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# Working Together

How do RPOs and Transit Providers work together?

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Dana Stoogenke, AICP  
Rocky River Rural Planning Organization  
July 2011



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# Rocky River RPO: Geography

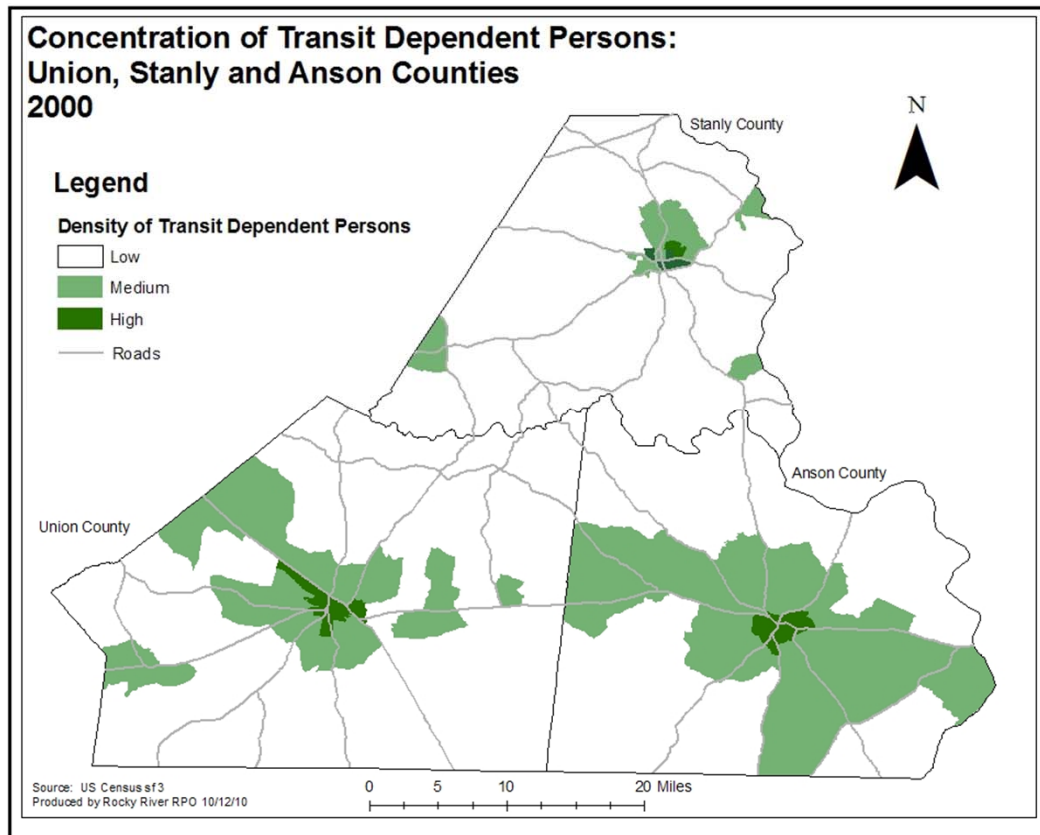
- Anson County
- Union County
- Stanly County

