



Senior Mobility Report

Washington
Heights &
University Park

A Partnership Between:

**West Charlotte
Recreation Center**



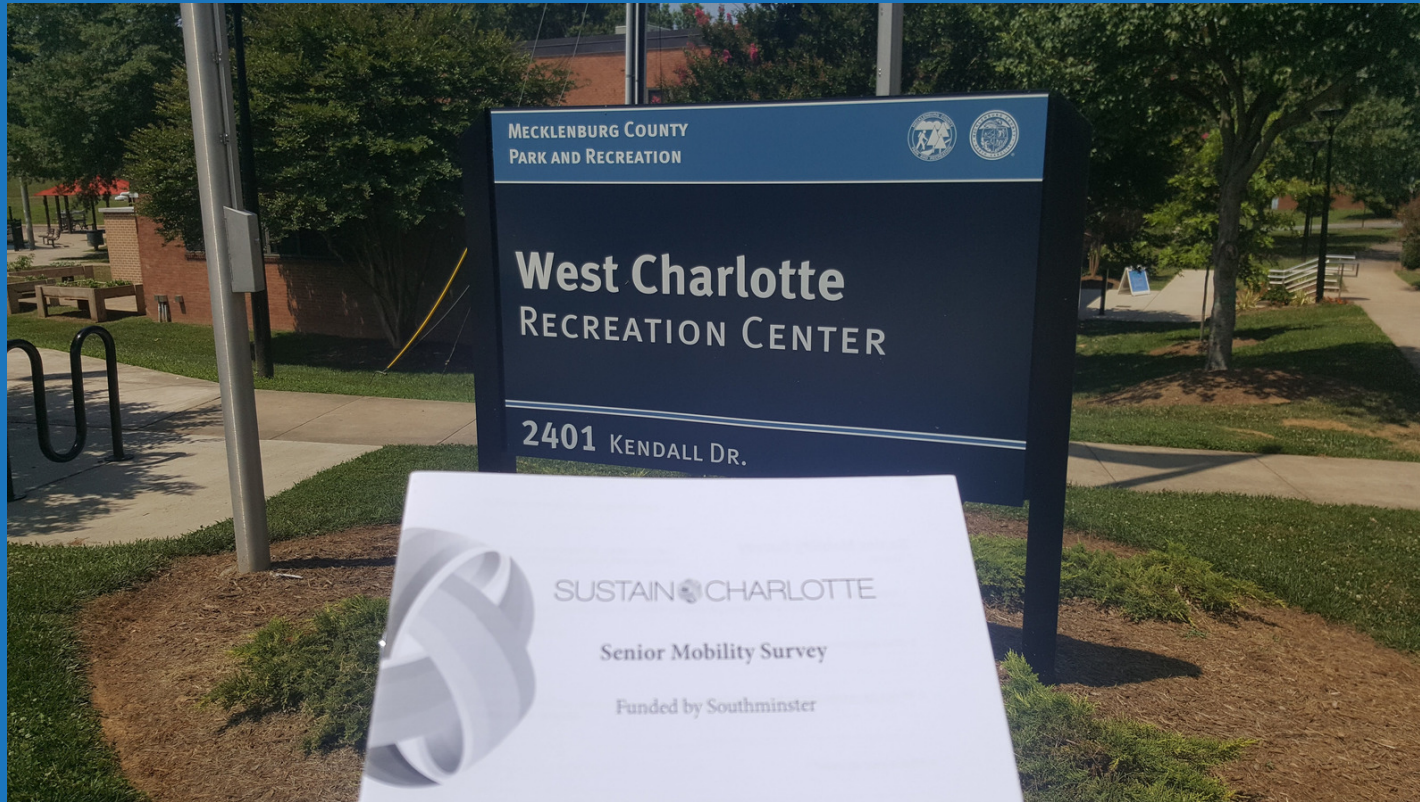
Thanks to the Generous Support of:



S O U T H M I N S T E R

Note: The Charlotte/Mecklenburg Quality of Life Explorer is the data source used for comparisons between Mecklenburg County and Washington Heights & University Park in this report.

Challenge



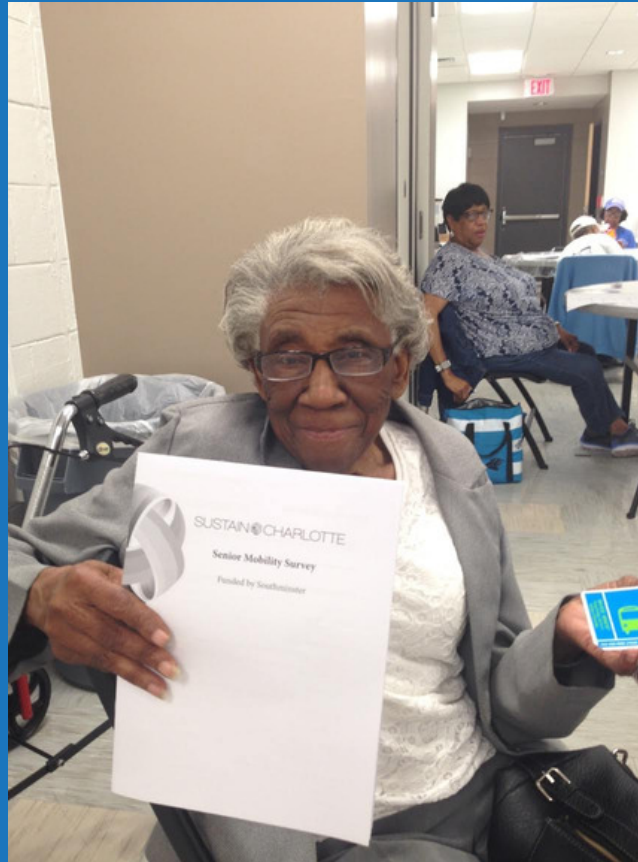
Many senior adults in Charlotte struggle to maintain their mobility as they age, often resulting in social isolation and inability to meet daily needs. The gaps in Charlotte's transportation network and barriers to mobility for seniors, particularly for those seniors who rarely leave their homes, are not fully understood.

Goals



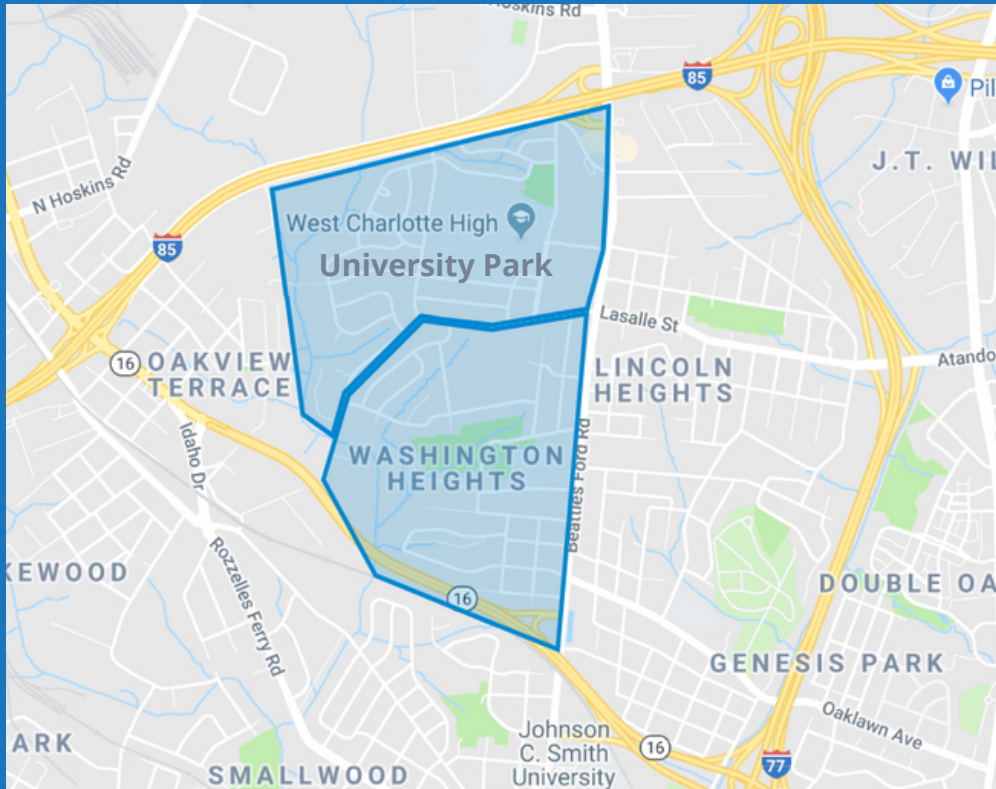
- (1) Identify specific mobility challenges that prevent Charlotte seniors from traveling to their desired daily destinations.**
- (2) Partner with four neighborhoods to envision how the mobility needs of their senior residents could be addressed.**

Approach



Sustain Charlotte engaged residents in four neighborhoods to evaluate a wide variety of factors that may limit senior mobility including health, safety, infrastructure, personal finances, knowledge of transportation options, comfort level using various transportation modes, and desire to maintain personal mobility. This is both a research and an action project. The project's approach and outcomes will be replicable in other Charlotte neighborhoods in the future.

Washington Heights & University Park (WH & UP)



Sustain Charlotte worked with the West Charlotte Recreation Center and other residents in the community to identify specific senior mobility challenges through workshops and door-to-door surveying, envisioning an alternative scenario where all seniors have access to safe and convenient transportation.

Demographics

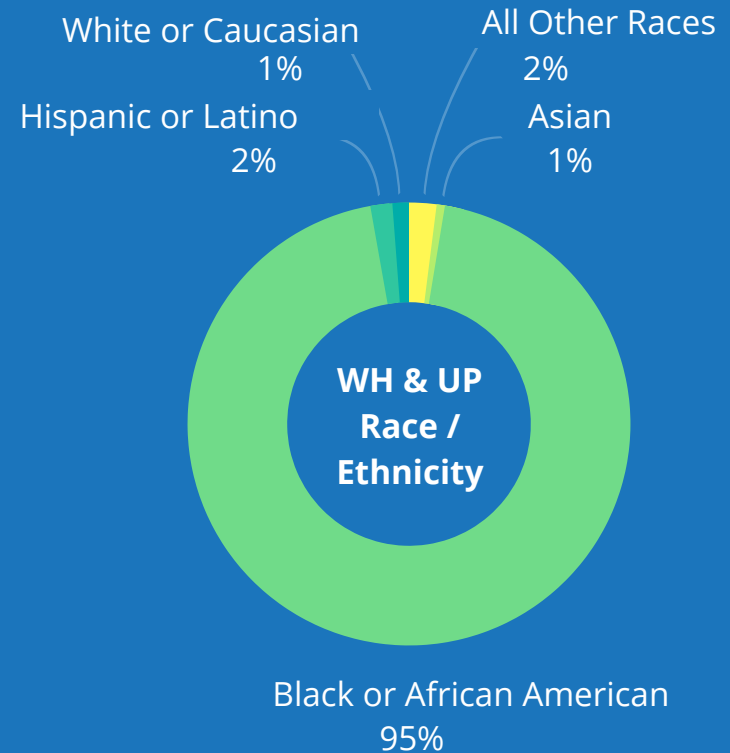
Population

WH & UP

3,281

County

1,040,032



Age of Residents

Median age of residents

WH & UP

39

County

35

Demographics

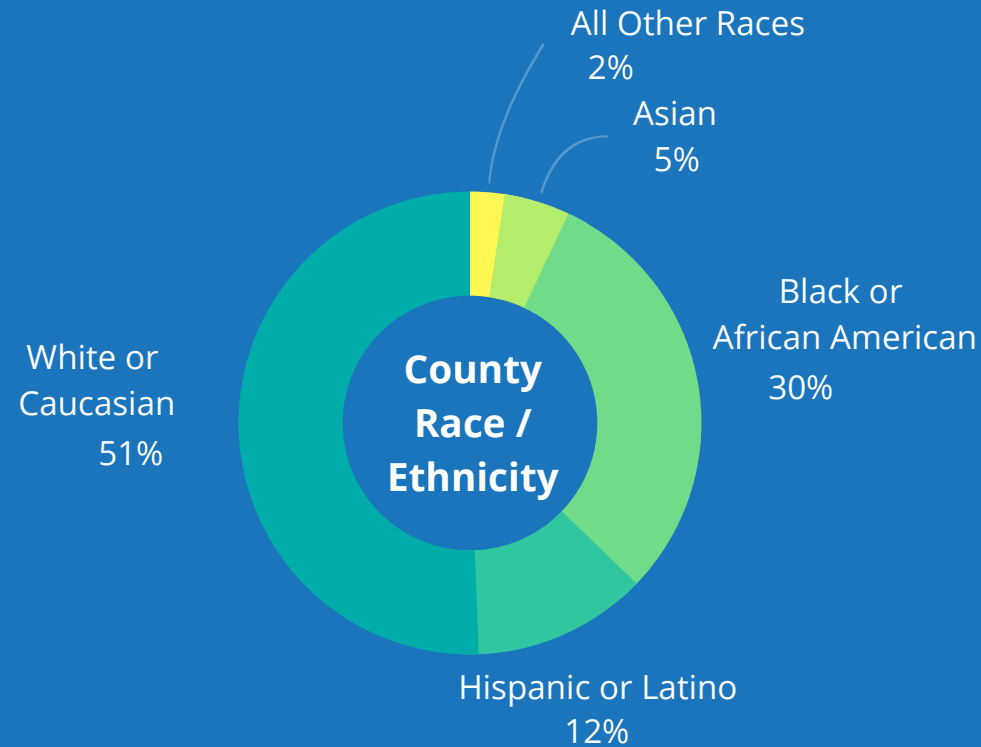
Percentage of population age
65 and over

WH & UP

14%

County

10%



Life Expectancy

WH & UP

71

County

71

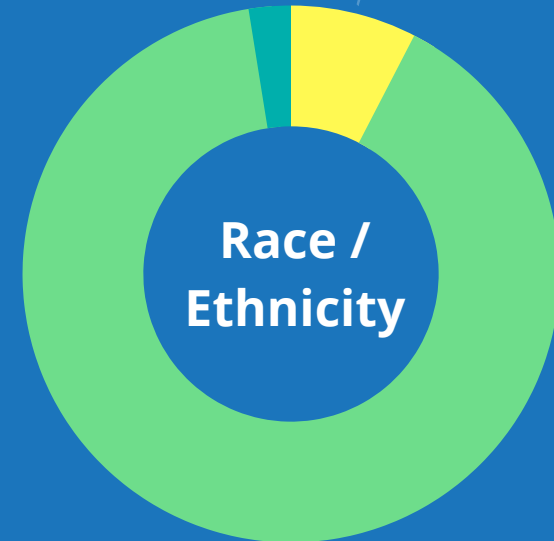
Survey Participants

Participants

79

Hispanic or Latino
3%

All Other Races
8%



Black or African American
90%

Gender

Male

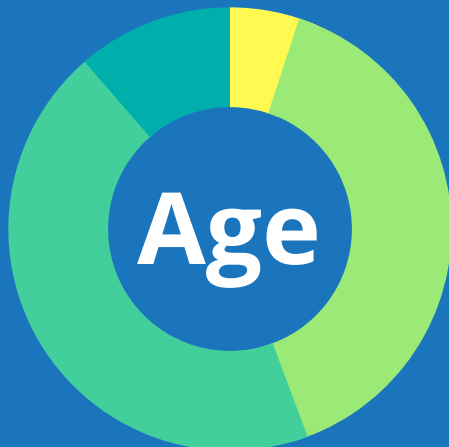
41%

Female

59%

80 to 89 years old
11%

59 years or younger
5%



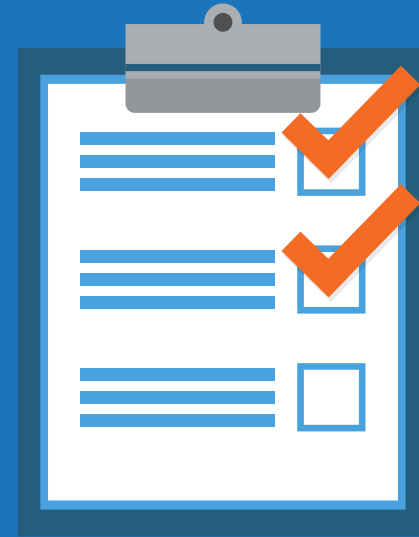
60 to 69 years old
39%

70 to 79
years old
44%

Survey Participants

**Do you have a disability
that affects your mobility?**

Yes
35%



Disabilities Reported

Amputee
Arthritis
Asthma
Hip, Knee, and Joint Pain
Ankle and Back Problems
Heart Disease
Vision Problems

Mobile Assistance Devices Used

Canes
Walkers
Wheelchairs

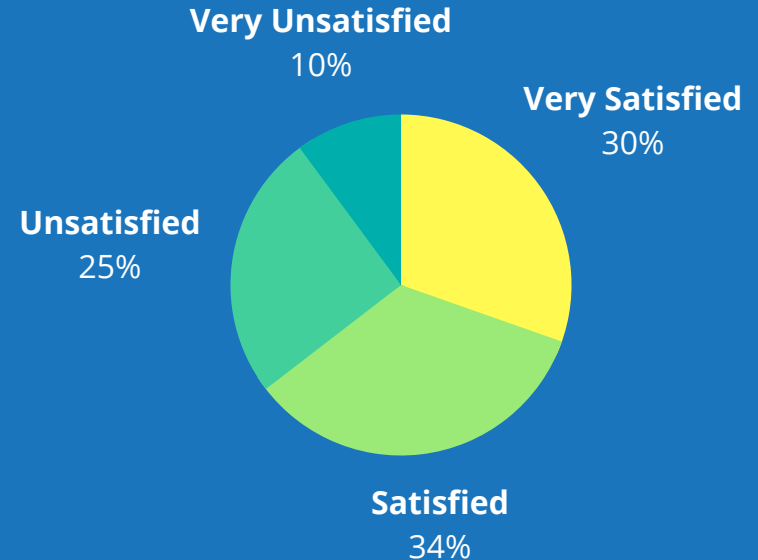
Survey Participants

During the past month, were you unable to reach any destinations because you could not find transportation?

Yes
25%



How satisfied are you with your ability to leave home when you want/need to?



