FORSYTH COUNTY BOARD OF COMMISSIONERS

MEETING DATE:	SEPTEMBER 9, 2013	AGENDA ITEM NUMBER	2 A&B
SUBJECT: A.	PUBLIC HEARING ON THE TRANSPORT DISABLED, EMPLOYMENT TRANSPORT RURAL GENERAL PUBLIC AND ON THE OPERATING ASSISTANCE PROGRAM O	TATION ASSISTANCE PROPOSED ALLO	CE PROGRAM, AND
В.	RESOLUTION AUTHORIZING APPLICAT TRANSPORTATION FOR A FY 2013-201 PROGRAM GRANT FOR THE ELDERLY TRANSPORTATION ASSISTANCE PROG (DEPARTMENT OF SOCIAL SERVICES)	4 RURAL OPERATII AND DISABLED, EI GRAM, AND RURAL	NG ASSISTANCE WPLOYMENT
COUNTY MANA	AGER'S RECOMMENDATION OR COMME	ENTS: Recommend	Approva1
SUMMARY OF	INFORMATION:		
the same transport of the same and the same of the sam	2013, the County received notice to apply fo e fiscal year 2014.	r ROAP Grant fundin	g in the amount of
program admini Division. ROAF the Employmen	ating Assistance Program (ROAP) is a state stered by the North Carolina Department of P consolidates the Elderly and Disabled Trar t Transportation Assistance Program (EMPI Program into a single application package.	Transportation – Pul nsportation Assistand	blic Transportation e Program (EDTAP),
	nents and eligible transportation authorities le applicants must submit an annual applica		
opportunity for I	at the Board of County Commissioners hold ocal input regarding the sub-allocation of Roanish must be published in a newspaper have	OAP funds. A public	hearing notice in
ATTACHMENTS:	X YES NO		
SIGNATURE:	J. Xludley Chitle, is Icolh COUNTY MANAGER	DATE:Sep	otember 5, 2013

RESOLUTION AUTHORIZING APPLICATION TO THE N.C. DEPARTMENT OF TRANSPORTATION FOR A FY 2013-2014 RURAL OPERATING ASSISTANCE PROGRAM GRANT FOR THE ELDERLY AND DISABLED, EMPLOYMENT TRANSPORTATION ASSISTANCE PROGRAM, AND RURAL GENERAL PUBLIC (DEPARTMENT OF SOCIAL SERVICES)

WHEREAS, a public hearing was duly advertised and conducted by the Forsyth County Board of Commissioners on the transportation needs of the elderly and disabled, the Employment Transportation Assistance Program, and the Rural General Public on the proposed allocation of Rural Operating Assistance Program funds.

NOW, THEREFORE, BE IT RESOLVED that the Board of Commissioners of Forsyth County hereby authorizes the submission of an application to the North Carolina Department of Transportation for a Rural Operating Assistance Program grant for the period July 1, 2013 to June 30, 2014 in the total amount of \$213,152. The grant funds will be dispersed as follows:

- Elderly and Disabled Transportation Assistance Program (Formula): \$110,804
- Elderly and Disabled Transportation Assistance Program (Additional): \$52,133
- Employment Transportation Assistance Program (Formula): \$50,215

BE IT FURTHER RESOLVED that the Forsyth County Board of Commissioners hereby authorizes the Chairman or the County Manager and the Clerk to the Board or their designees to execute the necessary documents to complete the application for said grant funds, subject to necessary budget appropriation, pre-audit certificate, thereon, by the Chief Financial Officer, if applicable, and approval as to form and legality by the County Attorney.

Adopted this 9th day of September 2013.

Public Hearing Notice

This is to inform the public of the opportunity to attend a public hearing on the proposed Rural Operating Assistance Program (ROAP) application to be submitted to the North Carolina Department of Transportation no later than September 16th, 2013 by the county of Forsyth. The public hearing will be held on September 9th, 2013 at 6:00pm at the Forsyth County commissioners meeting in the Forsyth County Government Center located at 201 N Chestnut Street. Forsyth County will provide auxiliary aids and services under the ADA for disabled persons who wish to participate in the hearing. Anyone requiring special services should contact Carla Holt at 336-703-2011 as soon as possible so that arrangements can be made.

The programs included in the Rural Operating Assistance Program application are:

- 1. Elderly & Disabled Transportation Assistance (EDTAP) Program provides operating assistance for the public transportation of elderly and disabled citizens.
- 2. Employment Transportation Assistance Program provides operating assistance for the public transportation of persons with employment related transportation needs.
- 3. Rural General Public (RGP) Program provides operating assistance for the public transportation of persons living in non-urban areas of the county.

The period of performance for Rural Operating Assistance Program funds is <u>July 1, 2013 through June 30, 2014</u>. The FY2014 ROAP individual program totals are:

PROGRAM	TOTAL
EDTAP	\$162,937
EMPL	\$50,215
RGP	\$0
TOTAL	\$213,152

This application may be inspected at the Forsyth County Budget Office, 5th Floor located at 201 N Chestnut Street from 8am-5pm, Monday - Friday. Written comments should be directed to Patrice Toney, Forsyth County Budget Office, 5th Floor, 201 N Chestnut Street, Winston-Salem, NC 27101 before September 9, 2013.

Note: The public hearing notices must be published at least once, not less than seven (7) days and not more than fourteen (14) days before the scheduled public hearing. This notice must be published in Spanish if the county has 1000 or more persons that speak Spanish at home, and have limited English proficiency. A list is provided in Appendix B of the ROAP State Management Plan. An original copy of the published Public Hearing Notice must be attached to a signed Affidavit of Publication. Both the Public Hearing Notice and the Affidavit of Publication must be submitted with the Rural Operating Assistance Program application.

CERTIFIED STATEMENT FY2014

RURAL OPERATING ASSISTANCE PROGRAM

County of Forsyth

WHEREAS, the state-funded, formula-based Rural Operating Assistance Program (ROAP) administered by the North Carolina Department of Transportation, Public Transportation Division provides funding for the operating cost of passenger trips for counties within the state;

WHEREAS, the county uses the most recent transportation plans (i.e. CTSP, CTIP, LCP) available and other public involvement strategies to learn about the transportation needs of agencies and individuals in the county before determining the sub-allocation of these ROAP funds:

WHEREAS, the county government or regional public transportation authorities created pursuant to Article 25 or Article 26 of Chapter 160A of the General Statutes (upon written agreement with the municipalities or counties served) are the only eligible recipients of Rural Operating Assistance Program funds which are allocated to the counties based on a formula as described in the Program Guidelines included in the ROAP State Management Plan. NCDOT will disburse the ROAP funds only to counties and eligible transportation authorities and not to any sub-recipients selected by the county;

WHEREAS, the county finance officer will be considered the county official accountable for the administration of the Rural Operating Assistance Program in the county, unless otherwise designated by the Board of County Commissioners;

WHEREAS, the passenger trips provided with ROAP funds must be accessible to individuals with disabilities and be provided without discrimination on the basis of national origin, creed, age, race or gender (FTA C 4702.1A, FTA C 4704.1, Americans with Disabilities Act 1990); and

WHEREAS, the period of performance for these funds will be July 1, 2013 to June 30, 2014 regardless of the date on which ROAP funds are disbursed to the county.

