



CAPE FEAR PUBLIC TRANSPORTATION AUTHORITY

Locally Coordinated Public Transportation Plan

November, 2016

ADOPTED: DECEMBER 15, 2016

2016 Locally Coordinated Public Transportation Plan

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Introduction and Background

In 2008, the Federal Transit Administration (FTA) required a coordinated plan of local transit services in order to apply for funds from the Elderly and Disabled Individuals Transportation (FTA Section 5310), Job Access and Reverse Commute (FTA Section 5316) and New Freedom (FTA Section 5317) Programs. On October 1, 2012 new legislation, the Moving Ahead for Progress in the 21st Century (MAP-21), went into effect. Changes as a result of MAP-21 included a repeal of Section 5316 (JARC - Job Access and Reverse Commute) and Section 5317 (New Freedom) programs. New Freedom program elements were merged into an enhanced Section 5310 program which now serves as a single formula program to support mobility of older adults and persons with disabilities.

Also in 2012, following publication of the 2010 census, the Wilmington Urban Area was designated a Transportation Management Area (TMA) having exceeded the required 200,000 population threshold required for that designation. The TMA designation included an annual allocation for Section 5310 funding to support Elderly and Disabled Transportation in the TMA. The Section 5310 program provides formula funding to TMA's for the purpose of assisting private nonprofit groups, governmental agencies, and private providers of public transportation in meeting the transportation needs of older adults and persons with disabilities when public transportation services provided are unavailable, insufficient, or inappropriate to meet the need. Funds are apportioned to TMA's based on statutorily defined formulas.

On June 06, 2014, the FTA issued Circular 9070.1G to offer guidance and clarify the requirements for the administration of transit programs for older adults and persons with disabilities under Section 5310. Per FTA requirements, projects selected for funding must be included in a locally developed, coordinated public transit-human services transportation plan, that was developed and approved through a process that included participation by people age 65 and over, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public. A locally developed, coordinated public transit-human services transportation plan, (LCP) should identify available services, assess the transportation needs of people age 65 and over and people with disabilities, provide strategies for meeting those needs, and prioritize services for funding and implementation. The Cape Fear Public Transportation Authority-Wave Transit first developed an LCP in 2008, with a subsequent update in 2011. This 2016 LCP serves as an update to the 2011 plan, and provides the required documentation to access Section 5310 federal transportation grants. The 2016 LCP will be due for update, per the FTA minimum, by 2020.

On June 27, 2014, North Carolina Secretary of Transportation Anthony Tata designated the Cape Fear Public Transportation Authority - Wave Transit as the designated recipient of Section 5310 Funding in the TMA, consistent with the provisions of Moving Ahead for Progress in the

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21st Century (MAP-21). As the Designated Recipient, Wave Transit will continue to serve as the lead agency in the development of the LCP for the region. Additionally, Wave, as the designated recipient, has the responsibility to receive and apportion Section 5310 funding, including the filing of grant applications under the 5310 program, and ensuring that local applicants and project activities are eligible and compliant with federal requirements. In 2015 a 5310 Program Management Plan (PMP) was drafted and approved by the FTA. The primary purposes of the PMP are to serve as the basis for FTA management review of the program and to provide public information on the approved and compliant administrative processes to program administration. On December 4, 2015, the Fixing America's Surface Transportation (FAST) Act was signed, reauthorizing surface transportation programs (including Section 5310) through Fiscal Year 2020. The FAST Act supersedes Map-21, with minimal change to Section 5310.

In 2016 Wave Transit formed a permanent 5310 advisory committee to guide the management of Section 5310 funding, inclusive of this LCP process. The committee consists of representatives from the following: Wave Transit Board of Directors, the Wilmington Urban Area Metropolitan Planning Organization (WMPO), the Wilmington Urban Area Metropolitan Planning Organization Board (WMPO Board), local governments, specialized transportation providers, human services agencies serving special needs clients, schools with special programs, veterans groups, as well as advocates for people with disabilities, community leaders, people age 65 and older, and people with disabilities. This group will facilitate the ongoing regional coordination of transportation services for people age 65 or over and people with disabilities, and provide guidance and feedback to Wave staff in order to administer the 5310 program most effectively.

Transportation Management Area (TMA)

In 2012 the Wilmington Urban Area (UZA) was designated a Transportation Management Area (TMA). The extent of the TMA is defined by WMPO UZA boundaries and encompasses portions of New Hanover, Brunswick and Pender Counties. A map of the TMA is provided in Figure 1. The data source is the North Carolina Department of Transportation (NCDOT) Transportation Planning Branch.

2010 Census data show that the total population of the TMA is 219,957 and the population of persons 65 and over is 15% or 33,367. Using American Community Survey data for New Hanover County (which has a comparable rural and urban population mix to the greater TMA), the estimated population of persons with a disability, under age 65, in the TMA is 8.8% or 19,356. The total estimated population of persons age 65 or over and persons under age 65 with a disability in the TMA is 52,723.

Two data sources have been used in order to capture the variables of age and disability as they are not included in the same data collection tool. The variable of age is captured by the 2010

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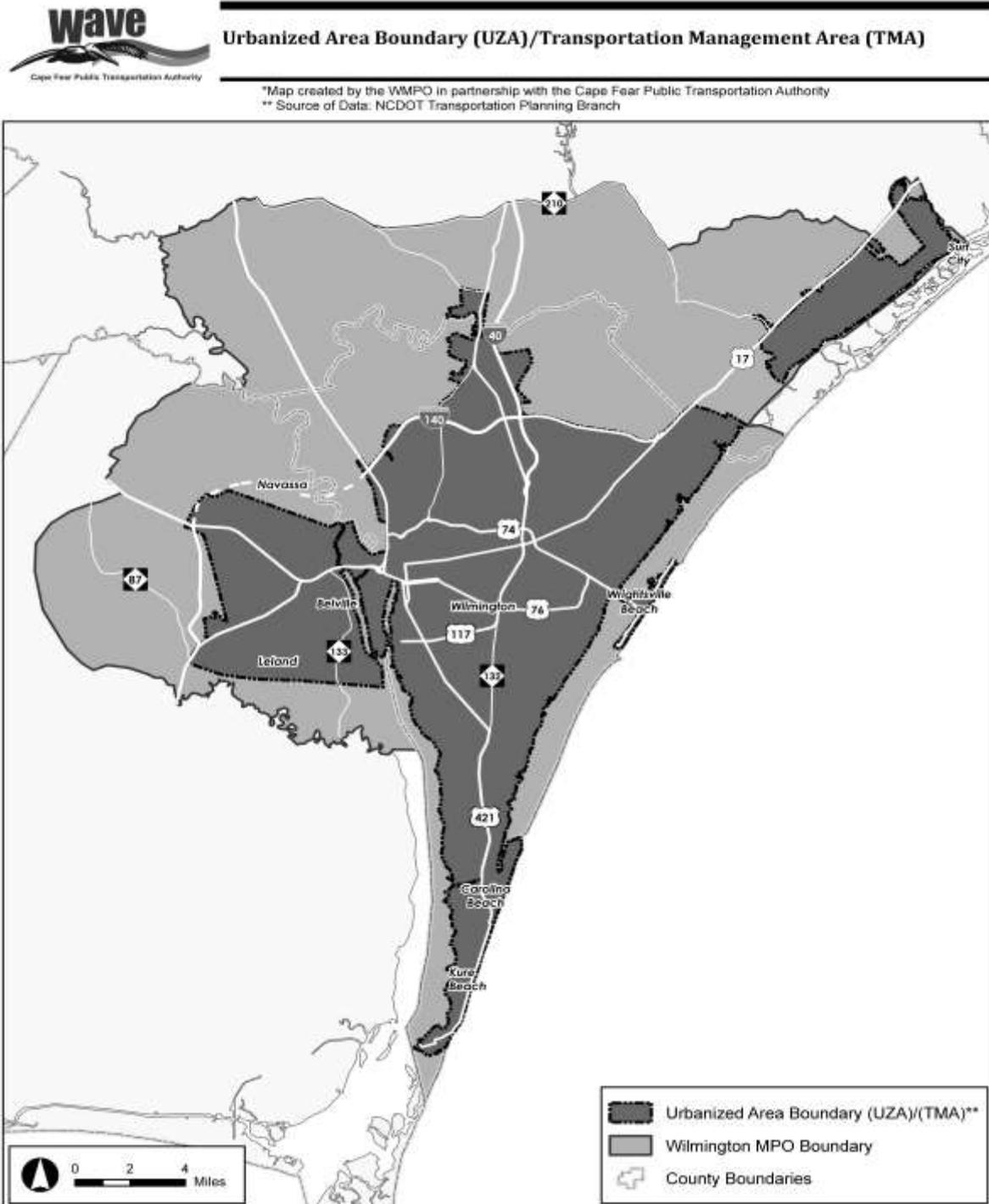
Census and the variable of disability is included in the American Community Survey. Further, though Census data could be calculated for the total population within the TMA, American Community Survey population data necessitated an estimate for the TMA based on a comparison with New Hanover County.

Figure 2 shows the population density of persons age 65 and over residing in the TMA. Geographic concentrations of persons age 65 or over range from 0% to 32%. Four shades of grey are used to depict the density range of the population with an age of 65 and over. The lightest areas represent the lowest population density while the darkest areas represent the highest density of persons age 65 and over. This map was created by the WMPO in partnership with the Cape Fear Public Transportation Authority. The data source is the 2012 American Community Survey which is produced by the US Census.

Figure 3 shows the population density of persons with disabilities residing in the TMA. Geographic concentrations of persons with disabilities range from 0% to 27%. Three shades of grey are used to depict the density range of the population with a disability. The lightest areas represent the lowest population density while the darkest areas represent the highest density of persons with disabilities. This map was created by the WMPO in partnership with the Cape Fear Public Transportation Authority. The data source is the 2012 American Community Survey which is produced by the US Census.

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Figure 1. Urbanized Area Boundary (UZA)/Transportation Management Area (TMA)



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Figure 2. Density of Population 65 Years of Age or Over

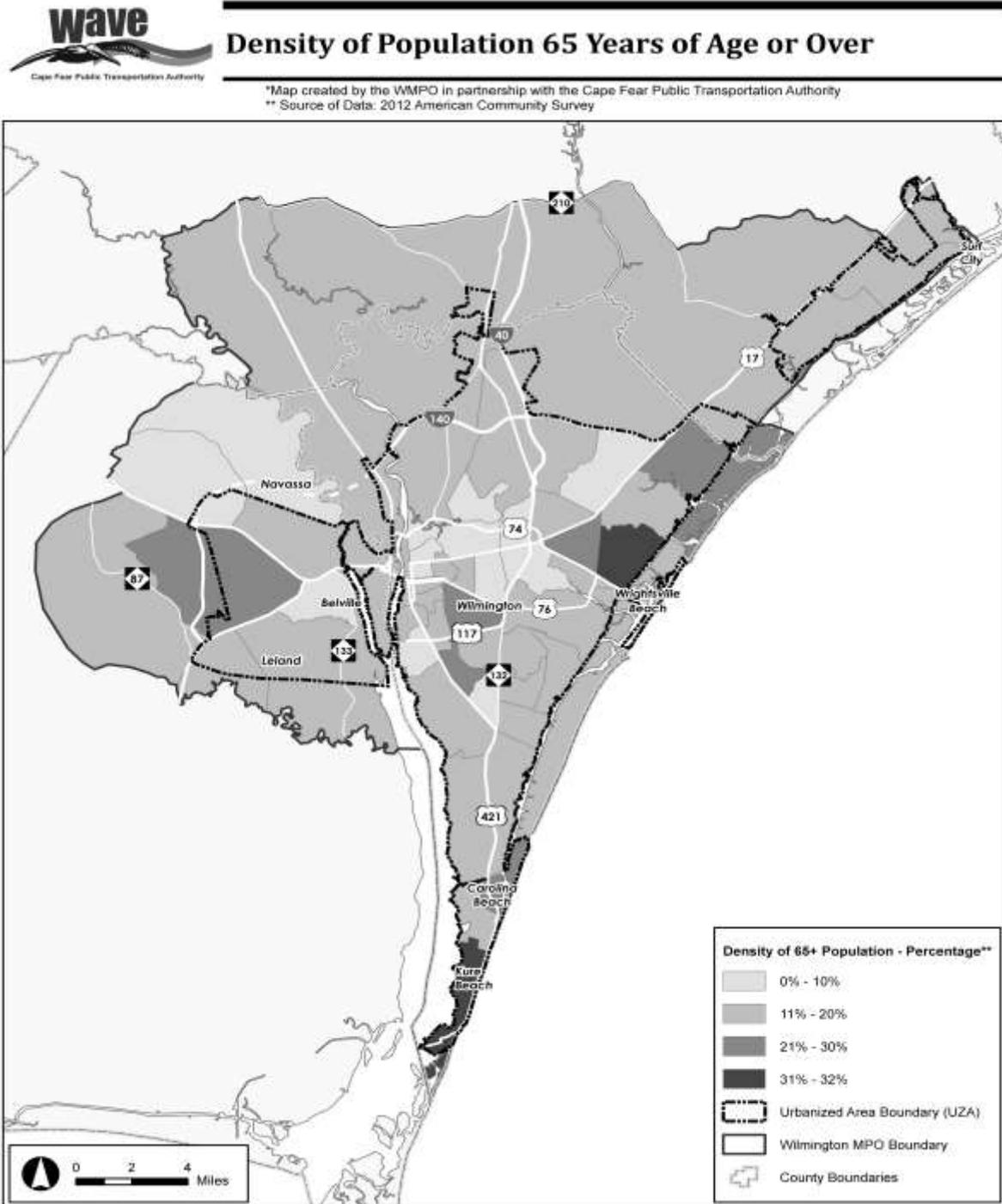
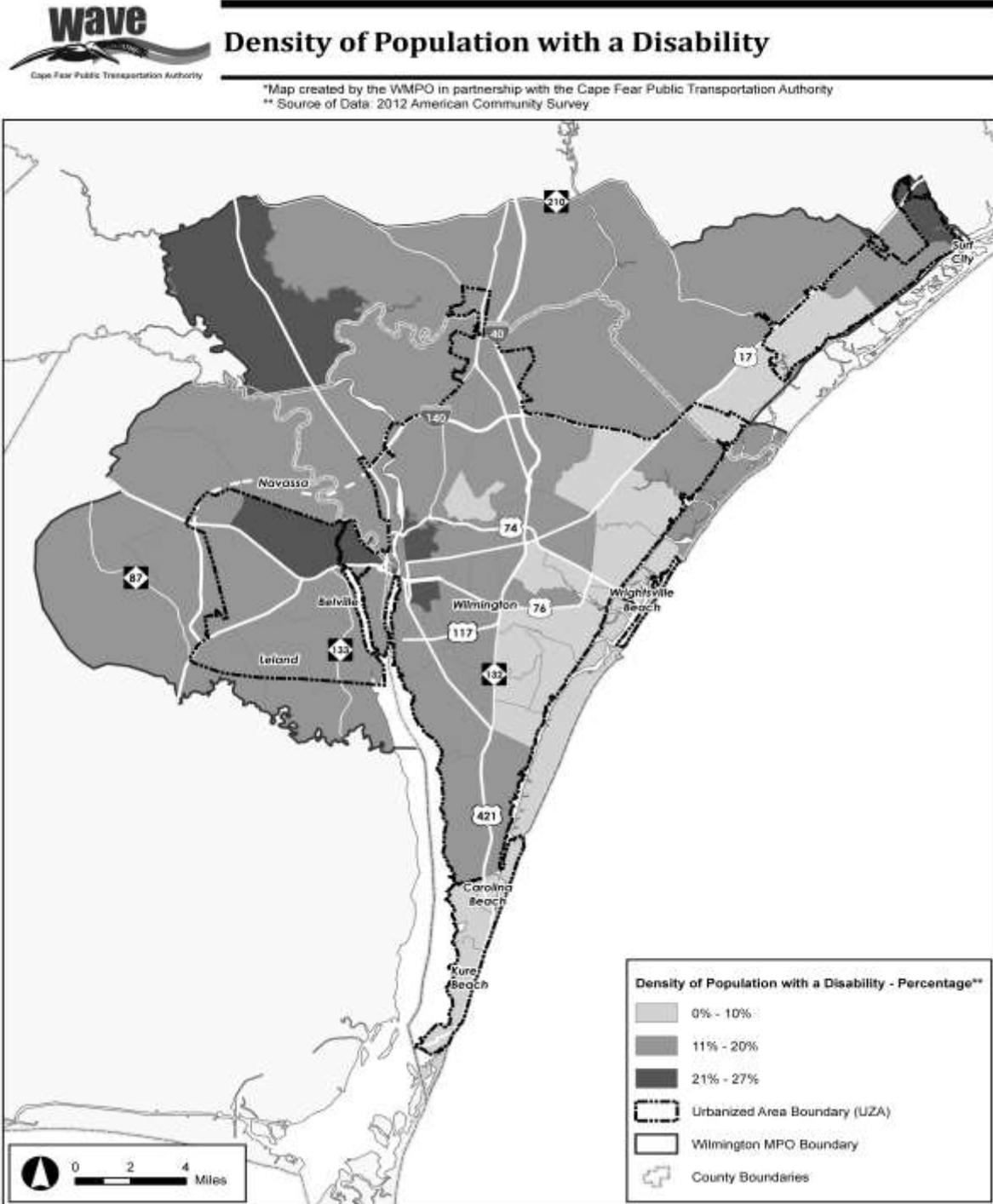