Locations Seniors Reported Being Unable to Reach

Church
Grocery Store
Friends & Family
Doctors Appointment
Restaurants
Bank

Health

Public Health Insurance

Percentage of the population who receive Medicaid or N.C. Health Choice

WH & UP

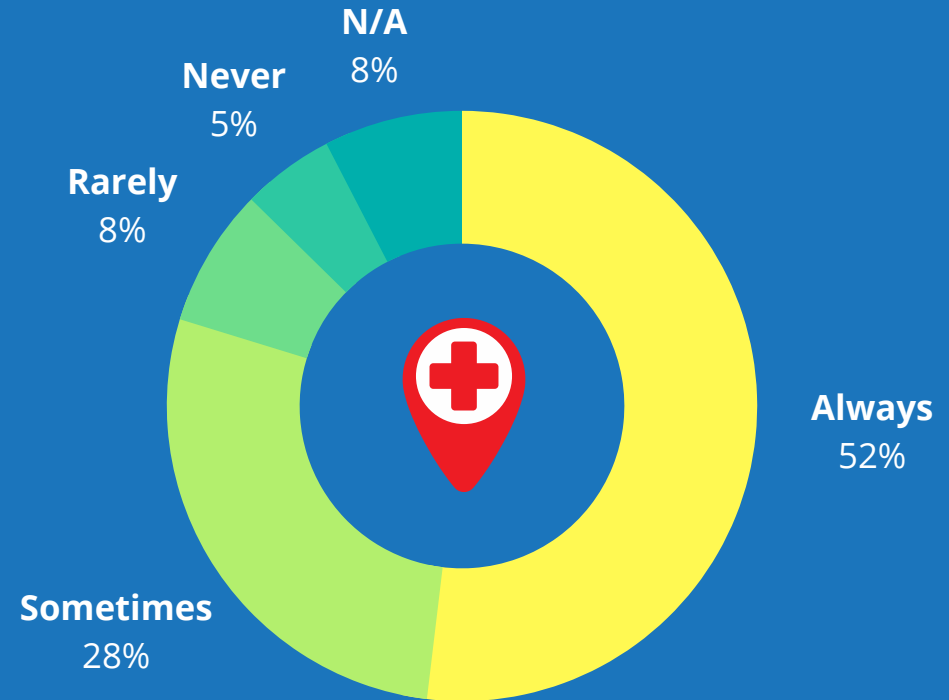
County

49%

18%



How often are you able to find transportation to medical appointments?



Proximity to Low-Cost Healthcare

Percentage of housing units within 1/2 mile of a Medicaid provider or free clinic

Lincoln Heights

County

9%

23%

Health

Proximity to Pharmacy

Percentage of housing units within 1/2 mile of a pharmacy

WH & UP

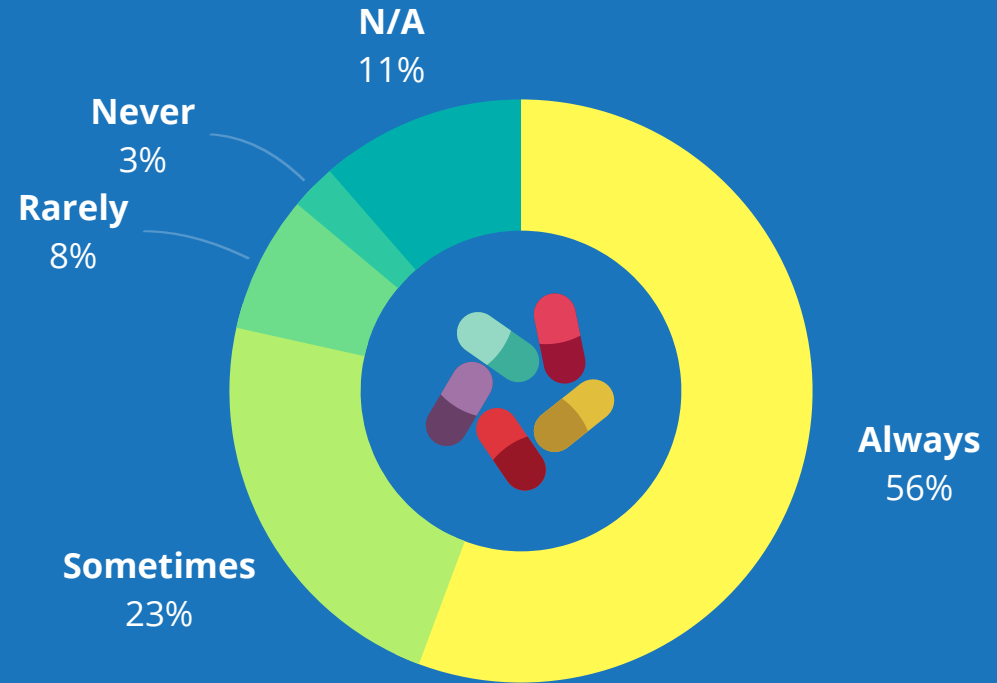
49%

County

34%



How often are you able to find transportation to the pharmacy?



Food

Proximity to Grocery Store

Percentage of housing units within 1/2 mile of a full-service, chain grocery store

WH & UP

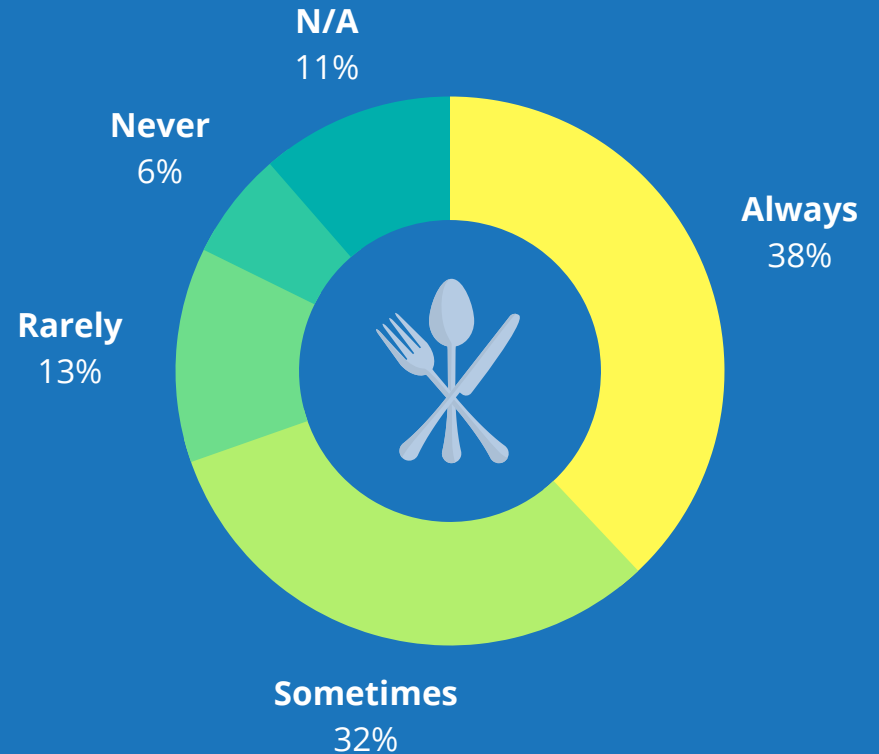
County

49%

30%



How often are you able to find transportation to a grocery store?



Food and Nutrition Services

Percentage of the population who receive Food and Nutrition Services (FNS)

WH & UP

County

55%

16%

Economy

Household Income

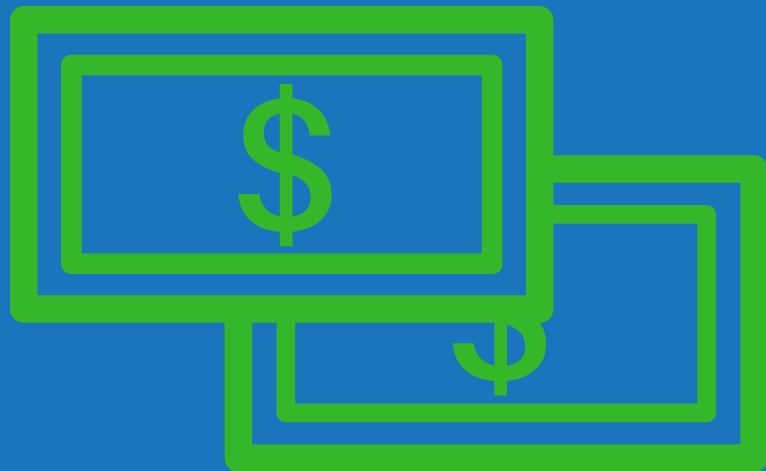
Median Household Income

WH & UP

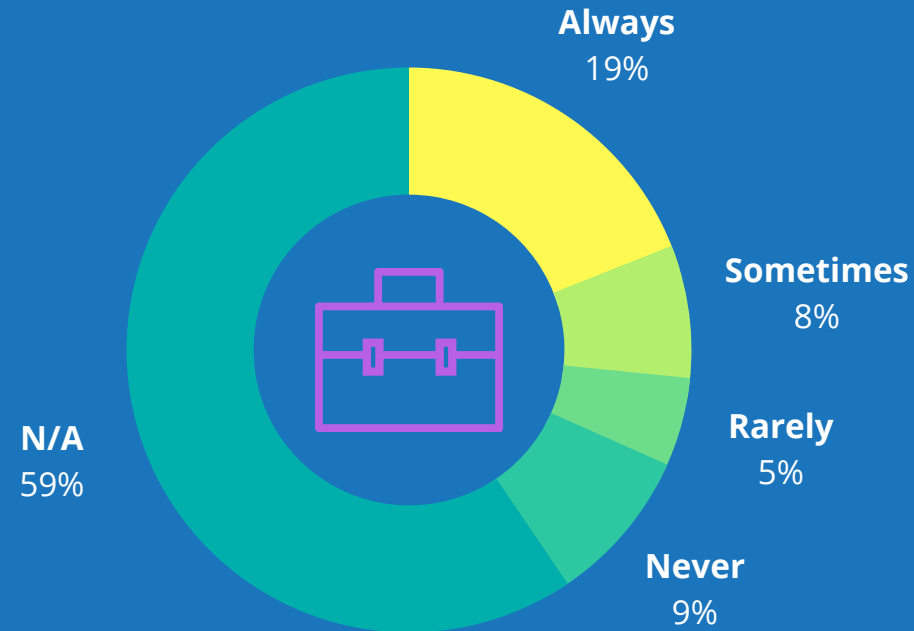
\$21,555

County

\$56,854



How often are you able to find transportation to work or job training?



Employment

Percentage of adults in the labor force who are employed

WH & UP

81%

County

91%

Housing

Home Sales Price

Average sales price of homes

WH & UP

\$35,762

County

\$273,064



Rental Costs

Median gross rent of renter-occupied housing units

WH & UP

\$838

County

\$938



Driving

Driving

Commuters Driving Alone

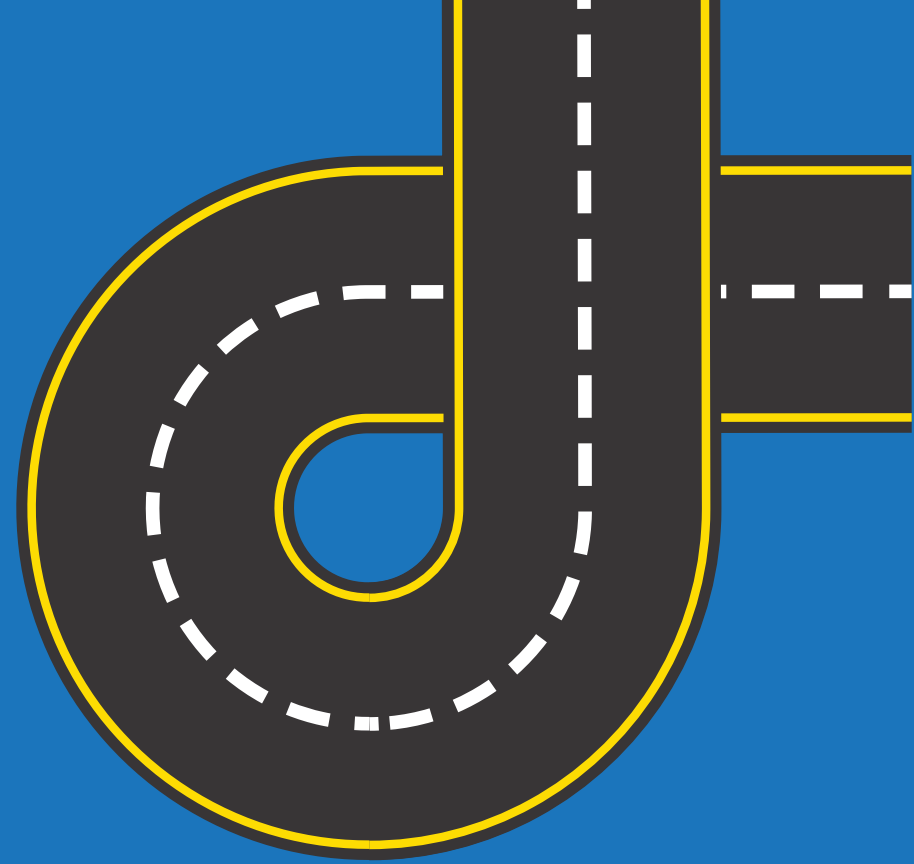
Percentage of workers who commute by driving alone

WH & UP

53%

County

82%



Long Commute

Percentage of auto commuters traveling 20 minutes or more to work

WH & UP

63%

County

62%

Collisions

Charlotte Department of Transportation 2016 Annual Traffic Safety Report 110 High Accident Locations Ranked



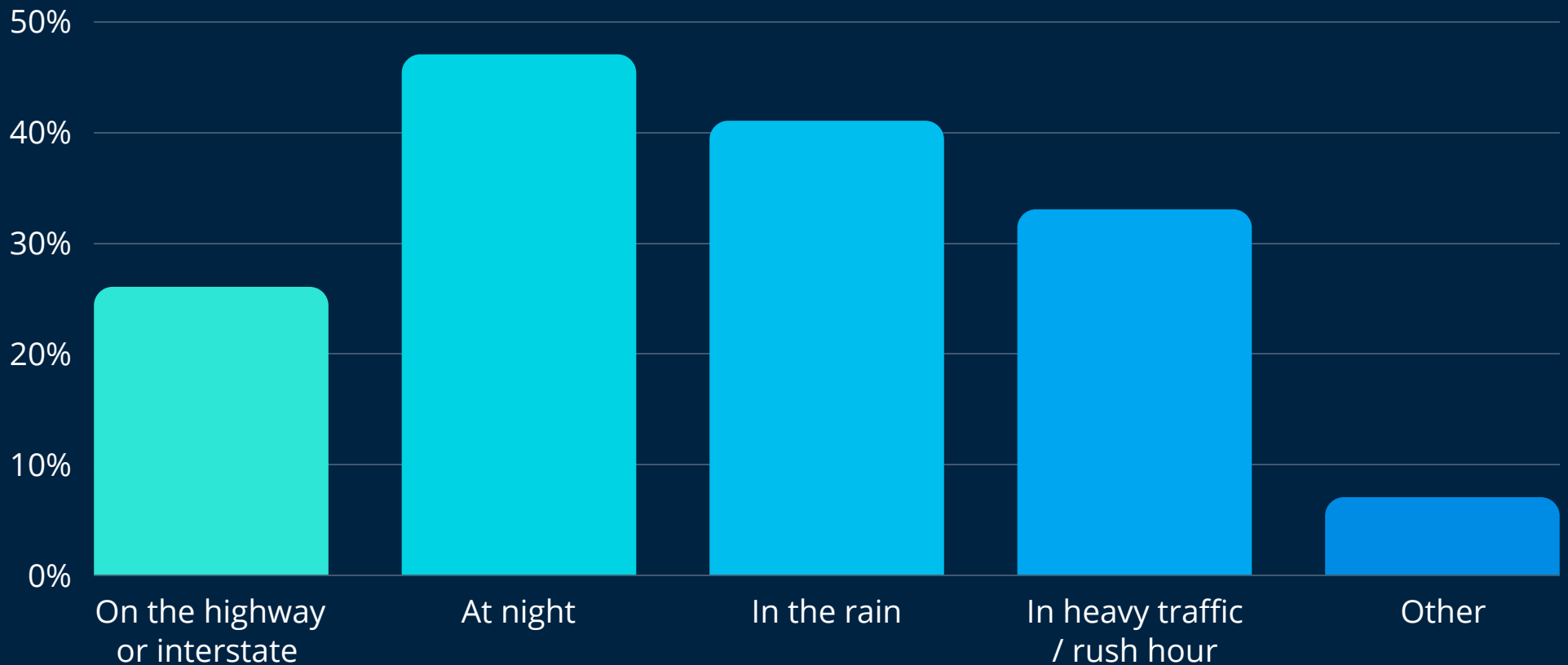
#14 - Beatties Ford Rd & Lasalle St

#90 - Beatties Ford Rd & Gilbert St / Montana Dr

#104 - Beatties Ford Rd & Booker Ave / Oaklawn Ave

Driving

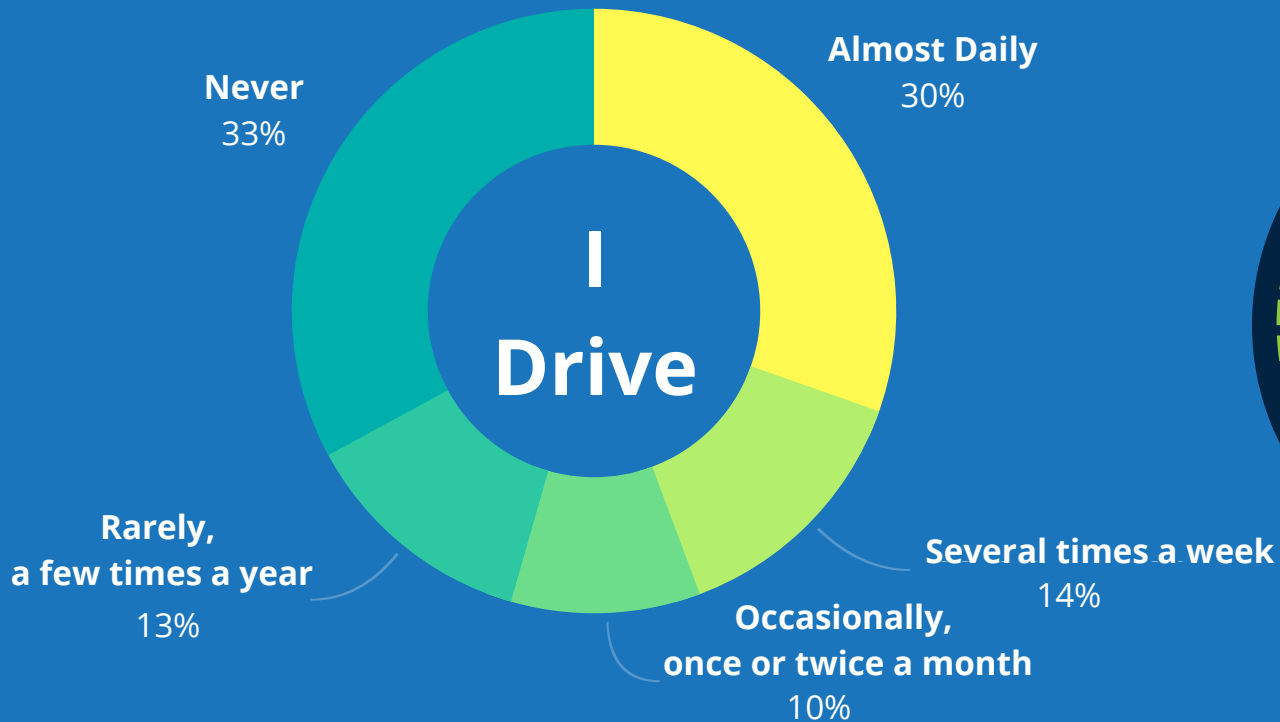
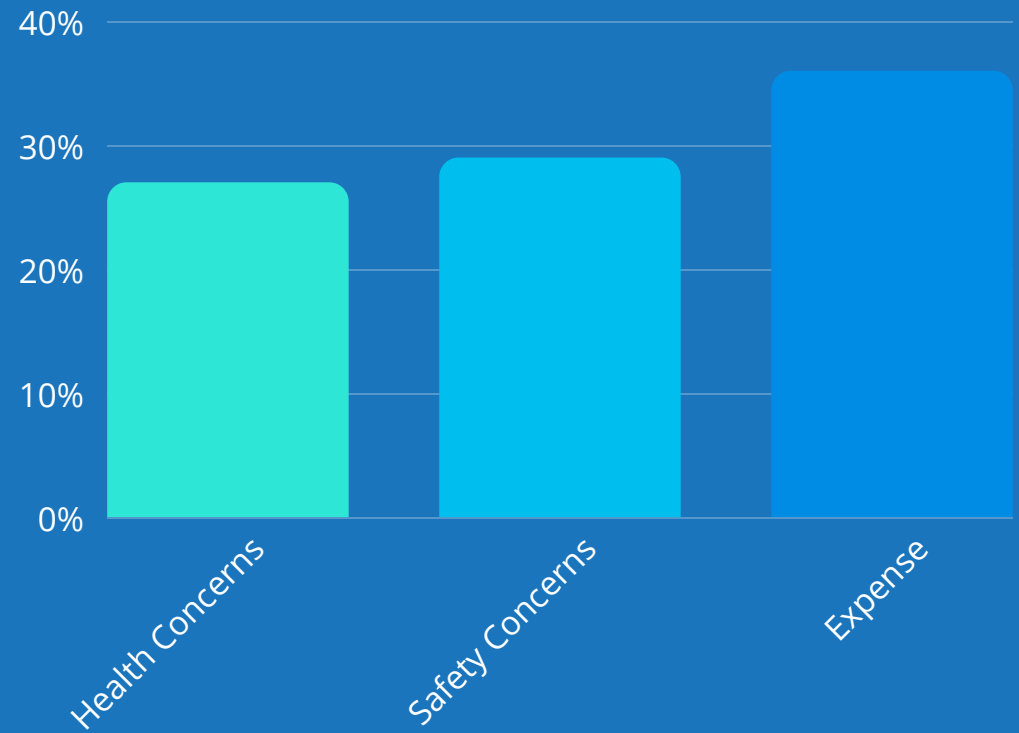
If you do currently drive, what conditions would you not drive under?