NOW, THEREFORE, by signing below, the duly authorized representatives of the County of <u>Forsyth</u>, North Carolina certify that the following statements are true and accurate:

- The county employed a documented methodology for sub-allocating ROAP funds that involved the participation of eligible agencies and citizens. Outreach efforts to include the participation of the elderly and individuals with disabilities, persons with limited English proficiency, minorities and low income persons in the county's sub-allocation decision have been documented.
- The county will advise any sub-recipients about the source of the ROAP funds, specific program requirements and restrictions, eligible program expenses and reporting requirements. The county will be responsible for invoicing any sub-recipients for unexpended ROAP funds as needed.
- The county will monitor ROAP funded services routinely to verify that ROAP funds are being spent
 on allowable activities and that the eligibility of service recipients is being properly documented. The
 county will maintain records of trips and services for five years that prove that an eligible citizen was
 provided an eligible transportation service on the billed date, by whatever conveyance at the specified
 cost.
- The county will be responsible for monitoring the safety, quality and cost of ROAP funded services
 and assures that any procurements by subrecipients for contracted services will follow state
 guidelines.
- The county will conduct regular evaluations of ROAP funded passenger trips provided throughout the period of performance.

- The county will only use the ROAP funds to provide trips when other funding sources are not
 available for the same purpose or the other funding sources for the same purpose have been
 completely exhausted.
- The county assures that the required matching funds for the FY2014 ROAP can be generated from fares and/or provided from local funds.
- The county will notify the Mobility Development Specialist assigned to the county if any ROAP funded services are discontinued before the end of the period of performance due to the lack of funding. No additional ROAP funds will be available.
- The county will provide an accounting of trips and expenditures in a semi-annual report and a final year-end report to NCDOT Public Transportation Division or its designee.
- Any interest earned on the ROAP funds will be expended for eligible program uses as specified in the ROAP application. The County will include ROAP funds received and expended in its annual independent audit on the schedule of federal and state financial assistance. Funds passed through to other agencies will be identified as such.
- The county is applying for the following amounts of FY2014 Rural Operating Assistance Program funds:

State-Funded Rural Operating Assistance Program	Allocated	Requested
Elderly & Disabled Transportation Assistance Program (EDTAP)	\$162,937	\$162,937
Employment Transportation Assistance Program (EMPL)	\$50,215	\$50,215
Rural General Public Program (RGP)	\$0	\$0
TOTAL	\$213,152	\$213,152

Signature of Board of County Manager/Administrator	Signature of Board of County Commissioners Chairperson
Printed Name of County Manager/Administrator	Printed Name of Chairperson
State of North Carolina County of Forsyth	
	Signature of County Finance Officer
County Seal Here	
	Printed Name of County Finance Officer

Application for Transportation Operating Assistance

FY 2014 Rural Operating Assistance Program Funds

Name of Applicant (County)	Forsyth County
County Manager	J. Dudley Watts
County Manager's Email Address	fcmanager@forsyth.cc
County Finance Officer	Paul Fulton
CFO's Email Address	fultonpl@forsyth.cc
CFO's Phone Number	336-703-2050
Person Completing this Application	Patrice Y. Toney
Person's Job Title	Budget & Management Analyst
Person's Email Address	toneypy@forsyth.cc
Person's Phone Number	336-703-2894
Community Transportation System	Winston-Salem Transit Authority (WSTA)
Name of Transit Contact Person	Jackie Settle
Transit Contact Person's Email Address	jackiei@wstransit.com
Application Completed by:	Date: Signature application is complete and accurately describes the county's administration of
	the use of the ROAP funds in accordance with applicable state guidelines.
County Manager:	Signature Date:
County Finance Officer:	Signature Date:

Application Instructions

County officials should read the ROAP Program State Management Plan which contains guidance on the administration of the ROAP Program and information about the preparation of grant applications.

- The application must be completed by an official of the county or his/her designee.
- Click on the **gray rectangle** and type each answer. If needed, the text will automatically wrap to the next row. The answer may wrap to the next page if necessary.
- If the county wishes to explain their response to any questions or provide more information, the county may include additional pages with this application form. All the pages of the application and any pages added by the applicant should be scanned into the same file.
- If there are questions regarding this application, contact the NCDOT-PTD Mobility Development Specialist assigned to the area served by the transit system.

FY2014 ROAP Program Schedule

ROAP funds will be disbursed based on which deadline the applicant meets.

First Application Deadline

Disbursement if 1st Deadline is met (100%)

September 16, 2013

September 30, 2013

Second Chance Application Deadline

Disbursement if 2nd Deadline is met (100%)

October 31, 2013

County's Management of ROAP Funds

All counties are eligible to receive Rural Operating Assistance Program (ROAP) funding from the State of North Carolina. As a recipient of ROAP funds, the county must implement administrative processes that will ensure the following:

- ROAP funds are expended on needs identified through a public involvement and/or planning process.
- ROAP funds are expended on eligible activities only.
- Supporting documentation of expenditures is maintained.
- Service recipients meet eligibility requirements and their eligibility is documented.
- Trips funded with ROAP funding are monitored and evaluated throughout the period of performance.
- An accounting of trips and expenditures is provided in a semi-annual report to NCDOT.
- ROAP funds received and expended are included in the local annual audit.

Yes or No
Yes

If yes, list and describe these plans. Forsyth Aging Services Planning Committee and Forsyth in Motion. These committees meet monthly to address transportation needs of the Elderly and disabled residents of Forsyth County.

F. How did the county decide who would receive the ROAP funds? List the names of anyone who participated in the decision to suballocate the ROAP funds and their role in the community.

All applications were reviewed by the Winston-Salem Transit Authority and the Community Transportation Advisory Board to access the transportation needs of each agency by examining the requested amounts and how the agencies plan to utilize the funds.

G. How did the county decide on the amount of ROAP funds to sub-allocate to a subrecipient?

The County takes the recommendation of the Community Transportation system staff and the TAB in deciding the allocation amount to the sub-recipients. The staff considers the % of the amount awarded the previous year and sub-allocates the % recommendation of funds to the agencies applying for funds this year.