Figure 3. Density of Population with a Disability



Plan Approach

The Cape Fear Public Transportation Authority currently employs a planning process which was drafted to ensure full participation by the community in developing programs and plans that are both compliant with federal regulations and meet the diverse transportation needs of the community. The Section 5310 Locally Coordinated Plan planning process will utilize the same processes employed for other public transportation programs.

The Guide to the Local Coordinated Planning Process by NCDOT has been established by the Authority as its reference to development of the LCP. The guide is attached as Appendix A. The seven steps of LCP development are:

1. Step 1 - Identify the Lead Agency
2. Step 2 - Convene the Steering Committee
3. Step 3 - Prepare for the Coordinated Planning Workshop
4. Step 4 - Conduct Local Coordinated Planning Workshop(s)
5. Step 5 - Plan Update Methodology
6. Step 6 - Adopt the Plan
7. Step 7 - Update the Plan

Per FTA requirements (C 9070.1G pg. V-4), this plan has been 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. Additionally, inclusive planning practices based on best practices from the Community Transportation Association -Transit Planning 4 All were utilized.

This LCP includes all required FTA elements (C 9070.1G pg. V-2):

1. An assessment of available services that identifies current transportation providers (public, private, and nonprofit)
2. An assessment of transportation needs for individuals with disabilities and seniors
3. Strategies, activities, and/or projects to address the identified gaps between current service and needs, as well as opportunities to achieve effectiveness in service delivery
4. Priorities for implementation based on resources, time, and feasibility

The written record of the activities and information gathered through a public participation process: public forums with stakeholders and a community survey, serve as the basis of the 2016 LCP. The principal goals of the plan are to discover the unmet transportation needs of people age 65 and over and people with disabilities through the identification of available services, and a community needs assessment; identify strategies for meeting those needs; and

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discuss the prioritization of those strategies for funding and implementation. Each of these elements is further described in the following sections.

Guidance and feedback on the 2016 LCP was sought from the Wave Transit Board of Directors, the WMPO, the Technical Coordinating Committee (TCC), the WMPO Board, and the 5310 Advisory Committee. Additionally, public comments, collected during a 30 day comment period, were considered in the completion of this planning document. Wave Transit has cooperatively worked with local organizations and agencies that are human service providers or those stakeholders with an interest in transit projects to develop a comprehensive local plan to address the primary transportation needs in the TMA. Wave Transit will continue to provide local organizations and agencies with all updates regarding this Local Coordinated Plan as it relates to specified FTA grants (5310).

Identification of Available Services

Federal law requires that a LCP include an assessment of available services that identifies current transportation providers (public, private, and nonprofit) in the TMA. Major transportation providers for older adults and people with disabilities in the TMA include public transportation providers, several nonprofits, as well as private companies- some offering ADA compliant transportation. A list of major transportation providers serving older adults and people with disabilities in the TMA is included as Appendix B.

Public Transportation Services

Wave Transit is the primary public transportation provider for older adults and people with disabilities in the TMA. Wave offers fixed-route public transportation, complementary Paratransit, Medicaid transportation, vanpooling, and limited rural transportation. One other organization in the TMA provides limited public transportation services: the New Hanover County Senior Resource Center (SRC). The SRC offers shared ride transportation for a monthly shopping trip, and medical transportation for seniors aged 60 or older living in New Hanover County who are not receiving Medicaid.

Private Transportation Services

Private transportation providers in the TMA include Yellow Cab, Uber, Event Shuttle, and Ivory's. Some private providers either specialize in or offer wheelchair accessible transportation.

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Nonprofit Transportation Services

Several nonprofit transportation providers offer service in the TMA. Brunswick Transit System (BTS) is a 501(c) (3) non-profit community transportation system operating a fleet of 16 vehicles; including wheelchair (ADA) equipped vehicles to assist persons with special needs. BTS coordinates general public and human service transportation services for all residents of Brunswick County. Transport into New Hanover County is offered twice weekly. All trips are provided by reservation. Pender Adult Services Transportation (PAS-TRAN) is a 501(c) (3) non-profit transportation provider operating in Pender County. PAS-TRAN offers service in Pender County and connecting service to New Hanover and Duplin County. Trips are provided by reservation. All vehicles in the fleet are wheelchair (ADA) equipped. Other nonprofit transportation providers in the TMA include Disabled American Veterans Wilmington Chapter 11 (DAV), which provides transportation to and from VA Medical Facilities, and Aging in Place Downtown which offers shared-ride transportation for a weekly shopping trip.

Assessment of Transportation Needs

The second FTA required element of an LCP is an assessment of transportation needs for individuals with disabilities and seniors. This 2016 assessment of transportation needs is based on data gathered through public involvement activities in the form of two (2) surveys: a web-based community survey and an in-person survey of fixed Route 205 customers; and a series of four (4) public forums.

Community Survey

The goals of the community survey were to understand and prioritize the transportation needs of people age 65 and over and people with disabilities. Survey takers were asked to score a list of needs using a Likert scale with the choices of: very important, somewhat important, not very important, and not important at all. The survey design was modeled on similar tools utilized by regional LCPs. Content was developed through consultation with the 5310 advisory committee, Wave staff, and Professor and Gerontology Program Coordinator at the University of North Carolina Wilmington (UNCW), Anne P. Glass, Ph.D. The survey was hosted by the web-based data collection service Survey Monkey.

The majority of survey responses were collected online. A link to the online survey was distributed via email to stakeholders, community partners, and among the professional networks of 5310 advisory committee members. The link was also shared on Wave's Facebook and Twitter platforms, and posted on the Wave website. Paper versions of the survey were available at all public forums, and were distributed by Wave staff at outreach events during the survey period. The survey was promoted in email and print newsletters distributed by the Town of Kure Beach, Wilmington Regional Association of Realtors (WRAR), and the disAbility

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Resource Center (local Independent Living Center). Other promotion included a mention in two radio interviews on local radio station WHQR, several StarNews newspaper articles about the community forums which included a link to the survey, and television coverage of the forums which mentioned the survey. The survey period lasted approximately four months; opening on May 17, 2016 and closing on September 23, 2016.

A response rate goal was determined based on the University of Idaho Extension Publication: *Methods for Conducting an Educational Needs Assessment: Guidelines for Cooperative Extension System Professionals* by Paul F. McCawley. The Survey Response Rate Formula is shown in Figure 2. Target population size was estimated using the 2010 US Census, and 2012 American Community Survey data. Percentage estimates for persons with disabilities were based on New Hanover County (NHC) as the urban/rural population of NHC closely compares to the greater TMA. Figure 3. shows the target population estimate. Based on the size of the target population and a desired 90% confidence level, a response rate goal of 422 was selected. This goal was surpassed as a total of 520 responses were collected: 45 paper survey responses and 475 online responses. A sample survey and complete survey response data are provided as Appendix C.

Figure 2. Survey Response Rate Formula

		Size of Target Population			
			10,000	50,000	100,000
Confidence Interval +/- 4%	Confidence Level	90%	408	422	424
		95%	566	593	597
		99%	939	1016	1026
Confidence Interval +/- 5%	Confidence Level	90%	265	271	272
		95%	370	381	383
		99%	622	655	659

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Figure 3. Target Population Estimate*

Target Population	
Total TMA population	219,957
Population of Persons 65 and over	<ul style="list-style-type: none"> • 15% • 33,367
Estimated population of persons with a disability, under age 65	<ul style="list-style-type: none"> • 8.8% • 19,356
Total estimated target population (persons 65 and over and persons with disabilities)	<ul style="list-style-type: none"> • 52,732

* Population estimates for persons with disabilities based on NHC.

Route 205 Survey

The goal of the Route 205 survey was to assess the current number of customers utilizing fixed Route 205 that are age 65 and over and/or have a disability. Route 205 serves New Hanover Regional Medical Center and surrounding medical offices. This route was identified in the 2011 LCP as having a high number of customers age 65 and over and with disabilities and is currently funded, in part, through Section 5310.

Survey administration and analysis was performed by students from UNCW. Sociology MA candidate Anne Rinehart served as project manager and two UNCW undergraduate Sociology students administered the survey in the field. Assistant Professor of Sociology, Julia F. Waity, Ph.D. provided faculty support for the project.

The 12 survey questions were developed with input from Wave staff and were based on previously successful measures from a recent survey conducted on another Wave route, as well as measures similar to those in the American Community survey. Survey administration was performed onboard during Route 205's normal transit operations at varied service hours for approximately one month from July 5, 2016 to July 24, 2016. Respondents were identified for participation through a randomized selection process utilizing a numbered seating chart of the bus, and a random number generator. Respondents received a 2-ride Wave Transit bus pass in exchange for participation. A total of 201 responses were collected. Survey data were entered electronically by student researchers, using tablet computers programmed with the survey software QuickTapSurvey. Data were analyzed using the Statistical Package for the Social Sciences (SPSS) software. A sample Route 205 survey is provided as Appendix D.

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Public Forums

The goals of the public forums were to identify transportation needs, assign priorities to needs, and discuss strategies to meet the transportation needs of people age 65 and over and people with disabilities. Four (4) public forums in four locations within the TMA were held during the week of July 11, 2016. Locations and times were chosen through consultation with the 5310 advisory committee and reflect best practices of inclusive planning from the Community Transportation Association -Transit Planning 4 All. See Appendix E for a forum flyer listing locations, dates and times of meetings. All locations were wheelchair (ADA) accessible and located on or near a Wave Transit bus route. Forums were held during Wave Transit service hours and participants were reimbursed with a bus pass, or DART voucher if they utilized Wave services to attend. Accommodations for persons with disabilities were offered and an American Sign Language (ASL) interpreter was provided at one forum. Volunteers assisted participants with low or no vision, those with mobility issues, and one call-in participant. A Spanish language volunteer interpreter was in attendance at 3 forums but did not provide translation services. Forums were staffed by Wave employees, 5310 advisory committee members, and volunteers from the Disabled American Veterans Association (DAV), disAbility Resource Center, Area Agency on Aging, and the WMPO.

Forums were promoted by local radio station WHQR, television stations WECT, WWAY, TWC News, and in the StarNews newspaper (online and in-print). Additionally, the forums were included in local online and print event calendars. Flyers were hung at all forum locations and in all Wave Transit buses. Flyers were also distributed by Wave staff at outreach events. Online promotion included Wave's Facebook and Twitter platforms, and website. Forums were also promoted in email and print newsletters distributed by the Town of Kure Beach, WRAR, NHC Senior Resource Center and the disAbility Resource Center. Additionally, email invitations were sent to stakeholders, community partners, and to the professional networks of 5310 advisory committee members.

Forum format was modeled after successful regional LCP workshop practices and the same agenda was utilized at each forum. A forum agenda is provided as Appendix F. After a brief description of the purpose and proceedings of the forum, Wave staff and volunteers were introduced. Next, participants introduced themselves and gave some information about their affiliation or interest in transportation for older adults and people with disabilities. Then a brief Power Point presentation outlined existing transportation services for older adults and people with disabilities after which participants engaged in a Needs, Solutions, and Prioritization exercise facilitated by Wave staff. The exercise first asked participants to list the un-met transportation needs for older adults and people with disabilities in the community. All un-met needs mentioned were written on paper flip charts and affixed to the wall of the meeting space. After a list of needs was generated, each participant was given three (3) votes (sticky dots) to adhere to the need(s) they found most important. Voting created a prioritized list which was then used in the next phase of the exercise, to generate solutions. Solutions to the highest priority needs, as determined by the group, were generated and discussed.

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Overall, seventy two (72) members of the public participated in the forums. Participants included people with disabilities, older adults, caregivers, government officials, representatives of public, private, nonprofit transportation, human service providers, veterans, community activists, teachers of students with disabilities, Wave Transit customers, and interested community members. A list of all participants is provided as Appendix G.

Identified Need

Community Survey

Survey respondents ranked seven (7) statements of need by choosing if they were: very important, somewhat important, not very important, or not important at all. The following list ranks the statements of need by the percentage of respondents that found the statement “very important.” A sample survey and complete survey data are provided as Appendix C.

1. 92% - Q1 We need to make sure Wave Transit can continue to provide transportation for people age 65 and over, and people with disabilities.
2. 87% - Q3 We need to make Wave Transit bus stops more accessible for people age 65 and over and people with disabilities.
3. 86% - Q7 We need more community education and advertising of available transportation services for people age 65 and over, and people with disabilities.
4. 77% * - Q5 We need more affordable door-to-door transportation, with aid assistance, for low income people age 65 and over, and people with disabilities.
5. 75% - Q4 We need more wheelchair accessible transportation.
6. 74% - Q2 We need additional transportation options for people age 65 and over and people with disabilities, besides the Wave Transit bus system and Wave Paratransit van service Dial-A-Ride (DART).
7. 70% * - Q6 We need more affordable door-to-door transportation, without aid assistance, for low income people age 65 and over and people with disabilities.