Driving

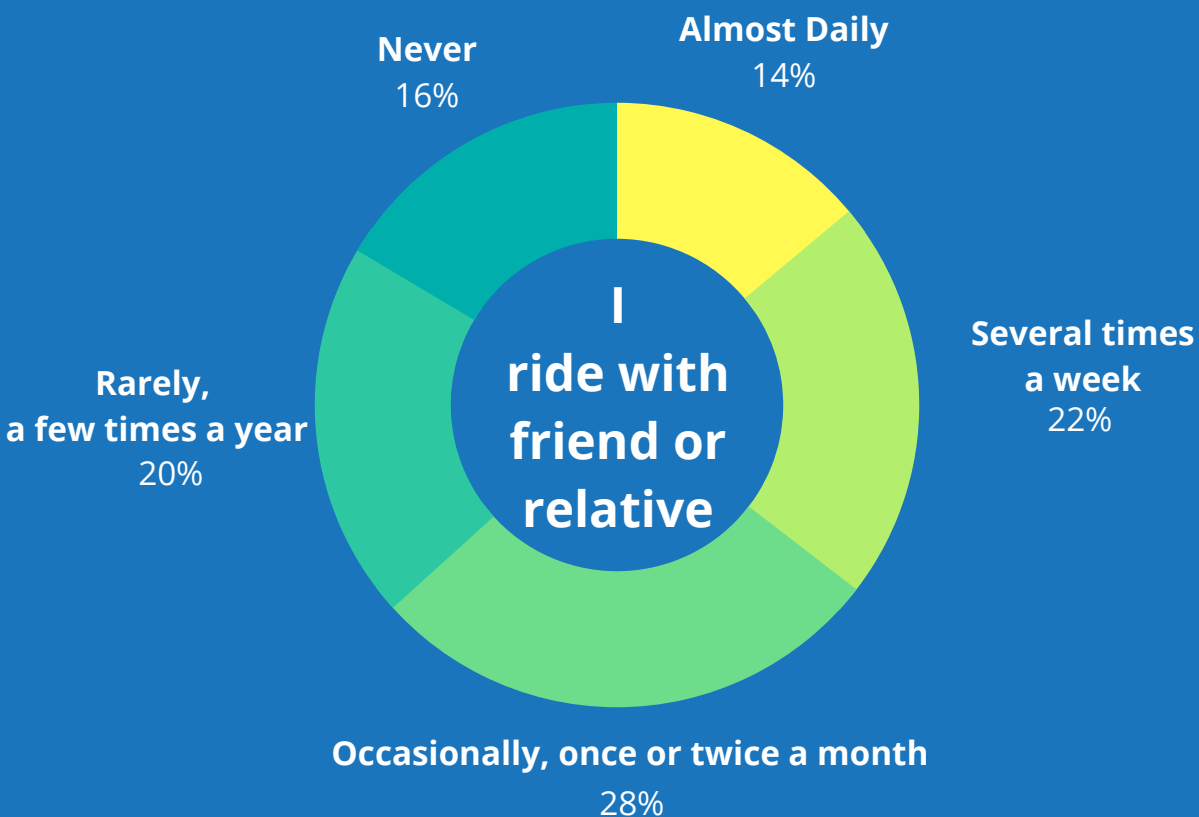
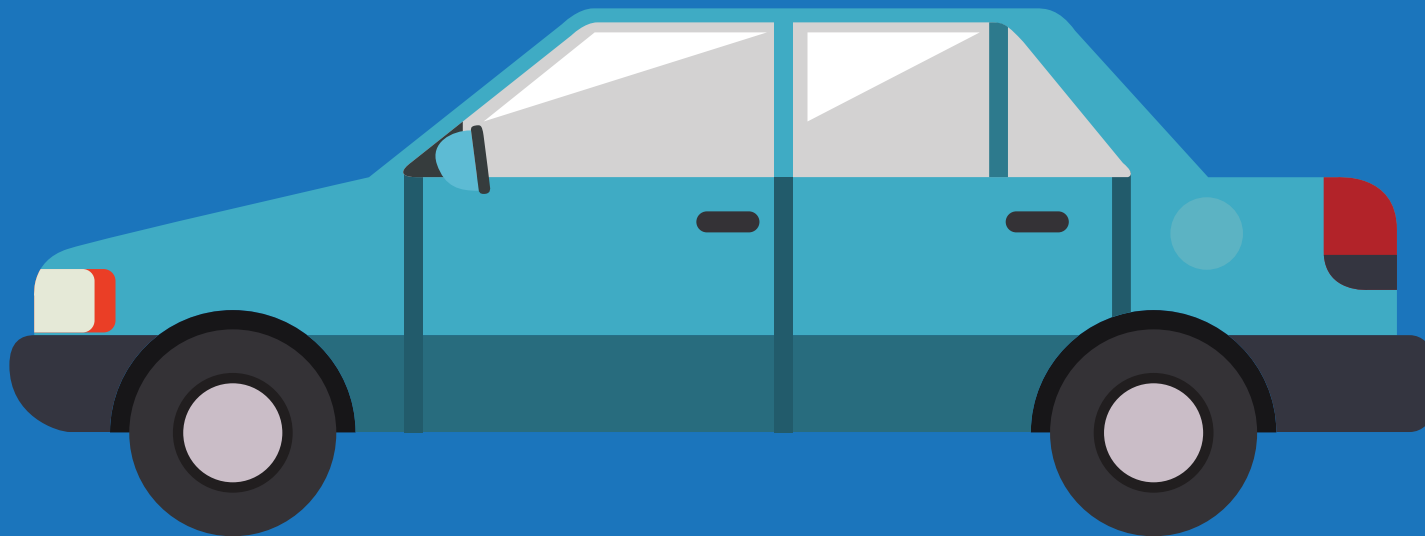


What prevents you from driving?



21%
INTERESTED
IN TRYING

Riding with a Friend or Relative

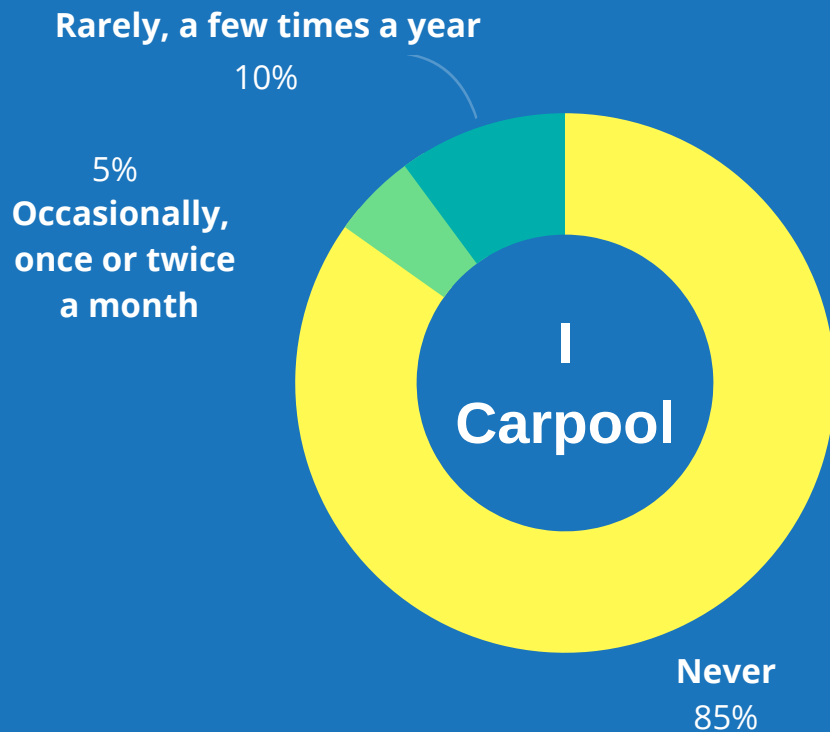
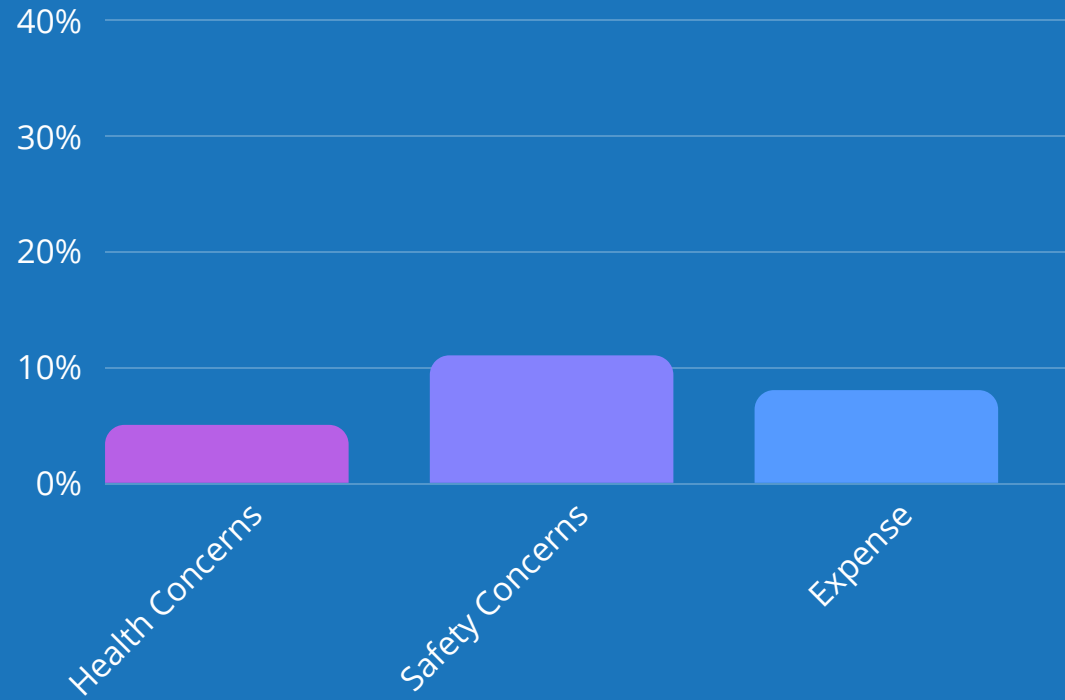


28%
**INTERESTED
IN TRYING**

Carpool

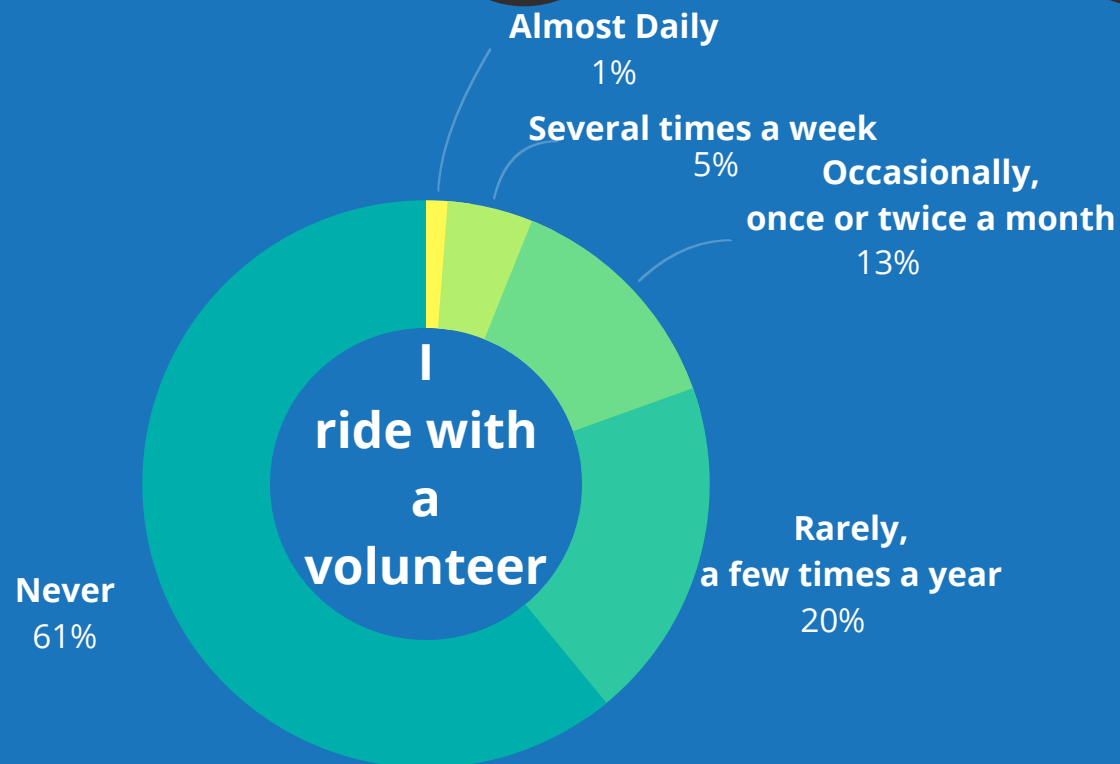


What prevents you from carpooling?



