

RANDOLPH AND MONTGOMERY COUNTIES, NC COMMUNITY TRANSPORTATION SERVICE PLAN (CTSP)
NORTH CAROLINA DEPARTMENT OF TRANSPORTATION (NCDOT)

RLS & Associates, Inc. (RLS) conducted a Community Transportation Service Plan for Randolph and Montgomery Counties, North Carolina under contract to the NCDOT. Randolph County, through the designated lead agency for coordination, the Randolph County Senior Adults Association, Inc. (RCSAA), has been a long-time transportation provider in the county, first as a provider of specialized services and more recently as a nonurbanized area public transportation provider. Early in the last decade, the system responded to NCDOT regionalism initiative and formed a strategic partnership with Montgomery County to manage transit services in both counties. Today, the program provides both rural public transportation and human service agency transportation under contract to various human service agency programs. The program has grown substantially and now constitutes the largest program in terms of scope of services and workforce at RCSAA.

The primary goal of the CTSP process is to ensure that the RCATS system is making a strategically planned response to the projected mobility needs of the general public and targeted populations in the two-county service area, and continuously improving and achieving excellence in all aspects of their service delivery and management. This project consisted of a comprehensive overview and assessment of the RCATS system, including the update and development of a profile of existing services, governance, funding structure, fleet and capacity analysis, and public outreach process. Alternatives to the existing management and operation of RCATS were developed in this task. The advantages and disadvantages of each alternative and the costs associated with each alternative were included. These alternatives explored potential coordination/consolidation of RCATS with neighboring community transportation systems. All costs and revenues associated with each service design improvement and alternative were included. Once an alternative was chosen, a complete five-year implementation plan and schedule was developed and presented.

While the counties provide service under the single umbrella as the Regional Coordinated Area Transportation System (RCATS), the Transportation Director notes that the two respective counties essentially operated as separate entities, with separate Transportation Advisory Boards (TAB) for each county. Moreover, Randolph County is within the Piedmont Authority for Regional Transportation (PART) service area while Montgomery County is not within this area.

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