*Missing (“skipped”) data for questions 5 and 6 should be taken into account during further evaluation.

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Route 205 Survey

Though other demographic data were collected, the primary goal of the Route 205 survey was to assess the current number of customers utilizing fixed route 205 that are age 65 and over and/or have a disability. A sample Route 205 survey is provided as Appendix D.

The Route 205 survey found that of respondents:

- 48% identify as a person with a disability
- 10% are age 65 or over

Other key findings:

- 42% of respondents reported an annual income of under \$10,000
- 46.8% of respondents ride the bus 6 to 7 days a week
- 67% of respondents do not have another mode of transportation

Public Forums

Figure 4. shows a list of all needs mentioned (in no particular order) during the four (4) public forums, and the location of the forum where they were collected: New Hanover County (NHC) Northeast (NE) Regional Library, NHC Senior Resource Center (SRC), Leland Town Hall, and the NHC Main Library.

Figure 4. All Needs Mentioned at 2016 Public Forums (Not Ranked)

NE Library	
1.	Increase stop accessibility
2.	Increase sidewalks and crosswalks
3.	Curb cuts downtown station
4.	ADA assessment at Downtown transfer station
5.	Affordable Accessible Transportation options
6.	Transportation for special events
7.	Advocacy/resource hub
8.	Shelters and benches

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9.	Collaboration with private orgs
10.	More frequent service
11.	ADA improvements at stops
SRC	
1.	Shelters
2.	Increase bus stops in residential areas
3.	Fix drainage issues at SRC bus stop
4.	Reduced fare for Veterans
5.	Incorporate routes bus stops for new development
6.	More frequent service
7.	Increase sidewalks and crosswalks
8.	Auditory signals at crosswalks
9.	Increase time at crosswalk
10.	Increase outreach and education
11.	Less wait time for DART
12.	Resource hub
13.	Increase transfer points
Leland	
1.	Shelters
2.	Increase sidewalks and crosswalks
3.	Bus stop at Westgate Senior Center
4.	Extend DART Boundary
5.	Reliable and punctual service
6.	Software upgrades for DART service

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7.	Transportation to VA clinic from Brunswick Co
8.	Transportation to DAV stops
9.	Better connection to existing service
10.	Door to Door service (not curb to curb)
11.	Arm in arm service
12.	Accessible vehicle for Veteran's transportation
13.	Uber assist - Uber model
14.	Increase flexibility for DART (taxi model)
15.	Transportation for patients discharged from hospital
16.	Increase weekend and evening hours
17.	Transportation to airport
18.	"Friends of" advocacy and education of transportation
19.	Affordable Accessible Transportation options
20.	Reduce stigma and cultural view of people with disabilities
Main Library	
1.	Shelters
2.	DART ticket payment options
3.	Increased time for operators to pull away from stop
4.	Bus stops closer together
5.	Quicker response time for DART
6.	Better customer service/ more sensitivity to people with disabilities from drivers
7.	Resource hub/ single point of contact
8.	Increased access to medical centers
9.	More frequent service

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10.	More reliable service (broken buses)
11.	Increased comfort of buses (cosmetic improvements)
12.	Icons on schedule (wheelchair-friendly?)
13.	large print maps and schedules
14.	More info on bus stops per route
15.	Aid assistance for elderly
16.	Increased hours
17.	More affordable transportation
18.	Extend DART boundary
19.	Outreach and education to customers about policies
20.	More transportation options for employment
21.	Increase sidewalks and crosswalks

Figure 5. shows the needs prioritized at each forum (through voting with sticky dots), the forum location, and the solution(s) generated to meet the prioritized need. Forums were held at the New Hanover County (NHC) Northeast (NE) Regional Library, NHC Senior Resource Center (SRC), Leland Town Hall, and the NHC Main Library. In the interest of time, solutions were not generated for all prioritized needs at the SRC and Leland forums (prioritized needs without solutions are shown shaded).

Figure 5. Prioritized Needs and Solutions

Top Needs	Solutions
NE Library	
Increased sidewalks and crosswalks	Increase time at crosswalk, north Wilmington needs more
Affordable transportation (DART)	Same price as fixed route, sliding scale, no fee for vets
Increased stop accessibility	Strategic stop placement, more stops in dense areas. Shelters that have space for wheelchairs.

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SRC	
Shelters	Increase bus fare to purchase shelters, put shelters in high use areas
Reduced fare for disabled Vets	Making Waves Foundation could pay
Less wait time for DART	Adherence to 15 min window, accurate routing
Increased Outreach	Shopping centers, transfer points, handouts on bus, resident/community orgs, power bill insert,
More Frequent Service	
Leland	
Free transportation /sliding scale	Central location for free passes, free long term, income/poverty level criteria
Transportation for patients discharged from hospital	Communication with hospital social workers, advocacy group, expand DART hours for medical transportation, same day approval for DART, arm in arm service
Increased hours and weekend service to Leland	2nd shift, weekday end 1am, Sat and Sun 7-3, half hour service
Shelters and benches	
Increased flexibility in DART scheduling (taxi model)	
Main Library	
Increased hours	Begin service 5am, end service 12am on weekdays and 1am on weekends. More lights (solar), Emergency call boxes, security cameras at bus stops, study usage/demand for late night
Shelters and benches	Increase at medical and shopping centers, strategic placement -demographic- target groups, Pender Co., frequency of service may minimize need for shelters and benches
More frequent bus service	30 min frequency, more linear routes (other side of street), increase frequency only during peak hours, more opportunities for transfer, schedule adherence

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The full list of needs mentioned at forums was analyzed to determine priority by identifying main themes and grouping like needs under those themes. Only needs mentioned two (2) or more times were included in the prioritization. The number of like needs per theme were counted to generate a ranked list (most to least mentioned) by main theme. Figure 6. shows this ranking.

Figure 6. 2016 Public Forums - Prioritized Needs by Main Theme

Main Theme	Number of Mentions
Resource hub- advocacy, outreach, education, contact person	7
Change DART model- more demand response, quicker response time, less waiting, more efficient shared-ride scheduling, payment options	6
ADA improvements (fixed route)- curb cuts, large print route maps, identify wheelchair-friendly bus stops	6
Increase and improve sidewalk and crosswalk	6
Affordability	4
Shelters	4
More bus stops in service area (fixed route)- airport, medical offices, residential, senior living	4
Aid assistance- arm in arm service	3
Driver sensitivity training/ improve customer service for people with disabilities	3
More frequent fixed route service	3
Veterans Transportation	3
More Trip specific transportation- employment, medical, recreational	3
More reliable service	2

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Summary

The four (4) most mentioned themes from the forums were:

1. Resource hub- advocacy, outreach, education, contact person
2. Change DART model- more demand response, quicker response time, less waiting, more efficient shared-ride scheduling, payment options
3. Americans with Disabilities Act (ADA) improvements (Fixed Route) - curb cuts, large print route maps, identify wheelchair-friendly bus stops
4. Increase and improve sidewalk and crosswalk

The top three (3) needs from the community survey ranked “very important” were:

1. 92% - Q1 We need to make sure Wave Transit can continue to provide transportation for people age 65 and over, and people with disabilities.
2. 87% - Q3 We need to make Wave Transit bus stops more accessible for people age 65 and over and people with disabilities.
3. 86% - Q7 We need more community education and advertising of available transportation services for people age 65 and over, and people with disabilities.

Forum and survey data overlap at the following two themes: 1) resource hub, and 2) ADA improvements (Fixed Route). Resource hub was the most mentioned theme at the forums, and when the community survey categories of “very” and “somewhat important” are combined; Q7 (We need more community education and advertising of available transportation services for people age 65 and over, and people with disabilities.) receives the highest score of any needs statement at 97.8%. The theme of ADA improvements at bus stops was ranked second at the forums and the community survey.

The ranking of Q1 (We need to make sure Wave Transit can continue to provide transportation for people age 65 and over, and people with disabilities.) by 92% of respondents as “very important” lends support to the continued funding of Route 205, as 48% of 205 survey respondents identified having a disability. Though only 10% of 205 survey respondents indicated they were age 65 or over, this figure is reflective of the NHC population of persons age 65 and over at 15%. Additionally, the majority of 205 survey respondents, 67%, indicated that do not have another mode of transportation. One can infer that should Route 205 no longer provide service, it would impact persons age 65 and over and greatly impact persons with disabilities.

Implementation Strategies and Prioritization

The third FTA required element of a LCP is a discussion of strategies, activities, and/or projects to address the identified gaps between current service and needs, as well as opportunities to achieve effectiveness in service delivery. The fourth and final FTA element of an LCP is a discussion of the implementation of strategies or activities, based on time, resources, and feasibility.

Strategies to Address Identified Need

As outlined in the joint resolution and Interlocal Agreement between New Hanover County and the City of Wilmington which created the Authority, Wave Transit will work collaboratively with the community to develop a 5310 program which meets the transportation needs of older adults and people with disabilities in the region. Additionally, the 5310 Program Management Plan (PMP), vetted by the public and approved by the FTA in 2015, outlines the administration and scope of Wave's 5310 program.

Strategies included in this plan to meet identified needs were identified during public forums and through the community survey, both of which included participation by older adults, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers, and other members of the public.

Prior to their implementation, specific strategies and activities of the 5310 program will be further developed with feedback from the 5310 advisory committee. Input will also be sought from the Wave Transit Board, WMPO staff, and the WMPO Board which includes members from all local governments in the TMA. NCDOT, local nonprofits, health and human service agencies, veterans groups, and other entities in the region which have an interest in transportation for older adults and people with disabilities, as well as the general public, will have an opportunity to provide input on strategies included in the 2016 LCP and the annual 5310 Program of Projects (POP).

Mobility Management Program

A mobility management program is one strategy of the 5310 program for the TMA that will address several key gaps between current service and identified needs, as well as provide a platform for the management and implementation of 5310 program actions. The goals of the mobility management program are to remove barriers to existing transportation service, and improve mobility options for people age 65 and older and people with disabilities. The program will be managed by Wave staff and guided by the 5310 advisory committee which includes local government and community leaders, as well as professionals in the fields of transportation and social service, people age 65 and older, and people with disabilities.

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The mobility management program plans to address three of the four most mentioned themes from the forums:

1. Resource hub- advocacy, outreach, education, contact person;
2. Change DART model- more demand response, quicker response time, less waiting, more efficient shared-ride scheduling, payment options; and
3. Americans with Disabilities Act (ADA) improvements (Fixed Route) - curb cuts, large print route maps, identify wheelchair-friendly bus stops.

The program also plans to address two of the three highest ranked needs from the community survey:

1. 87% - Q3 We need to make Wave Transit bus stops more accessible for people age 65 and over and people with disabilities; and
2. 86% - Q7 We need more community education and advertising of available transportation services for people age 65 and over, and people with disabilities.

Additionally, as forum and survey data overlap at two main points: education/advertising/outreach and accessibility of bus stops (which will be referred to as: 1) “resource hub,” and 2) “ADA improvements”), greater programmatic attention will be given to these areas of need.

The identified needs listed above will be addressed through the mobility management program in four ways: a travel training program, improvements to existing accessible van services (DART), increased access to fixed route service, and community involvement. Each of these actions is further discussed in the following sections.

Travel Training Program

A Travel Training program meets the identified need “resource hub,” by offering outreach, education, a contact person, and the advertising of available transportation services for people age 65 and over, and people with disabilities. A Travel Training program is currently in development. It will aim to teach any person interested in navigating the Wave Transit transportation system to Ride the Wave. There will be no cost to participate and training will be available for individuals and groups. Each training session will be customized to the needs of the individual or group. Travel training sessions could include how to schedule accessible van services, read a route map, buy a ticket, transfer to another bus, use real-time bus tracking as well as plan and ride a bus route to a destination. A Travel Training program brochure is included as Appendix H.

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Improvements to Existing Accessible Van Services (DART)

This action responds to one of the most mentioned themes from the forums: “Change DART model- more demand response, quicker response time, less waiting, more efficient shared-ride scheduling, and payment options.” Wave currently provides public transportation to persons with disabilities that cannot use the fixed route system through our complementary Paratransit Dial-A-Ride (DART) accessible van service. This existing service will be brought under the umbrella of the mobility management program in order to maximize marketing efforts, and provide an opportunity to assess improvements to service delivery and customer satisfaction. Additionally, the cost versus efficiency/benefit of change to the current model will be assessed. A focus on improvements to the van service aligns with the FTA requirement that an LCP include a discussion of opportunities to achieve effectiveness in service delivery.

Increased Access to Fixed Route Service

The identified need “ADA improvements” will be addressed through actions to increase access to fixed route service for older adults and people with disabilities such as curb cuts, large print route maps, the identification of wheelchair-friendly bus stops, and others.

Community Involvement

This action meets the identified need: “resource hub,” by offering outreach, education, a contact person, and the advertising of available transportation services for people age 65 and over, and people with disabilities. The mobility management program will function as an information hub that links individuals to transportation resources, engages and responds to the needs of the community through outreach, and provides community grants to local transportation providers. Community grants are further discussed below.

Community Grants

Wave Transit, through the mobility management program, will offer community grants to local nonprofit, government, or private providers of public transportation serving older adults and people with disabilities. Projects selected for funding must be planned, designed, and carried out to meet the specific needs of seniors and individuals with disabilities when public transportation is insufficient, unavailable, or inappropriate, and must address a need identified in the LCP.

An annual Call for Projects will be published by the Authority announcing Section 5310 funding availability. A 2016 Call for Projects and grant application is included as Appendix I. Projects will be reviewed and recommended by the 5310 Advisory Committee and Wave staff, and approved for funding by the Wave Transit Board of Directors and the WMPO Board. Community grants

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are suballocations of the Section 5310 formula grant. The PMP provides administrative and programmatic guidance for suballocation under the 5310 program. The provision of community grants aids in regional coordination and collaboration of resources as the utilization of local funding from nonprofit agencies, local government, and private transportation providers can be used as local matching funds for the 5310 program.

Prioritization of Services for Funding and Implementation

Prioritization among strategies or activities for funding and implementation will be based on time, resources, and feasibility. The criterion of time will be further defined to include the long-term sustainability of projects, and the period of oversight. The criterion of resources will look to internal capacity (Wave), and the capacity of partner organizations. Finally, feasibility will include political, financial, and cultural considerations.

An additional criterion may also be examined: impact. The potential impact of strategies and activities will be assessed based on the FTA program measures below.