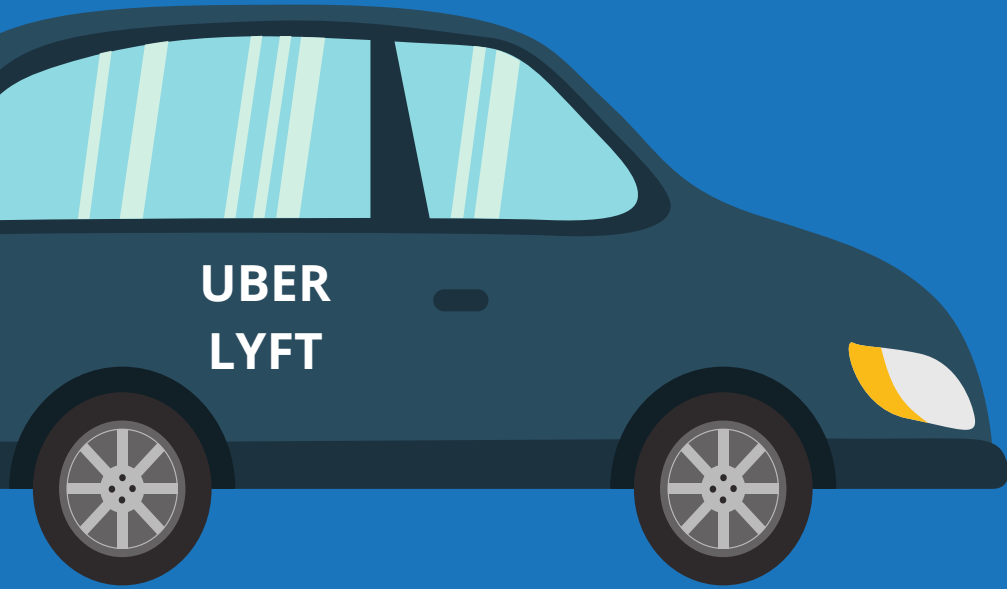
15%
INTERESTED
IN TRYING

Riding with a Volunteer

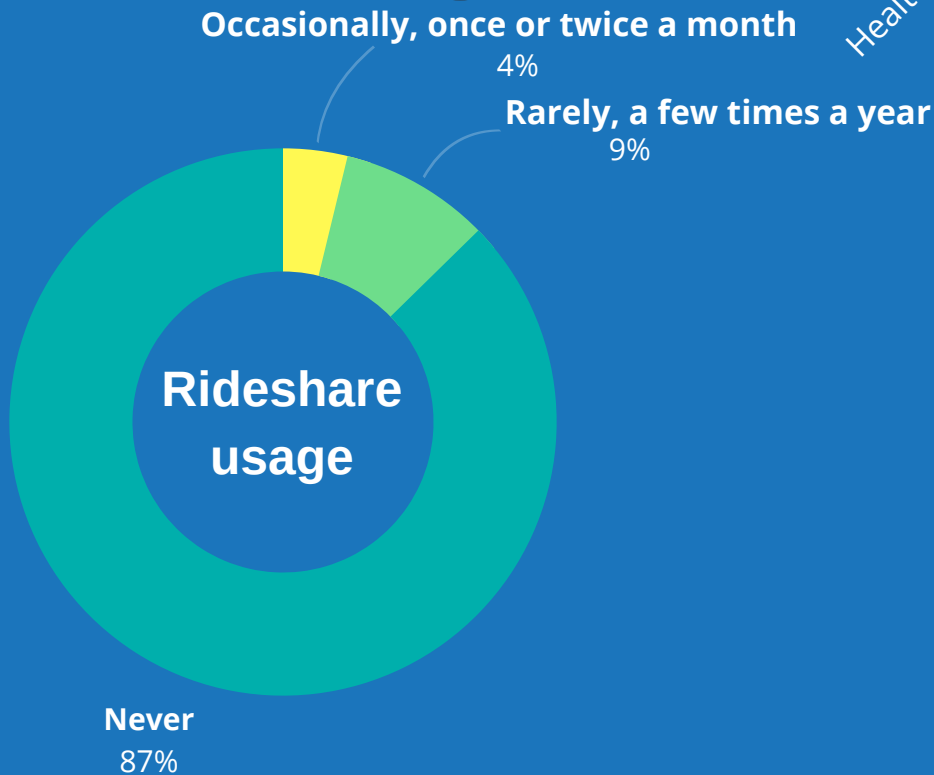
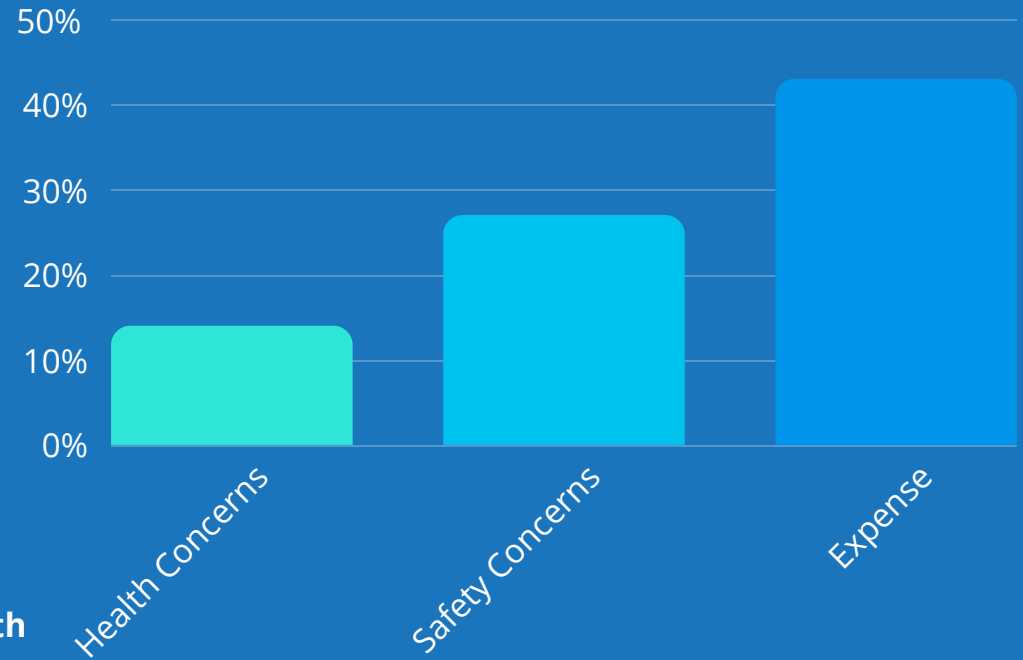


21%
**INTERESTED
IN TRYING**

Rideshare



What prevents you from using rideshare?

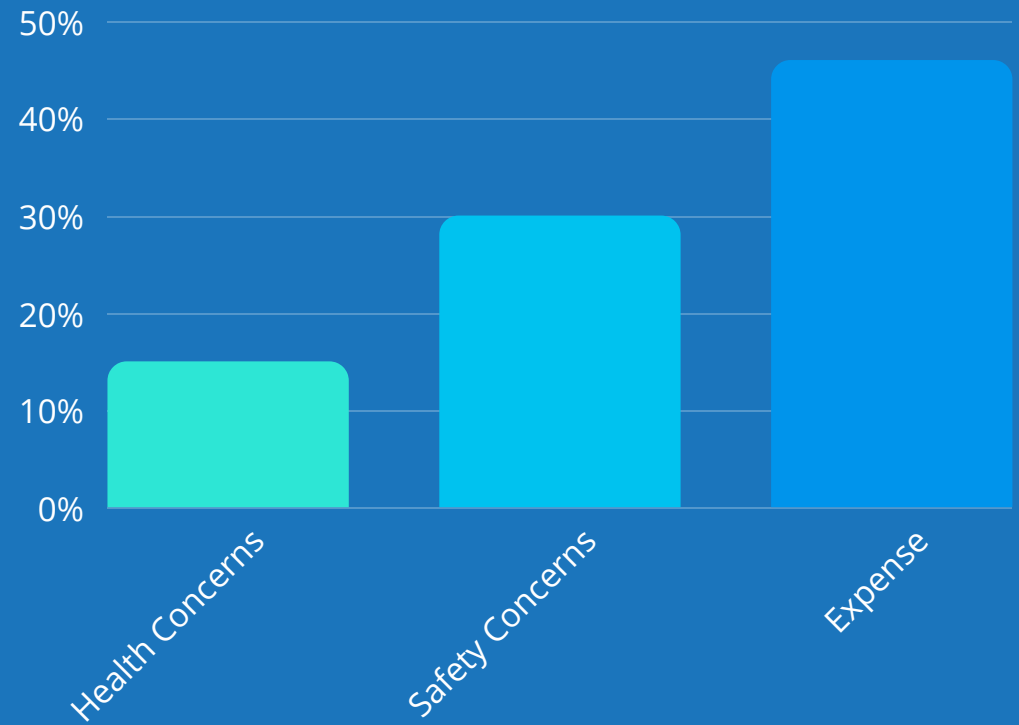


18%
INTERESTED
IN TRYING

Taxi

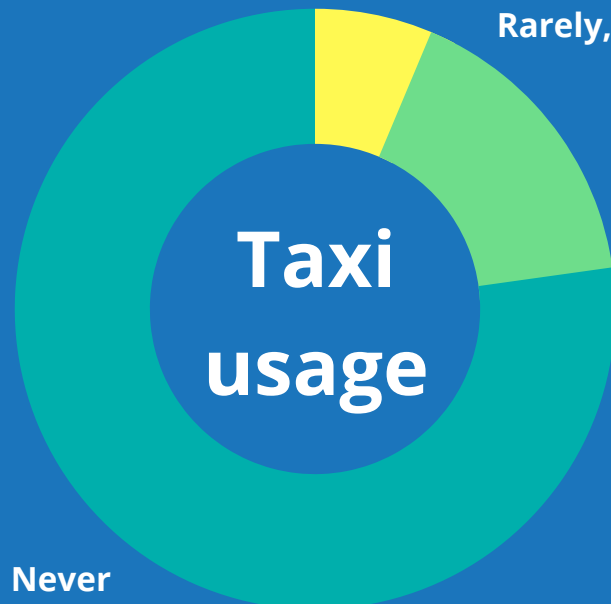


What prevents you from using taxis?



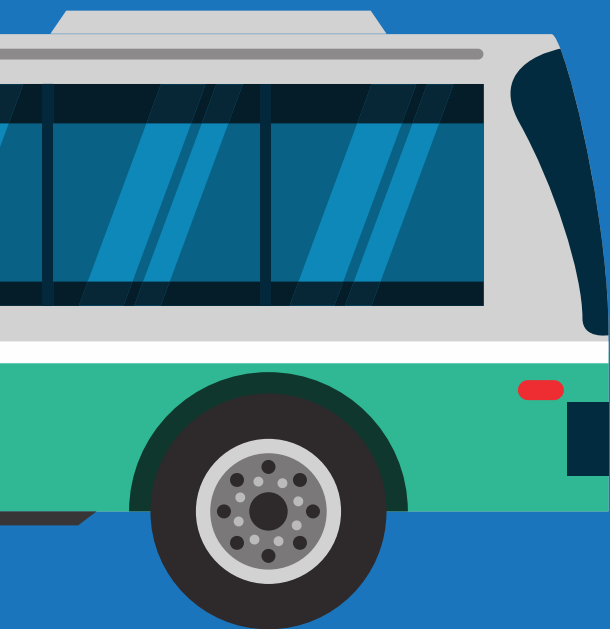
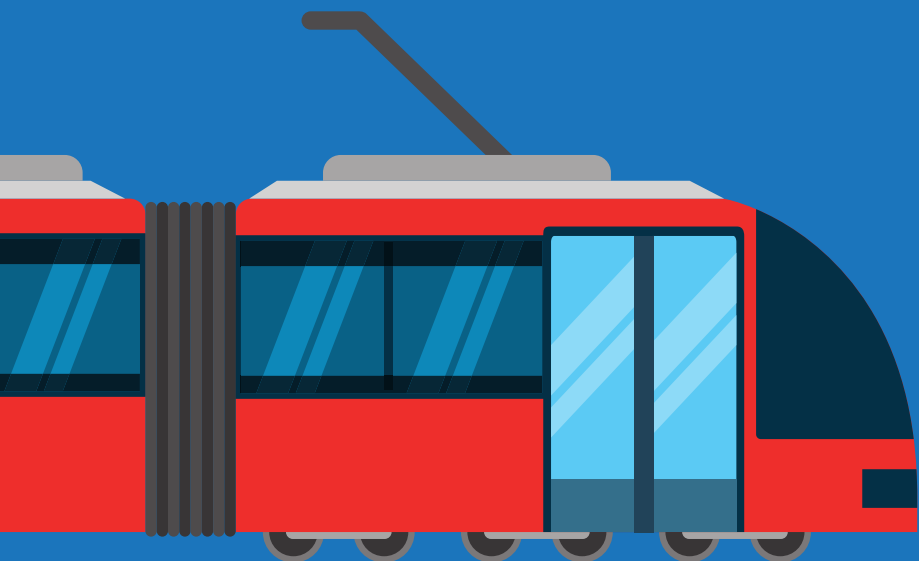
Occasionally, once or twice a month
6%

Rarely, a few times a year
16%



Never
77%





Transit

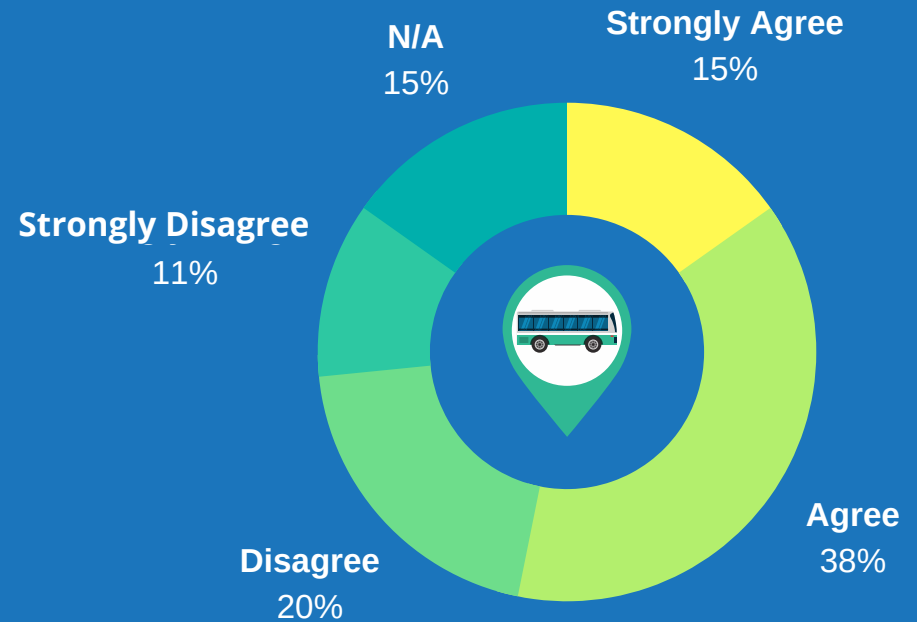
Transit

The transit stop is close enough for me to walk to.

Proximity to Public Transportation

Percentage of housing units within 1/2 mile of a transit stop

WH & UP	County
100%	67%

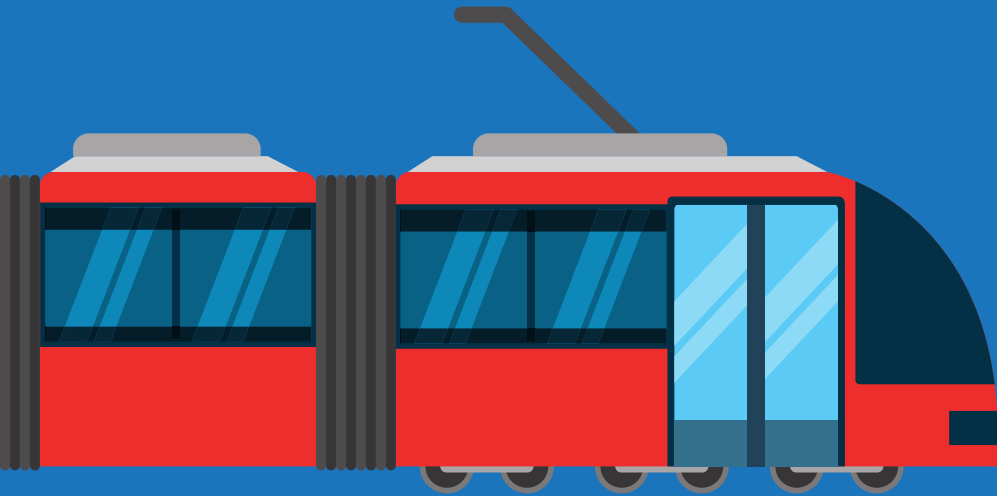


Transit Ridership

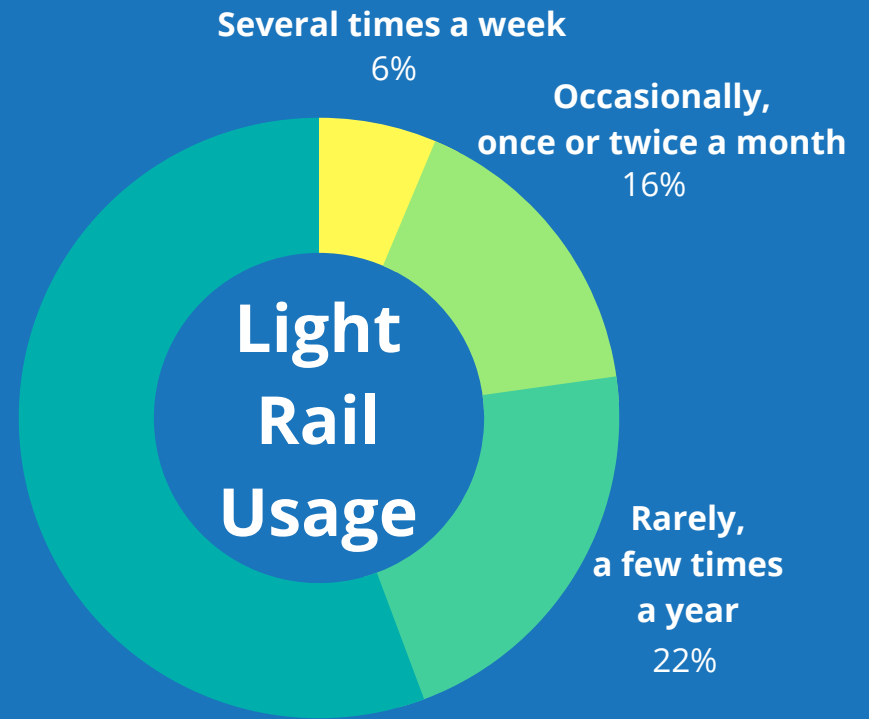
Average weekly boardings

WH & UP	County
4,072	406,595

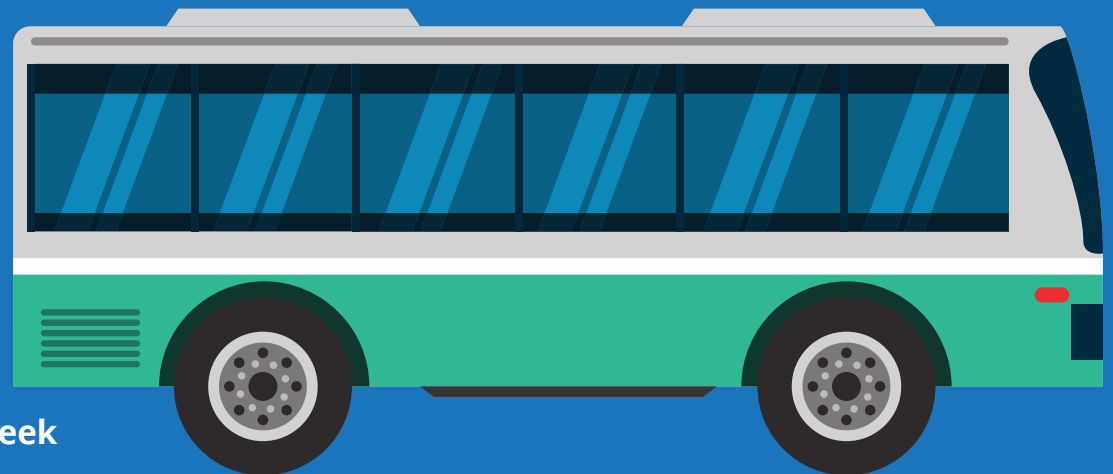
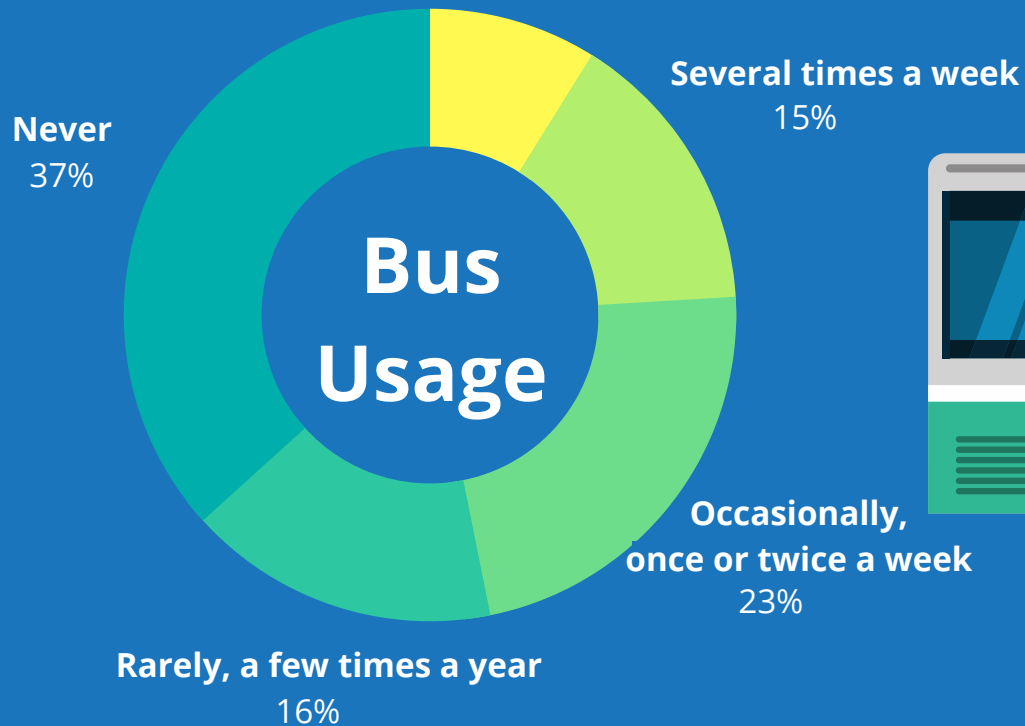
Transit