Financial Management of ROAP Funds	Yes or No
H. Does the county disburse/allocate ROAP funds to any county governmental departments?	Yes
I. If yes, how does the county account for these funds within the county's accounting system? The county accounts for ROAP funds through the balancing of revenues and expenditure county's accounting system.	s within the
J. Does the county pass through any ROAP funds to agencies or organizations that are not county governmental departments or agencies?	Yes
K. If yes, does the county have a written agreement with these agencies that addresses the proper use and accountability of these funds? (Include a sample agreement with application)	Yes
L. ROAP funds cannot be used instead of using the existing transportation funding an agency or or from any other funding source. If any of the departments, agencies or organizations receiving ROA county get transportation funding from other Federal, State or Local funding sources, list those fund City of Winston-Salem, Forsyth County, Medicaid funding, Title III-Home and Commun	P funding from the ling programs:
M. Do any subrecipients receive ROAP funds before any trips are provided, and refund the unused portion at the end of the period of performance?	No
N. Are ROAP funds being deposited in an interest bearing account?	Yes
If no, then why aren't ROAP funds deposited in an interest bearing account?	
O. What does the county do with the interest from the ROAP funds? The interest on ROAP funds are spent on ROAP expenditures.	
P. Does the county provide any local funds for transportation operating assistance to any of the ROAP sub-recipients in addition to the state ROAP funds?	Yes
Q. Is supporting documentation maintained for all ROAP grant financial transactions for five years? IMPORTANT: Yes is the only correct answer.	Yes
Monitoring and Oversight Responsibilities	Yes or No
R. The Finance Officer OR the Executive Director of an eligible transportation authority will be responsible for the oversight and evaluation of the transportation services provided with the ROAP funding? IMPORTANT: Yes is the only correct answer.	Yes
S. Does the county require the subrecipients of ROAP funds to provide progress reports and statistical data about the trips provided with ROAP funds?	Yes
T. If progress reports and/or operating statistical reports are required by the county, how frequently to the county for evaluation? The county requires reports to be submitted quarterly and at the end of the year.	y are these provided
U. Does the county require the subrecipients of ROAP funds to use the transportation services of the federally funded Community Transit System operating in the county?	Yes
V. Are subrecipients of ROAP funds coordinating transportation services with other subrecipients in the county therefore reducing any duplication of effort?	Yes

Accountability to North Carolina Taxpayers	Yes or No
W. Is the method used to sub-allocate the ROAP funds fair and equitable? Open and transparent?	Yes
X. Is the county prepared to provide documentation that an eligible citizen was provided an eligible service or trip on the billed date, by whatever conveyance, at the specified cost?	Yes
Y. A semi-annual ROAP Report must be completed and sent to NCDOT. Who will be designated reports in FY2014? (name, title, employer) Gloria Turowski, Grants Manager, Forsyth County Finance Department	to complete these

Elderly and Disabled Transportation Assistance Program

The Elderly and Disabled Transportation Assistance Program (EDTAP), originally enacted by legislation in the 1989 Session of the North Carolina General Assembly (Article 2B, 136-44.27), provides operating assistance funds for the transportation of the state's elderly and disabled citizens. This transportation assistance allows the elderly and disabled to reside for a longer period in their homes, thereby enhancing their quality of life.

Elderly and Disabled Transportation Assistance Program Questions	Yes or No
A. What will be the purposes of the trips provided with EDTAP funds? (Check all that apply)	
Personal care activities, medical appointments, pharmacy pick-up, shopping, bill paying, meetings, cl. Job interviews, job fair attendance, job readiness activities or training, GED classes Transportation to workplace Group field trips/tours to community special events (Federal charter regulations apply to transit.) Overnight trips to out-of-county destinations (Federal charter regulations apply to transit) Human service agency appointments	lasses, banking
B. How will the transportation service be provided? (Check all that apply)	
 ☑ Public Transportation System ☑ Private Provider ☑ Taxi Service ☑ Agency Staff Driver ☑ Volunteer Driver Program 	
C. Are any of the EDTAP services you are funding, listed as an unmet need or gap in service in the Public Transit-Human Service Coordination Plan or any other transportation plan for your county? See these page numbers in the plan: 7, 9, 10, 11, 16-19 Plan Title: Public Transportation –Human Services Coordination Plan for the Winston-Salem Urban Area	Yes
D. Does the federally funded Community Transit System operating in your county receive a sub-allocation of EDTAP funds?	Yes
If yes, does the county dictate which agencies and organizations will receive transportation services with any of the EDTAP funds the transit system receives?	Yes
Can the Community Transit System use any of the EDTAP funds it receives to provide transportation for elderly and disabled citizens of the county who do not have a human service agency or organization to pay for the service?	Yes

Elderly and Disabled Transportation Assistance Program Questions (con't)	Yes or No
If the transit system's Community Transportation Service Plan (CTSP) is less than six years old, does it describe and evaluate the services the transit system is providing for the elderly and disabled? See these page numbers in the plan: 7, 9, 10, 11, 16-19 Plan Title: Public Transportation – Human Services Coordination Plan for the Winston-Salem Urban Area	Yes
Does the CTSP recommend any new EDTAP funded services for FY2014? See these page numbers in the plan: 7, 9, 10, 11, 16-19 Plan Title: Public Transportation –Human Services Coordination Plan for the Winston-Salem Urban Area	Yes
E. Will any of the subrecipients use their EDTAP sub-allocation as matching funds for any of the following programs? (Matching funds for operating assistance only.)	
 5310 – Elderly Individuals and Individuals with Disabilities Program 5311 - Non-urbanized Area Formula Program 5316 – Job Access and Reverse Commute Program (JARC) 5317 – New Freedom Program 	Yes
F. Will any of the subrecipients of EDTAP funds charge a fare for an EDTAP funded trip?	Yes
If yes, how much will the fare be? \$0.50	
If yes, how will the fare revenue be used? Fare revenues will be used to assist with tran	sportation costs
G. Do any of the subrecipients of EDTAP funds restrict EDTAP funded trips based on the origin, timing or destination of the trip?	No
H. Is there a process or policy for determining when it is appropriate to transfer EDTAP funds from one sub-recipient to another to prevent there being unspent funds at the end of the period of performance?	No
I. EDTAP funded trips are expected to be provided throughout the entire year. If the EDTAP funds are expended in less than a year, will the county provide county funds to prevent the discontinuation of transportation trips?	No

Employment Transportation Assistance Program

The Employment Transportation Assistance Program (EMPL) is intended to help DSS clients that transitioned off Work First or TANF in the last 12 months, Workforce Development Program participants and/or the general public to travel to work, employment training and/or other employment related destinations.