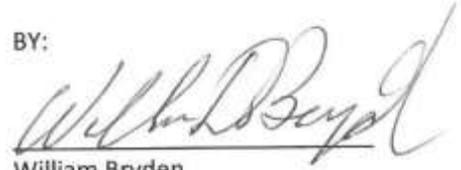
- **Gaps in Service Filled:** Provision of transportation options that would not otherwise be available for seniors and individuals with disabilities, measured in numbers of seniors and individuals with disabilities afforded mobility they would not have without program support as a result of traditional Section 5310 projects implemented in the current reporting year.
- **Ridership:** Actual or estimated number of rides (as measured by one-way trips) provided annually for seniors or individuals with disabilities on Section 5310 supported vehicles and services as a result of traditional Section 5310 projects implemented in the current reporting year.

ADOPTION

The CAPE FEAR PUBLIC TRANSPORTATION AUTHORITY Locally Coordinated Public Transportation Plan was duly adopted by a majority vote of the Authority at a regular meeting on:

December 15, 2016

BY:



William Bryden
Chairman

ATTEST:



Don Betz
Secretary



Appendix A.

Guide to LCP Planning Process

Getting Started

Coordination of public/private transit and human service transportation is vital in stretching transportation dollars and maximizing services for persons with disabilities, older adults and individuals with low incomes.

Effective in 2008, the Federal Transit Administration is requiring a coordinated plan of local transit services in order to apply for funds from the Elderly and Disabled Individuals Transportation Program (FTA Section 5310), Job Access and Reverse Commute Program (FTA Section 5316) and New Freedom Program (FTA Section 5317).

The first step in coordination of services is the development of a locally coordinated public transit-human service transportation plan that identifies transportation needs, provides strategies for meeting local needs and prioritizes transportation services for funding and implementation.

A coordinated plan must be developed through a process that includes representatives of public, private and nonprofit transportation and human service transportation providers as well as members of the public. This document provides a **five-step approach** that will provide guidance in the development of a locally developed coordinated plan.

Important: The planning process should be thoroughly documented from start to finish.

Documenting the planning process will help to eliminate questions and confusion, be evidence of your coordination efforts and help in the creation of a written locally developed coordinated plan.

Document all the activities, results and important decisions made throughout the planning process.

Step 1 – Identify the Lead Agency

Reference: Transportation Services Coordination Plan

The agency that will take the lead in the planning process could be any one of the following:

- Regional planning organization (rural planning organization, metropolitan planning organization, council of government)

- Local transit system(s)

- Community or municipality in the region

- Professional consulting firm

The Public Transportation Division supports efforts that result in regional coordination of planning activities and service delivery and, to that end, it is recommended that a rural planning organization or metropolitan planning organization, where willing and able, take the lead in the coordinated planning effort or, at a minimum, work with a consulting firm or other qualified persons in carrying out these activities.

Note: Financial assistance is available through the Public Transportation Division to facilitate the effective and efficient development of an approved locally developed public transportation human services coordinated plan.

Roles and Responsibilities of the Lead Agency

- Provide overall **guidance** and **structure** to the process

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Provide a **process** for local coordinated plan adoption in consultation with participants
Provide **written documentation** of the results of local coordinated planning process -The Plan
Provide and **execute a strategy** for approval of The Plan.

Step 2 - Convene the Steering Committee

Assemble a **small** number of people to help organize a coordinated planning workshop. This group will meet two or three times before the event. This committee, at a minimum, should consist of a representative from the following categories:

- Transportation partners (local and regional)
- Passengers
- Advocacy groups
- Human service providers
- Private providers
- Other interested groups

Roles and Responsibilities of the Steering Committee

- Determine the date, time and location of the local planning workshop(s)
- Determine who the stakeholders are and send invitations
- Determine who will facilitate the meeting(s)
- Design the agenda and make logistical decisions
- Provide guidance in how to navigate tricky or contentious issues
- Assist on the day of the workshop
- Draft a Coordinated Public Transit-Human Service Transportation Plan and determine a process for adoption

Steering Committee Task #1 _____

Select a date and time to hold the workshop. Determine a suitable location and facility for the workshop.

Location considerations:

- Adequate parking
- On or near bus lines
- Whiteboard or overhead projector
- Can accommodate service animals
- Meets all ADA facility requirements

Important: You may need to hold more than one workshop depending on the size of the planning area and attendance at the first workshop, or use other strategies to gather input. Strong consideration should be given to holding at least one workshop in each county of a multiple-county area.

Steering Committee Task #2 _____

Determine local groups and individuals who should be invited to participate in the local coordinated planning workshop. See the suggested list in Appendix B.

- Decide the right person in each group to contact
- Determine who will make the contact
- Gather contact information and send invitations

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Ask organizations to extend the invitation to participate in the local coordinated planning process to local interested or affected groups and persons. Many organizations will have a membership list or a list-serve that they use to get the information out.

Important: The invitation should be extended to a comprehensive, diverse population from all geographical areas of the planning area and should include retirees, workers, minorities, the aged, the disabled, those with limited English proficiency, and private transportation providers.

Ask invitees to RSVP to make planning for the workshop easier. After the RSVP deadline, assess responses or level of interest. If interest or participation in the **community planning** approach to public involvement seems “light” or “one-sided,” consider a change of venue or date, or add other public involvement techniques to improve participation such as:

- Focus groups
- Survey(s) (i.e., *Framework for Action*)
- Detailed study analysis

Steering Committee Task #3

Determine who will facilitate the workshop(s). Managing the meeting process and the flow of paper requires a facilitator and one or two assistants, none of whom is participating in the planning process. The facilitator will keep the group on track, guide the conversation, and not participate in the assessment. The facilitator can be a professional or a person from the community with experience guiding group work. Ask the community college, United Way, chamber of commerce, agricultural extension office or local mediation center to refer you to professionals or persons in your area with this skill. Before the workshop, the facilitator should learn about transportation and coordination.

Steering Committee Task #4

Determine whether the planning workshop will be one long meeting or two shorter meetings. In addition, the committee needs to decide how to collect data about existing services and resources. A sample agenda for a one-meeting process is included in Step 5. It will be helpful to distribute the sample agenda as a starting point. Once the agenda is set, the committee can decide how to set up the meeting space, make lists of supplies and assign responsibilities to committee members and staff.

Step 3 – Prepare for the Coordinated Planning Workshop

Reference: *The Framework for Action Facilitator’s Guide*

<http://www.unitedweride.gov/FFA-Communities.pdf>

Suggested Resource Checklist:

- Flip charts (at least one for each table)
- Magic markers (at least two different colors)
- Peel-and-stick dots - two colors (five of each color for each participant)
- Masking tape
- Maps – showing the planning area
- Transit service area maps
- Fixed route schedules and maps
- RPO or MPO planning area maps
- GIS, statistical or census data
- Survey available transportation services (send to attendees in advance)
- Briefs of the New Freedom and JARC Federal Circulars (send to attendees in advance and have copies in packets)
- Table tents with a number for each table

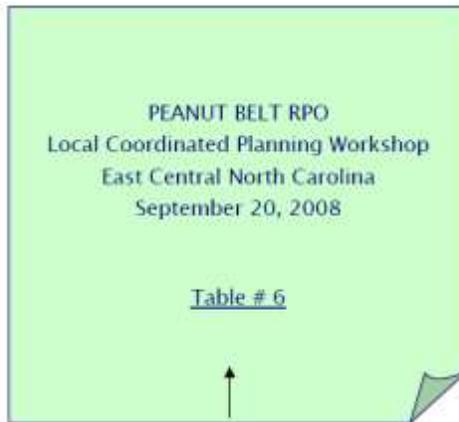
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Sufficient copies of the *Framework for Action* survey, if desired
Extra pencils and some paper for notes (a couple of legal pads)
Snacks at the workshop
A strategy to incorporate late arrivers into the process
Directions to workshop location posted on Web site
Blank name tags

Note: If you are having more than one workshop, make sure you have adequate supplies for each.

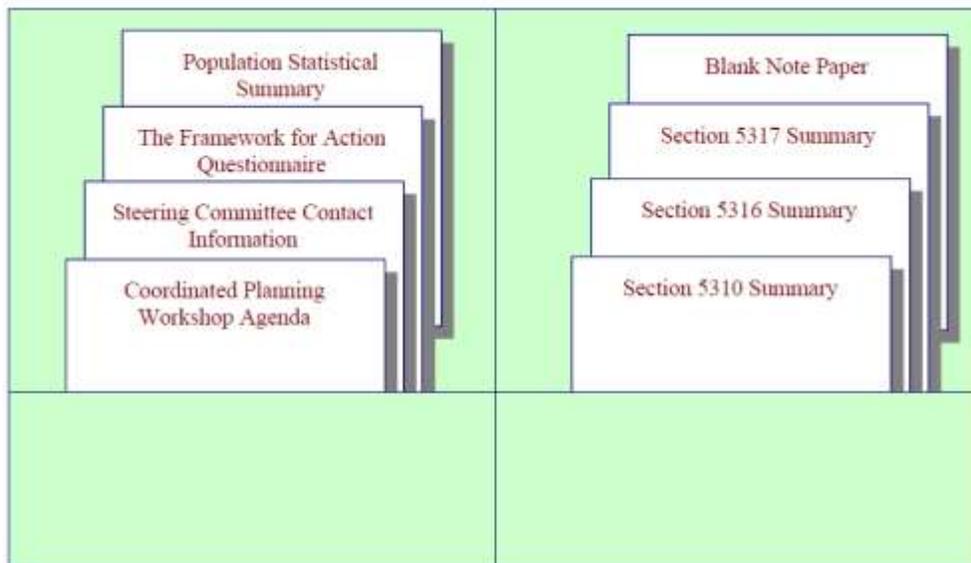
Prepare a packet of information for each participant. Make table assignments prior to the beginning of the workshop to ensure that each table has representatives from a variety of areas to facilitate an exchange of ideas during the planning process.



Place each participant's assigned table number on packet cover

Left Side of Folder

Right Side of Folder



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The packet might include such statistical information for the service area as:

- Number and percentage of elderly
- Number and percentage of persons with disabilities
- Map location of elderly and/or low-income households
- Map location of large employers and/or business parks
- Map location of registered vehicles or households with zero vehicles
- Number and percentage of registered vehicles
- Number of households with zero or no vehicles
- Out-of-county travel patterns of workers to jobs
- Number and percentage of lost employment due to lack of transportation

Create a sign-in sheet for each meeting of the steering committee, the planning workshop(s) and any follow-up meetings. Attendance records should be included in the final coordinated plan.

Sample SIGN-IN SHEET					
		Complete Shaded Area Below			
Table Assignment	Example Name	Signature	Organization	E-mail Address	Phone (include area code)
2	Otis Olderman				
4	Ann Ableson				
1	Barbie Busman				
3	William Worker				
1	Rita P. Rider				
6	Steve Student				

Important: Arrive at the workshop location at least 45 minutes prior to the published start time.

- Locate bathrooms
- Put up directions/signs, if needed
- Set up sign-in table and participant tables
- Set up snacks

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Step 4 - Conduct Local Coordinated Planning Workshop(s)

Sample Agenda for one-day workshop

Agenda Items		Approximate Time Allocation
Sign-In Registration	30	8:30 – 9:00
Pass out information packets and table assignments		
Welcome & Overview		9:00-9:45
Overview	2	
Purpose of Workshop	3	
Introduction of Participants	15	
Brief Overview of Federal Circulars	10	
Intended Outcome of the Coordinated Planning Workshop	5	
Establish Ground Rules for Workshop	5	
Describe the Coordinated Planning Process	5	
Coordination Planning		
Review/Create inventory of services	30	9:45-10:15
Break	15	10:15-10:30
Table discussion of transportation needs of the target population(s)	45	10:30-11:15
Report results of table discussion	30	11:15-11:45
Lunch Break ²	75	11:45-1:00
Determine priority needs – Dot Exercise	30	1:00-1:30
Review Eligible Activities from Circulars	20	1:30-1:50
Create service strategies by priority	50	1:50-2:50
Wrap up and next steps	10	2:50-3:00

¹ Have each table to choose a scribe (note taker) and someone to report out for the group.

² Steering Committee should work over lunch break to consolidate duplicated reports and prepare a clean list of transportation needs that resulted from the table discussions.

³ Participants should be given a total of 10 “peel and stick” dots (e.g., five red and five blue) to place beside their 10 top priorities, but should be asked to not place more than ___ stickers on any one item.

Ground Rules

TIME IS LIMITED – (*MUST LISTEN AND RESPECT OTHERS*)

EVERYONE IS EXPECTED TO PARTICIPATE

AVOID SIDE CONVERSATIONS

ESTABLISHED OUTCOMES

NO NEGATIVE COMMENTS

EVERYONE IS EQUAL

FOCUSED COMMENTS

OPEN TO SUGGESTION

SHARE INFORMATION GAINED FROM TABLE SESSION

REACH CONCEPTUAL CONSENSUS *

MEMBERS WILL SUPPORT THE DECISION OF THE GROUP

Consensus – when everyone is “comfortable” with the decision

Participants should ask themselves:

Can I live with this position?

Am I comfortable with this course of action?

Can I support the choice?

Step 5 – Draft a Coordinated Public Transit-Human Service Transportation Plan

Projects competitively selected for New Freedom or JARC funding shall be derived from a locally developed, coordinated public transit-human services transportation plan (“coordinated plan”). The written record of the activities and decisions made at the planning workshop with the stakeholders is the basis of the coordinated plan. The length of the plan depends on the length of the planning process and the complexity of the results.

The coordinated plan will minimally include the following elements:

An assessment of **available services** that identifies current transportation providers (public, private and nonprofit).

An assessment of **transportation needs** for individuals with disabilities, older adults and people with low incomes. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts and gaps in service.

Strategies, activities and/or projects to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery.

Priorities for implementation based on resources (from multiple program sources), time and feasibility for implementing specific strategies and/or activities identified.

Applicants for New Freedom and JARC grants will have to document the plan from which each project is derived, including the lead agency, the date of adoption of the plan, or other identifying information. Dividing the plan into sections with numbered pages will make it much easier for applicants to fulfill this requirement.

An individual or a team of individuals selected by the lead agency in consultation with the Steering Committee should draft the coordinated plan after the planning process is completed. The Steering Committee under the guidance of the lead agency should review and approve the draft before it is made public.

Step 6 – Adopt the Plan

As a part of the local coordinated planning process, the lead agency in consultation with the steering committee and participants should determine the process of officially adopting the coordinated plan. The process of adopting the plan should include public involvement elements. The date the coordinated plan is adopted should be displayed prominently on the final draft of the plan.

PARTICIPANTS IN THE PLANNING PROCESS

Consideration should be given to including groups and organizations such as the following in the coordinated planning process, if present in the community:

Transportation Partners

- Area transportation planning agencies, including rural planning organizations, metropolitan planning organizations, councils of government, regional councils, associations of governments, local governments and NCDOT;
- Public transportation providers (including Americans with Disabilities Act (ADA) paratransit providers and agencies administering the projects funded under FTA urbanized and nonurbanized programs);
- Private transportation providers, including private transportation brokers, taxi operators, vanpool providers, school transportation operators and intercity bus operators;
- Nonprofit transportation providers;
- Past or current organizations funded under the JARC, Section 5310, and/or New Freedom programs; and
- Human service agencies funding, operating and/or providing access to transportation services.

