

Person Area Transportation System Annual Report



*Providing Public Transportation to all of Person County
since 1999*

Fiscal Year 2019 (July 1, 2018 to June 30, 2019)

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Letter to the Public

This is PATS's first annual report, illustrating our services and impact we have on the community. As the new Director of PATS, I am happy to share our successes and our strides to enhance the transportation services for the citizens and visitors of Person County.

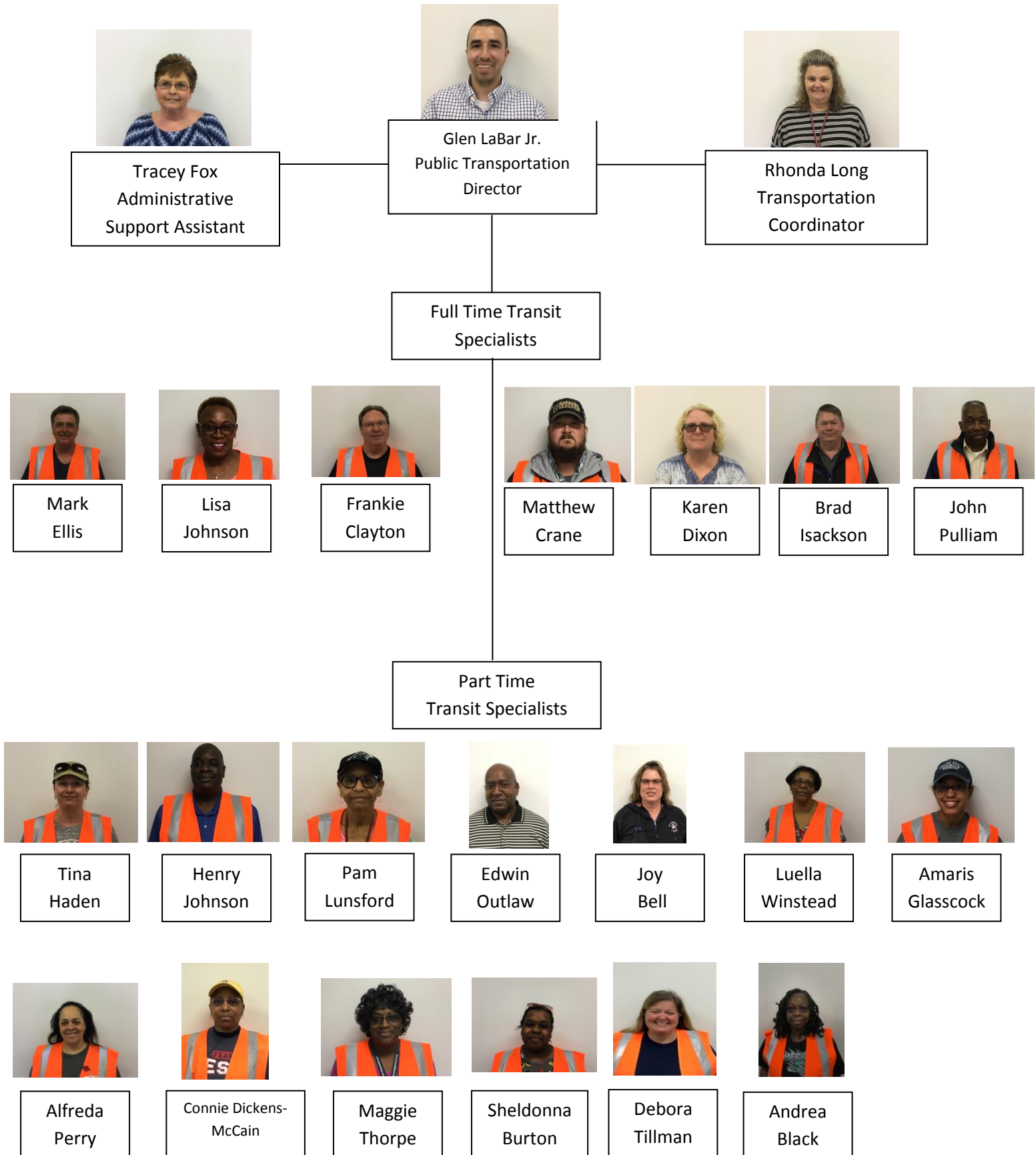
As the Director, I am serious about upholding our mission and vision statements every day that we provide services. It is crucial to me both as the Director and as a Person County citizen to ensure we strive to meet the needs of the citizens and do our part in supporting a livable community for many decades to come.