Never
56%

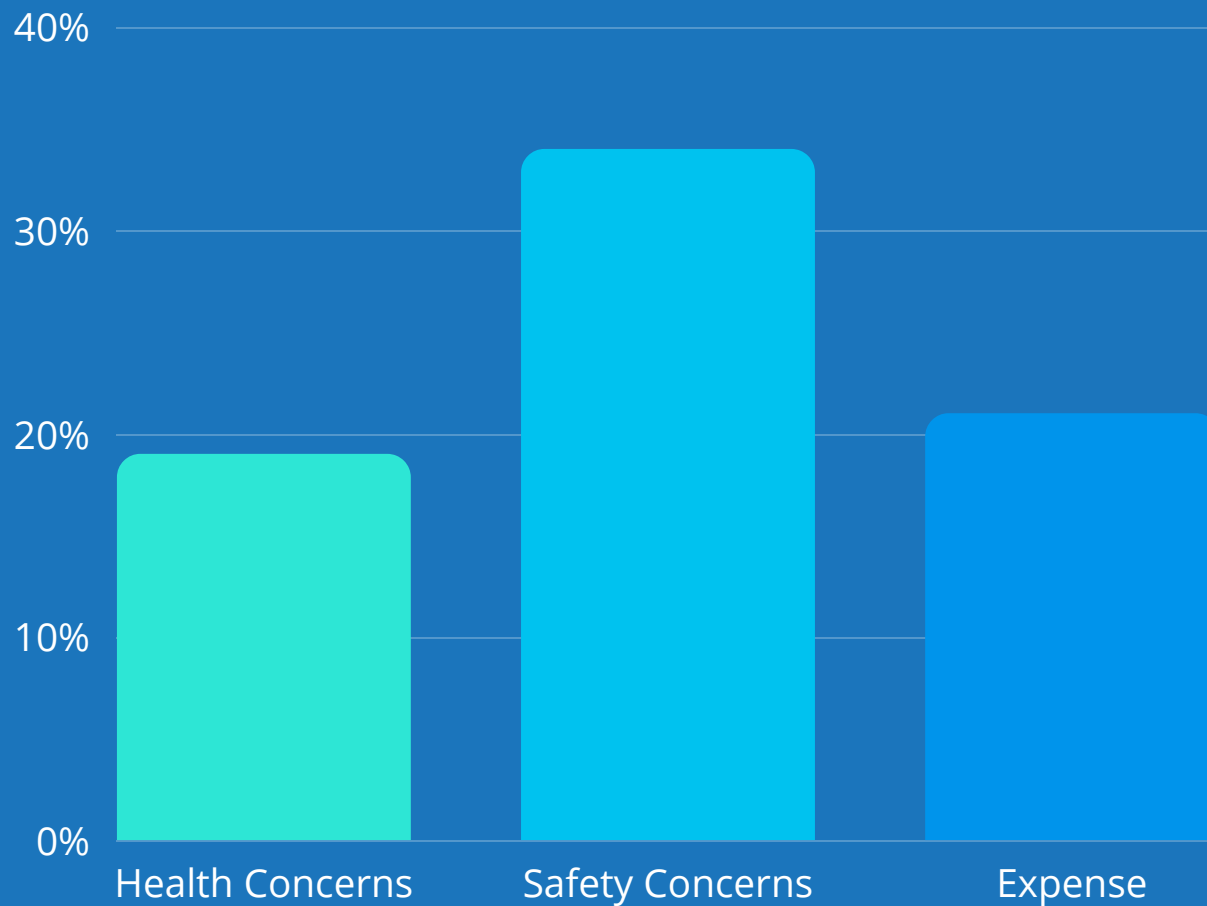


Almost Daily
9%



Transit

What prevents you from using public transit?



39%
INTERESTED
IN TRYING

STS

Special
Transportation
Service



Several times a week
8%

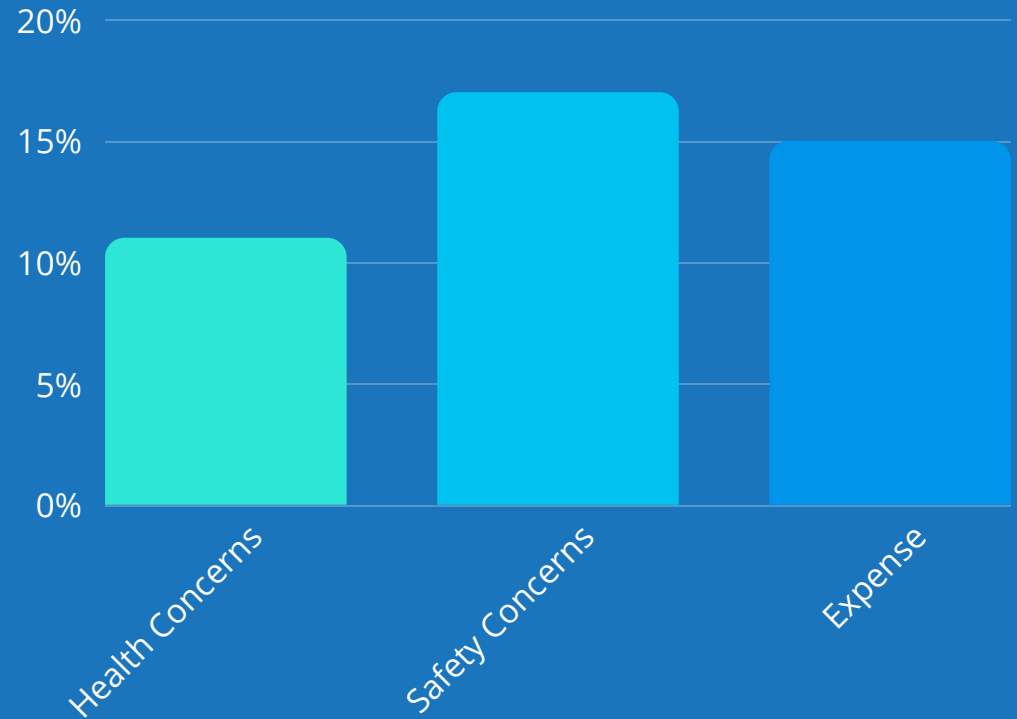
Occasionally, once or twice a month
13%

Rarely,
a few times a year
16%

Never
63%

STS
Usage

What prevents you from using STS?



29%
INTERESTED
IN TRYING

Bus Routes

3

Frequency:
30 Minutes

7

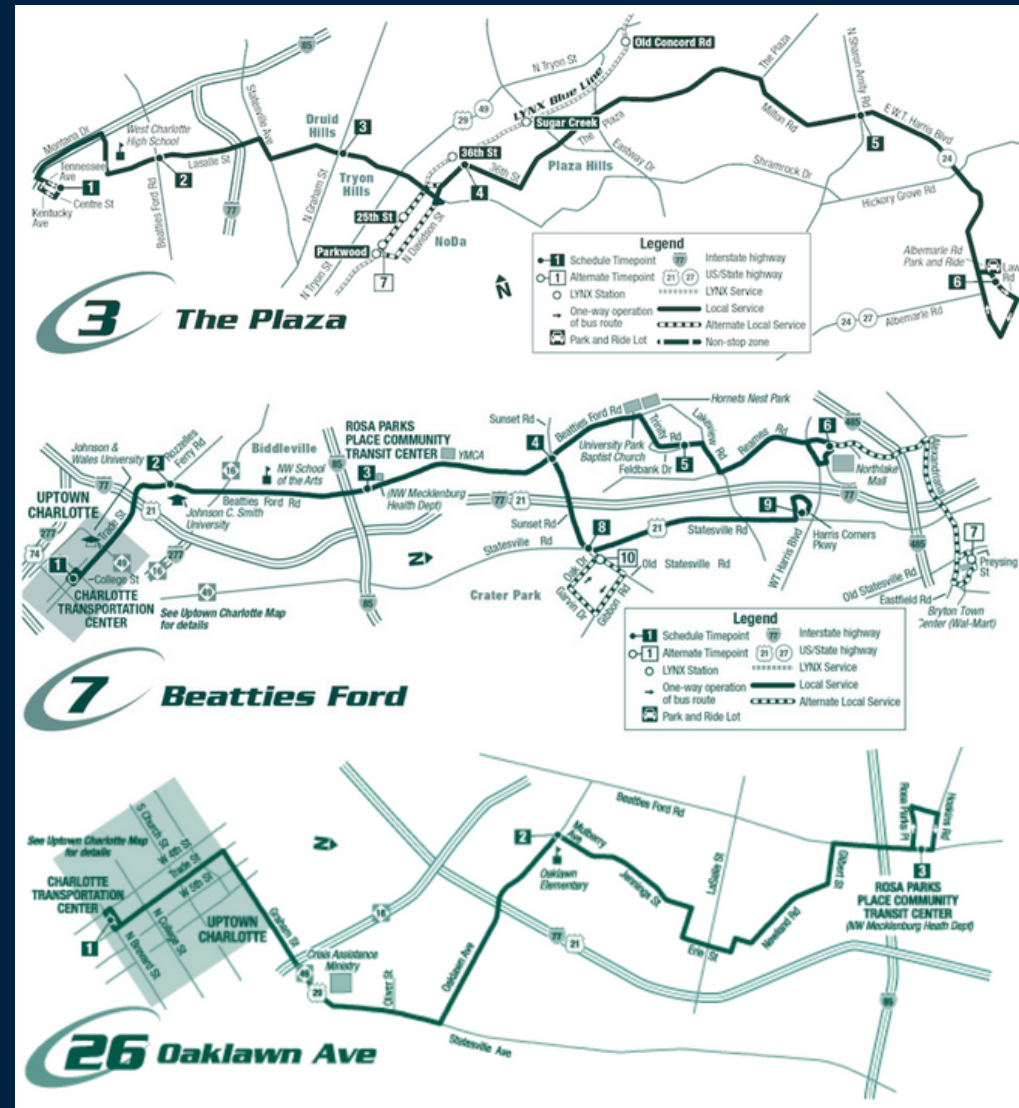
Frequency:
10-40 Minutes

Depending on time and day of the week

26

Frequency:
30-60 Minutes

Depending on time and day of the week



Transit Fare

Bus / Light Rail Fare

Seniors 62+ / Medicare Card / ADA - Disabled



One-Way

\$1.10

One-Day
Unlimited

\$6.60

Weekly
Unlimited

\$30.80

Monthly
Unlimited

\$44.00

10-Ride

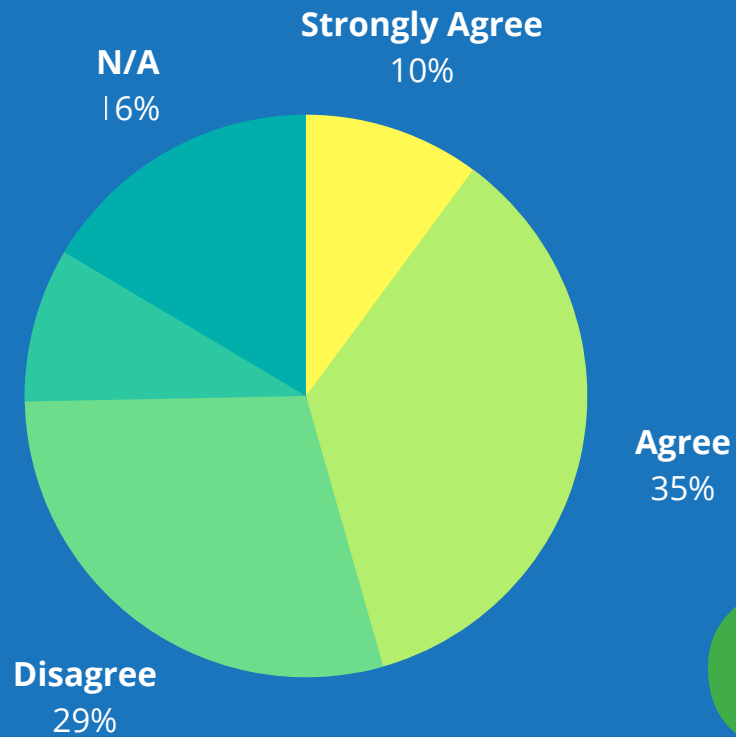
\$9.35

Community
Shuttle

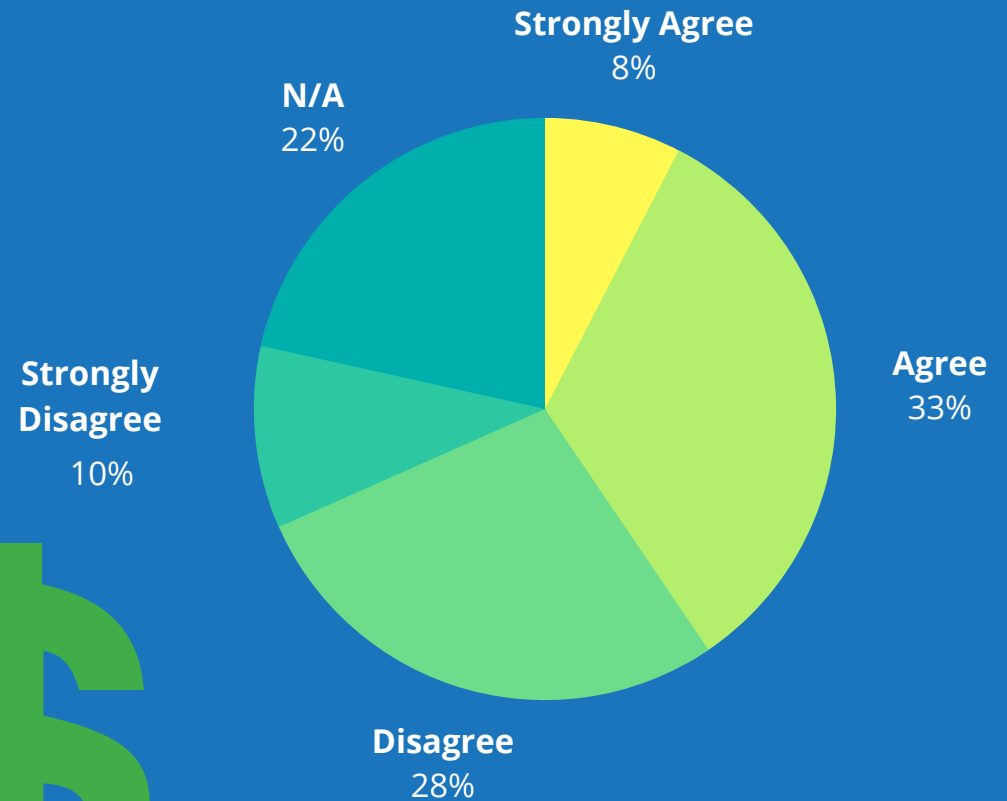
\$0.45

Transit

Transit fare is affordable.

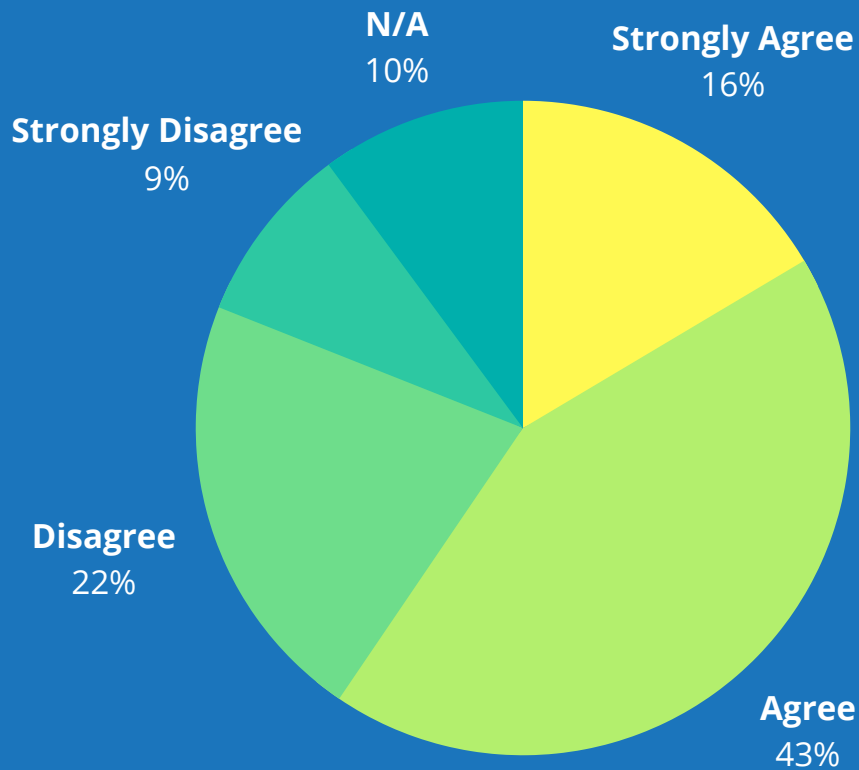


I can easily purchase a senior transit pass.