Passengers and Advocates

- Existing and potential riders, including both general and targeted population passengers (individuals with disabilities, older adults and people with low incomes);
- Protection and advocacy organizations;
- Independent living centers; and
- Advocacy organizations working on behalf of targeted populations.

Human Service Partners

- Agencies that administer health, employment or other support programs for targeted populations. Examples of such agencies include, but are not limited to, departments of social/human services, employment one-stop services; vocational rehabilitation, Workforce Investment board, Medicaid, community action programs , agency on aging, developmental disability council, community services board;
- Nonprofit human service provider organizations that serve the targeted populations;
- Job training and placement agencies;
- Housing agencies;
- Health care facilities; and
- Mental health agencies.

Others

- Security and emergency management agencies;
- Tribes and tribal representatives;
- Economic development organizations;
- Faith-based and community-based organizations;
- Representatives of the business community (e.g., employers);
- Appropriate local or state officials and elected officials;
- School districts; and
- Policy analysts or experts.

Appendix B.

Major Transportation Providers for Older Adults and People with Disabilities in the TMA

Agency/ Organization	Public, Private, or Nonprofit	Wheelchair Accessible Vehicle Y/N	Phone
Wave Transit	Public	Y	910-202-2045, 910-202-2052
Senior Resource Center	Public-Government	Y	910-798-6413
Brunswick Transportation System (BTS)	Nonprofit	Y	910-253-7800
PAS-TRAN	Nonprofit	Y	910-259-9119
Aging in Place Downtown	Nonprofit	N	910-805-4662, 910-805-4663
Disabled American Veterans (DAV)	Nonprofit	N	910-313-2190
Ivory's	Private	Y	910-264-9329, 910-262-3670
Event Shuttle	Private	Y	910-398-8333
Uber	Private	N	www.uber.com
Yellow Cab	Private	Y	910-762-3322

Appendix C.

Community Survey (pg. 1)

**Survey of Transportation Needs
for People Age 65 and Over and People with Disabilities**

Please choose how important you find each need.

1. We need to make sure Wave Transit can continue to provide transportation for people age 65 and over, and people with disabilities.

very important	somewhat important	not very important	not important at all
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. We need additional transportation options for people age 65 and over, and people with disabilities, besides the Wave Transit bus system and Wave Paratransit van service Dial-A-Ride (DART).

very important	somewhat important	not very important	not important at all
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. We need to make Wave Transit bus stops more accessible for people age 65 and over and people with disabilities.

very important	somewhat important	not very important	not important at all
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. We need more wheelchair accessible transportation.

very important	somewhat important	not very important	not important at all
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. We need more affordable door-to-door transportation, with aid assistance, for low-income people age 65 and over, and people with disabilities.

very important	somewhat important	not very important	not important at all
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. We need more affordable door-to-door transportation, without aid assistance, for low income people age 65 and over and people with disabilities.

very important	somewhat important	not very important	not important at all
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Appendix C.

Community Survey (pg. 2)

7. We need more community education and advertising of available transportation services for people age 65 and over, and people with disabilities.

very important somewhat important not very important not important at all

**Survey of Transportation Needs
for People Age 65 and Over and People with Disabilities**

Please tell us about yourself!

8. What is your age?

under 18 18-34 35-50 51-64 65 or over

9. Are you a caregiver to a person age 65 years or over, or are you a caregiver to a person with a disability?

Yes No

10. Are you an individual who identifies as having a disability?

Yes No

11. How often do you use the Wave Transit bus system or Wave Paratransit van service Dial-A-Ride (DART)?

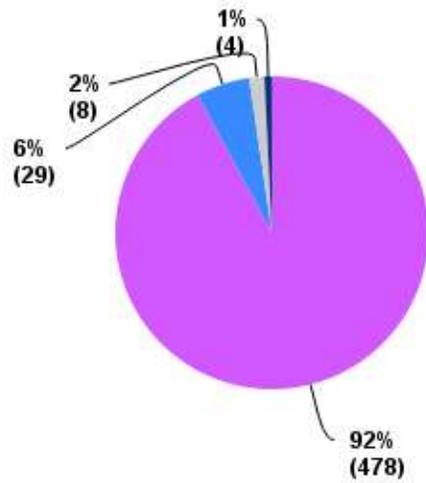
5-7 days per week 1-4 days per week once or twice a month less than once a month I do not use the bus or DART

Appendix C.

Survey Data Q1-Q11

Q1 We need to make sure Wave Transit can continue to provide transportation for people age 65 and over, and people with disabilities.

Answered: 519 Skipped: 1

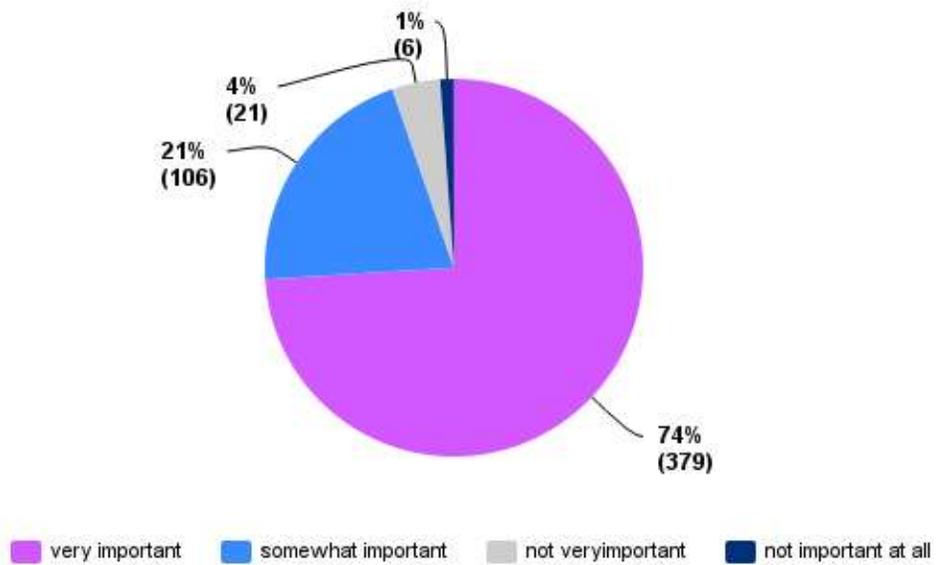


very important somewhat important not very important not important at all

Appendix C.

Q2 We need additional transportation options for people age 65 and over, and people with disabilities, besides the Wave Transit bus system and Wave Paratransit van service Dial-A-Ride (DART).

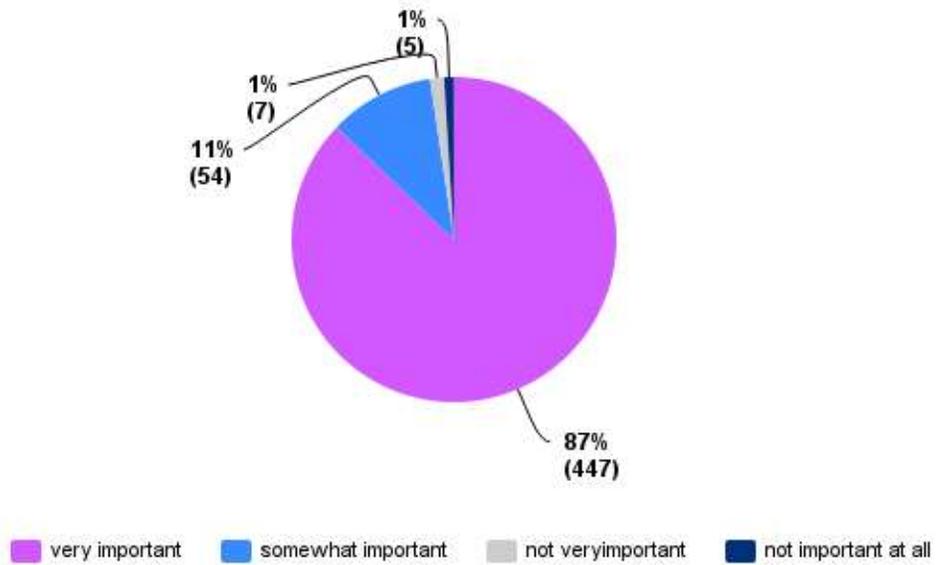
Answered: 512 Skipped: 8



Appendix C.

Q3 We need to make Wave Transit bus stops more accessible for people age 65 and over and people with disabilities.

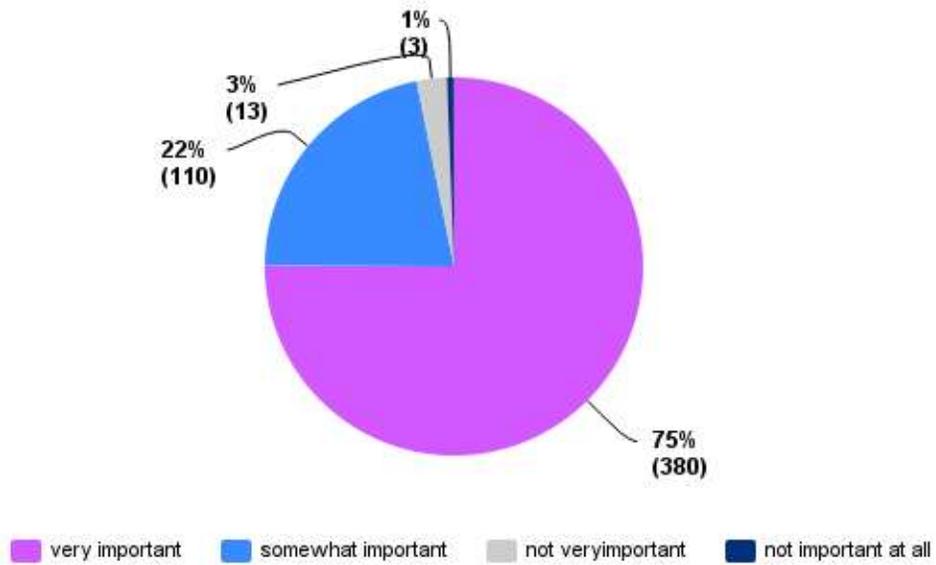
Answered: 513 Skipped: 7



Appendix C.

Q4 We need more wheelchair accessible transportation.

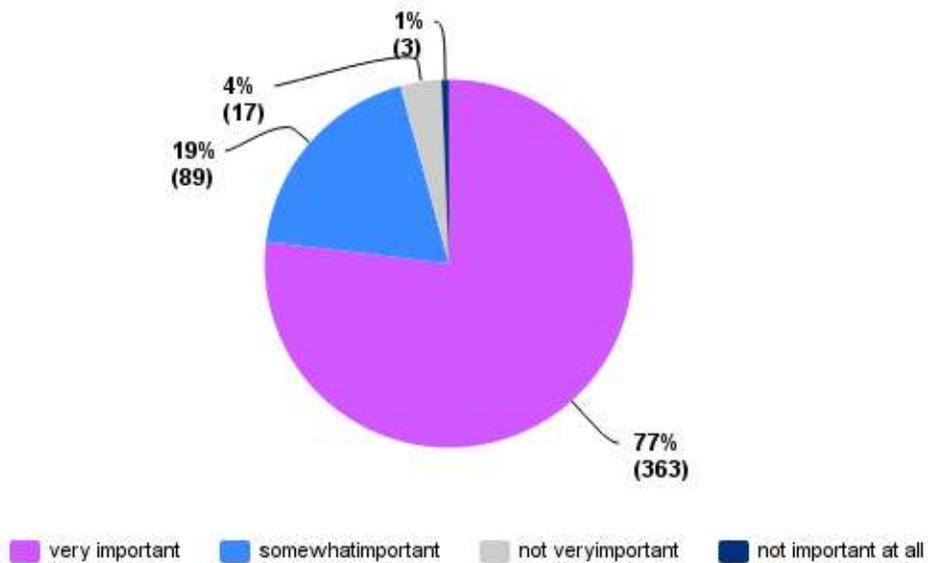
Answered: 506 Skipped: 14



Appendix C.

Q5 We need more affordable door-to-door transportation, with aid assistance, for low-income people age 65 and over, and people with disabilities.

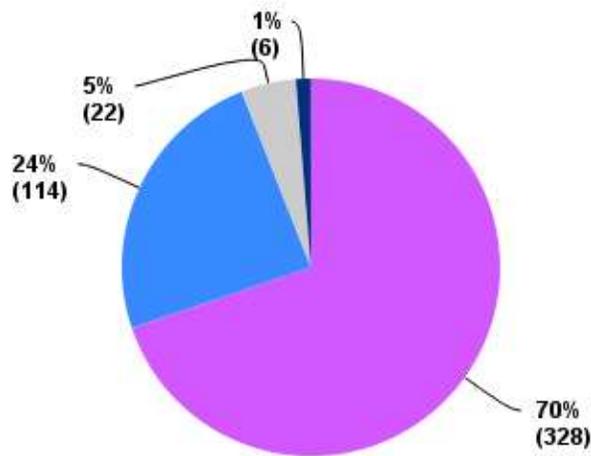
Answered: 472 Skipped: 48



Appendix C.

Q6 We need more affordable door-to-door transportation, without aid assistance, for low income people age 65 and over and people with disabilities.

Answered: 476 Skipped: 44

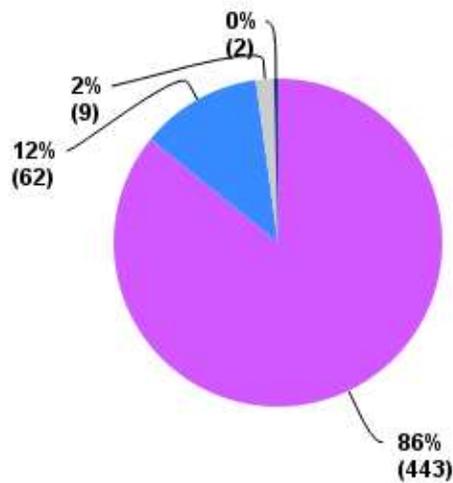


very important somewhat important not very important not important at all

Appendix C.

Q7 We need more community education and advertising of available transportation services for people age 65 and over, and people with disabilities.