I hope you will enjoy reading this report, learning more about the new services we have offered this current year and our future plans for the future to continue to provide exceptional services to the community.

Thank you for your continued support of PATS and don't hesitate to call us regarding any of your transportation needs.

Glen LaBar Jr.
Public Transportation Director

Organizational Chart



Value of Public Transit

Public Transit benefits everyone, even those who don't ride.

Public transit enhances the quality of life for the community and helps it thrive.

Public Transportation investment yields a 4-to-1 return for the economy.

Every \$1 billion invested in public transportation supports more than 50,000 jobs directly.



70% of public funding for public transit flows to the private sector, creating and supporting hundreds of thousands of jobs in other industries and economic sectors.

A household can save nearly \$10,000 by taking public transportation and living with one less car.

Operational Summary

PATS is a shared use public transportation services that operates as a branch of Person County Government.

PATS operates Monday through Friday from 6:00am to 6:00pm with office hours from 8:30am to 5:00pm.



Services Provided:

Demand: Curb to curb service where passengers schedule appointments to specific destinations.

Subscription: Curb to curb service where passengers schedule appointments to specific destinations that occur on a regular basis.

Contract: Curb to curb service where services are arranged and paid for by the contracting agency per the passenger's needs.

Deviated-Fixed: A fixed route schedule where the bus can deviate to other locations and times as needed. For more information see the Roxboro Shuttle section.

Out of Town Medical: Transport provided to medical appointments each week, Tuesday through Thursday to Durham, Hillsborough, and Chapel Hill. The bus leaves Roxboro around 6:00 am and promptly returns to Roxboro around 12:00pm. PATS provides transportation daily to Prospect Hill upon request.

New Riders: 95, 8 return riders

** Tracking started Jan 2019*

Total Miles: 353675

Demand: 324808

Shuttle: 28867

Total Hours: 18210

Demand: 16232

Shuttle: 1978

Total Trips: 50360

Demand: 47955

Shuttle: 2405

Senior Program Trips:

5 for Senior Games within the Region

New Contracts: 2

RHA & Early Intervention

FY19 Accomplishments

- Updated policies and procedures including the passenger handbook & riders guide
- Uptown Shuttle was renamed the Roxboro Shuttle and was increased to a total of 23 stops around Roxboro
- The Roxboro Shuttle now allows stops and deviations along the route to accommodate anyone along the stop or those unable to make to the exact stop
- Increased part time staff to ensure current and future routes are always staffed
- Added Hillsborough NC to the out-of-town medical appointments route
- Began providing program specific trips for the Senior Center
- Spent time in the community and with local organizations to help promote PATS
- Provided services to dialysis clients during certain holidays and Saturdays when DaVita is closed.
- Relabel a vehicle to improve the vision of the Roxboro Shuttle

GRANT FUNDING: Transportation services are provided to the citizens and visitors of Person County at a reduced rate and the cost are subsidized by various grants. Each year PATS receives grant funding to fund our administrative office, purchase replacement vehicles and ROAP funding, which is used for passenger fares.

ROAP funding is divided between various human services agencies within Person County to offset the cost of transportation.

Fiscal Year 2019 ROAP allocations:

RGP (Rural General Public) \$72387.00

Offsets the cost for general users

EDTAP (Elderly & Disabled) \$63058.00

Citizens 60+ or Disabled

PATS: \$33109

Senior Center: \$11980

PI: \$15973

Group Homes: \$1997

EMPL (Employment) \$11297

Used to help citizens after gaining or attempting to gain employment

PATS: \$8000

PI: \$3297

Person County citizens also had access to funding through the Kerr Tar Regional Council of Government utilizing the 5310 Elderly & Disabled Grant funding. This funding was used to help transport citizens to dialysis, medical appointments and disabled citizens to and from work.