16-7	Employment Transportation Program Questions	Yes or No
A.	What will be the purposes of the transportation services provided with EMPL funds? (Check all that	t apply)
	 ☑ Job interviews, job fair attendance, job readiness activities or training, GED classes ☑ Transportation to workplace (Scheduled by the individual only. No agency scheduled trips.) ☐ Child(ren) of working parent transported to Child Care 	
В.	How will the transportation service be provided? (Check all that apply)	
	 Public Transportation System Private Provider Taxi Service Agency Staff Driver Volunteer Driver Program 	

Employment Transportation Program Questions (con't) C. Describe the eligibility criteria to be used in this county to determine who will be provided EM For the Workforce Development program, eligible recipients will include jobseekers invessearch activities, employment skills training and skills upgrades. For the DSS Employment program, eligible recipients will include persons eligible for Work First Family Assistance compliance with their Mutual Responsibility Agreement-B and lacking dependable trans	olved in work ent Services ce who are in
D. Are any of the EMPL services you are funding, listed as an unmet need or gap in service in the Public Transit-Human Service Coordination Plan or any other transportation plan for your county? See these page numbers in the plan: Plan title:	No
E. Does the federally funded Community Transit System operating in your county receive a sub-allocation of EMPL funds?	No
If yes, does the county dictate which agencies and organizations will receive transportation services with any of the EMPL funds the transit system receives?	
Can the Community Transit System use any of the EMPL funds it receives to provide transportation for citizens in the county who need transportation to a job or employment related destination and who do not have a human service agency or organization to pay for the service?	
If the transit system's Community Transportation Service Plan (CTSP) is less than six years old, does it describe and evaluate the services the transit system is providing for the employed or unemployed? See these page numbers in the plan: Plan title:	
Does the CTSP recommend any new EMPL funded services for FY2014? See these page numbers in the plan: Plan title:	
F. Will any of the subrecipients of EMPL funds charge a fare for an EMPL funded trip?	No
If yes, how much will the fare be?	
If yes, how will the fare revenue be used?	
G. Do any of the subrecipients of EMPL funds restrict EMPL funded trips based on the origin, timing or destination of the trip?	No
H. Is there a process or policy for determining when it is appropriate to transfer funds from one sub-recipient to another to prevent there being unspent funds at the end of the period of performance?	Yes
I. Has the county transferred any EMPL funds to EDTAP or RGP in the last two years?	No
J. Will any of the subrecipients use their EMPL sub-allocation as matching funds for any of the following programs? (Matching funds for operating assistance only.) 5310 – Elderly Individuals and Individuals with Disabilities Program 5311 - Non-urbanized Area Formula Program 5316 – Job Access and Reverse Commute Program (JARC) 5317 – New Freedom Program	No

K. EMPL funded trips are expected to be provided throughout the entire year. If the EMPL funds are expended in less than a year, will the county provide county funds to prevent the discontinuation of transportation services?	Yes
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Rural General Public Program

The Rural General Public Program assistance funds are intended to provide transportation services for individuals from the county who do not have a human service agency or organization that will pay for the transportation service. The county, in consultation with the Community Transportation System, must determine the RGP services to be provided with the RGP funds.

Rural General Public Transportation Program Questions	Yes or No
A. What will be the trip purposes of the transportation services provided with RGP funds? (Check of	all that apply)
Personal care activities, medical appointments, pharmacy pick-up, shopping, bill paying, meetings, cl Job interviews, job fair attendance, job readiness activities or training, GED classes Transportation to workplace (Scheduled by the individual only. No agency scheduled trips.) Child(ren) of working parent transported to child care Group field trips/tours to community special events (Federal charter regulations apply to transit.) Overnight trips to out-of-county destinations (Federal charter regulations apply to transit.) Human service agency appointments	asses, banking
B. How will the transportation service be provided? (Check all that apply)	
 □ Public Transportation System □ Private Provider □ Taxi Service □ Volunteer Driver Program 	
C. Are any of the RGP funded services the transit system will provide listed as an unmet need or gap in service in the Public Transit-Human Service Coordination Plan or any other transportation plan for your county? See these page numbers in the plan: Plan title:	
D. If the transit system's Community Transportation Service Plan (CTSP) is less than six years old, does it describe and evaluate the general public services the transit system does in the county for citizens who need transportation but don't have a human service agency or organization to pay for the service? See these page numbers in the plan: Plan title:	
E. Does the CTSP recommend any new RGP funded services for FY2013-14? See these page numbers in the plan: Plan title:	
F. Will RGP trips be provided to citizens who need transportation but don't have a human service agency or organization to pay for the trip?	
G. Will any of the RGP funded trips be restricted based on origin, timing or destination of the trip to control the expenditure of funds overtime?	
H. Since the subrecipient can only use RGP funds to pay for 90% of the cost of a trip, will the Community Transit System use fare revenue to generate the local 10% match requirement for RGP funds?	

If yes, how much will the fare be?	
If yes, how will the fare revenue be used?	
Rural General Public Transportation Program Questions (con't)	Yes or No
If no, describe the source of the required matching funds?	
I. Will RGP funded trips be coordinated with human service agency trips?	
J. How will the Community Transit System market the proposed RGP funded services?	
K. Will the Community Transit System use any of their RGP sub-allocation as matching funds for any of the following programs? (Matching funds for operating assistance only)	
 5310 – Elderly Individuals and Individuals with Disabilities Program 5311 - Non-urbanized Area Formula Program 5316 – Job Access and Reverse Commute Program (JARC) 5317 – New Freedom Program 	
L. Is any part of the county in an urbanized area according to the 2010 census?	
M. RGP funded trips are expected to be provided throughout the entire year. If the RGP funds are expended in less than a year, will the county provide county funds to prevent the discontinuation of transportation services?	

Public Transportation-Human Services Coordination Plan for the Winston-Salem Urban Area



MARCH 2010



CHAPTER 2: PLAN DEVELOPMENT

A. Plan Goals

Purpose of Coordinated Plan

The purpose of this Coordinated Plan is to create a comprehensive strategy to assist community agencies, transportation service providers, and stakeholders for coordinating public transportation human service efforts in the Winston-Salem Urban Area. The needs and strategies of this plan are developed for the purpose of guiding funding decisions for federal funding under the JARC Program, New Freedom Program and Elderly and Disabled Program. The Coordinated Plan is also intended to broaden the dialogue and support further collaboration between human service agencies and transportation providers to better serve persons with disabilities, individuals with limited incomes and older adults. The minimum FTA requirements of plan contents include:

- An inventory of available services that identifies areas of redundant service and gaps in service;
- An assessment of transportation needs for individuals with disabilities, older adults, and persons with limited incomes;
- Strategies to address the identified gaps in service; and,
- Prioritization of implementation of strategies.