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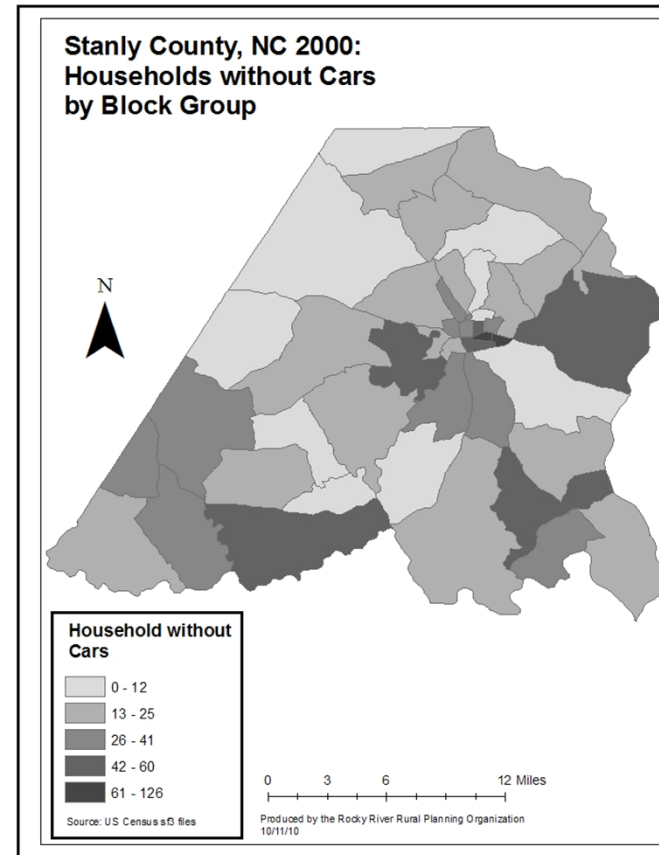
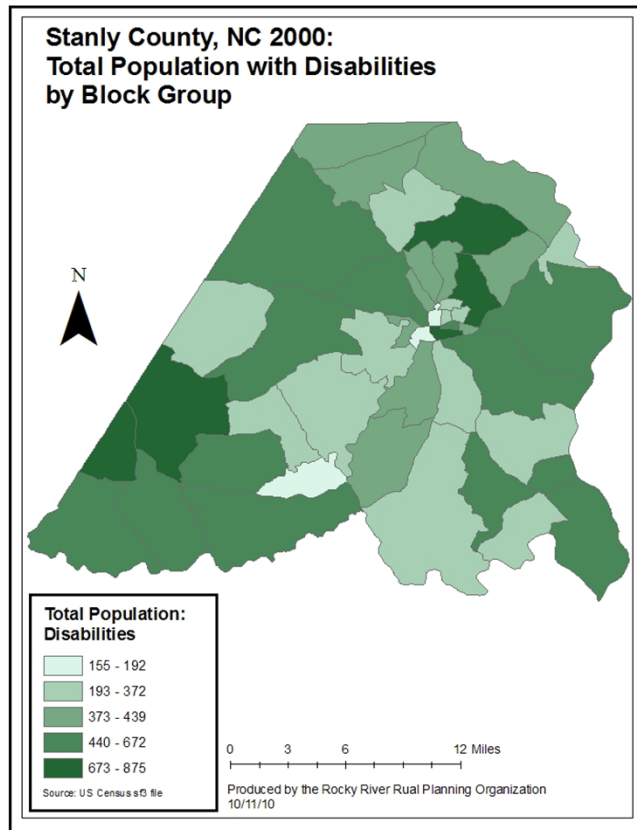
# Stanly County- SCUSA

- Participates in SCUSA TAC meetings and SCUSA's staff participates in RPO TCC meetings
- Assists SCUSA with ridership mapping
- Assists with demographic information for LCP and grant applications
- Coordinates response to political issues
- Assists with PR and outreach