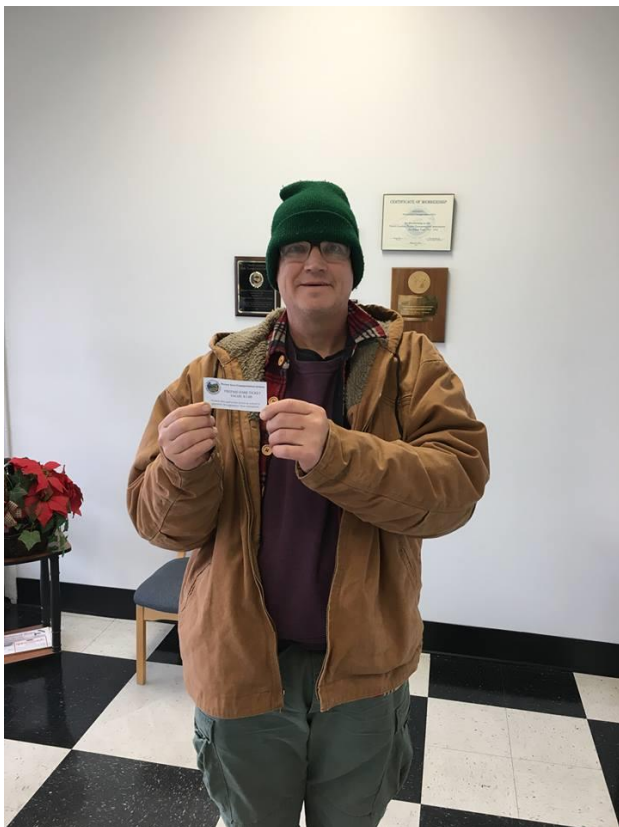
Trip Breakdown

Total Trips by Fiscal Year		
Months	2018	2019
July	3755	4166
August	4505	4836
September	4047	3881
October	4607	4771
November	4352	3968
December	3529	2947
January	3516	4386
February	4187	3855
March	4240	4303
April	4359	4524
May	4747	4630
June	4151	4093

FY 18 Total Trips: 49995

FY 19 Total Trips: 50360

FY 20 Estimate Total Trips: 58000



Prepaid Ticket Sales

(Introduced in December 2018)

Total: 3176 Tickets

These tickets allow passengers to pay for their fare without having to carry cash.

To the right: Reid Walker was the first passenger to purchase a prepaid ticket.

Employee Training

Drivers are required by both the FTA and NCDOT to complete annual refresher training to keep appraise to changes in different parts of the job of a transit specialist. Rhonda Long, Administrative Support Assistant is our Training Officer and administers the required training on a monthly basis. Our administrative staff also attended a number of trainings throughout the year to learn about the changes and new information within the transit world. Below are the trainings that our staff has completed this fiscal year.

Monthly Driver Training Topics

July: Bloodborne Pathogens

Aug: First Aid

Sept: Defensive Driving

Oct: Distracted Driving

Nov: Drugs & Alcohol

Dec: Safety & Security

Jan: Emergency Management

Feb: ADA & Sensitivity

Mar: Transporting Non-Ambulatory Passengers

Apr: Customer Service

May: Problem Passengers

June: Passenger Safety

Administrative Staff Training

Admin Support Assistant Tracey Fox attended the Drug & Alcohol Reasonable Suspicion Training by Safe-T-Works.

Transportation Coordinator Rhonda Long attended the Safety & Security Conference put on by NCDOT in September. Rhonda also became certified trainer of the PASS (Passenger Service and Safety) Training Program.

Director Glen LaBar Jr attended the Drug & Alcohol Program Manager & Reasonable Suspicion Training put on by NCDOT in April. Glen also attended the NCPTA Conference in April.

