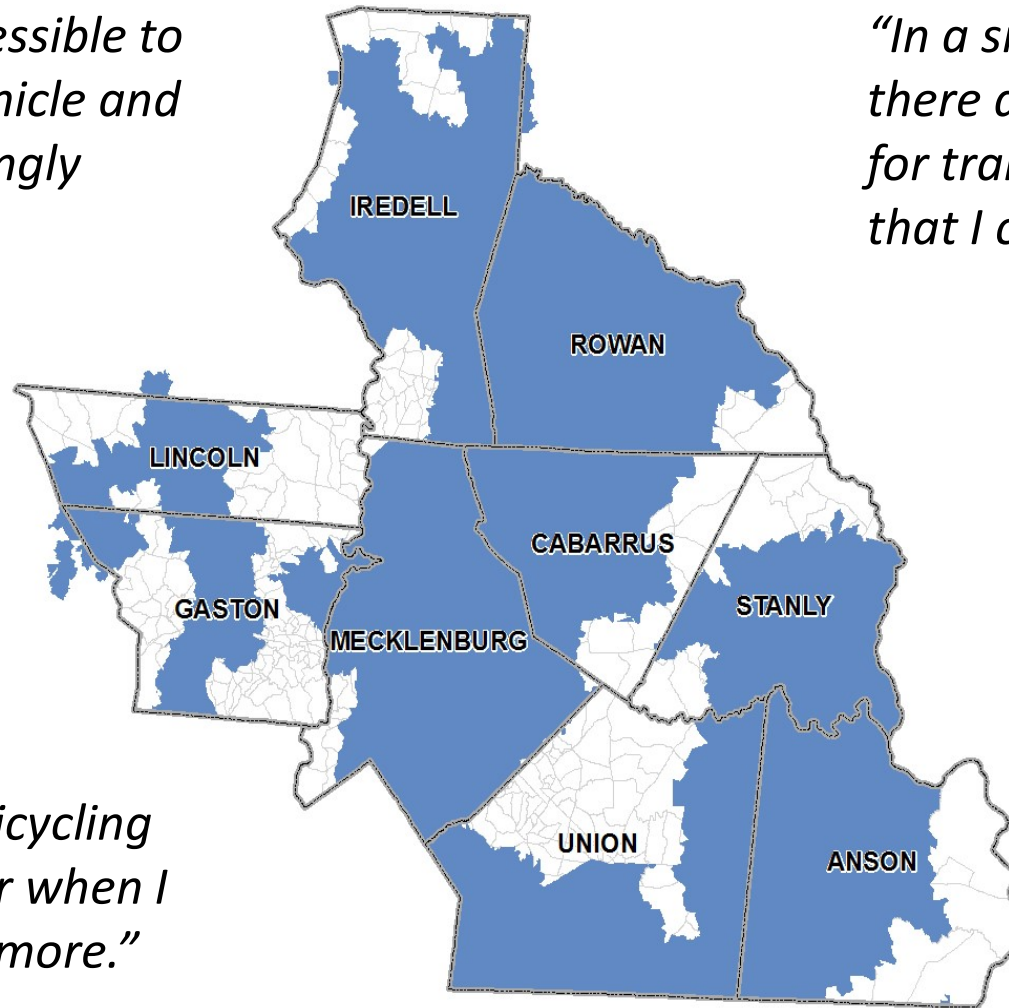
**MOBILITY MANAGEMENT SURVEY:**

- 
- **1,167 participants**
  - **Average age 73**
  - **41% do not drive**

# SURVEY RESULTS

*“Nothing is accessible to us without a vehicle and we feel increasingly isolated.”*