Answered: 516 Skipped: 4

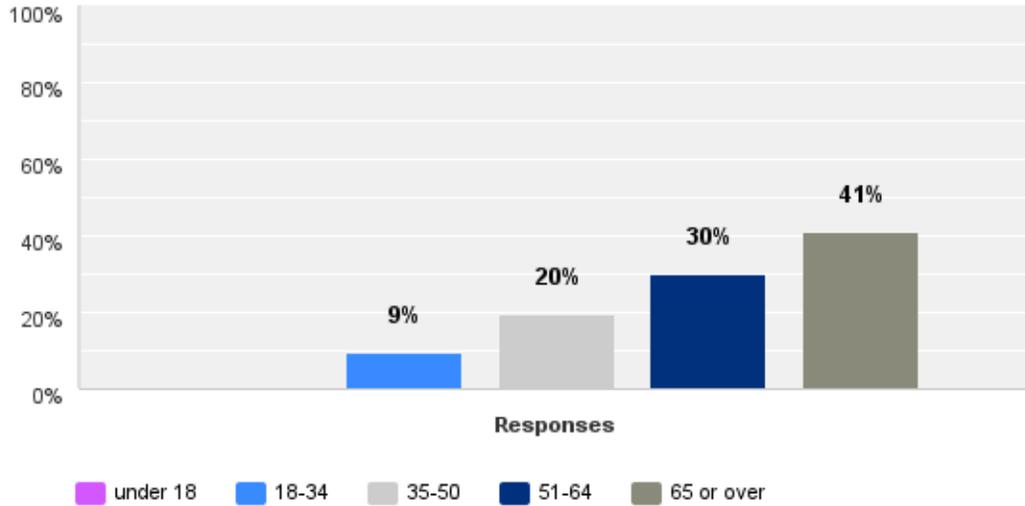


very important somewhat important not very important not important at all

Appendix C.

Q8 What is your age?

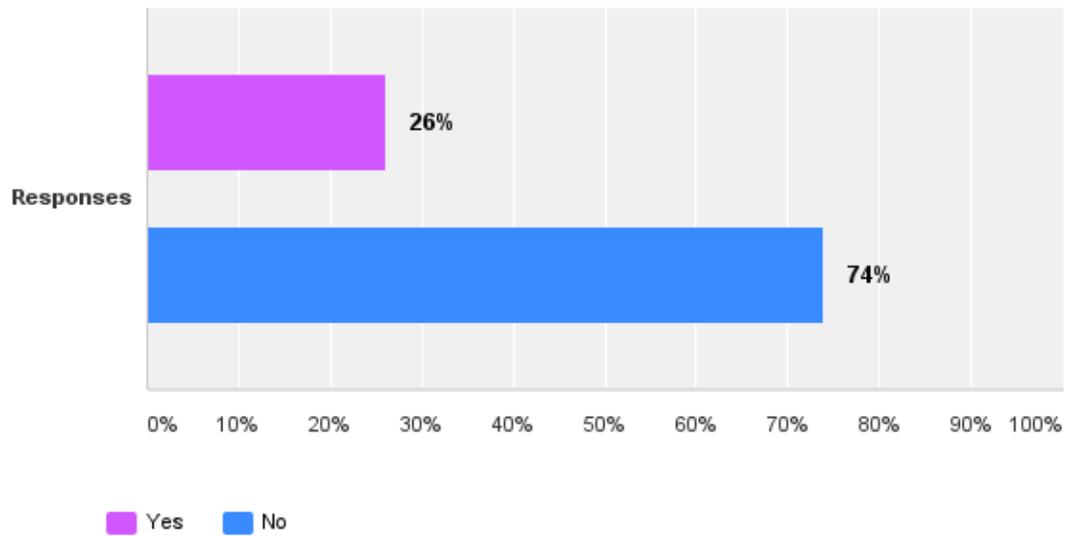
Answered: 507 Skipped: 13



Appendix C.

Q9 Are you a caregiver to a person age 65 years or over, or are you a caregiver to a person with a disability?

Answered: 508 Skipped: 12

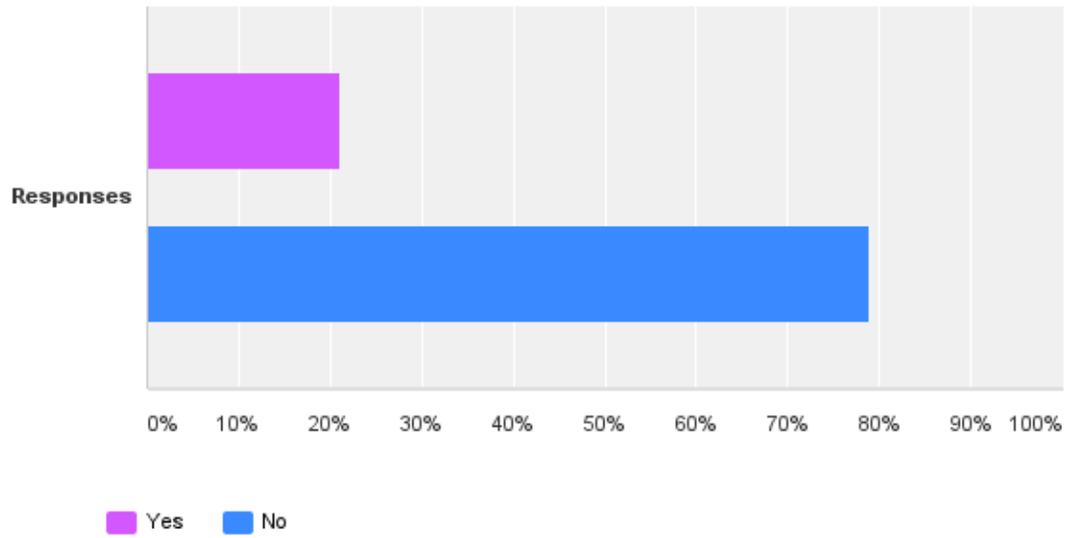


Appendix C.

Cape Fear Public Transportation Authority- Wave Transit

Q10 Are you an individual who identifies as having a disability?

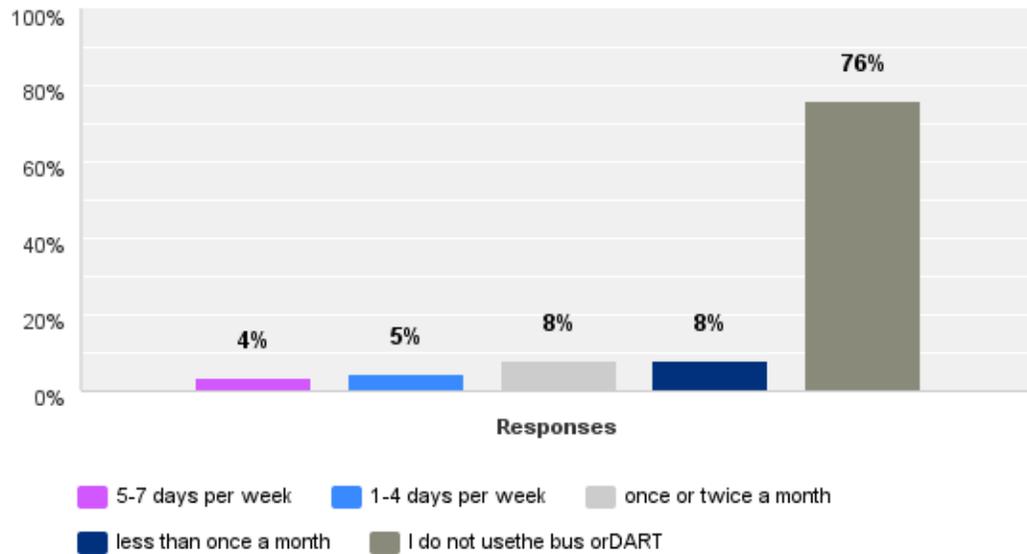
Answered: 507 Skipped: 13



Appendix C.

Q11 How often do you use the Wave Transit bus system or Wave Paratransit van service Dial-A-Ride (DART)?

Answered: 508 Skipped: 12



2016 Locally Coordinated Public Transportation Plan

Appendix D.

Route 205 Survey

WAVE TRANSIT ROUTE 205	I am
RIDER SURVEY - WEEKDAY & WEEKEND	Male
	Female
Where are you going now?	Prefer not to respond
Work	
College/University	I am
Medical	Black/African American
Social, worship	White/Non-Hispanic
Home	Native American
Other	Hispanic/Latino
	Asian American
How often do you ride the bus?	White & Native American
6 to 7 days a week	Other
5 days a week	
3 to 4 days a week	What is your age?
1 to 2 days a week	18 to 24
Once or twice a month	25 to 34
Less than once a month	35 to 44
	45 to 54
How long have you been riding Wave?	55 to 64
First time rider	65 or Over
Less than 1 year	
1 to 2 years	Do you identify as someone with a disability?
3 to 4 years	Yes
More than 4 years	No
Why are you using the bus for this trip?	Are you caring for someone with a disability?
I prefer the bus over my car	Yes
I choose to ride the bus	No
I do not have another mode of transportation	
To save money on driving costs	How many people (including yourself) live in your home?
My employer helps pay the fare	One
Better for the environment	Two
Other	Three
	Four
If the bus were not available, how would you make this trip?	Five or more
Use car	
Carpool or vanpool	What is your annual household income?
Bicycle	Under \$10,000
Walk	\$10,000 to \$14,999
Use a taxi or uber	\$15,000 to \$24,999
I would not make this trip	\$25,000 to \$34,999
	\$35,000 to \$49,999
	\$50,000 to \$74,999
	\$75,000 to \$100,000
	Over \$100,000

Appendix E.

Public Forum Flyer



Community Input Forums Transportation for People Age 65 and Over and People with Disabilities

Wave is starting a new transportation program for people age 65 and over and people with disabilities.

What are the transportation needs of our community?

Please come to a community forum, enjoy refreshments, and tell us what YOU think!

- 1) **Tuesday 7/12/2016**, NHC Public Library- Main, 201 Chestnut St
Wilmington, from 12:00 pm - 2:00 pm
- 2) **Wednesday 7/13/2016**, Leland Town Hall, 102 Town Hall Dr
Leland, from 9:00 am - 11:00 am
- 3) **Thursday 7/14/2016**, NHC Senior Resource Center, 2222 South College Rd
Wilmington, from 12:30 pm - 2:30 pm
- 4) **Saturday 7/16/2016**, NHC Public Library- North East, 1241 Military Cutoff Rd
Wilmington, from 2:00 pm - 4:00 pm

For more information please contact
Vanessa Lacer
910-202-2045 or vlacer@wavetransit.com



Cape Fear Public Transportation Authority- Wave Transit

Appendix F.

Public Forum Agenda

1. Arrival (15-20 min)
 - a. 2 Volunteers greet and have all participants sign in at registration table, nametags, offer refreshments
2. Introductions (15-20 minutes)
 - a. Presenter and volunteer introductions
 - b. Housekeeping: location of bathroom, no break, cell phones
 - c. Briefly state purpose of the event, forum agenda, and what we hope to gain from the event
 - d. Participants introduce themselves: Name and Organization (give time limit)
3. 5310 Overview presentation (10-15 minutes)
 - a. Survey referenced
 - b. Application sign-up sheet referenced (both available at registration table)
4. Needs, Solutions, and Prioritization Exercise (60 minutes)
 - a. Housekeeping: all ideas valued, cards distributed to give written input (needs and solutions)
 - b. Needs Generated
 - i. Needs Prioritized
 1. 3 colored dot stickers distributed to each participant for voting
 - c. Solutions generated for needs with highest priority (most dots)
5. Wrap-up (5 min)
 - a. Thank participants
 - b. Identify progress made
 - c. Next steps
 - d. Offer survey and application workshop sign-up available at registration table
 - e. Collect cards
 - f. Travel vouchers available at registration table
6. Adjourn

Appendix G-1 to G-8.

Forum Participants

G-1. July 12, 2016 Main Library (1 of 2)

7/12/16



Wave Transit Community Input Forum

Please Sign In!

	Name	County of Residence	Organization	Phone	E-Mail	Join Our Email List Y/N
1	Barbara Drant	New London	—	—	barbara.drant@icloud.com	
2	Amy Wende Motter	NH	Eldertaus	910-343-8209		—
3	Chris Vasser	NH	Senior Center	910-788-6401	cdvasser@netnet.net	Y
4	Virginia Wylie	NH	women's club solomon tower	910-264-0837	lucywylie@earthlink.net	Y
5	Joy French	NH	"	910-262-1433	joyfrench@gmail.com	✓
6	Mavis Smith	NH		910-616-0897	smavis68@yahoo.com	✓
7	Diane Ferris	N.H.				
8	Mary Nixon	N.H.	CITIZEN CONSUMER	910-465-6417	dmferris12@yahoo.com	Y
9				910-228-9844	Mary.Nixon20@gmail.com	
10	Hendy Benjamin	NH	Citizen	910-538-4352		
11	Gloria J. Alford	NH	CITIZEN	(910) 251-8278		
12	Sarah Stambick	NH	Learning Perspectives	252-412-9539	sarahstamb07@yahoo.com	
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2016 Locally Coordinated Public Transportation Plan

G-2. July 12, 2016 Main Library (2 of 2)

7/12/16



WELCOME

Wave Transit Community Input Forum

Please Sign In!

	Name	County of Residence	Organization	Phone	E-Mail	Join Our Email List Y/N
1	Hammond S.W.	NH COY	SELF	910-616-4235	HATMAIL.COM	
2	Brenda Humphreys	NH	frequent bus rider	828-577-1946	brenda_humphreys@aol.com	
3	David Schaefer	NH	DSDHH-WRC	910-251-5702	DAVID.SCHAEFER@DUKE.NC.GOV	Y
4	Anne K. Ryan	NHC		(910)3861914		Y
5	ISABEL McCREE		NHSP			
6	Valerie Smith	Duplin	PAR-TRAN	910259-9119	vsutton@kenderpar.com	Y
7	Veronica Major	NHC	Cape Fear Federation for the Blind	336-589-0778		
8	Wendy Davis	NHC	SELF	304-320-4710	wendydavis@yahoo.com	Y ✓
9	MARY BRANNOCK	NHC	LEARNING PERSPECTIVES INC.	910-297-0246	marybrannock@gmail.com	N
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2016 Locally Coordinated Public Transportation Plan

G-3. July 13, 2016 Leland (1 of 2)

7-13-16
Leland



Wave Transit Community Input Forum

Please Sign In!

	Name	County of Residence	Organization	Phone	E-Mail	Join Our Email List Y/N
1	CAILLAUD	BRUNSWICK	AMER LEG.	967 9069	petercaillaud@gmail.com	N
2	GILL	BRUNSWICK	LELAND LADIES FOR LEGISLATIVE LEADERSHIP	910 383 0005		N
3	Mari kw Smith	Brunswick	Brunswick Senior Resource	910 754-2300	msmith@bsrc.org	Y
4	Sandra Brooks	Brunswick	BSRI	910 371-3500	SBrooks@bsrinc.org	Y
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2016 Locally Coordinated Public Transportation Plan

G-4. July 13, 2016 Leland (2 of 2)



Wave Transit Community Input Forum

Please Sign In!