Marketing

- Created a Facebook page
- Raffled off promotional items with PATS logo for different awards
- FEB 2019: Kiwanians Group Talk
- FEB 2019: Marketed Roxboro Shuttle Changes for March
- MAR 2019: Facebook Boost Post for Advertisement Opportunity
- APR 2019: Low Vision Group Talk
- JUNE 2019: PPMC Community Family Fun Day
- JUNE 2019: RHA Expo 2019



Transportation Advisory Board (TAB)

As part of the requirement to receive federal funding, PATS is required to have a Transportation Advisory Board, known as the TAB board. The TAB board is made up of stakeholders from the service area and is representative of the various target audiences within the service area. The board operates in an advisory role assisting the department and the county with making recommendations of policies, routes, funding requests and overall guidance of services. Below are the current representatives of the TAB board.

Person County Commissioner	Chairmen David Newell
Person County Department of Social Services	APS Supervisor Melinda Hudson
Person Industries	Program Manager Kim Morgan
Person County Senior Center	Director Maynell Harper
Person County Department of Health	Admin Assistant Pamela Cook
Person County Economic Development Board	Charles Derrick Sims
School System (PCS/PCC)	Gregg Foushee
Medical Related Service	Kelly Oswald, Person Family Medical & Dental Center
Citizen (2)	Jerri Swann* & Jason Torian
EOC Manager (permanent)	Emergency Services Director Douglas Young
Rural Planning Organization (permanent)	Director of Kerr Tar Regional COG Diane Cox

*Jerri Swann is a daily PATS rider

Financial Summary

Expenditures

Administrative

Personnel Salaries & Fringes: \$188716

Advertising & Promotion: \$3323

Other Administrative Expenses: \$39522

Vehicle Tax & Tag (for replacement vehicles) & Replacement Radio: \$8005

TOTAL Administrative: \$239565

Operations

Personnel Salaries & Fringes: \$429865

Fuel: \$72574

Vehicle Maintenance: \$66689

Vehicle Insurance: \$17055

TOTAL Operations: \$586183

Capital

Vehicle Purchases: \$239484 (4 replacement vehicles)

TOTAL Expenditures: \$1,065,232

Revenues

Federal Administrative & Capital: \$331914

State Administrative & Capital: \$32839

ROAP Allocations: \$147128

Funding Allocations: \$127473

Government Funds: \$174242

Medicaid Revenue: \$55007

Contract Revenue: \$137291

Fare Revenue: \$35499

Advertising Revenue: \$2650

Insurance Proceeds: \$1812

Vehicle Sales: \$19377

Annual Statistics

Cost Per Passenger Trips: \$16.40

Cost per Hour: \$45.35

Cost per Mile: \$2.33

Transit Trips per Driver FTE: 5675.60

FY20 Projections

We project an increase in general revenue for both Medicaid transportation and EDTAP fares with the new rate structure. We were conservative with our general revenue estimates and previous year's estimate but we expect to bring in additional revenues with these changes. We are also planning on changing our rate structure for FY21 as stated in the strategic plan.