*“In a small town, there are no options for transportation that I can afford.”*



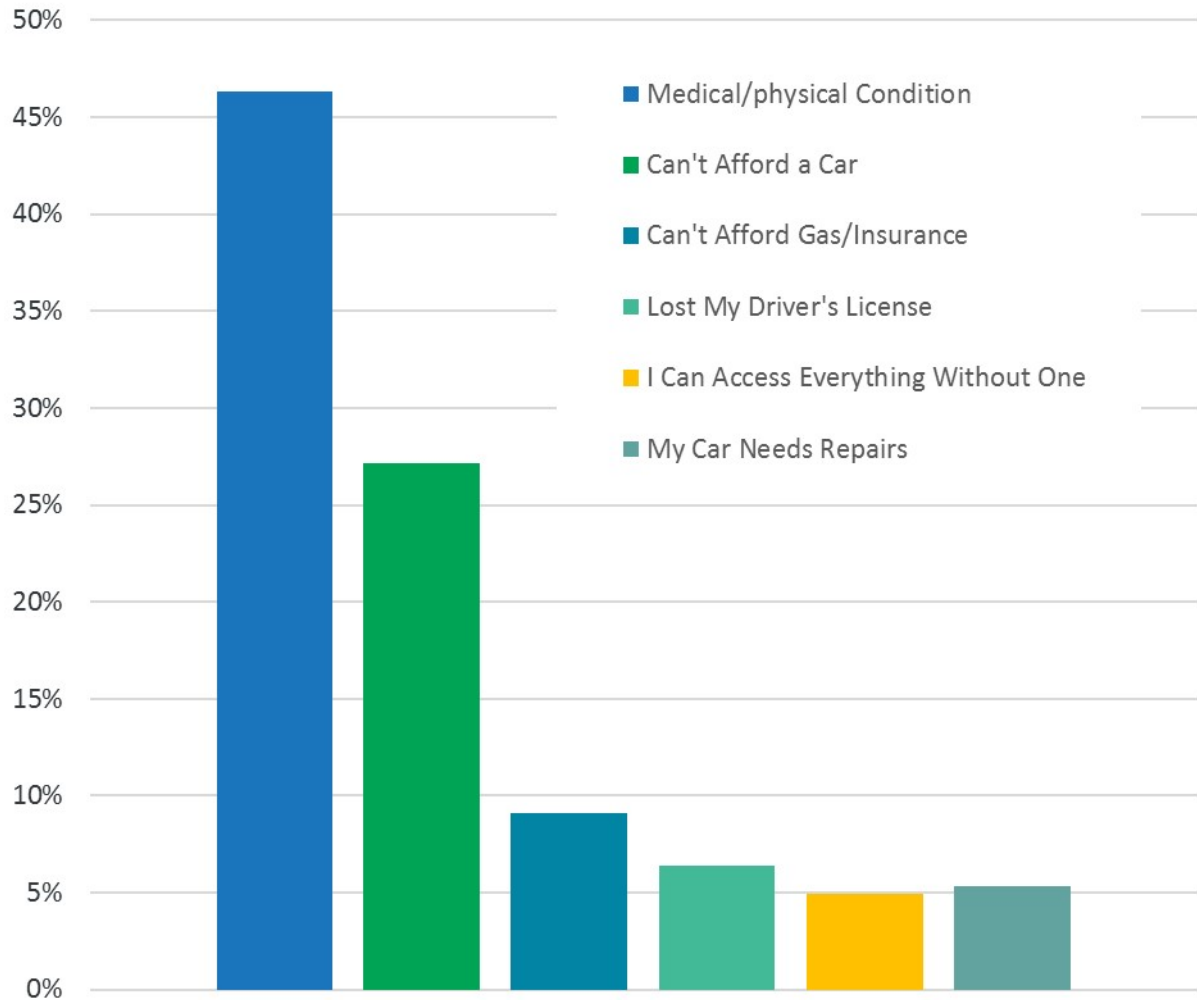
*“Transport arrives way too early and leaves you stranded.”*