	Name	County of Residence	Organization	Phone	E-Mail	Join Our Email List Y/N
1	KC WHITE	BRUNS.	American Legion	908-400-6793	ken.white1031@gmail.com	Y
2	Jeri Wentworth	BRUNS	self	910-742-7911	jannwent@gmail.com	Y
3	Ann Hardy	BRUN	Brunswick County	253-2016-2910	ann.hard@brunswickcountync.gov	N
4	CRIS HARRELL	BRUN	BRUNSWICK Co.	253-2294	cris.harrell@brunswickcountync.gov	Y
5	David Stoney	BRUNS	BC DHHS	910-253-2250	David.Stoney@brunswickcountync.gov	Y
6	Cheryll Schramm	New Hanover	AARP	910-319-3169	LC.Schramm@yahoo.com	Y
7	Beverly Heine	BRUNS	Brunswick DSS	910-253-2072	beverly.heine@brunswickcountync.gov	Y
8	S. Anderson	BRUNS		910-269-8292	becomingsex@yahoo.com	Y
9	Karen Petracca	MHC	Customer	917-701-7670		
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2016 Locally Coordinated Public Transportation Plan

G-5. July 14, 2016 Senior Resource Center (1 of 2)



7-14-16

WELCOME

Wave Transit Community Input Forum

Please Sign In!

	Name	County of Residence	Organization	Phone	E-Mail	Join Our Email List Y/N
1	Brenda BECKER	New Hanover		412 48 22598		
2	Alderman, KATIE	NEW HANOVER		910-228-5275		
3	Chris Doren	New Hanover		910-798-6443		
4	Krista Gooden	Brunswick	WHA	910/341-7798	goodentg@yahoo.com	Yes
5	Bernadette	NH				
6	Debby Krien	NH	GSC	910520-5726	ndkaise1@goodshp.com	
7	Catherine Carriere	NH	CUSTOMER CITIZEN	508-397-4672		N
8	Julie	NH	DSS	910-798-3507	sprengle@nh.gov	Yes
9	Jim BARKLEY	New Hanover		910-297-0282		
10	FINORA	N.H.		910 7633358		
11	Janice	NH Co	DVSS	343 0703		
12	Stellings	NH Co	Crescent		STELLINGS@emmr.com	
13	Aileen	NH	Star Views	347-2387	Aileen_Vignone@StarViews.com	
14	Rebecca	NH				
15	Paul E. Adams	NH	Tobyk	297 2215	PAULADAMS@net	
16	Nicolah	NH	HISC	547-7639	reasontosing@yahoo.com	
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2016 Locally Coordinated Public Transportation Plan

G-6. July 14, 2016 Senior Resource Center (2 of 2)



7-14-16

WELCOME

Wave Transit Community Input Forum

Please Sign In!

	Name	County of Residence	Organization	Phone	E-Mail	Join Our Email List Y/N
1	A. Aldem	New Hanover		(910)431-7052		
2						
3	Teresca I. Amber Smith	NHC	Senior Center	910-798-6410	asmith@nhc.gov.com	Y
4	Anahie Pleasant	NHC		999-6680		
5	Anna Zou	NHC	SRL	910-758-6445	AZOU@NHC.GOV.COM	Y
6	Anna Garcia	NHC	SRL	910-799-9360	agarcia@nhc.gov.com	Y
7	Helen Black	NHC		910-791-1346		
8	Lisa Ramos	NHC	DWS	910-251-5777	lisa.ramos@nccommerce.com	Y
9	Pam Chandler	NHC	Good Shepherd	743-442-4109	pchandler@goodshepherdw.kington.org	Y
10	Bonnie Mattson	NHC	citizen aging in place	910-431-9887	bonnie.mattson@aol.com	Y
11	Carolyn Mues	NHC	DWS	910-255-2222	Carolyn.Mues@NCCOMMERCE.COM	Y
12	Virginia D'Arce	CB	Help Center	910-794-6894	VMNOHER@GMAIL.COM	Y
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2016 Locally Coordinated Public Transportation Plan

G-7. July 16, 2016 Northeast Regional Library (1 of 2)



WELCOME

Wave Transit Community Input Forum

7-16-16
NE Library
(11)

Please Sign In!

	Name	County of Residence	Organization	Phone	E-Mail	Join Our Email List Y/N
1	Supriya LaFollette	Blair ^{New}	AACP	919-274-2598	sblackkearing	yes
2	Mikel Black	Blair	Laney	910-798-9738		
3	Laura Bulker	NH	Laney	910-666-8679	Laura.Bulker@NHCS.net	yes
4						
5	Kristen Strickland	NH	Ashley High	919-740-4712	kristen.strickland2@nhcs.net	yes
6	JULIA F. KIRBY	NH		910-418-6309		
7	Suzanna Melsings	NH	WMFO	910-341-3234	SUZANNA.MELSINGS@WMFO.COM	
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2016 Locally Coordinated Public Transportation Plan

G-8. July 16, 2016 Northeast Regional Library (2 of 2)



WELCOME

Wave Transit Community Input Forum

7-16-16
NE
Library

Please Sign In!

	Name	County of Residence	Organization	Phone	E-Mail	Join Our Email List Y/N
1	Baley Graham	New Hampshire	Laney	252.622.6149	baley.graham@hcs.net	Y
2	Gil Navarrete	NH	DAV sp speaker	910.612.9358	gilnav@da.gov	Y
3	Josh Brinkley	NH	Laney	—	joshbrinkley@gnast.com	N
4	Bernadette		Customer			
5	Al Favignone	NH	DAV-Trans	910-39-7378	alvaf@cc-rr.com	Y
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Appendix H.

Travel Training Brochure (Exterior)

Learn To Ride the Wave

- Read schedules
- Plan a trip
- Find your stop
- Board and exit the bus
- Buy a ticket
- Use transfers
- Use real-time bus tracking
- All vehicles ADA accessible
- Schedule an accessible van trip
- And more!



What Is Travel Training?

Travel training is a program that aims to teach any person interested in navigating the Wave Transit system to Ride the Wave.

There is no cost to participate and training is available for individuals and groups. Each training session is customized to the needs of the individual or group.

For more information or to request Travel Training please visit www.wavetransit.com or contact
Mobility Manager, Vanessa Lacer
phone: 910-202-2045
email: vlacer@wavetransit.com



Cape Fear PublicTransportation Authority



Get on Board...
Learn to Ride the Wave!



Travel Training

Appendix H.

Travel Training Brochure (Interior)

Our Travel Training Program Provides

One-on-One & Group Travel Training

For individuals or groups that want to learn how to ride or gain confidence using public transportation. Training sessions may include classroom instruction and time on the vehicle.

Participants can receive comprehensive, personalized instructions to reach various destinations within the Wave Transit system network or to become more familiar with the Wave Transit system.

Train-the-Trainer

For those who wish to provide in-house travel training to their group or organization. Training sessions may include classroom instruction and time on the vehicle.

Frequently Asked Questions

Who is eligible for Travel Training?

Any individual or group that wishes to learn how to use the Wave Transit system is eligible for travel training.

How much does Travel Training cost?

Travel Training is provided free of charge.

Where can the individual or group learn to travel to?

Travel Trainers can teach the individual or group to travel anywhere in the Wave Transit service area. Some examples include medical offices, recreation facilities, shopping centers, schools, and workplaces.

What can I expect to gain from a travel training session?

Travel Training participants can expect to gain a greater familiarity and comfort with the Wave Transit system as well as skills specific to their mobility goals.

How do I request Travel Training?

To request Travel Training for yourself or your group, please visit www.wavetransit.com and click on the WaveConnect logo. If you cannot access our website or need assistance with the Travel Training form please contact Mobility Manager, Vanessa Lacer at (910) 202-2045 or email vlacer@wavetransit.com.

Appendix I.

Community Grant Application



**2016 Call for Projects and
Community Grant Application**

**FOR WAVE TRANSIT'S TRANSPORTATION FOR ELDERLY
PERSONS AND PERSONS WITH DISABILITIES COMMUNITY
GRANT PROGRAM (SECTION 5310)**

Introduction

This application package is for the 2016 Transportation for Elderly Persons and Persons with Disabilities Community Grant Program (Section 5310). The following information is contained in the application package: information on funding availability, applicant and project eligibility, application timeline and project evaluation criteria. The Cape Fear Public Transportation Authority (d.b.a. Wave Transit) was appointed the Designated Recipient by the Federal Transportation Administration (FTA), the Governor of North Carolina and the Wilmington Metropolitan Planning Organization of the 5310 grant funding for the Wilmington Metropolitan Urbanized Area (UZA). As the Designated Recipient, Wave Transit is responsible for developing a 5310 Program Management Plan (PMP) and administering a call for projects announcing available funding for eligible sub recipients within the UZA. Interested applicants should review the 5310 PMP and this application package to determine if they are eligible for funding.

Available Funding for Community Grants

The funding amount available for 2016 is approximately \$100,000.

Applicant Eligibility

There are three types of applicant organizations eligible to be sub recipients of funds under the Community Grant Program Section 5310. Eligible applicants are as follows:

- Private nonprofit organizations
 - A nonprofit organization is a corporation or association determined by the United States Secretary of the Treasury to be an organization described by 26 U.S.C. §501(c) that is exempt from taxation under 26 U.S.C. §501(a) or one which has been determined under state law to be nonprofit and for which the designated state agency has received documentation certifying the status of the nonprofit organization. Nonprofit applicants must be recognized under Section 501(c) (3) of the Internal Revenue Code and submit a copy of the certificate from the IRS. Private nonprofit applicants desiring to receive funds under Section 5310 must submit an attorney's certification declaring the agency's legal status and attach a copy of the charter and bylaws as listed with the North Carolina Secretary of State.
- State or local governmental authorities
- Private operators of public transportation

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The definition of “public transportation” includes “... shared-ride surface transportation services ...” Private taxi companies that provide shared-ride taxi service to the general public on a regular basis are operators of public transportation, and therefore eligible sub recipients. “Shared-ride” means two or more passengers in the same vehicle who are otherwise not traveling together.

Project Eligibility

Section 5310 funds are available for capital and nontraditional projects to support the provision of transportation services to meet the specific needs of persons age 65 and older and persons with disabilities. All projects must be situated within the Wilmington Metropolitan Urbanized Area (UZA). See Figure 1 on Page 7 for a map of the UZA. The lists of eligible activities are intended to be illustrative, not exhaustive. FTA encourages recipients to develop innovative solutions to meet the needs of elderly persons (as defined as 65 years of age or older) and persons with disabilities in their communities.

Both traditional capital and nontraditional capital and operating projects must be targeted toward meeting the specific needs of persons age 65 and older and persons with disabilities. It is not sufficient that elderly persons and persons with disabilities are merely included (or assumed to be included) among the people who will benefit from the project. FTA encourages projects that are open to the public as a means of avoiding unnecessary segregation of services.

Eligible Capital Projects

Funds for the Section 5310 program are available for capital expenses to support public transportation capital projects planned, designed, and carried out to meet the special needs of persons age 65 and older and persons with disabilities when public transportation is insufficient, unavailable, or inappropriate. Examples of capital projects which must be carried out by an eligible recipient or sub recipient, include, but are not limited to the list below. Any vehicles provided for the use of grantees will be owned and maintained by Wave Transit.

- Rolling stock and related activities for Section 5310-funded vehicles
 - Acquisition of expansion or replacement buses or vans, and related procurement, testing, inspection, and acceptance costs
 - Vehicle rehabilitation; or overhaul
 - Preventive maintenance
 - Radios and communication equipment
 - Vehicle wheelchair lifts, ramps, and securement devices
- Passenger facilities related to Section 5310-funded vehicles
 - Purchase and installation of benches, shelters and other passenger amenities

2016 Locally Coordinated Public Transportation Plan

- Support facilities and equipment for Section 5310-funded vehicles
 - Extended warranties that do not exceed industry standard
 - Computer hardware and software
 - Transit-related intelligent transportation systems (ITS)
 - Dispatch systems
 - Fare collection systems
- Lease of equipment when lease is more cost effective than purchase. Note that when lease of equipment or facilities is treated as a capital expense, the recipient must establish criteria for determining cost effectiveness in accordance with FTA regulations, “Capital Leases,” 49 CFR part 639 and OMB Circular A-94, which provides the necessary discount factors and formulas for applying the same.
- Acquisition of transportation services under a contract, lease, or other arrangement. This may include acquisition of ADA-complementary paratransit services when provided by an eligible recipient or sub recipient as defined in the 5310 Program Management Plan. Both capital and operating costs associated with contracted service are eligible capital expenses. User-side subsidies are considered one form of eligible arrangement. Funds may be requested for contracted services covering a time period of more than one year. The capital eligibility of acquisition of services as authorized in 49 U.S.C. 5310(b) (4) is limited to the Section 5310 program.
- Support for mobility management and coordination programs among public transportation providers and other human service agencies providing transportation. Mobility management is an eligible capital cost. Mobility management techniques may enhance transportation access for populations beyond those served by one agency or organization within a community. For example, a nonprofit agency could receive Section 5310 funding to support the administrative costs of sharing services it provides to its own clientele with other elderly persons and/or persons with disabilities and coordinate usage of vehicles with other nonprofits, but not the operating costs of service. Mobility management is intended to build coordination among existing public transportation providers and other transportation service providers with the result of expanding the availability of service. Mobility management activities may include:
 1. The promotion, enhancement, and facilitation of access to transportation services, including the integration and coordination of services for persons with disabilities, elderly persons, and low-income individuals
 2. Support for short-term management activities to plan and implement coordinated services
 3. The support of state and local coordination policy bodies and councils
 4. The operation of transportation brokerages to coordinate providers, funding agencies, and passengers

Cape Fear Public Transportation Authority- Wave Transit

2016 Locally Coordinated Public Transportation Plan

5. The provision of coordination services, including employer-oriented transportation management organizations' and human service organizations' customer-oriented travel navigator systems and neighborhood travel coordination activities such as coordinating individualized travel training and trip planning activities for customers
6. The development and operation of one-stop transportation traveler call centers to coordinate transportation information on all travel modes and to manage eligibility requirements and arrangements for customers among supporting programs
7. Operational planning for the acquisition of intelligent transportation technologies to help plan and operate coordinated systems inclusive of geographic information systems (GIS) mapping, global positioning system technology, coordinated vehicle scheduling, dispatching and monitoring technologies, as well as technologies to track costs and billing in a coordinated system, and single smart customer payment systems. (Acquisition of technology is also eligible as a standalone capital expense)

Eligible Nontraditional Projects

Funds for the Section 5310 program are available for nontraditional projects which are defined as those that:

- 1) provide transportation services that exceed the requirements of the ADA
- 2) improve access to fixed route services and decrease reliance by persons with disabilities on ADA complementary transit service
- 3) provide alternatives to public transportation projects that assist persons age 65 and over and individuals with disabilities with transportation needs

Nontraditional projects may include capital or operating expenses. Any vehicles provided for the use of grantees will be owned and maintained by Wave.