Roxboro Shuttle

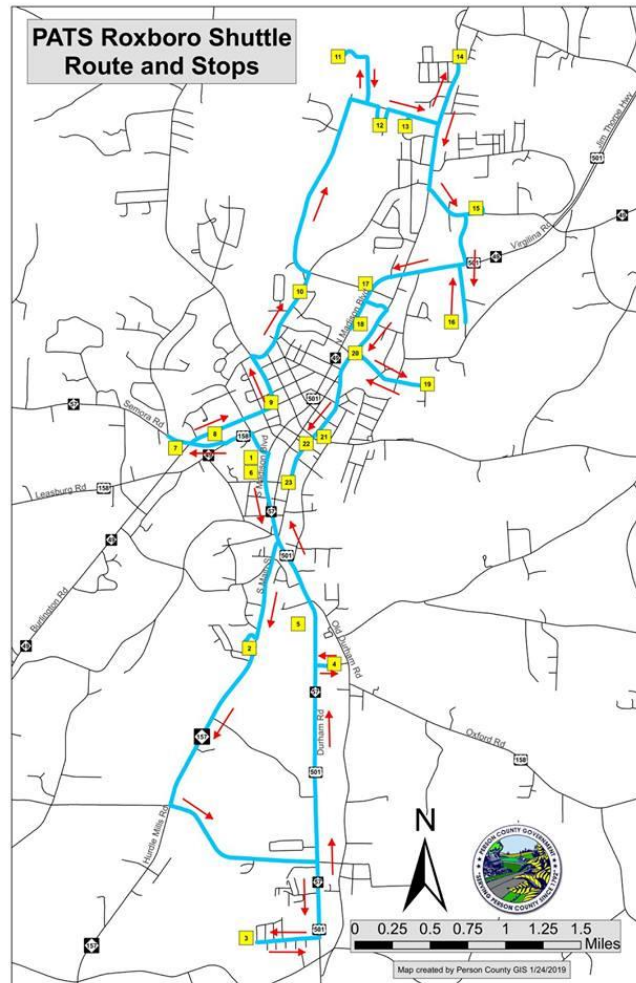
The Uptown Roxboro Shuttle was created in late 2014 to fulfill a gap in transportation services around Uptown Roxboro. Upon its creation, the Uptown Roxboro Shuttle had 14 stops covering a total of 16 miles from start to finish.

In late 2018, PATS concluded there was a need to increase the number of stops and expand the range of the Uptown Shuttle. With the increase in stops around parts of Roxboro not in the Uptown area, PATS decided to change the name to the Roxboro Shuttle.

On March 4th 2019, the Roxboro Shuttle began its new route with a total of 23 stops covering a total of 22 miles from start to finish. In early April 2019, PATS dedicated vehicle #28 to the shuttle and relabeled the vehicle to make it more visible in the community.

With the change, PATS also allowed for deviations along the route, meaning anyone could get on or off the shuttle in a safe location. PATS also allowed for passengers to call ahead to have the shuttle come right to their door.

Since the route change, PATS has seen an increase demand for shuttle services and has proposed changes for the shuttle in the next fiscal year (check out the strategic plan section for more information).



To help promote PATS, the Roxboro City Council & Mayor rode the Roxboro Shuttle in March 2019.

Strategic Plan

Fiscal Year 2020 (July 1, 2019 to June 30, 2020)

- New scheduling software implementation
- Increase scheduling deadline from 11am the business day before to 1pm the business day before for demand response services with new software implementation
- Update the Roxboro Shuttle route to remove the 1 hour lunch break, focus stops along the Madison Blvd corridor and allowing increase deviations along the route
- Offer the **Roxboro Shuttle** service for **FREE** to improve utilization of the service, increase access to transportation for citizens and provide for a positive economic outlook for the County
- Add an additional out of town day (Monday) upon request of passengers
- Provide shuttle services to local events
- Replacement of Bus #54 with another 22 foot LTV*
- Transition to managed care with Medicaid clients
- Investigate utilizing mileage instead of zones for billing starting in FY21 for financial stability

Fiscal Year 2021 (July 1, 2020 to June 30, 2021)

- Request federal & state capital funding for 7 replacement cameras systems and replacement of Bus #56 and #58 with 2 additional 22 foot LTVs*
- Request additional full time/part time salary, fuel and related cost funding to:
 - Meet the increase demand for services
 - Offer limited services on Saturdays (Demand Response and/or the Roxboro Shuttle)
- Work with Kerr Tar RPO to obtain funding for an expansion LTV and shelter stop creation

Fiscal Year 2022 (July 1, 2021 to June 30, 2022)

- Request federal & state capital funding for 7 replacement cameras systems to complete our fleet and replacement of vehicles based on the state replacement projections.
- Request additional part time salary, fuel and related cost funding to offer SAME DAY SERVICE for demand response

*Capital Expenses are eligible for 90% reimbursement & are replaced with NCDOT approval

Disclaimer: All funding and requests are subject to approval by the Person County Administration and Board of County Commissioners.