*“I want safer bicycling and walking for when I can’t drive anymore.”*

Survey Response-Area by Zip Code



# If you don't drive, why not?



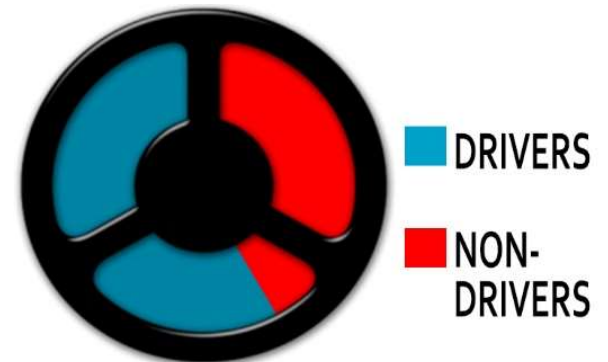
**57%**  
OF RESPONDENTS LIVE ALONE.

**38%**  
MAKE LESS THAN \$11,000 PER YEAR.

**56%**  
DO NOT HAVE A CURRENT MEDICAID CARD.

**13%**  
SAID THEY HAVE MISSED A DOCTOR'S APPOINTMENT IN THE PAST 6 MONTHS DUE TO A LACK OF TRANSPORTATION.

**41%**  
DO NOT DRIVE.



# FOCUS GROUP

- Insufficient funding
- Inadequate coordination
- Lack of training
- Confusing application process