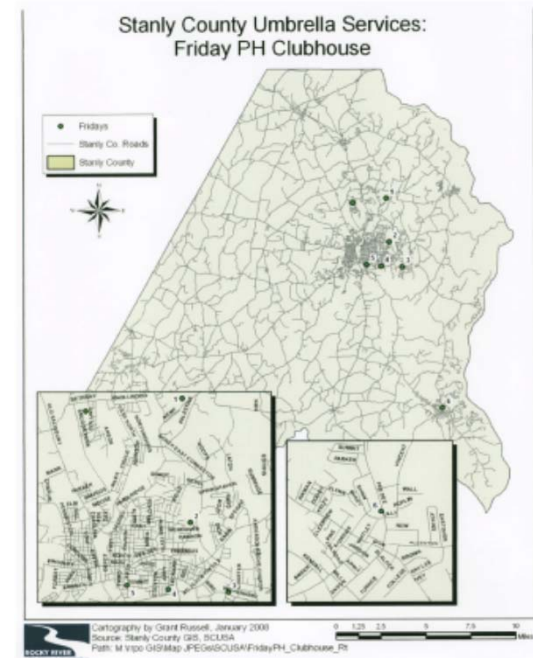
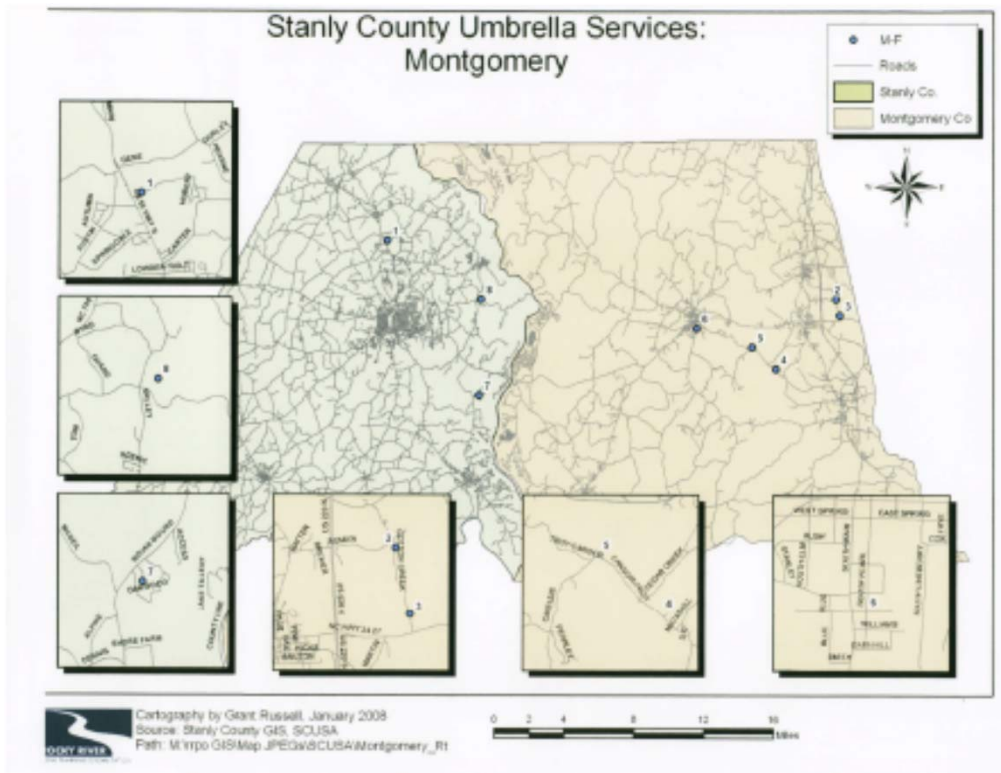
# Transit Mapping: Regional Need



# Transit Mapping: Demographics



# Transit Mapping: Routes



# Political Issues



## RESOLUTION

### REQUESTING DIVISION OF MEDICAL ASSISTANCE TO CEASE/DELAY RFP PROCESS FOR NON-EMERGENCY MEDICAL TRANSPORTATION SERVICES

WHEREAS, the change to a brokerage system is expected to occur on January 1st, 2012, which falls in the middle of Fiscal Year 2012 for counties and local transit providers, and

WHEREAS, there has been little to no public involvement from the local departments of human services, the public transportation division or local transit providers with regards to the change, and

WHEREAS, without coordination of transit services, service costs to all agencies and the general public would increase, and

THEREFORE be it resolved that the Rocky River Rural Planning Organization Technical Advisory Committee (TAC) strongly recommends that the North Carolina Division of Health and Human Services consider the following changes to the brokerage RFP and transition process:

- Cancel the RFP process and engage in discussions with NCDOT-PTD, NCPFTA and transit providers to discuss non-emergency medical transportation services, reporting requirements and coordination
- Postpone the transition date until July 1, 2012, to coincide with the start of FY 2012-2013
- Consider grouping the brokerage system by region, to coincide with existing regional structures, so that better coordination of Medicaid and other transit services would be possible, and so that the brokerage offices are more responsive to location-specific needs
- In the RFP, ensure that the brokerage system provides the right of first bid to the existing local public transit providers during the transition period, and holds any new providers to an equal set of safety standards that are currently required of all public transportation providers
- Establish a Medical Transportation Advisory Committee representing Medicaid service providers, local transportation providers and Medicaid recipients utilizing non-emergency transportation services, which would review issues and complaints and make recommendations for the resolution of those issues in a report to the Governor, N.C. Senate, N.C. House of Representatives, NCDHHS and others as appropriate.

ADOPTED, this 21<sup>st</sup> day of July, 2011 at the meeting of the TAC.

Richard B. Allen, TAC Chair

Dana Stoogenke, Secretary

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February 4, 2011

Gwen Hinson  
Stanly County Umbrella Service Agencies (SCUSA)  
1000 North 1<sup>st</sup> Street  
Albemarle, NC 28001

Subject: Community Transportation Grant

Dear Ms. Hinson:

The Rocky River Rural Planning Organization's Technical Coordinating Committee (TCC) has recommended the Rocky River Planning Organization's Technical Advisory Committee (TAC) endorse a letter of support for the Community Transportation Grant application. This grant will enable SCUSA to add an additional 7.5 hours to a 30 hour position for FY11-12. SCUSA needs more administrative assistance because its operations have grown. SCUSA's call volume has tremendously increased over the past year. SCUSA is providing more general public service, which brings in additional revenue, but means more work.

The TAC will not meet until mid-March and the official letter will be sent at that time. If you have any questions or concerns, please let me know at 980-581-6589.

Sincerely,

A handwritten signature in black ink that reads "Dana Stoogenke".

Dana Stoogenke, RPO Director

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# Anson County- ACTS

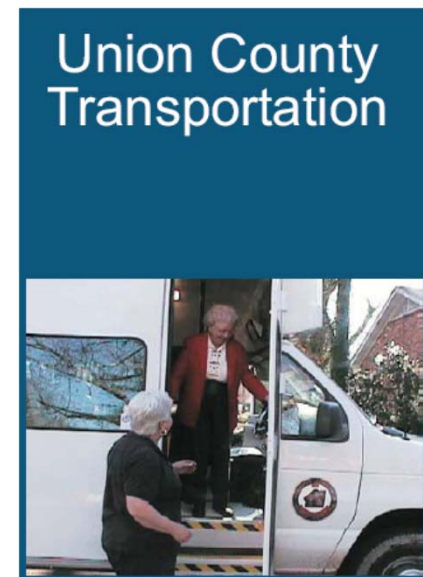
- Participates in RPO TCC meetings
- Assisted with demographic information for LCP and grant applications
- Coordinates response to political issues
- Worked with transit providers to coordinate long distant commute into Charlotte, NC



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# Union County Transportation