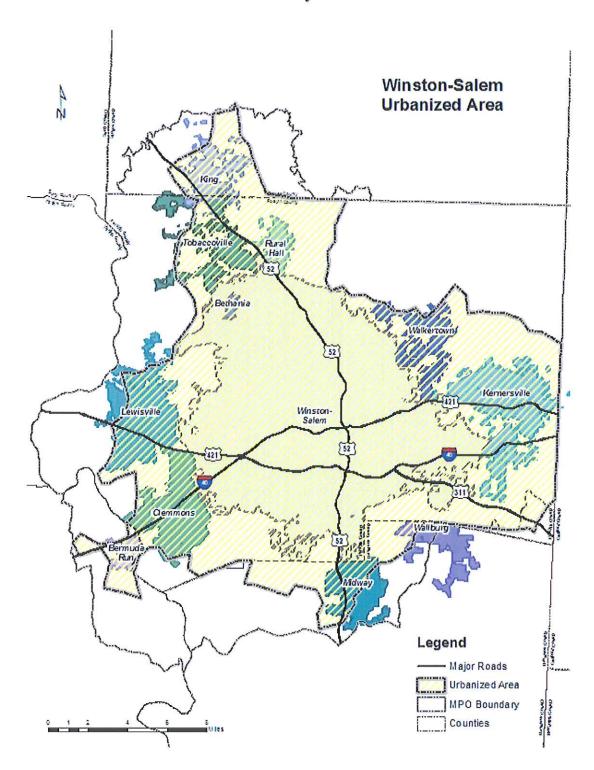
Study Area

The coordinated plan covers the jurisdictions of the Winston-Salem Urban Area Metropolitan Planning Organization (MPO) that has a defined planning area, called the Metropolitan Area Boundary (MAB). The planning area includes the following units of government: City of Winston-Salem, Forsyth County, Town of Kernersville, Town of Bermuda Run, Town of Bethania, Village of Clemmons, City of King, Town of Lewisville, Town of Rural Hall, Village of Tobaccoville, Town of Walkertown, Town of Wallburg, Town of Midway, portions of Davidson County, Davie County and Stokes County (See Page 8: Winston-Salem Urbanized Area Map).

Winston-Salem Urban Area Metropolitan Planning Organization (MPO)

The MPO plays an important role as the regional forum for transportation planning. The MPO prepares plans and programs that the federal government must approve in order for federal-aid transportation funds to flow to the Winston-Salem Urban Area. Participation in the MPO by member units of government is handled through two (2) different groups: the Transportation Advisory Committee (TAC) and the Technical Coordinating Committee (TCC). The TAC is a decision making body and is responsible for final approval of the Public Transportation Human Services Coordination Plan. The Coordinated Plan is prepared by MPO staff and the TCC makes recommendation to the TAC. There is an extensive public involvement process that provides for a 30-day public comment period before taking action on plans and programs. Once the plan is approved and the recipient to receive funds for the JARC and New Freedom programs are designated for the Winston-Salem Urbanized Area, plan implementation can begin.

Study Area



B. Guiding Principles

In order for a plan to be successful, it is important to addresses the unmet needs of people with disabilities, low-income individuals and older adults to support their independence and mobility. The MPO staff in conjunction with stakeholders, has established guiding principles for the Public Transportation-Human Services Coordination Plan. These principles build upon each other, and are reflected throughout this Coordinated Plan.

The Right to Mobility

People with specialized transportation needs have a right to mobility. Individuals with limited incomes and people with disabilities rely heavily, sometimes exclusively, on public and specialized transportation services to live independent and fulfilling lives. These services are essential for travel to work and medical appointments, to run essential errands, or simply to take advantage of social or cultural opportunities.

The costs of providing human service transportation are indeed rising. However, cost containment should not be achieved at the expense of service delivery. Fortunately, coordination of human service transportation offers the potential to improve service delivery by reducing duplication, making use of available capacity elsewhere in the system, and achieving economies of scale in providing these services.

Customer Service Focus

In providing public transportation, the transportation needs of the customer should always be kept at the forefront. The abilities of individual riders vary in different aspects of the transportation experience, from accessing program information, to trip scheduling, to route navigation. Policies and procedures should be clear and flexible enough to allow for different abilities, and to provide support as needed. The goal of every transportation provider should be to facilitate a safe, courteous and timely trip every time.

Elimination of Service Gaps

While there are many providers serving a numerous and diverse clientele, significant gaps exist in human service transportation, which limits the mobility of the individuals who rely on it. Across the region, users of specialized transportation programs live and work in different areas and have different travel patterns. To the maximum extent feasible, gaps in human service transportation services should be eliminated to ensure individuals have a viable transportation option when they need it.

Maximize Efficiency of Service Delivery

Accessible vehicles are expensive to acquire and maintain. Maximizing the efficiency of human service transportation vehicles helps to reduce program costs by generating additional user revenue while also helping to eliminate gaps in service, without the need for additional capital purchases. Transportation providers should collaborate to provide services where extra capacity exists. The Coordinated Plan will help to identify opportunities for collaboration, as well as providing the space for resolving any issues related to crossjurisdictional service delivery.

C. Description of Plan Process

Inventory of Existing Services

An important step in the coordinating planning process is conducting a thorough inventory of existing transportation services. A community assessment was conducted to gather relevant information on agencies involved in providing public transit or human services transportation (See Appendix 2 Maps – Existing Public Transportation and Appendix 3: Inventory of Existing Public Transportation Services).

Public Involvement

A major focus of developing a coordinated transportation plan is public input, more specifically stakeholders' input. The primary objective of this plan is to encourage coordination and, thus, provide a network of diverse stakeholders with a common interest in human service transportation an opportunity to collaborate on how to best provide transportation services to the targeted populations identified in the three programs noted above. Stakeholder outreach and participation is key to the development of the plan. Federal guidance issued by FTA specifically requires participation and recommends that it come from a broad base of groups and organizations involved in human service transportation. Participants in the plan development process include, but are not limited to, transportation planning agencies, public transportation providers, private transportation providers, non-profit transportation providers, human service agencies, advocacy organizations, community based organizations and elected officials.

A Public Transportation-Human Service Coordination workshop was conducted with stakeholders. A presentation was given to educate the participants on SAFETEA-LU grant program requirements for projects funded by the three FTA human service transportation programs. Also during the workshop, participants conducted an assessment of current public transportation conditions and identified public transportation needs which is noted in the plan (See Appendix 4: Participant Roster of Public Transportation-Human Services Workshop).