# LITERATURE REVIEW

COORDINATED

**Mobility**

Management

=

Cost savings

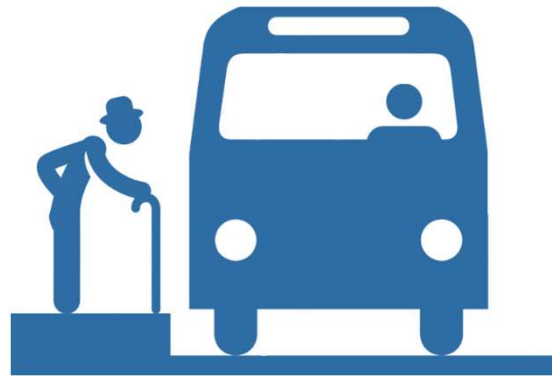
More options

Increased levels  
of service

# BEST PRACTICES



**Street Crossing Standards**



**Bus Stop Layout**



**One-Call/  
One-Click**



**Travel Training**



**Linking Land Use  
and Transportation  
Planning**



**Accommodative  
Signage**

# RECOMMENDATIONS

Rider

Accessibility

Awareness

Coordination

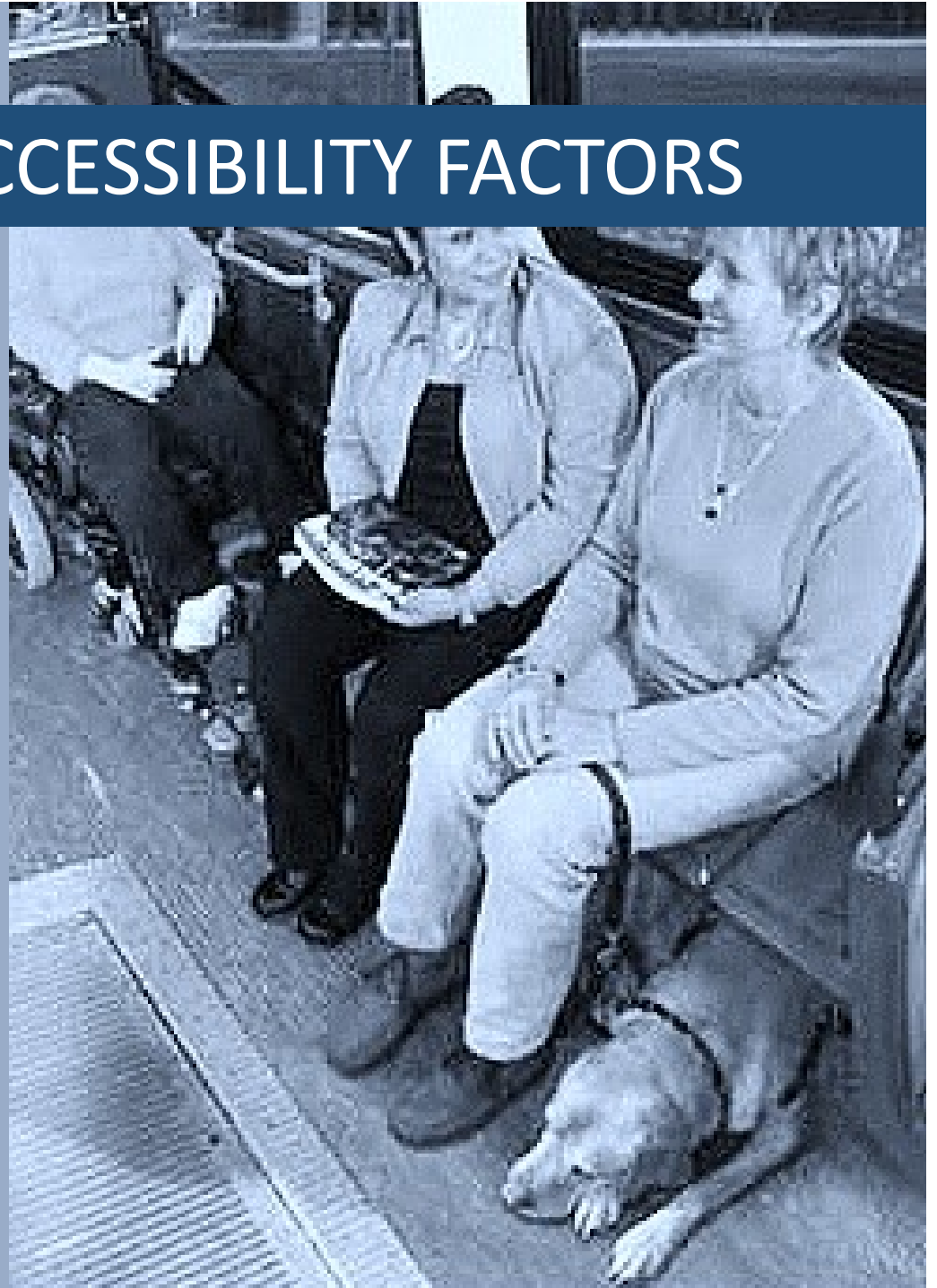
Funding

Land Use



# PHYSICAL AND ACCESSIBILITY FACTORS

- Transit stops access
- Promotion of options
- Provider training
- Facility improvements