- Coordinated efforts with the LCP
- Coordinated response to political issues

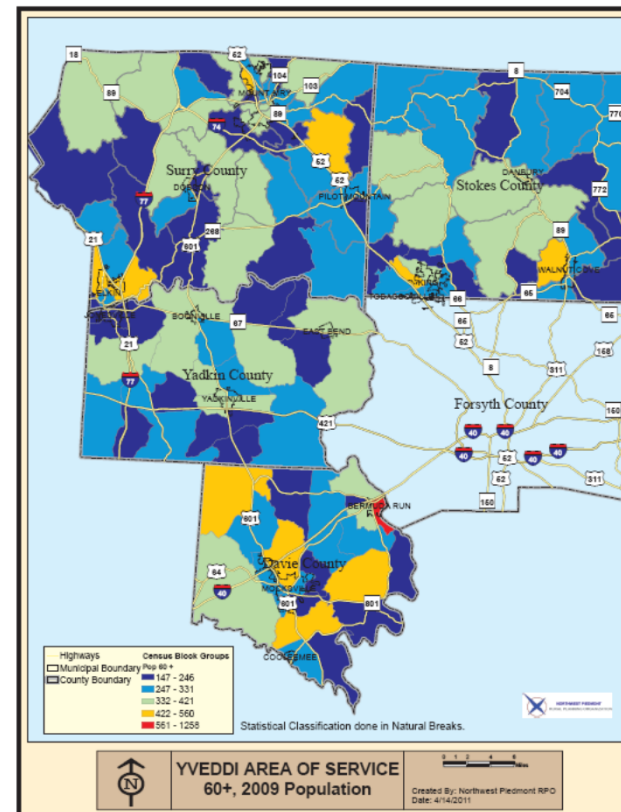


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# Other RPOs across the State

# Northwest Piedmont RPO: Marc Allred

- Created the Surrey and Yadkin LCP
- Created maps



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# Down East and Eastern Carolina RPO: Alex Rickard

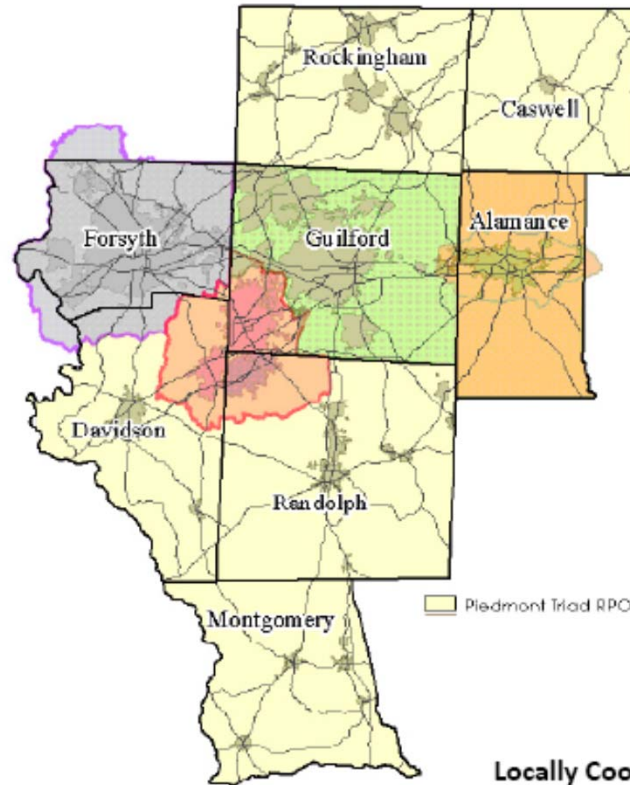
- Hosts RouteMatch software for 5 transit systems.
- All transit systems are active TCC members of either the Down East or Eastern Carolina RPO.
- Assist with transit systems' 5-year plans.
- Engage our transit directors to participate in CTP, especially when discussing the transit and pedestrian elements.
- Serve on an advisory board.
- Created many maps for transit providers: plotting out census data for their service areas, custom maps showing their billing zones, plotting customer addresses to help create deviated fixed routes, etc.

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## Piedmont Triad RPO: Hanna Cockburn

- Co-hosting with our AAA a regular transit roundtable for the providers to discuss issues, identify opportunities for coordination and identify regional priorities
- Coordinated human service plan for the transit providers in the RPO area
- Updating some of the priorities to match emerging funding opportunities

# Piedmont Triad RPO



**Locally Coordinated  
Public Transit – Human Service  
Transportation Plan  
for the Piedmont Triad Rural Planning Organization**

*May, 2009*



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# Contact

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