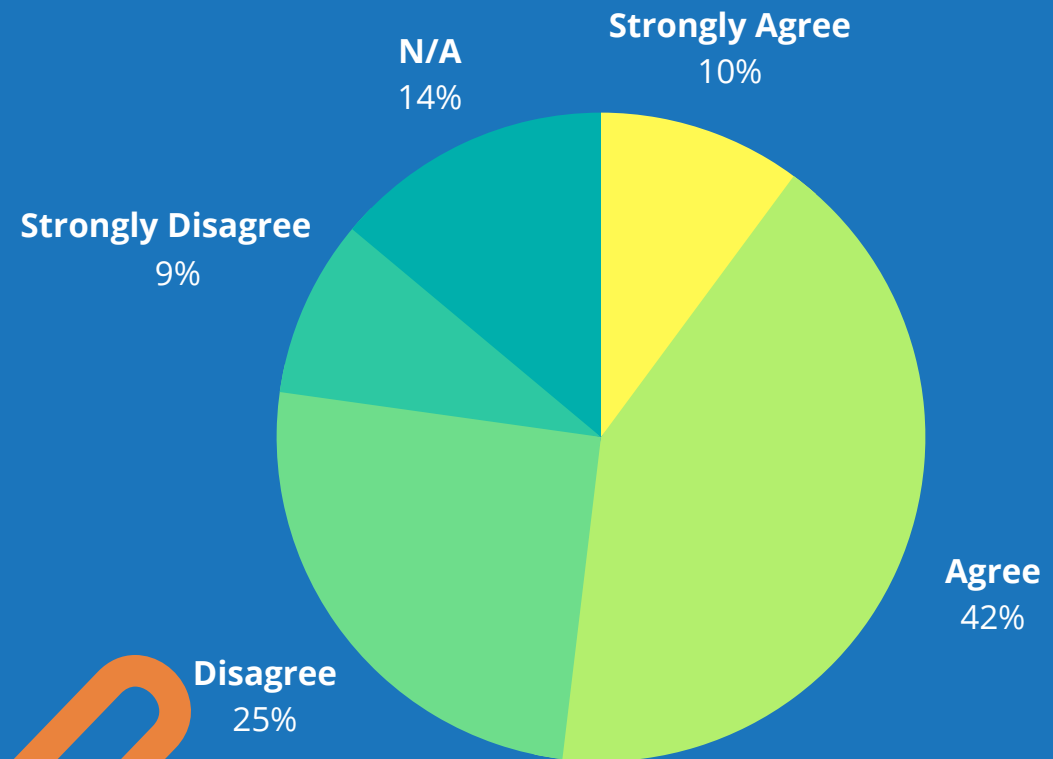


Transit

Public transit is provided where I live and want to go.



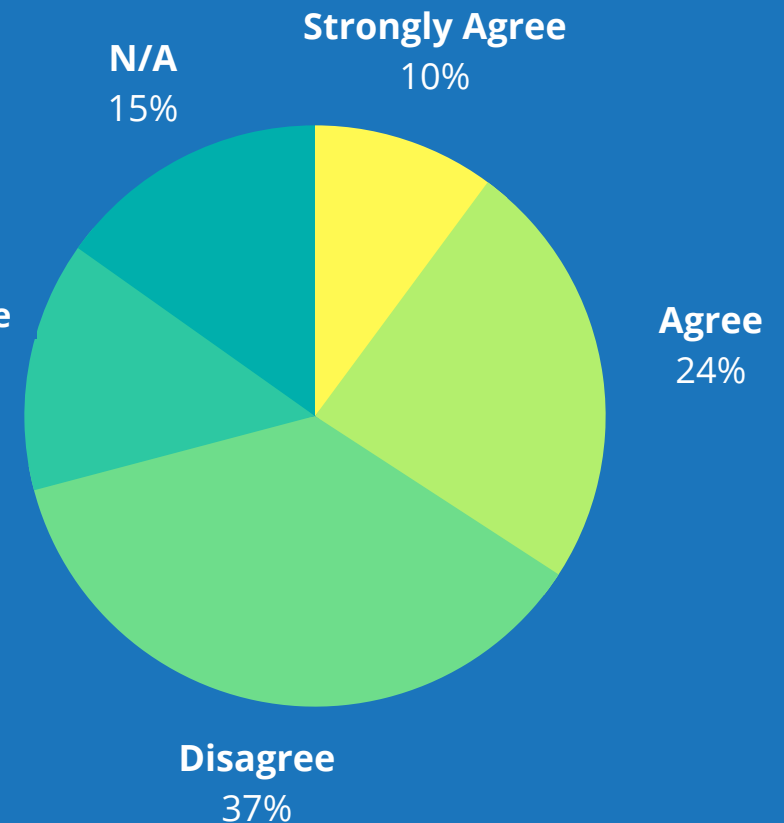
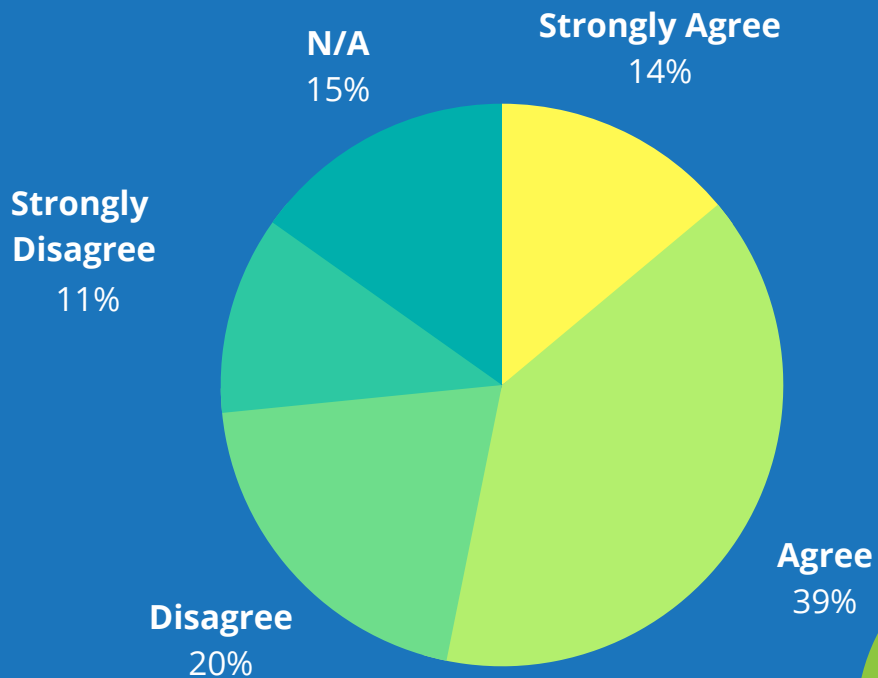
Public transit service is reliable.



Transit

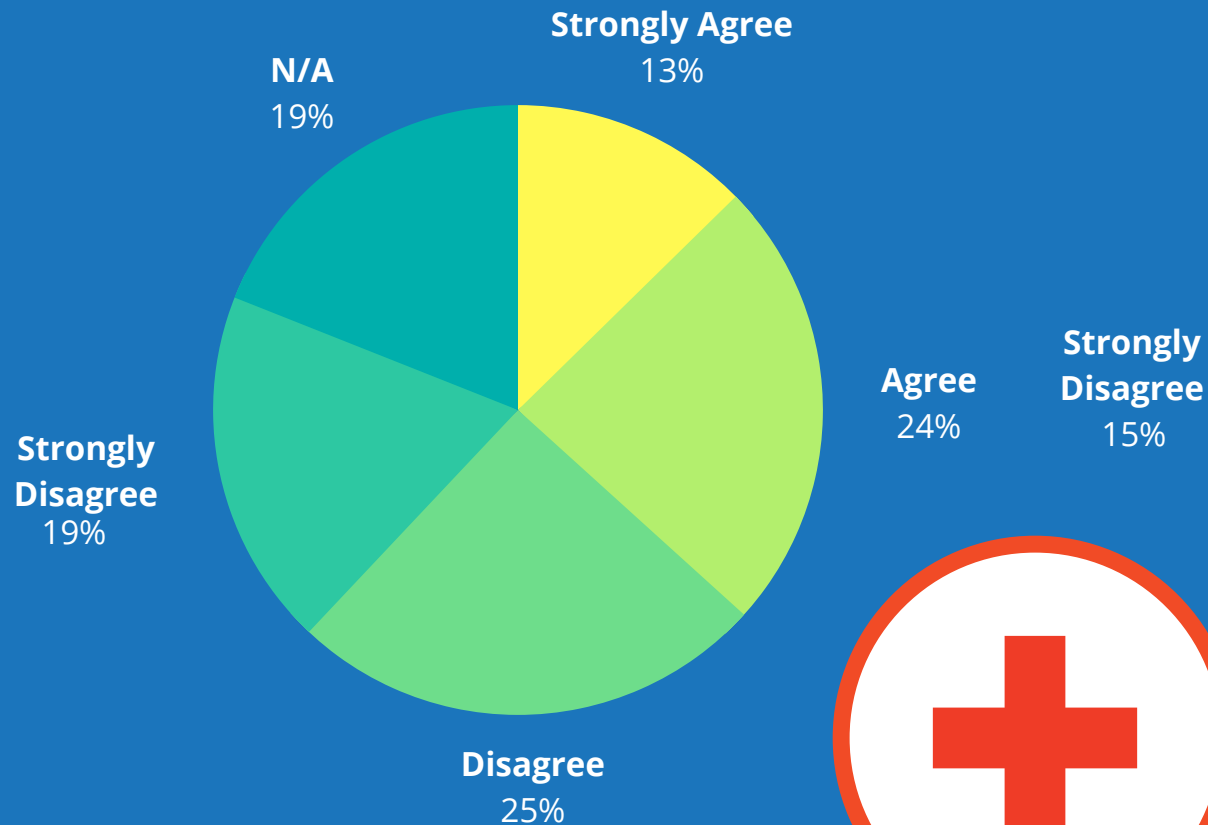
Public transit operates during the times I need.

The travel time to my destination is reasonable when riding public transit.

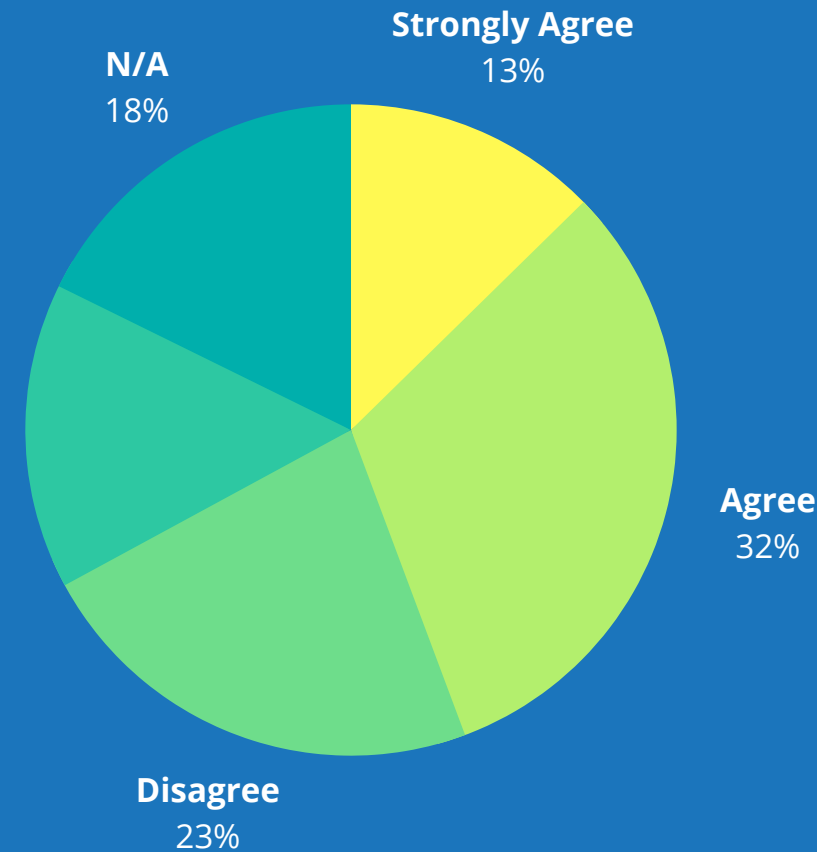


Transit

I have health reasons that prevent my use of public transit.



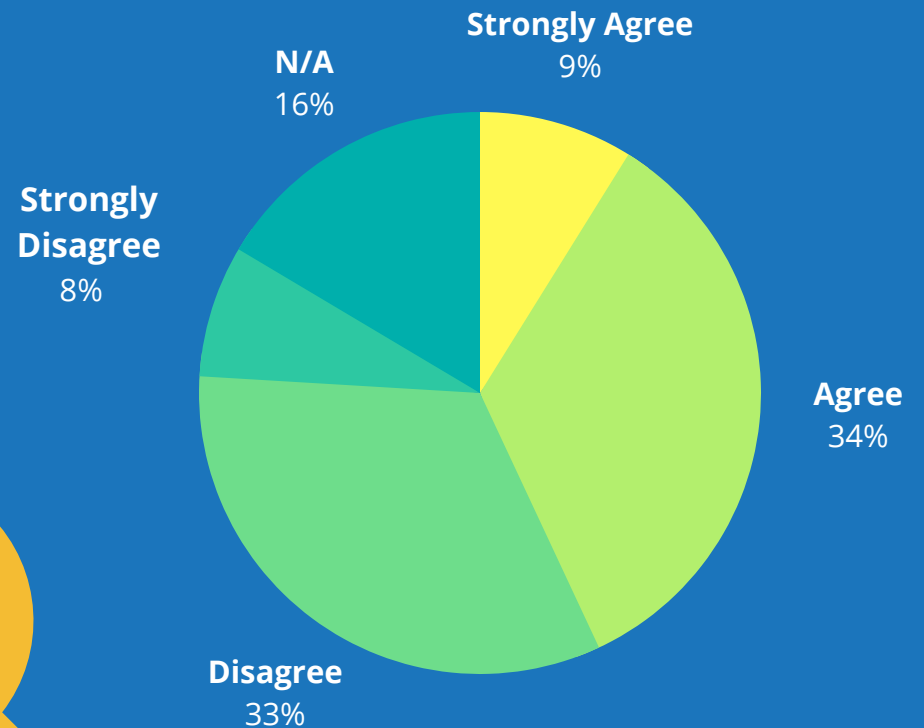
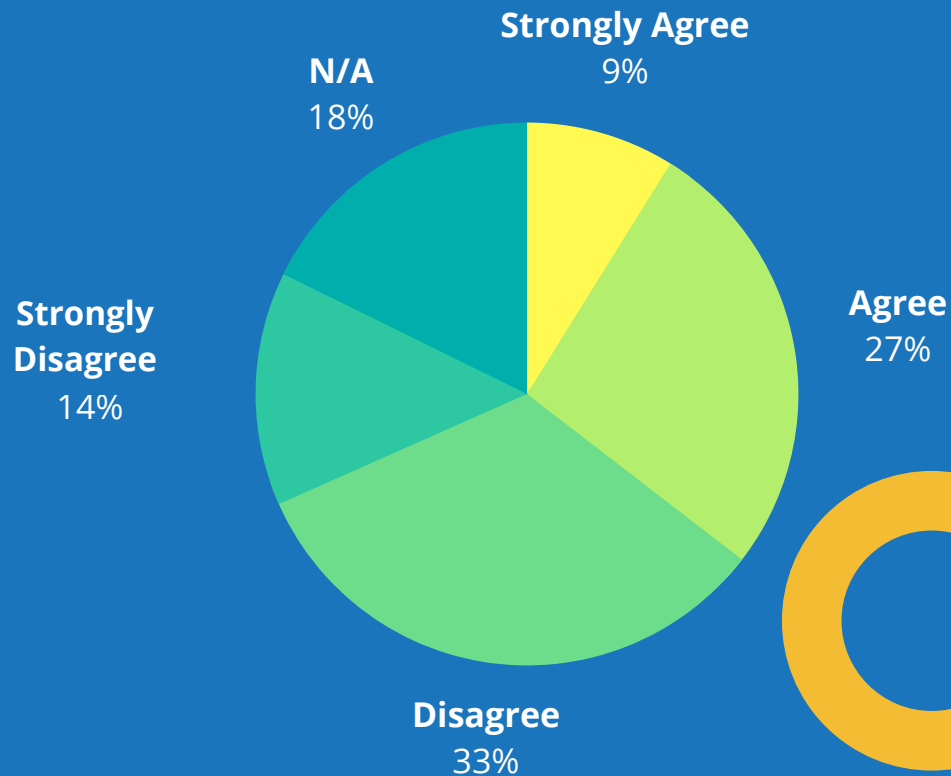
My difficulty in lifting or carrying packages prevents me from using public transit.



Transit

The public transit system
is easy to navigate.

Information about public
transit - fares, schedules, and
routes - is easy to find and
understand.



Top 4 Ways Seniors in Washington Heights and University Park

Find Transportation Information



A website on
a computer



Printed
brochures and
schedules



Signs at
transit stops



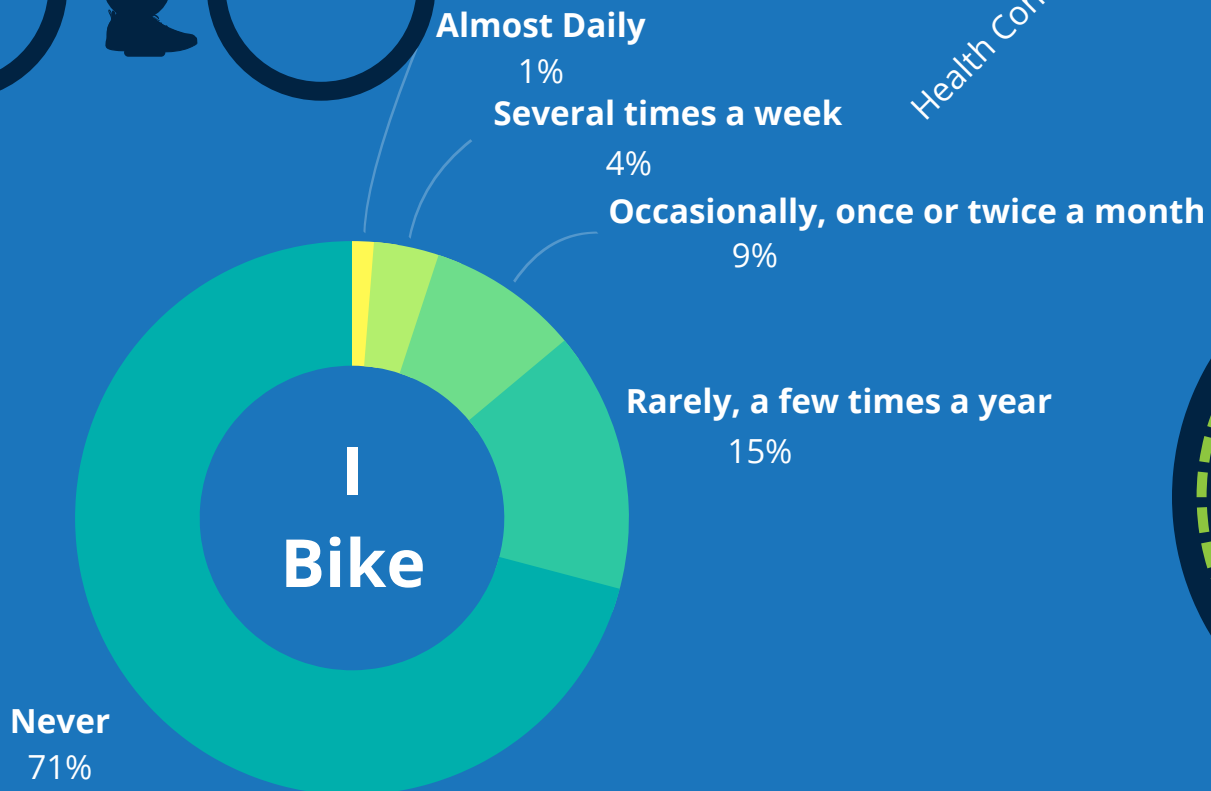
At the
library



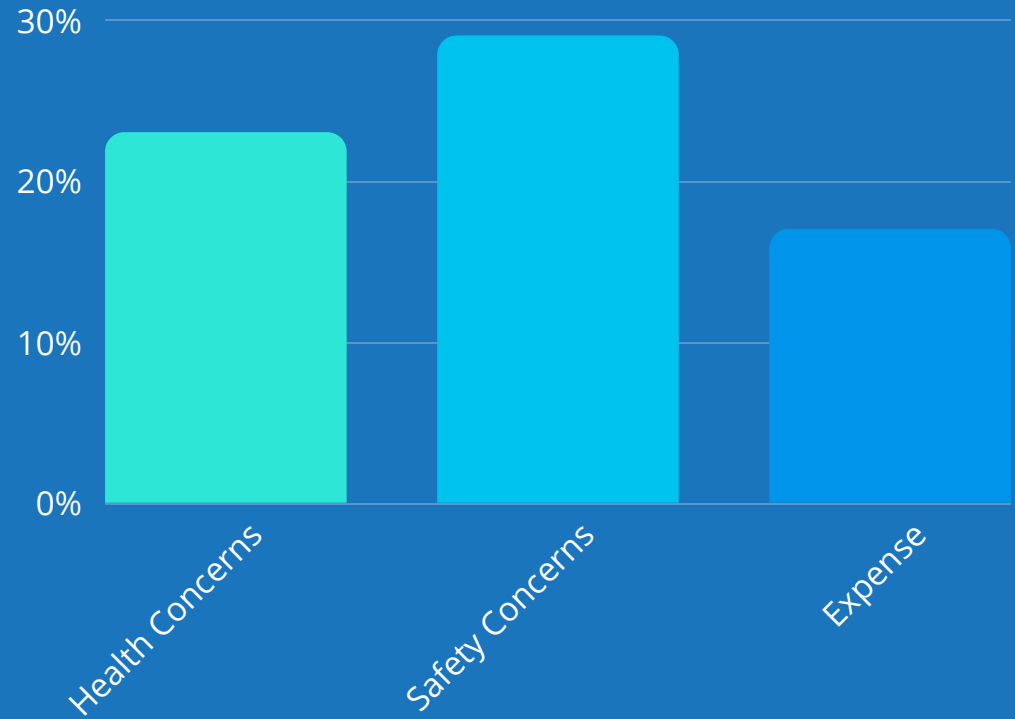
Biking

(as transportation, not for exercise)