# RIDER PRECEPTIONS AND EDUCATION

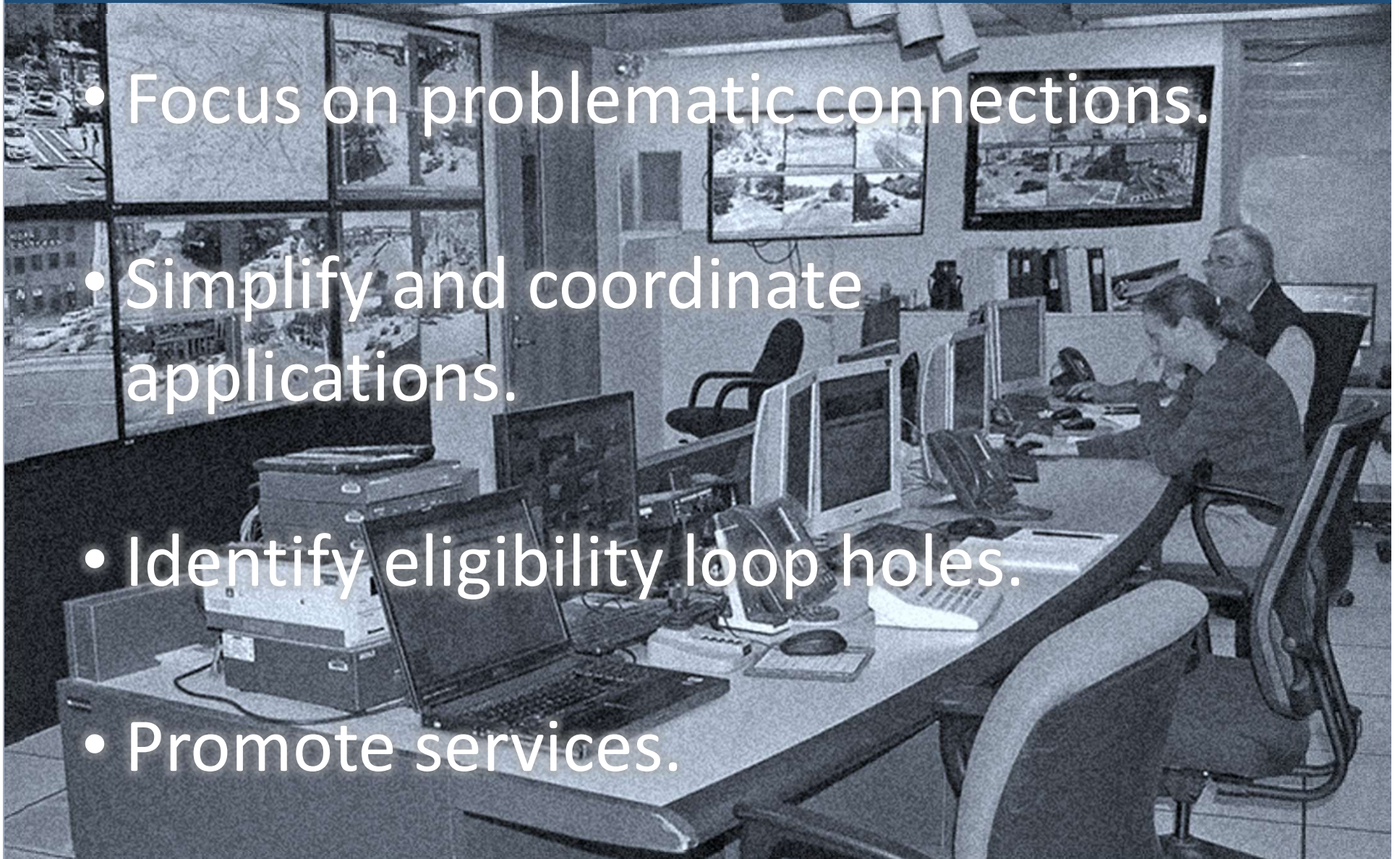
- Transit guides in multiple formats
- Options for patients and caregivers
- Trip planning tools





