

# REQUEST FOR BOARD ACTION

## HENDERSON COUNTY BOARD OF COMMISSIONERS

**Meeting Date:** February 4, 2008

**Subject:** Consideration of Public Transportation "ROAP" Grant Agreement with WCCA

**Attachments:** 1. Agreement with WCCA

### SUMMARY OF REQUEST:

Henderson County received a grant from the North Carolina Department of Transportation for Rural Operating Assistance (ROAP) funds in the amount of \$231,448 for the current fiscal year. The funds will supplement the Apple Country Transit Operation for rural transit programs in Henderson County, which is operated by WCCA.

The grant funds will provide for senior and disabled transportation programs, transportation for a WorkFirst educational program, and an experimental fixed-route operation to Edneyville. None of the programs require matching funds from Henderson County.

The attached grant agreement specifies operating and reporting requirements of both parties, as well as the grant criteria. Its purpose is to serve as a management tool to ensure that all the requirements of the grant program are met for this on-going program.

### BOARD ACTION REQUESTED:

Planning Staff requests the Board of Commissioners approve the pass-through grant agreement between Henderson County and WCCA.

### Suggested Motion:

I move the Board approve grant agreement and authorize execution.

**STATE OF NORTH CAROLINA  
COUNTY OF HENDERSON**

**RURAL OPERATING ASSISTANCE PROGRAM AGREEMENT**

This Agreement made and entered this the \_\_\_ of \_\_\_\_\_, 200\_ , by and between **Henderson County**, a body politic and corporate under the laws of the State of North Carolina (hereinafter the "County") and **Western Carolina Community Action** (hereinafter the "WCCA"), a nonprofit organization.

**WITNESSETH:**

**WHEREAS** the County was eligible for and has received a North Carolina Department of Transportation Rural Operating Assistance Grant (hereinafter "ROAP");

**WHEREAS** this funding is intended to supplement the Apple County Transit Operation and transportation programs in Henderson County;

**WHEREAS** the ROAP funding is intended to provide senior and disabled transportation programs, transportation for a WorkFirst educational program, and an experimental fixed-route operation to Edneyville;

**WHEREAS** WCCA operates the Apple County Transit Operation for the County through an existing agreement which expires June 30, 2009;

**WHEREAS** WCCA has the requisite financial and technical capacity to undertake and complete the provision of rural transit service in the Henderson County service area;

**WHEREAS** WCCA as part of Apple County Transit, shall implement the ROAP grant on behalf of the County;

**NOW THEREFORE**, for valuable consideration and mutual promises exchanged between the parties hereto, it is agreed as follows:

**A. PROGRAM SCOPE**

1. *Description of Projects:* A complete description of the project and its requirements have been detailed in a summary of the County's grant application which is hereby incorporated by reference and is attached to this Agreement in Appendix A.
2. *Obligation of Parties:* WCCA shall be held responsible for all obligations and duties that the County is required to fulfill under the North Carolina Department of Transportation ROAP grant defined in Appendix B.

3. *Distribution of Grant Funds*: Funds shall be dispersed on a reimbursement basis where WCCA shall provide appropriate documentation for the expenses. Reimbursement requests shall be made quarterly unless otherwise agreed by the parties in writing. The County shall make payment to WCCA provided that the funds have been received from NCDOT.
4. *Duration of Agreement*: This Agreement shall be effective as of July 1, 2007 and shall remain in effect through June 30, 2008. This Agreement may be extended for future grant cycles through the written agreement of both parties for as long as the North Carolina Department of Transportation provides the County with a ROAP grant.

**B. OBLIGATIONS OF PARTIES**

1. *General Obligation*: The County and WCCA will comply with all provisions of the North Carolina Department of Transportation grant.
2. *Public Involvement*: The County will take the lead role in all public involvement activities to be conducted under this project. WCCA must assist with coordination and attend all required functions. WCCA agrees to involve staff to assist in Spanish translation and coordination of Title VI activities. Public involvement consists of but is not limited to: public input regarding long and short range plans, service modification, fare changes, capital and operating expenditures, and grant applications.
3. *Conflict of Interest*: WCCA and the County shall comply with state and federal laws and regulations regarding conflicts of interest throughout the application and administration of Program funds. These prohibitions shall be incorporated in all contracts and subcontracts.
4. *Coordination*: The County as the Designated Recipient for the ROAP grant, shall submit all grant applications and updates to the grant application to the North Carolina Department of Transportation. WCCA shall provide the County with any records, data, information, or assistance
5. *Pre-Audit Certificate*: The County must certify that this Agreement has been pre-audited in the manner required by the Local Government and Fiscal Control Act. N.C.G.S. 159-28(a).
6. *Records, Reviews, and Audits*: The WCCA shall maintain and make available at reasonable times and places to the County such records and accounts, including property, personnel, and financial records deemed necessary by the County to assure the proper accounting for all Grant Funds. Both parties shall establish and maintain fiscal and accounting records as determined by North Carolina Department of Transportation. These records shall be retained for five (5) years after the final payment under this Agreement.