Biking



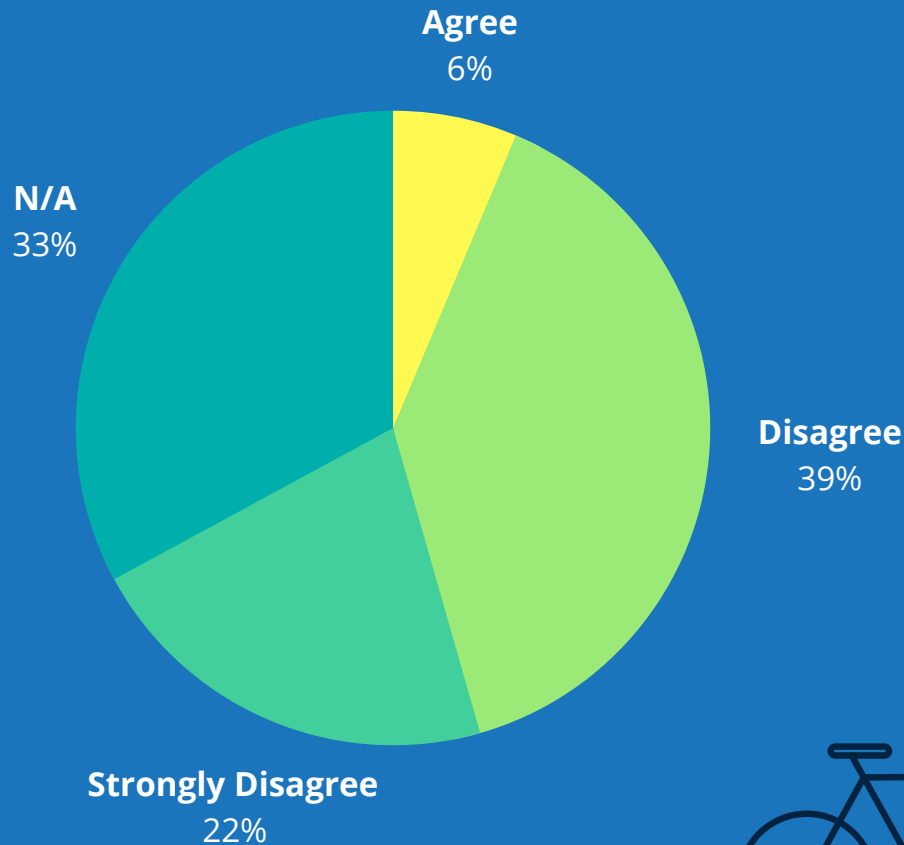
What prevents you from biking?



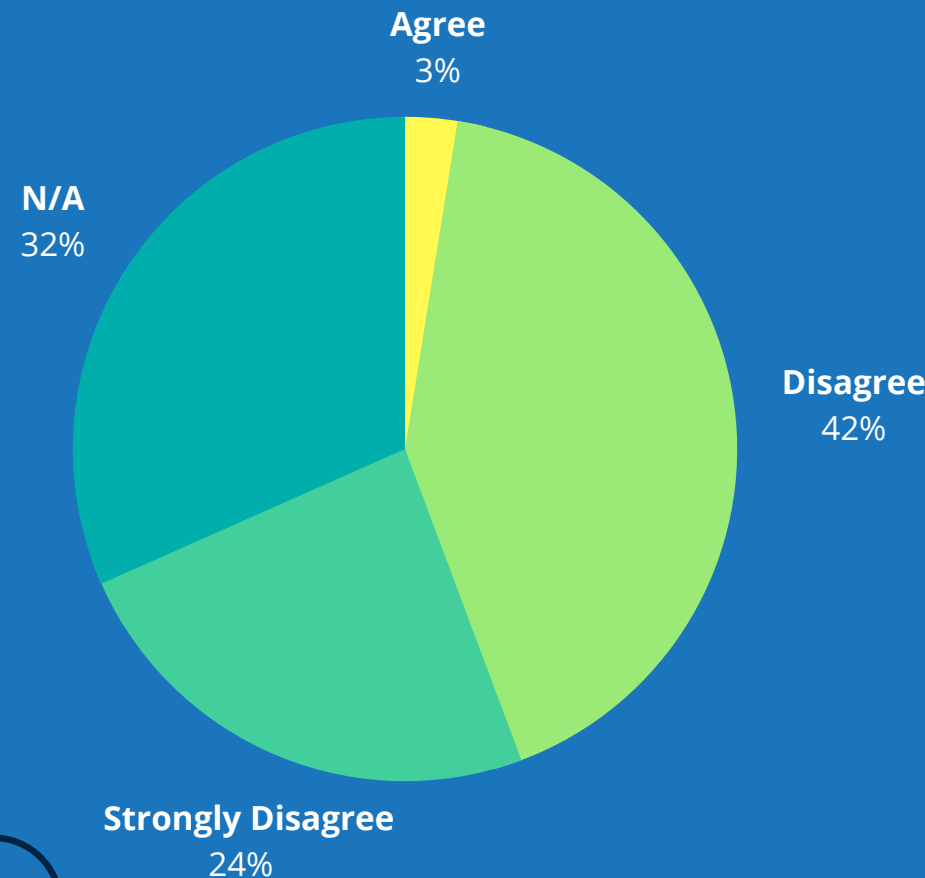
18%
INTERESTED
IN TRYING

Bike Lanes

There are bike lanes that allow me to reach my destination and/or transit stop.



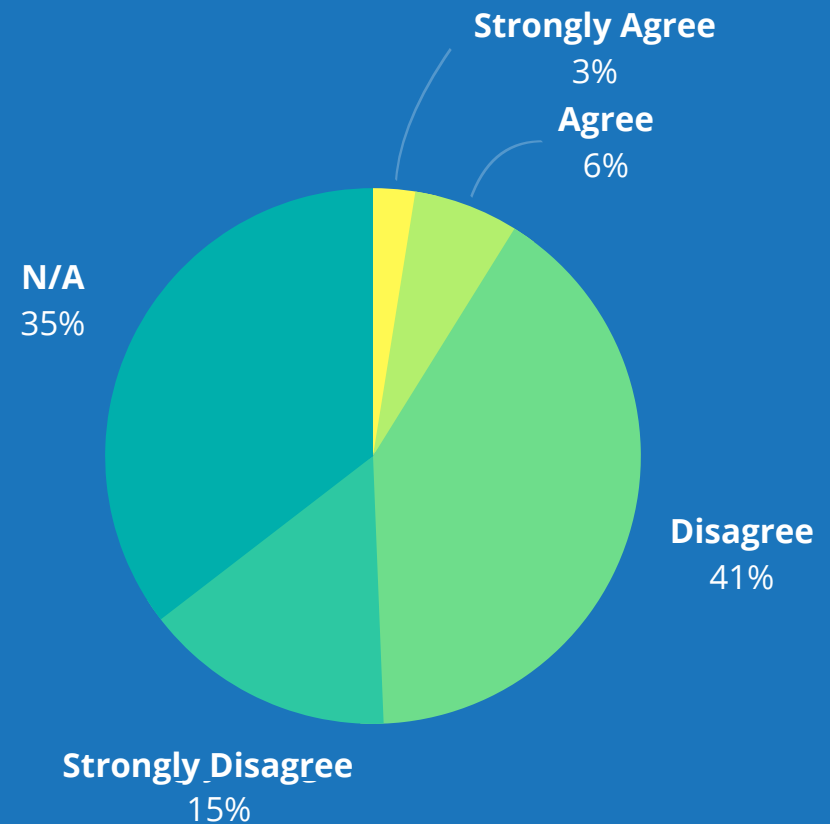
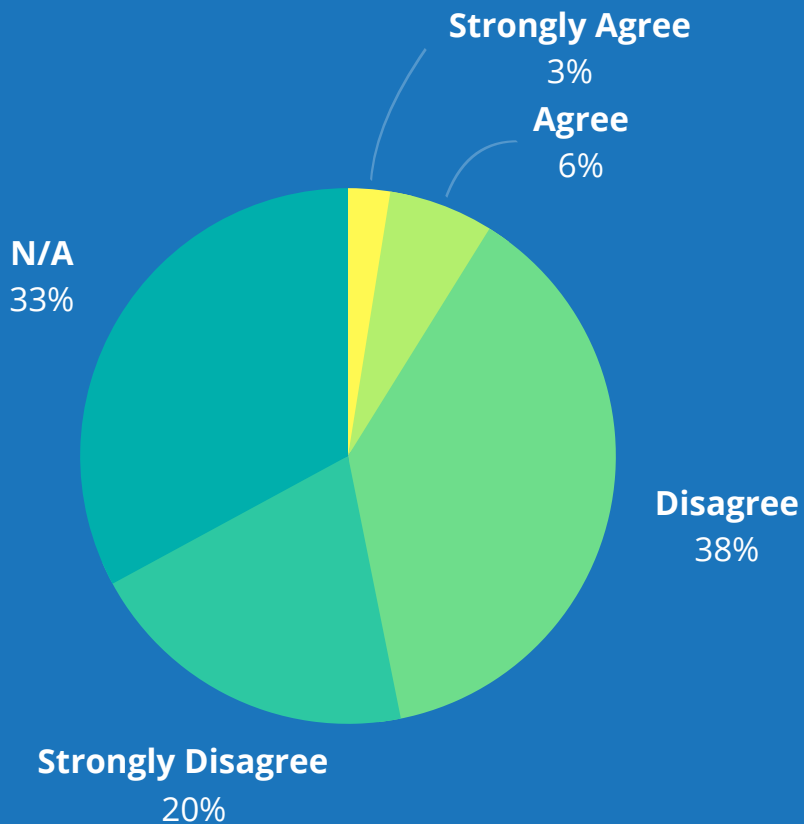
The bike lanes are safe and easy to navigate.



Bike Lanes

The bike lanes are well maintained.

The bike lanes are well lit and I feel safe using them at night.

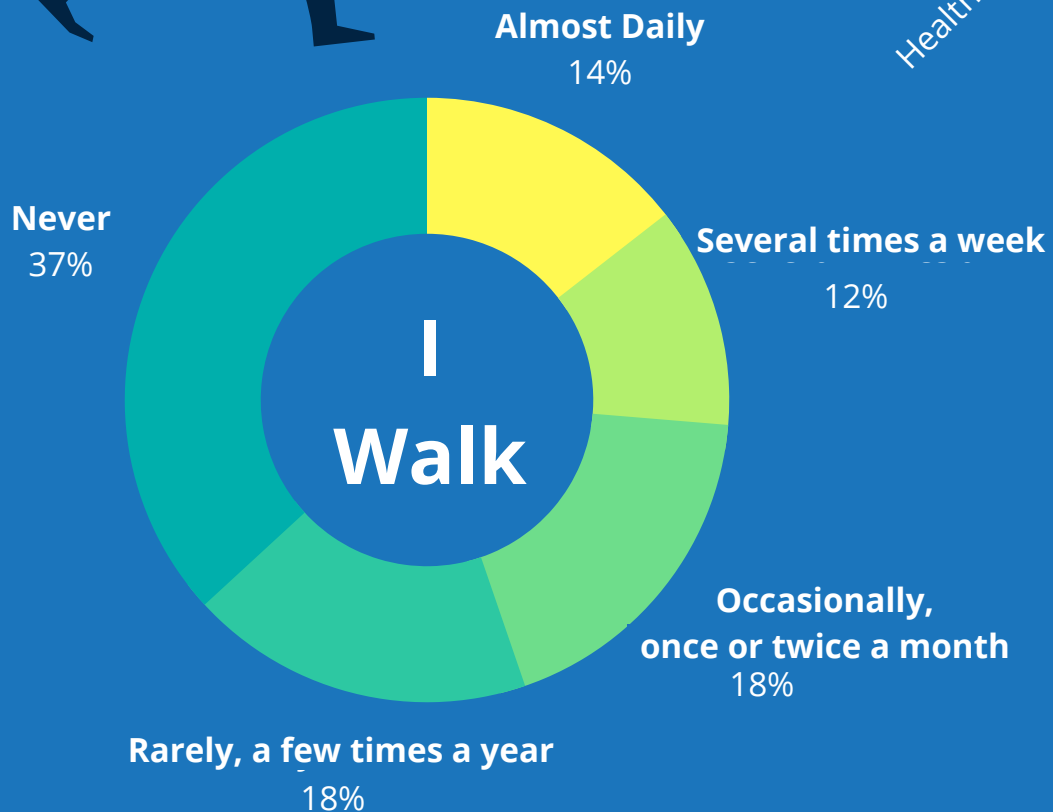




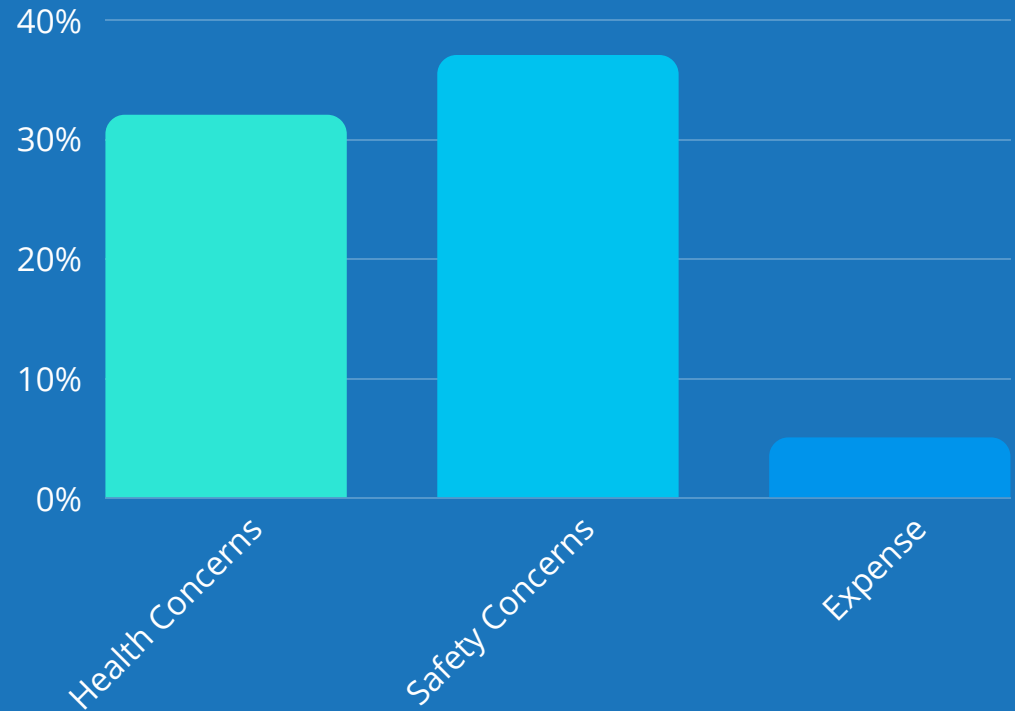
Walking

(as transportation, not for exercise)

Walking



What prevents you from walking?