# POLICY AND SERVICE COORDINATION

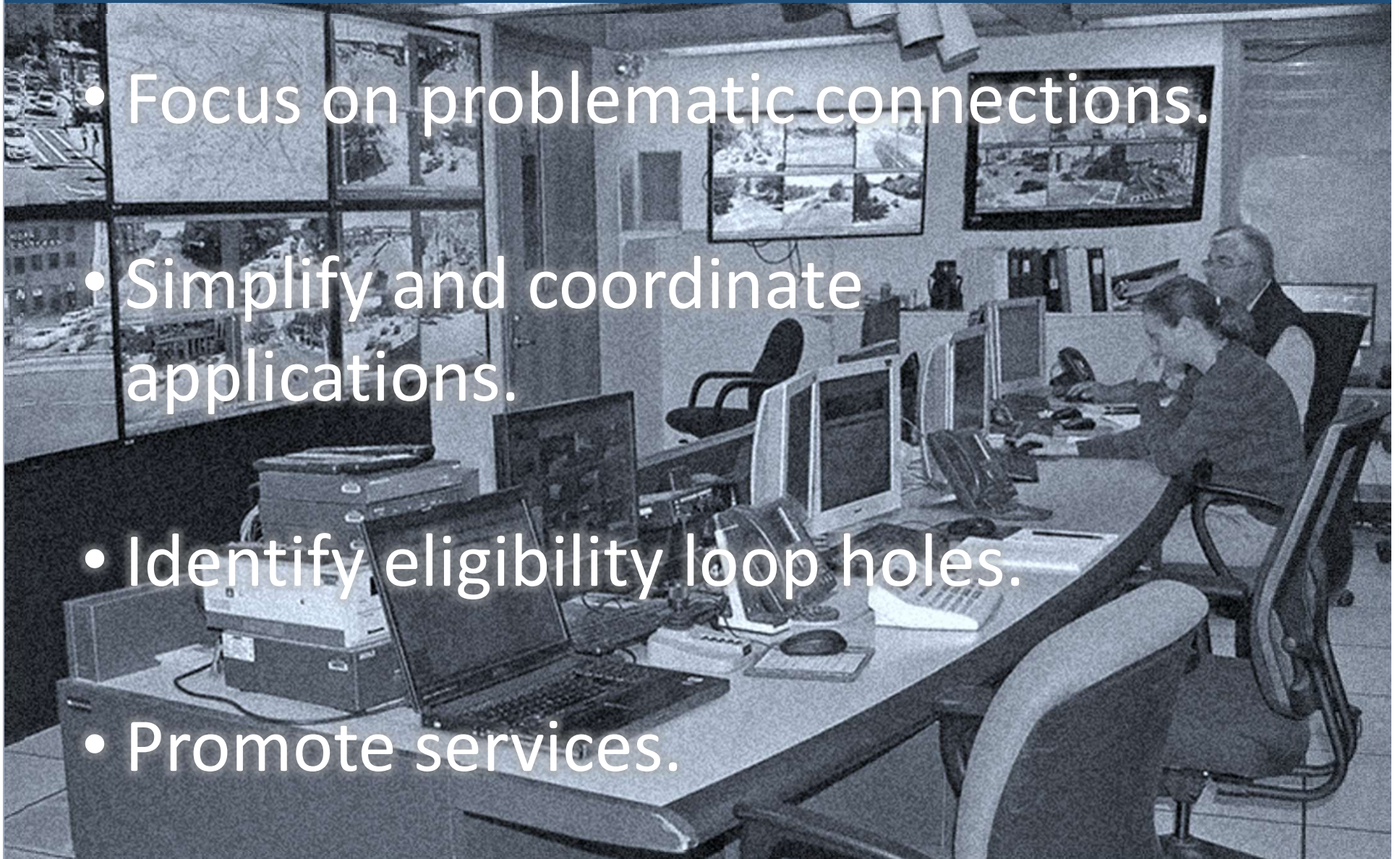
- Focus on problematic connections.
- Simplify and coordinate applications.
- Identify eligibility loop holes.
- Promote services.





# POLICY AND SERVICE COORDINATION

- Focus on problematic connections.
- Simplify and coordinate applications.
- Identify eligibility loop holes.
- Promote services.



# FUNDING STRUCTURE

- Flexible funding sources.
- Apply as a region







# LAND USE AND ENVIRONMENTAL CONDITIONS

- Model ordinance language and land use policies
- Checklist for locating destinations

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# Coordinating the Right Solutions





# Aging & Disability Sensitivity/ ADA Training

This training opportunity to review the Americans with Disabilities Act and increase awareness and sensitivity in working with older adults and people with disabilities. This is a highly interactive, experiential training.