7. Ownership and Availability of Documents, Data, and Records: Any documents, data, or records created regarding the ROAP funding or implementation shall be owned by the County. In the event of termination, all property and finished or unfinished documents, data, studies, and reports shall be the property of the County.

**C. FUNDING**

1. Maximum Payment: Payments under this Agreement are limited to those specified in the Grant Application included in Appendix B. It is expressly understood and agreed to by the WCCA and the County that in no event will the total compensation and reimbursement, if any, to be paid hereunder exceed the grant funding.
2. Expenses Not Covered: Any costs and expenses not covered by the ROAP Grant shall be borne entirely by the party incurring the costs and expenses or paid from funds otherwise available to the party, unless otherwise provided herein. In no case will the party that did not incur the cost or expense reimburse any cost determined to be ineligible under this Agreement or under ROAP regulations, regardless of any mistaken determination of eligibility at the time the costs were incurred.
3. Improper Reimbursements: If WCCA improperly expends, as determined by the State of North Carolina, any ROAP funds which the State requires funds be returned or repaid, the County shall not be liable for the repayment of funds. Any funds improperly expended by the WCCA as determined by the State that the State wants returned or repaid shall not be a liability on the County.

**D. FINANCIAL ACCOUNTING AND LIABILITY**

1. Maintenance of Accounts: The WCCA and the County shall establish and maintain fiscal and accounting records in accordance with generally accepted accounting principles and practices. Funds must be used exclusively for projects appropriate under ROAP as determined by the North Carolina Department of Transportation. Neither party shall permanently or temporarily shift Grant funds to other projects for any reason.
2. Audits: Both parties shall consent and cooperate with any audits on ROAP funds conducted by the North Carolina Department of Transportation. Neither party shall commingle accounts to prevent accounting auditing of ROAP funds.
3. Indemnification: Work to be performed as provided herein shall be done by the WCCA as a separate and independent organization. The County shall not be liable for claims for damages or losses arising out of the performances of the Agreement by the WCCA, its employees, officers, agents, and the WCCA shall

indemnify and hold harmless, to the extent allowed by law, the County, its officers, employees, and agents from all such claims arising under this Agreement.

4. Designation of Third Party: The designation by either the County or the WCCA of a third party or parties to undertake all or any part of this Agreement shall not relieve the designating party from liability for compliance with the terms of this Agreement. All third parties must be bound in writing to the same provisions as required in this Agreement.

#### E. GENERAL PROVISIONS

1. Assignability: This Agreement is expressly non-assignable without prior written consent and approval by the non-assigning party. The Project may not be continued by a successor to either party without the prior written consent of the non-moving party.
2. Service of Process: Service of all notices under this Agreement shall be sufficient if given personally, by registered or certified mail, returned receipt requested, and mailed to the party involved at the address and to the attention of the person set forth below, or to such other person or address as said party may provide in writing in writing from time to time. Any such notice mailed to such address shall be effective upon the date received as shown by the returned receipt or otherwise:

**For WCCA**

David White, Executive Director  
WCCA  
PO Box 685  
Hendersonville, NC 28793

**For County of Henderson**

Henderson County Planning Dept.  
c/o Anthony W. Starr, Planning  
Director  
213 1<sup>st</sup> Ave. East  
Hendersonville, North Carolina 28792

3. Miscellaneous Provisions: The singular of any term used in this Agreement shall include the plural, and the masculine shall include the feminine and vice versa.
4. Governing Law: The laws of the State of North Carolina shall govern the validity of this Agreement, its interpretation and performance, and any other claims related to it.
5. Compliance with Applicable Laws: WCCA and the County shall comply with any and all applicable federal, state, and local statutes, regulations, laws, and ordinances including those established by the North Carolina Department of Transportation.
6. Severability: If any of the provision contained in this Agreement are held for any reason to be invalid, illegal, or unenforceable in any respect, such as invalidity,

illegality or unenforceability will not affect any other provision, and this Agreement shall be construed as if such invalid, illegal, or unenforceable provision had never been contained herein.