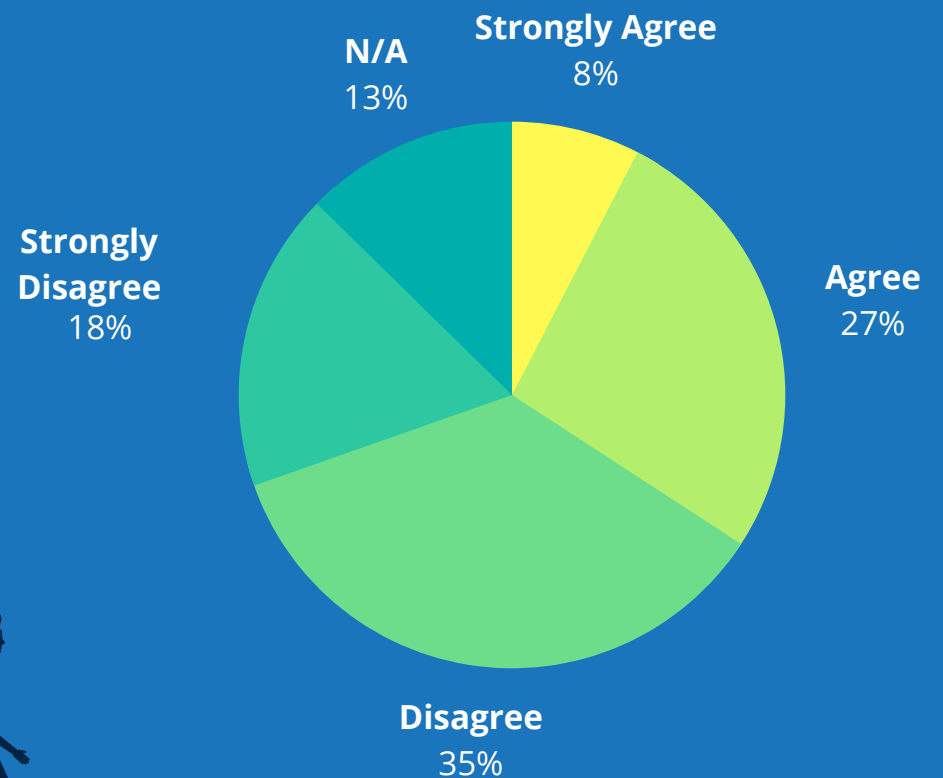
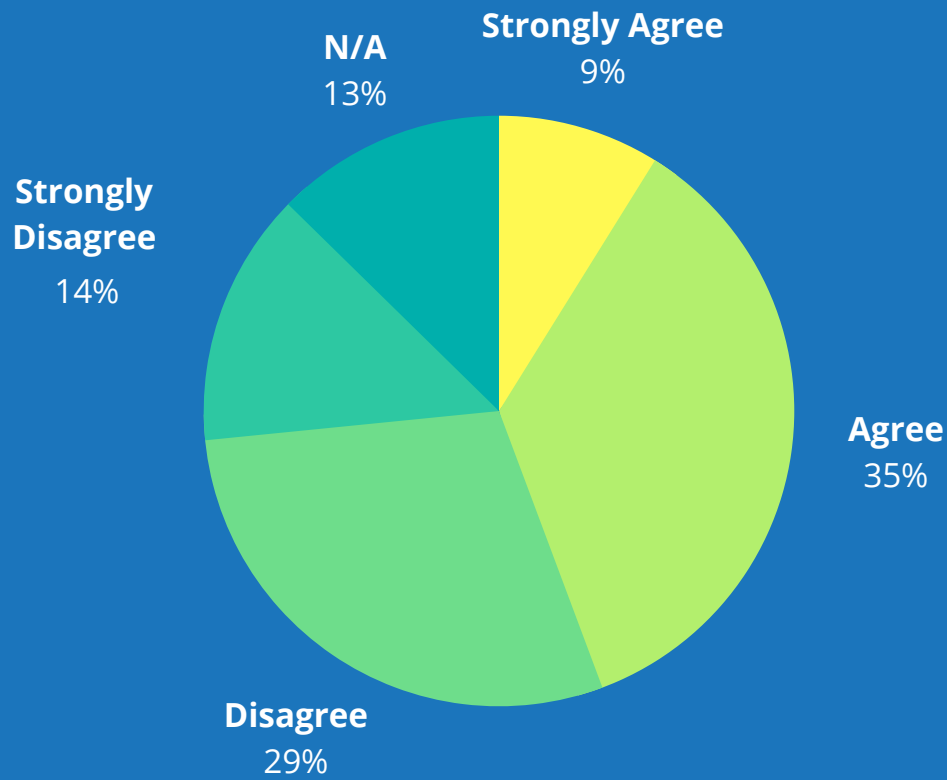


21%
INTERESTED
IN TRYING

Sidewalks

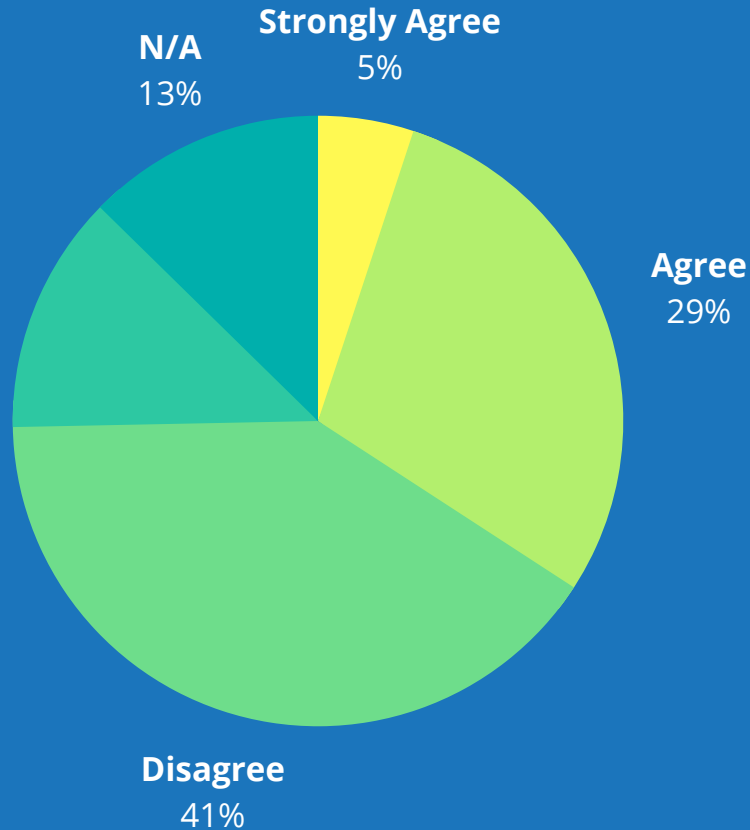
There are sidewalks that allow me to walk to my destination and/or transit stop.

The sidewalks are safe and easy to navigate.

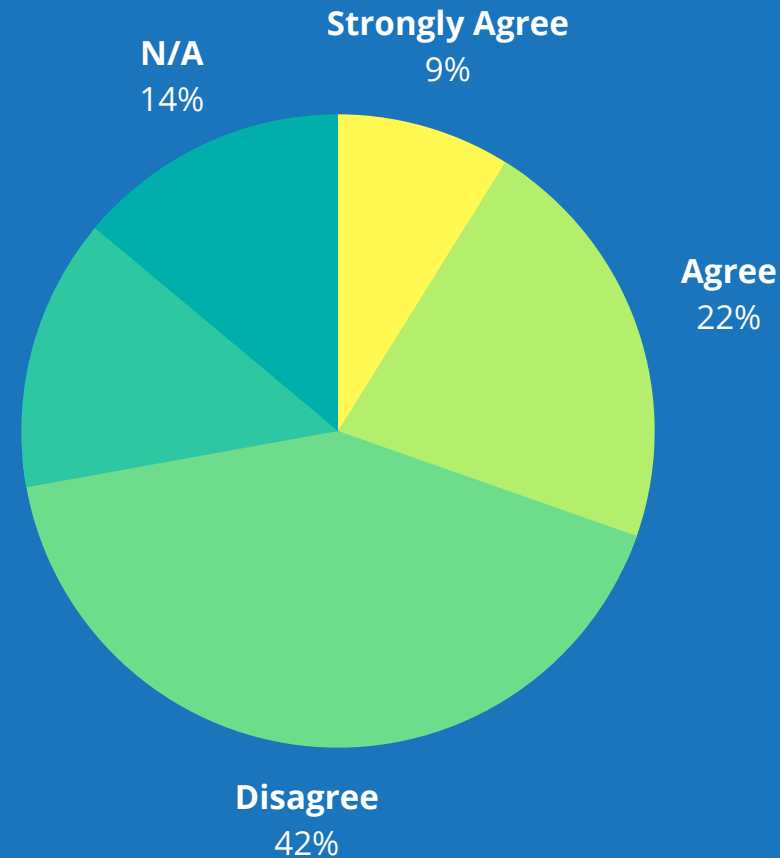


Sidewalks

The sidewalks are well maintained.



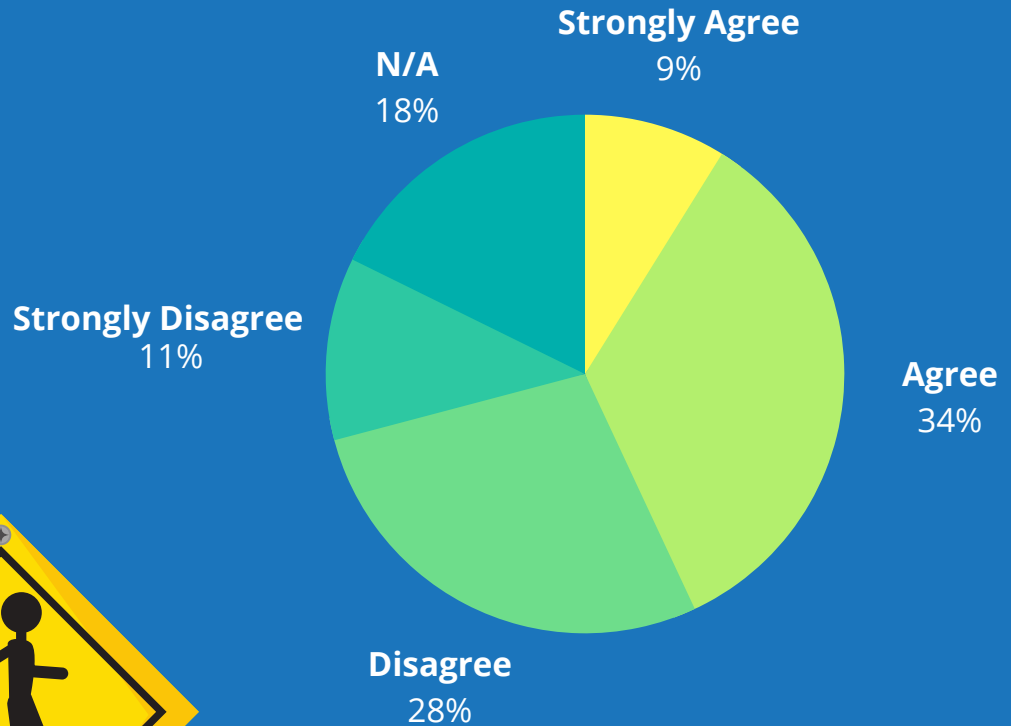
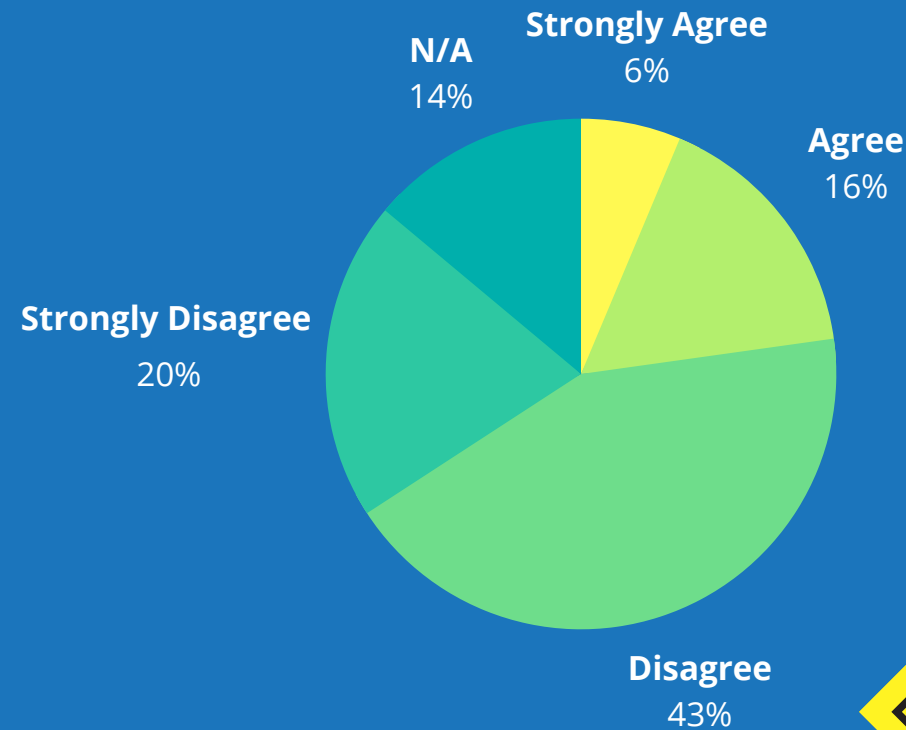
The sidewalks are well lit and I feel safe using them at night.



Mobility

The street crossings are safe and convenient.

There are ramps and curb cuts that allow me to use the sidewalks.



Developments



I-77 Express Lanes

Express lanes are scheduled to open on I-77 this year (2018). The express lanes will run alongside the existing general purpose lanes. The price to use the lanes will be displayed on overhead electronic signs. As traffic levels and demand increase on the express lanes, the toll rate will increase. Once the traffic volume drops, the price goes down. After completion, vehicles with three or more occupants can still use the lane for free.

Developments

TRANSIT PLANNING 101

What constitutes a good route? Take a look at the following standards that CATS uses to help design optimal bus routes:



Bus Network Redesign

Envision My Ride is a planning initiative to redesign the current bus system. Through this initiative, the Charlotte Area Transit System (CATS) plans to study bus route structure and frequency to determine how to improve the system and better serve the Charlotte region.

CATS is leading extensive public outreach to best understand what is most important to riders. CATS will use this feedback to develop a plan for route and service adjustments.

CATS is hosting public meetings to discuss proposed changes to routing that will take place in October 2018 as a part of the Envision My Ride bus system redesign initiative.



Key Considerations for Envision My Ride:

- Cross-town and suburb-to-suburb bus service
- Connections between different bus routes and between bus and light rail
- Frequency of service
- More direct services

HIGHER FREQUENCIES



Higher frequencies mean shorter wait times. Shorter wait times mean shorter commutes.

EVERY ROUTE, EVERY DAY



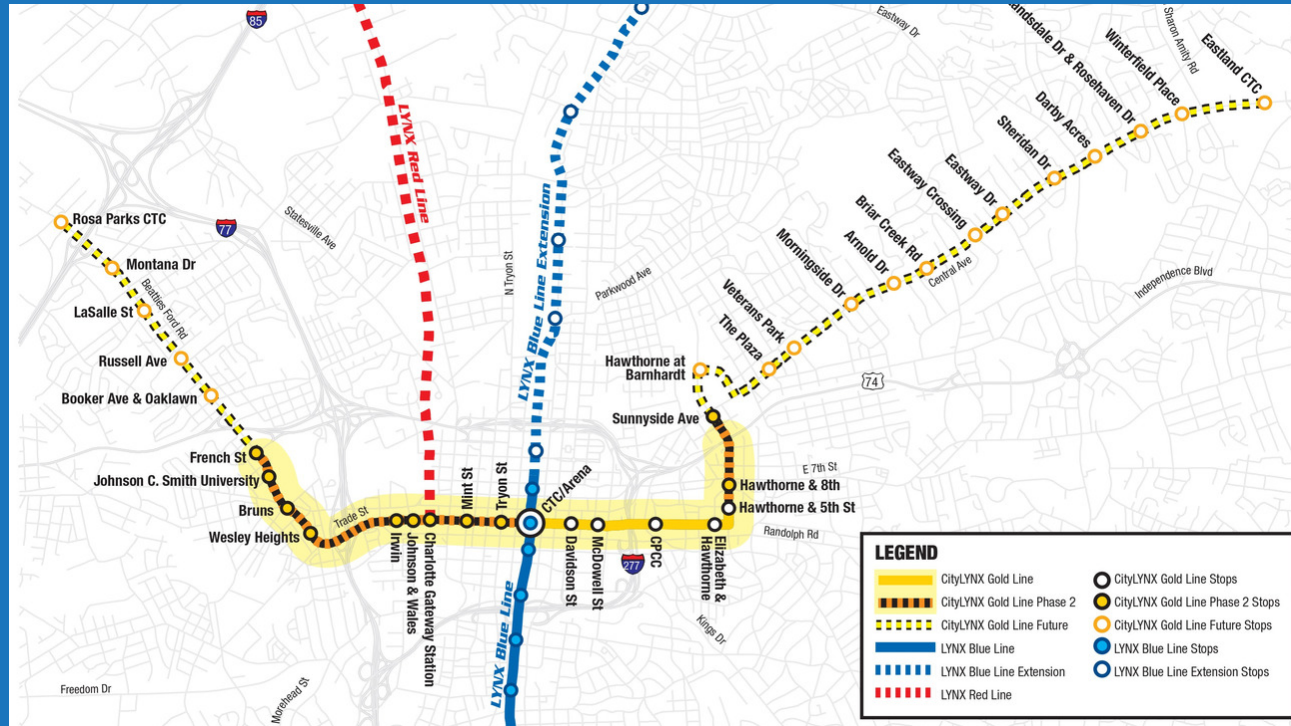
Every bus route would run every day, even on the weekend.

EASIER TRANSFERS



Advanced payment technology, real time arrival information, and an improved grid pattern would make transfers easier and more efficient.

Developments



CityLYNX Gold Line

Construction on CityLYNX Gold Line Phase 2 is underway, with major construction set to be completed by early 2020. This will lead to final testing and the opening of the four-mile streetcar system to riders in fall 2020. The long term plan is to extend the Gold Line along Beatties Ford Rd. to the Rosa Parks Community Transit Center.

Developments



Pedestrian Friendly Budget Recently Approved by Charlotte City Council

- \$4 million for the bicycle program to begin implementing the elements of a bicycle-friendly city as outlined in the Charlotte BIKES plan. This is the first stand-alone funding for the City's bicycle program since 2012, and the largest single-year allocation to the city's bicycle program ever.
- Doubling the funding for the pedestrian program from \$15 million to \$30 million for projects including sidewalks, street crossings, intersection improvements, and more.
- \$2 million to create a new Vision Zero program to work towards the elimination of traffic fatalities and serious injuries.

RECOMMENDATIONS

Issue

Solution

Seniors requested transit routes that were faster, more frequent, and provided access to a wider variety of destinations.

Fund Transit Expansion: The bus network redesign, known as Envision My Ride, is an effort to reduce trips times, increase the frequency of service, and improve connections between different bus routes and between bus and light rail.

Seniors reported safety concerns as a barrier preventing them from trying other modes of transportation including walking and biking. Seniors reported a lack of safe sidewalks, crosswalks, and bike lanes.

Funding for pedestrian and bike projects in this year's budget is a step in the right direction. Sustained funding at these levels or higher will be required to address ongoing concerns in this area.

Seniors expressed interest in working together to identify locations in their neighborhood for mobility improvements.

Neighborhood associations and community groups should conduct walking audits to evaluate specific locations in their neighborhood for mobility concerns.

Seniors proposed relevant neighborhood improvements but did not know how to apply for potential funding.

Neighborhood-based groups should access city resources for technical assistance in applying for Neighborhood Matching Grants.

Seniors reported a strong interest in trying different modes of transportation.

Based on available modes of transportation provided in each neighborhood, community groups can guide seniors in learning how to use them.

Seniors reported difficulty applying for Special Transportation Service (STS).

Medical providers, social service agencies, and CATS should work together to help seniors apply for STS.

Seniors reported difficulty operating payment kiosks at light rail stations.

Improved signage and education will be needed to guide transit riders through the ticket/pass purchasing process.

Seniors expressed a strong interest in continuing the work from this project and implementing solutions.

Sustain Charlotte will continue to meet with area seniors to address resident concerns and work toward solutions.

Sustain Charlotte will share this report with the Charlotte Area Transit System (CATS), Charlotte Department of Transportation (CDOT), and local elected officials in order to address areas of concern.