Training will be conducted by Centralina Council of Government staff with experience in working with older adults and people with disabilities: Katie Kutcher, MA in Gerontology & Patricia Cowan, ADA Coordinator Training Certification through the University of Missouri and the Great Plains ADA Center



**13 trainings offered FY16 & 17**

**Over 200 drivers completed training!**

CENTRALINA  
**MOBILITY**  
MANAGEMENT



# What is Volunteer Transportation?

- Volunteers using their personal vehicles to provide transportation to older adults, people with disabilities and veterans in need of transportation
- VTS is operated by Centralina Connection, Inc., a non-profit organization (501 (c)(3) whose mission is to help residents throughout the Centralina area in need of transportation



# Why Volunteer Transportation?

- VTS allows neighbors to help neighbors
- VTS may be able to provide services for people who otherwise would fall through the cracks
- VTS System does not duplicate service yet complements existing services.



# Volunteer Transportation Services

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**Eligibility:** People who live in Anson, Cabarrus, Gaston, Iredell, Lincoln, Mecklenburg, Rowan, Stanly, or Union Counties and are:

- 50+
- Veteran
- Adult with a disability



# Volunteer Transportation Services

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- 18 orientations in FY17

Online Training NOW AVAILABLE!!

- 76 certified Volunteers in Region
  - 21 Gaston
  - 19 Mecklenburg
  - 13 Lincoln
  - 12 Union
  - 10 Iredell
  - 1 Cabarrus

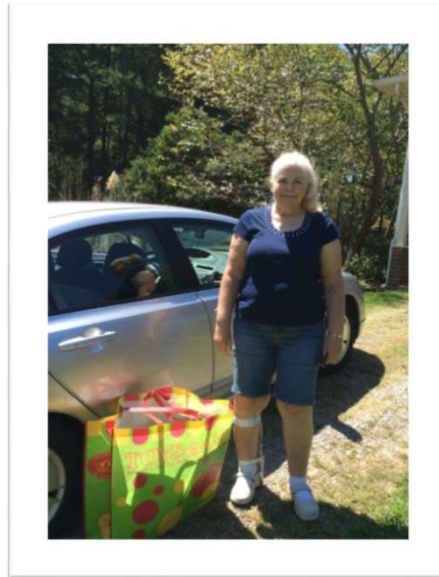




# VTS Program Update

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- Began serving Lincoln County in August 2014
- 1877 successful one-way trips
- Total of over 30,377 miles driven!
- 2,139 volunteer hours!



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## **JUNE 23<sup>RD</sup> 2017 WALKABILITY AUDIT**

### **BUS STOP ACCESSIBILITY AUDIT**

Join us as we conduct a walkability and accessibility audit of community bus stops to identify potential areas of improvement to ensure that older adults and people with disabilities can safely and easily access transportation. Many things determine if someone will have an enjoyable experience on transit including; a protected place away from traffic to wait, wide and smooth sidewalk connections to bus stops, and safe places to cross the road nearby.

Guidance on what to look for, materials for conducting the audit, and a facilitated discussion will be provided by planning and aging experts from Centralina Council of Government.

*Please be sure to wear comfortable clothing and shoes and be prepared to make observations and suggestions for improvement. In case of inclement weather, participants who have RSVP'd will receive notification of alternate plans.*



**Shamrock Senior Center  
3200 Shamrock Drive  
Charlotte, NC 28215**

**2:00 PM to 3:30 PM**

**Get involved in your community!**

**Increase awareness of the needs of older adults and people with disabilities**

**Wear comfortable clothes, shoes and sunglasses!**

**Please RSVP to  
Katie Kutcher at  
[kkutcher@centralina.org](mailto:kkutcher@centralina.org)  
or  
704-348-2705**





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Stanfield Cal  
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Wooresville S  
Lincoln Co  
Mecklenbu  
Davidson Hun  
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# Walk Audits





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Lincolnton  
Mecklenburg  
Davidson  
Mint Hill  
Hemby  
Marshville  
Monroe  
Neddington Wesley Chapel  
Maxhaw Wingate

# Walk Audits



# Mobility Management

## One Click:

- Centralina Council of Governments created a website [www.centralinamobility.org](http://www.centralinamobility.org)
- Designed to be a resource for service providers and the general public