Projects that Exceed the Requirements of the ADA

The following activities are examples of eligible projects meeting the definition of public transportation service that is beyond the ADA or former Section 5317 projects:

1. Expansion of paratransit service parameters beyond the three-fourths mile required by the ADA
2. Expansion of current hours of operation for ADA paratransit services that are beyond those provided on the fixed-route services
3. The incremental cost of providing same-day service
4. The incremental cost (if any) of making door-to-door service available to all eligible ADA paratransit riders, but not on a case-by-case basis for individual riders in an otherwise curb-to-curb system

2016 Locally Coordinated Public Transportation Plan

5. Enhancement of the level of service by providing escorts or assisting riders through the door of their destination
6. Acquisition of vehicles and equipment designed to accommodate mobility aids that exceed the dimensions and weight ratings established for wheelchairs under the ADA regulations, 49 CFR part38 (i.e., larger than 30" x 48" and/or weighing more than 600 pounds), and labor costs of aides to help drivers assist passengers with oversized wheelchairs. This would permit the acquisition of lifts with a larger capacity, as well as modifications to lifts with a 600-pound design load, and the acquisition of heavier duty vehicles for paratransit and/or demand-response service in order to accommodate lifts with a heavier design load
7. Installation of additional securement locations in public buses beyond what is required by the ADA
8. Feeder services. Accessible "feeder" service (transit service that provides access) to commuter rail, commuter bus, intercity rail, and intercity bus stations, for which complementary paratransit service is not required under the ADA

Projects that Improve Access to Fixed-Route Service and Decrease Reliance by Persons with Disabilities on ADA-Complementary Paratransit Service

The following activities are examples of eligible projects meeting the definition of public transportation service that improves access to the fixed-route system:

1. Making accessibility improvements to transit and intermodal stations not designated as key stations. Improvements for accessibility at existing transportation facilities that are not designated as key stations established under 49 CFR 37.47, 37.51, or 37.53, and that are not required under 49 CFR 37.43 as part of an alteration or renovation to an existing station, so long as the projects are clearly intended to remove barriers that would otherwise have remained. Section 5310 funds are eligible to be used for accessibility enhancements that remove barriers to persons with disabilities so they may access greater portions of public transportation systems, such as fixed-route bus service, commuter rail, light rail, and rapid rail. This may include:
 1. Building an accessible path to a bus stop that is currently inaccessible, including curb cuts, sidewalks, accessible pedestrian signals, or other accessible features
 2. Adding an elevator or ramps, detectable warnings, or other accessibility improvements to a non-key station that are not otherwise required under the ADA
 3. Improving signage or wayfinding technology
 4. Implementation of other technology improvements that enhance accessibility for people with disabilities including ITS.

Projects that Provide Alternatives to Public Transportation that Assist Elderly Persons and Persons with Disabilities

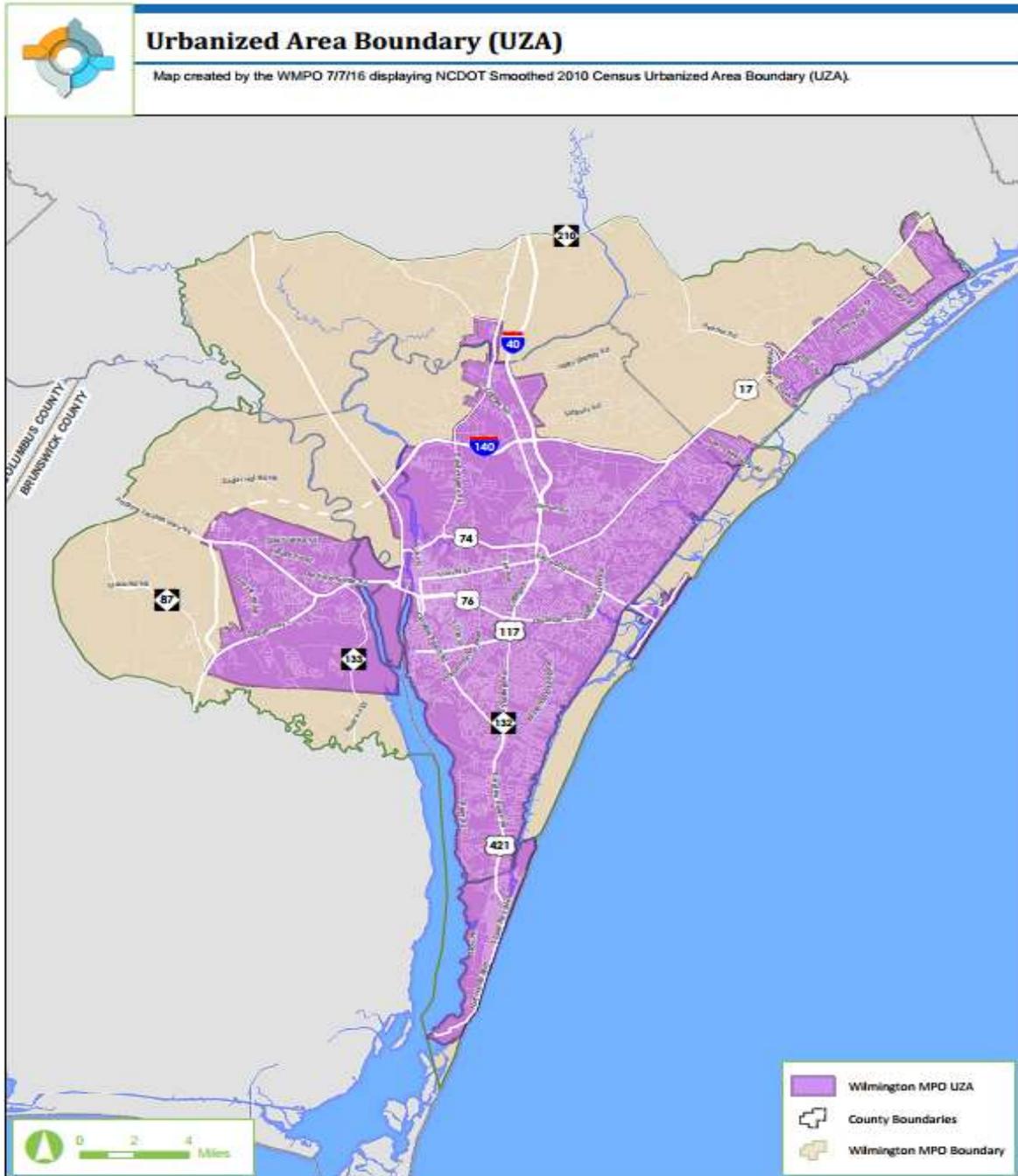
The following activities are examples of eligible projects meeting the definition of a service that provides an alternative to public transportation:

1. Purchasing vehicles to support accessible taxi, ride-sharing, and/or vanpooling programs. Section 5310 funds can be used to purchase and operate accessible vehicles for use in taxi, ride-sharing, and/or vanpool programs provided that the vehicle meets the same requirements for lifts, ramps, and securement systems specified in 49 CFR part 38, subpart B, at a minimum, and permits a passenger whose wheelchair can be accommodated pursuant to part 38 to remain in his/her personal mobility device inside the vehicle.
2. Supporting the administration and expenses related to voucher programs for transportation services offered by human service providers. This activity is intended to support and supplement existing transportation services by expanding the number of providers available or the number of passengers receiving transportation services. Vouchers can be used as an administrative mechanism for payment of alternative transportation services to supplement available public transportation. The Section 5310 program can provide vouchers to elderly persons and persons with disabilities to purchase rides, including: (a) mileage reimbursement as part of a volunteer driver program; (b) a taxi trip; or (c) trips provided by a human service agency. Providers of transportation can then submit the voucher for reimbursement to the recipient for payment based on predetermined rates or contractual arrangements. Transit passes or vouchers for use on existing fixed-route or ADA complementary paratransit service are not eligible. Vouchers are an operational expense which requires a 50/50 (federal/local) match.
3. Supporting volunteer driver and aide programs. Volunteer driver programs are eligible and include support for costs associated with the administration, management of driver recruitment, safety, background checks, scheduling, and coordination with passengers, other related support functions, mileage reimbursement, and insurance associated with volunteer driver programs. The costs of enhancements to increase capacity of volunteer driver programs are also eligible. FTA encourages communities to offer consideration for utilizing all available funding resources as an integrated part of the design and delivery of any volunteer driver/aide program.

Map of Wilmington Metropolitan Urbanized Area (UZA)

Potential applicants must propose services that are within the Wilmington Metropolitan Urbanized Area as shown in Figure 1 below.

Figure 1



2016 Locally Coordinated Public Transportation Plan

Application Process

Completed applications (Parts I-III of the 5310 Community Grant Application) should be submitted to the Wave Transit contact information below. Mailed applications must be received at the address provided by the September 21, 2016 deadline. Mailed applications should be delivered in an electronic format on a CD or flash drive. Applications can be completed either as a Microsoft Word Document or a scanned PDF.

Application Submission

Applications emailed as an attachment are preferred.
Submit applications to the follow addresses:

By Email:

vlacer@wavetransit.com

By Post:

Attn: Vanessa Lacer, Mobility Manager
Wave Transit
1480 Castle Hayne Rd Wilmington, NC 28401

2016 Application and Project Selection Schedule

The 5310 Call for Projects and project selection will adhere to the following schedule:

July 25: First day to submit application for 5310 funds

August 3: Grant application workshop

September 21: Last day to submit application for 5310 funds

TBD: Applicants notified of results

Upon selection of a project application, Wave Transit will coordinate with the project applicant to submit the necessary FTA documentation.

Project Evaluation and Selection

Upon verification that the project meets the minimum guidelines below, a Project Selection Committee comprised of Wave Transit personnel and non-Wave Transit personnel will evaluate the proposals, rank the projects and recommend funding for projects that serve the greatest need for elderly and disabled transportation in the most effective, economical and efficient manner.

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Project guidelines

Is the proposed project a non-duplicative service or program?

Are eligible matching funds identified and available?

Is the primary focus of the proposed service or program serving target populations?

Persons age 65 or over and persons with disabilities

Activities and programs that go beyond current ADA requirements

Does the project provide improved services for the target area?

Is the project within the jurisdictional boundaries of Wave Transit?

Evaluative Criteria

Statement of Needs (10 points)

Project applications should clearly state the need for the project and demonstrate how the project is consistent with the objectives of the grant program. The project application should indicate the number of persons expected to be served, and the number of trips (or other units of service) expected to be provided.

Project Planning and Implementation (35 points)

For all projects, applicants must provide a well-defined service operations plan and/or capital procurement plan, and describe the implementation steps and timelines for carrying out the plan. The applicant's plan should include coordination, eligibility determination, marketing and service delivery details.

Project Budget and Grants Management (20 points)

Applicants must submit a complete project budget, indicating anticipated project expenditures and revenues, including documentation of matching funds. The application should address long-term efforts and identify potential funding sources for sustaining the service beyond the grant period.

Program Effectiveness and Evaluation (10 points)

The project will be scored based on the applicant's identification of clear, measurable outcome-based performance measures, including customer satisfaction, to track the effectiveness of the service. The applicant should monitor and evaluate the service throughout the period of performance.

Organizational Preparedness and Technical Capacity (25 points)

Projects should be a good fit in the applicant's organization. The applicant must demonstrate that it has staff with the technical experience to manage or operate a transportation service, such as correct levels of insurance for operations. In addition, the applicant must show that they are prepared to monitor and provide safe services.

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Scoring

Evaluative Criteria	Possible Points
Statement of Needs	10
Is the project consistent with the 5310 grant program’s objectives?	0-5
Does the applicant indicate the impact of their program for the Wilmington Metropolitan Area’s elderly and disabled populations through the number of persons expected to be served, and the number of trips (or other units of service) expected to be provided?	0-5
Project Planning and Implementation	35
Does the applicant provide a well-defined service operations plan and/or capital procurement plan?	0-7
Are implementation steps and timelines for carrying out the plan clearly defined and realistic?	0-7
Does the project include coordination and/or partnerships with transportation providers or other relevant stakeholders?	0-7
Does the applicant’s plan include eligibility determination, marketing and service delivery details?	0-7
Is there evidence the applicant has done all the necessary planning and is ready to begin the project upon being funded?	0-7
Project Budget and Grants Management	20
Has the applicant submitted a complete project budget, indicating anticipated project expenditures and revenues?	0-5
Are the certified local match sources for the project also listed in the budget as matching funds?	0-5
Does the applicant address long-term efforts to sustain the service beyond the grant period?	0-5
Does the applicant identify potential funding sources for sustaining the service beyond the grant period?	0-5
Program Effectiveness and Evaluation	10
Did the applicant mention collecting data and/or documenting the delivery and utilization of services?	0-5
Does the applicant propose monitoring measurable indicators of success?	0-5
Organizational Preparedness and Technical Capacity	25
How closely does the proposed project align with the applicant organization’s mission and objectives?	0-5
How experienced is the applicant staff in managing transportation projects and/or operating passenger transportation?	0-5
How experienced is the agency with financial responsibilities such as, quarterly reporting, annual audits, and/or other forms of financial reporting?	0-5
Does the applicant propose training, vehicle maintenance, inspection or monitoring to manage risk and to provide safe services?	0-5
Is there evidence the applicant is prepared to monitor and provide safe services?	0-5
Total Score	0-100

5310 Community Grant Program Application

Please complete Parts I-III of the 5310 Community Grant Program Application. Return the completed application to Wave Transit as noted in the Application Process section.

Part I – Funding Request

Applicant Information

Organization Name:

Contact Person:

Address:

City, State, Zip:

Telephone: _____ Fax: _____

Email: _____ Website: _____

Project Description

Title:

Brief Description:

Project Type: _____ Capital _____ Nontraditional

Service days/hours (if applicable):

Estimated Cost per One-Way Trip (if applicable):

Estimated Daily Riders per Weekday/Weekend (if applicable):

Part II – Project Narrative

Please complete the Project Narrative questions below for your application. These questions closely align with the Project Selection Criteria included in the 5310 Program Management Plan and 5310 Application Package.

Expanded Project Description

Please use this space to expand on your project description beyond the brief description provided in Part I of the application if needed.

Project Budget

- *In addition to filling out the Proposed Project Budget, note any plans for continued investment and/or maintenance for the proposed project after the 5310 funds are spent.*

Program Effectiveness and Evaluation

- *How does your organization plan to collect information to monitor quality control and customer satisfaction related to implementing the proposed project? Include in your description any measurable indicators you propose to use.*

Organizational Preparedness

- *Describe how your proposed project aligns with the overarching mission of your organization.*

- *Describe the staffing plan for this project. Who would be the primary staff person responsible for managing the grant? What other staff would be involved? Describe any relevant past experience these staff have in working on the type of project proposed.*

Part III – Proposed Project Budget

Project Funding

Local matching funds are required for all application submittals. For projects requiring operating funds the required match is 50% from non-federal transportation funds. For capital projects the required match is 20%+ from non-federal transportation funds. Some potential capital match exceptions are noted in the FTA guidance and the Wave Transit 5310 Program Management Plan.

Total Project Budget \$ _____
Capital Federal Share \$ _____ %
Capital Local Match \$ _____ %
Operating Federal Share \$ _____ %
Operating Local Match \$ _____ %
Local Match Fund Source:

Note: The applicant must demonstrate a commitment to provide local funds and provide appropriate documentation. Documentation may be in the form of a letter or other supporting documentation noting where funds will be drawn from.