Participants in the November 1, 2007 Public Transportation-Human Services Coordination Workshop.



See Appendix 5: Human Service Transportation Coordination Task Force Membership

The Human Service Transportation Coordination Task Force was created to guide the development of the Coordinated Plan, to initiate discussions about coordination opportunities and to create the guide for the application and the competitive selection process for projects to receive transportation grant funds. This Task Force membership was representative of stakeholders of human services transportation. The Coordinated Plan is presented to the Winston-Salem Urban Area Metropolitan Planning Organization (MPO) Transportation Advisory Committee and Technical Coordinating Committee as well as released to the public for review. The public involvement process provides for a 30-day public comment period.

Needs Assessment for Transportation and Coordination

Winston-Salem MPO staff conducted an analysis of the existing service to assess the region's needs, gaps and redundancies. Needs come in the form of areas needing transit service, areas needing better coordination, areas where redundancy can be eliminated and other forms of needs as established. The needs assessment is the primary tool used to define recommended strategies and actions toward better human services transportation. Needs were determined from demographic trends, existing survey data and input from the stakeholders (See Pages 12-15: Demographic Profiles for Elderly, Low-Income and Disabled Populations, Appendix 8: Unmet Needs Assessment/Gaps in Services and Appendix 17: Public Transportation Human Service Provider Survey).

Strategies and Actions

Strategies were created to assist human service agencies and transportation providers in addressing the existing needs and improve areas where Federal funding could improve transportation and human service delivery system. Priorities were assigned to these strategies to help focus implementation efforts (See Chapter 5: Strategies for Improved Service and Coordination and Chapter 6: Recommended Priority Actions).

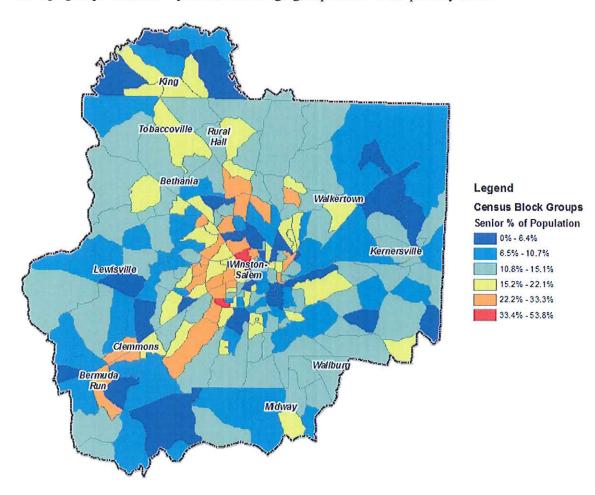
CHAPTER 3: ASSESSMENT OF NEEDS FOR TARGET POPULATION

A. Demographic Profile

As a context to the transportation needs, 2000 demographic data from the U.S. Census Bureau was used to target populations living in the Winston-Salem Urbanized Area for human service transportation.

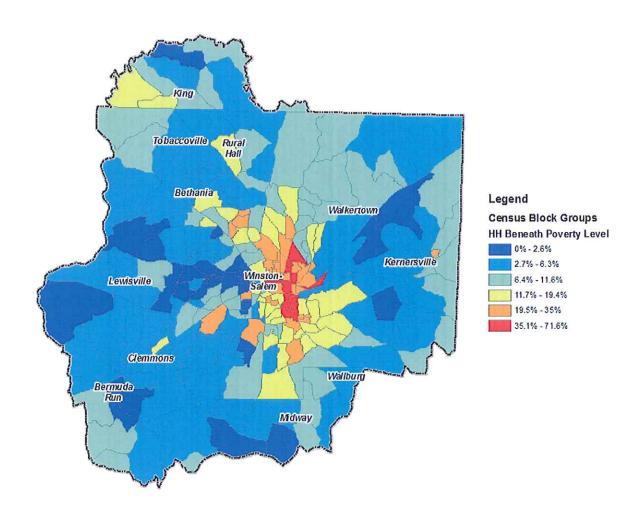
Elderly Population

With a population of over 314,000 in 2000, the segment of the population that is growing at a higher rate is senior citizens. Senior citizens, defined as persons over 65 years of age, currently comprise approximately 13 percent of the Forsyth County population. In 2010, the percentage of persons over 65 years of age is projected to increase to 14 percent. The total number of persons over 65 years of age with a disability in 2000 is 15,060, or 41.1 percent of this age group. About 9.7 percent of this age group is below the poverty level.



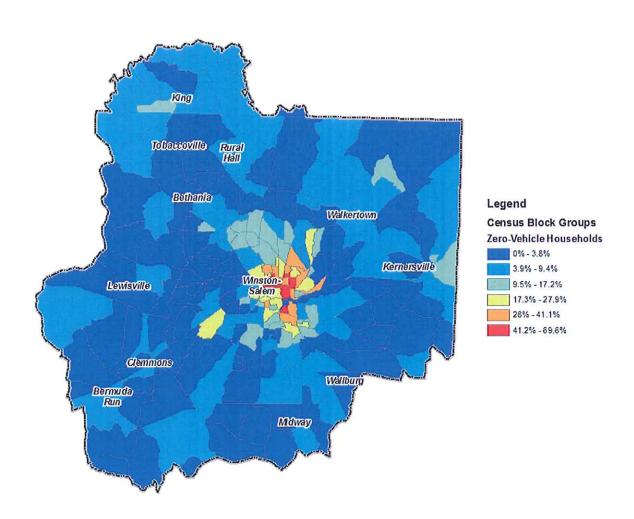
Low-Income Population

The FTA identifies low-income as at or below 150-percent of the poverty level is considered the low income level threshold for JARC purposes. Over 12.4 percent of residents (9.2 % families) lived below the poverty level in 2000 and 31.4% of the county's residents had incomes less than twice the federal poverty level (\$41,228 for a family of four).