# Mobility Management Website

The screenshot shows a web browser window with the URL <http://centralinamobility.org/transportation-search>. The browser's address bar and tabs are visible. The website's navigation menu includes "About the Program", "Transportation Options", "Resources and Links", and "Quarterly Meeting". The main content area features a search form with the following fields and options:

- County:** Select the county from the list (dropdown menu)
- Age:**
  - under 50
  - 50 - 59
  - 60 and over
- Is this an out of county trip?** Select yes or no (dropdown menu)
- Is this trip for medical or non-medical purposes?** Select medical or non-medical (dropdown menu)
- Do you require wheelchair access?:** Please select yes or no (dropdown menu)
- Which days are you interested in?**
  - Weekdays
  - Weekends
- Which hours are you interested in?**
  - During Business Hours

A search button is located to the right of the form fields.





## Mobility Management

Mobility Management involves making the most efficient use of all available resources to improve mobility and reduce costs. Within the nine-county Centralina region, a variety of services are available, both national and local, scheduled fixed-routes and trips by-request, fee-based services and free services made possible often through the help of volunteers.

**Rail Service** in the region is currently limited to AMTRAK and the Charlotte Blue Line light rail.

**Fixed Route Bus Services** serve Kannapolis, Concord, Salisbury, Gastonia, and Mecklenburg County. Route schedules and ticket sales are usually available online or by phone, or at transit centers.

**Para-transit Services** (or "dial-a-ride") are available in every county of the region. They serve the elderly, disabled, or veterans for medical appointments and social services.

## Volunteer

### Mobility Programs

- Volunteer Transportation Services (VTS)**  
844-887-7433 www.centralnavts.org  
(844-VTS-RIDE)
- American Red Cross**  
704-376-1661 www.redcross.org
- American Cancer Society**  
704-552-6147 www.cancer.org
- Disabled American Veterans**  
704-638-9000 www.dav.org
- Love, Inc.**  
704-536-5588 www.loveinc.org
- Shepherds Center Transportation Services**  
704-365-1995 www.shepherdscharlotte.org

## Our Partners



Contact us for a complete list of our participating partners.



## Greater Charlotte Area Public and Volunteer Transportation Options

Helping people  
navigate their  
transportation options.



525 N. Tryon St. 12th floor  
Charlotte, NC 28202

phone: 800-508-5777  
email: centralinamobility@centralina.org  
web: www.centralinamobility.org

This brochure was created May, 2014



## Available Transit Services by County



## Transit Agencies

- Anson County Transportation System (ACTS)**  
800-735-8262 or 704-894-2596  
www.co.anson.nc.us/
- Cabarrus Cabarrus County Transportation Services (CCTS) & CK Rider** 704-920-2246  
http://www.ckrider.com/
- Gaston ACCESS** 704-866-3206  
www.gastongov.com/departments/access
- Gastonia ACCESS** 704-866-6056  
www.cityofgastonia.com/transportation/city-bus-service
- Iredell - ICATS** 800-735-8262  
www.co.iredell.nc.us/Departments/Transportation/
- Transportation Lincoln County (TLC)**  
704-736-2030  
www.lincolncounty.org/index.aspx?nid=139
- Charlotte Area Transit System (CATS)**  
www.ridetranisit.org 704-336-7433
- Mountaineer North-South** 704-509-1725  
www.horizoncoachnc.com/Horizon-Mountaineer-North-South.pdf
- Rowan Transit System (RTS)** 704-216-8888  
www.rowantransit.com
- Salisbury Transit** 704-638-5252  
www.salisburync.gov/transit
- Stanly SCUSA** 704-986-3790  
www.stanlycountync.gov/transportation/
- Union County Transportation** 704-283-3713  
www.co.union.nc.us/Divisions/Transportation.aspx



# Contact us-

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704-348-2705

[www.centralina.org](http://www.centralina.org)

[www.centralinamobility.org](http://www.centralinamobility.org)

[www.centralinavts.org](http://www.centralinavts.org)