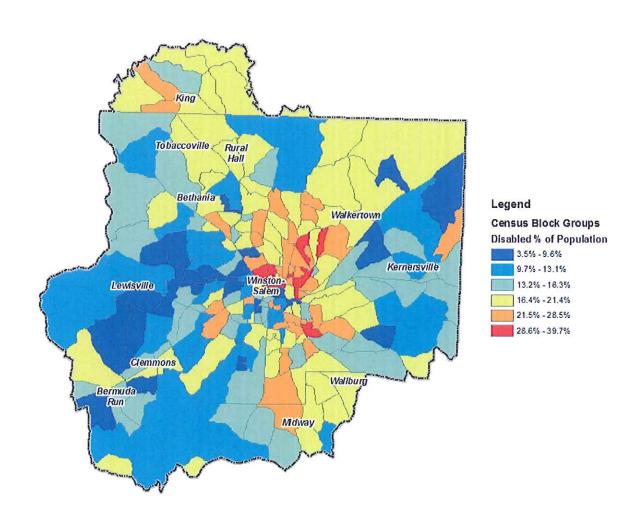
Public Transportation-Human Services Coordination Plan

There is a strong correlation between poverty and the lack of an automobile in households. Approximately 11.8 percent of households do not have a vehicle available.



Persons with Disabilities Population

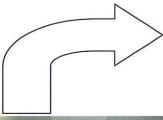
The 2000 Census indicated 19.3 percent of total population has a physical, sensory, and/or cognitive disability. Of the 19.3 percent of the disabled population, 12.7 percent were 65 years or older.



B. Unmet Transportation Needs

The Coordinated Plan is focused on identifying the most significant unmet transportation needs or service gaps faced by transportation-disadvantaged individuals. These unmet needs were substantiated by 1) surveying stakeholders and 2) facilitating the United We Ride: A Framework for Action initiative during the Public Transportation-Human Service Coordination Workshop on November 1, 2007 (See Appendix 7: Framework for Action). Participants conducted an assessment of current public transportation conditions and identified public transportation needs. Participants identified areas where the transportation systems can function better to meet the needs of people with limited incomes, the elderly, and persons with disabilities and workshop participants noted that additional funding is needed for more accessible vehicles, to expand services to the county, to improve access to jobs, to provide volunteer assistance, to enhance communication and marketing.

List of Transportation Needs from the Public Transportation-Human Services Coordination Workshop





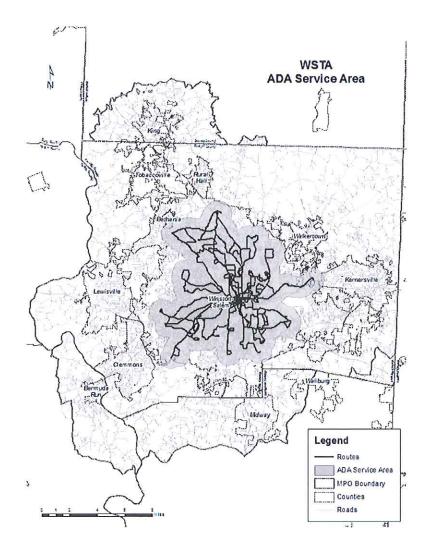
See Appendix 16: Summary of the Workshop

See Appendix 8: Unmet Needs Assessment/Gaps in Services

- More vehicles more handicap accessible
- More money
- More volunteers
- More input from medical community
- Clearing house for transportation referral
- 24/7 trip planning/trip assistance
- Coordinate with other agencies
- More streamlined approach to get people from point A to B
- More user friendly interface between client transportation provider, disabled and elderly
- Need for more service to distance locations (Durham/Salisbury Veterans Hospitals)
- Assistance for elderly disabled from home to service
- Huge cost spectrum...No cost greater than cost of taxi especially for accessible vehicles
- Need accessible vehicle subsidies
- Need to address weight of wheelchair & client (ambulance)
- Nursing homes don't have accessible vans
- Dialysis transport
- Medical community needs to be involved
- Spanish speaking population....verbal communication
- Infrastructure improvements...sidewalks, curb cuts, safe crossing signals, lighting
- More bus shelters, benches & trash cans...nicer amenities
- More frequent service/routes-nights, weekends & Sundays
- More communication & education on transit use
- Travel training programs for wide range of consumers
- Assistance to providers with liability insurance
- Communication between service providers
- More provider workshop on aging & disabilities
- More consumer input to improve services & understand needs
- Provide transportation to social & recreational activities
- Employment center support.....vanpool/rideshare
- Central source for information
- Reimbursements to volunteers for the cost of expenses

CHAPTER 4: INVENTORY OF EXISTING TRANSPORTATION SERVICES

Building on prior reports, major providers of transportation services for persons with disabilities, those with limited incomes and older adults across all jurisdictions in the region were identified. A complete inventory is listed in Appendix 3. General purpose paratransit is transportation provided for any ADA-eligible person for any trip purpose – medical, shopping or otherwise. Throughout the area, Winston-Salem Transit Authority operates Trans-AID its paratransit service (See map below). Complementing the general purpose specialized transportation services is a network of private and nonprofit agencies that provide additional transportation options. These providers include taxi companies, human service agencies, nonprofit organizations and healthcare institutions.



CHAPTER 5: STRATEGIES FOR IMPROVED SERVICE AND COORDINATION

A set of strategies and related project actions will help to address the unmet needs and fill the gaps in human service transportation. The recommended priority actions are shown in the following chapter. Project proposals will need to address at least one of the strategies listed below. In developing strategies and actions to address unmet needs, some projects will have a greater overall impact on unmet needs than others and are thus a greater priority for funding.

The strategies are:

- Tailor transportation services to better respond to the individual needs of low-income workers, people with disabilities and older adults. This strategy emphasizes increased awareness about how various types of disabilities impact peoples' ability to travel, especially among transit providers.
- Provide improved, user-friendly information to customers and social service and non-profit agencies about the types of transportation programs available to low-income workers, people with disabilities and older adults.
- Develop services that increase the reliability and augment existing paratransit and fixed-route service, ensuring a back-up system for people who rely heavily on public transportation. The strategy emphasizes the need to offer alternate services available for older adults, people with disabilities, and low-income workers who may experience lack of reliability with their everyday transportation service.
- Develop and implement new programs to provide additional transportation choices for persons with disabilities, individuals with limited incomes and older adults. Additional funding should also be identified and secured to support these programs.

CHAPTER 6: RECOMMENDED PRIORITY ACTIONS

Needs	Strategies	High Priority	Medium Priority	Low Priority
Establish More Accessible Vehicles	Accessible Service Subsidy Program. Coordination with agencies to purchase or lease accessible vehicles			
Expand Public Transportation Services	1.Expand hours of operations on nights, weekends and provide Sunday service. 2. Provide more frequent WSTA service. 3. Expand service area for ADA and seniors.	\square		
Improve Access to Jobs	 Provide early morning and late night service on fixed-route. Promote alternative transportation options, during non-peak hours and underserved geographic areas. Partner with job training organization Establish shuttle service or van pools to employment centers. Loan program for low-income workers to purchase cars. 	☑		
Provide Volunteer Assistance	Stablish or enhance volunteer programs to offer alternative means of transportation.	\square		
Enhance Communication & Advocacy	1.Establish central source for information to promote sharing and coordination between agencies. 2. Establish a transportation services directory. 3. Improve communications with riders and riders abilities to communicate with agencies. 4. Establish workshops to promote on-going coordination activities. 5. Establish 24/7 trip planning		☑	
Marketing	Provide information to the community about available transportation services. Encourage employers to assist with costs of employee transportation Promote travel training			Ø

FY2014 ROAP Sub-Allocation Worksheet

	Elderly and Disabled Transportation Assistance Program	ed Transportation Program	Employment Transportation Assistance Program	ortation Assistance ram	Rural General Public Transportation	lic Transportation
Agencies Receiving Sub-Allocations	Proposed	sed	Proposed	osed	Prop	Proposed
	Amount of request to be suballocated	Number of One Way Passenger Trips	Amount of request to be suballocated	Number of One Way Passenger Trips	Amount of request to be suballocated	Number of One Way Passenger Trips
Daymark Recovery Services	\$4,000	4,000	0\$		\$0	
Forsyth County Social Services	\$18,800	2,635	\$0		\$0	
The Shepherd's Center	\$8,934	1,787	\$0		\$0	
RHA/Friendship House	\$1,000	1000	\$0		\$0	
Dialysis Centers (4)	\$56,254	4,290	\$0		\$0	
Here 2 There Van Service	\$8,500	561	\$0		\$0	
Monarch/Forsyth Industrial Centers	\$1,800	20	\$0		\$0	
Trans-Aid	\$44,149	14,105	\$0		\$0	
ARC of Forsyth County	\$1,500	16,129	\$0		\$0	
Enrichment Center	\$12,000	9,600	\$0		\$0	
Senior Services	\$3,000	1,500	\$0		\$0	
Mt. Zion	\$3,000	850	\$0		\$0	
TOTAL AMOUNT	\$162,937	\$56,477	\$0	0	\$0	0

Acception Descriptions Corb Allocations	EDIAL	LIMIL	NG.
Agencies neceiving sub-Anocanons	Avg Cost of Trip	Avg Cost of Trip	Avg Cost of Serv
Daymark Recovery Services	\$1.00	\$0.00	\$0.00
Forsyth County Social Services	\$6.83	\$0.00	\$0.00
The Shepherd's Center	\$5.00	\$0.00	\$0.00
RHA/Friendship House	\$1.00	\$0.00	\$0.00
Dialysis Centers (4)	\$13.11	\$0.00	\$0.00
Here 2 There Van Service	\$15.15	\$0.00	\$0.00
Monarch/Forsyth Industrial Centers	\$90.00	\$0.00	\$0.00
Trans-Aid	\$3.13	\$0.00	\$0.00
ARC of Forsyth County	\$0.09	\$0.00	\$0.00
Enrichment Center	\$1.25	\$0.00	\$0.00
Senior Services	\$0.50	\$0.00	\$0.00
Mt. Zion	\$3.53	\$0.00	\$0.00

Forsyth County Name of Applicant (County)

Signature - MDS Reviewer

FY2014 ROAP Sub-Allocation Worksheet

	Elderly and Disabled Transportation Assistance Program	ed Transportation	Employment Transportation Assistance Program	ortation Assistance ram	Rural General Public Transportation	lic Transportation
Agencies Receiving Sub-Allocations	Proposed	pasc	Proposed	paso	Proposed	peso
	Amount of request to be suballocated	Number of One Way Passenger Trips	Amount of request to be suballocated	Number of One Way Passenger Trips	Amount of request to be suballocated	Number of One Way Passenger Trips
Forsyth County DSS	0\$		\$25,107	25107	0\$	
Workforce Development Program	\$0		\$25,108	25108	0\$	
	\$0		\$0		\$0	
	\$0		\$0		\$0	
	\$0		\$0		\$0	
	\$0		\$0		\$0	
	\$0		\$0		0\$	
	\$0		\$0		\$0	
	\$0		\$0		\$0	
	\$0		\$0		\$0	
	\$0		\$0		\$0	
	\$0		\$0		\$0	
TOTAL AMOUNT	\$0	0	\$50,215	50215	\$0	0

Acception Borolving Sub Allocations	EDTAP	EMPL	RGP
Agencies receiving sup-Alocatons	Avg Cost of Trip	Avg Cost of Trip	Avg Cost of Serv
Forsyth County DSS	\$0.00	\$1.00	\$0.00
Workforce Development Program	\$0.00	\$1.00	\$0.00
	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00

Forsyth County Name of Applicant (County)

Signature - MDS Reviewer

Important – A public hearing MUST be conducted whether or not requested by the Public.

ROAP PUBLIC HEARING RECORD

Date Public Notice was published: September 1, 2013 APPLICANT: Forsyth County DATE: September 9, 2013 PLACE: Forsyth County Government Center, 201 N Chestnut Street TIME: 6:00pm How many **COMMISSIONERS** attended the public hearing? How many members of the PUBLIC attended the public hearing? **Public Attendance Surveys** (Attached) (Offered at Public Hearing but none completed) I, the undersigned, representing (Legal Name of Applicant) Forsyth County do hereby certify to the North Carolina Department of Transportation, that a Public Hearing was held as indicated above and **During the Public Hearing** (NO public comments) (Public Comments were made and meeting minutes will be submitted after board approval) The estimated date for board approval of meeting minutes is: Affix County Seal Here Signature of Clerk to the Board Printed Name and Title Date

Voluntary Title VI Public Involvement

Title VI of the Civil Right's Act of 1964 requires North Carolina Department of Transportation to gather statistical data on participants and beneficiaries of the agency's federal-aid highway programs and activities. The North Carolina Department of Transportation collects information on race, color, national origin and gender of the attendees to this public meeting to ensure the inclusion of all segments of the population affected by a proposed project.

The North Carolina Department of Transportation wishes to clarify that this information gathering process is completely voluntary and that you are not required to disclose the statistical data requested in order to participate in this meeting. This form is a public document.

The completed forms will be held on file at the North Carolina Department of Transportation. For Further information regarding this process please contact Sharon Lipscomb, the Title VI Manager at telephone number 919.508.1808 or email at slipscomb@ncdot.gov.

Project Name:	Date:
Meeting Location:	•
Name (please print)	Gender:
	☐ Male ☐ Female
General ethnic identification ca	tegories (check one)
Caucasian Hispanic American	American Indian/Alaskan Native
African American Asian/Pacific Islander	Other:
Color:	National Origin:

After you complete this form, please fold it and place it inside the designated box on the registration table.

Thank you for your cooperation.