7. Time Schedule: Both parties shall commence with their duties under the Agreement immediately upon the execution of same.
8. Parties to this Agreement: This Agreement gives no rights or benefits to anyone other than the WCCA or the County.
9. Documents of Incorporation: This Agreement is expressly made subject to all federal, state, and local laws, rules, and regulations to the Grant Agreement between the County and North Carolina Department of Transportation. All of the foregoing are hereby made part of this Agreement and incorporated herein by reference.
10. Original: A signed copy of this Agreement shall be considered as an original.

**IN WITNESS WHEREOF**, each party has caused this Agreement to be duly executed on the day and year first above written and if corporate, by their duly authorized representative.

Attest:

HENDERSON COUNTY

\_\_\_\_\_  
Elizabeth Corn, County Clerk  
(official seal)

By: \_\_\_\_\_

William Moyer, Chairman

Attest:

WCCA

By: \_\_\_\_\_

By: \_\_\_\_\_

David White, Executive Director

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STATE OF NORTH CAROLINA  
COUNTY OF HENDERSON

I, Notary Public of the County and State aforesaid certify that \_\_\_\_\_,  
personally came before me this day and acknowledged that she is the \_\_\_\_\_ of the  
WCCA, a nonprofit corporation, and that by authority duly given and as the act of the  
corporation the foregoing instrument was signed in its name by its \_\_\_\_\_.

WITNESS my hand and notarial seal this \_\_\_\_\_ day of \_\_\_\_\_, 200\_\_.

Notary Public: \_\_\_\_\_  
Print or type name: \_\_\_\_\_  
My Commission Expires: \_\_\_\_\_

\*\*\*\*\*

STATE OF NORTH CAROLINA  
COUNTY OF HENDERSON

I, Notary Public of the County and State aforesaid certify that Elizabeth Corn, personally  
came before me this day and acknowledged that she is the County Clerk of the County of  
Henderson, a body politic and corporate, and that by authority duly given and as the act of the  
corporation the foregoing instrument was signed in its name by its County Manager and attested  
by herself as its County Clerk.

WITNESS my hand and notarial seal this \_\_\_\_\_ day of \_\_\_\_\_, 200\_\_.

\_\_\_\_\_  
Notary Public: \_\_\_\_\_  
Print or type name: \_\_\_\_\_  
My Commission Expires: \_\_\_\_\_

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**PRE-AUDIT CERTIFICATION**

This instrument has been pre-audited in the manner required by the Local Government Budget  
and Fiscal Control Act N.C.G.S. 159-28(a)

By: \_\_\_\_\_ Date: \_\_\_\_\_

Carey McLelland  
Henderson County Finance Director

## Appendix A

WCCA agrees to:

- 1) Be the sole operator of transportation service and provide transportation by van and wheelchair lift equipped buses in good working order. The County may conduct periodic inspections during normal business hours.
- 2) Provide updated brochures and information on all services provided under the ROAP program which are available to the general public. The RGP supplemental fixed route with deviation service to Edneyville shall include a printed one page explanation of service with stop locations and timepoints in English and Spanish.
- 3) Provide monthly reports and quarterly invoices for services within 30 days after the close of the reporting period. Invoices shall be prepared by program for EDTAP, Workfirst, and RGP services- both formula and supplemental services. Invoices should include overall budget for the program and the category or funding- supplemental or formula, number of passengers, service hours, route mileage, and trip origins and destinations, fares collected, and fares per passenger. Invoices should include performance measures of effectiveness for each program as specified in Attachment B questions EDTAP-7; EMP-5; and RGP-8. Generally performance measures are 1.25 service miles per revenue mile and .10 revenue trips per mile.
- 4) Meet or exceed minimum performance ridership goals as specified for each program. In the event that specified ridership goals are not met, both parties shall meet to determine the best way to improve performance, including amendments to the operating plan. Performance standards are as follows-
  - A) EDTAP formula- 5,350
  - B) EDTAP supplemental - weekly goal of 20 passengers
  - C) EMP Workfirst formula – no minimum
  - D) EMP Workfirst supplemental- three groups of 6-8 passengers
  - E) RGP formula- 1800 passengers
  - F) RGP supplemental- 5 riders per service hour
- 5) Provide draft copies of Expense/Revenue Reports as per NCDOT standards to Henderson County.
- 6) Utilize only approved equipment not funded by other FTA programs.

Henderson County agrees to:

- 1) Provide pass-through revenues to WCCA within 30 days of receiving the invoice and NCDOT funds provided WCCA meets the standards referenced within this agreement.
- 2) Evaluate WCCA records of service including invoices and trip logs to measure effectiveness and efficiency. Programs will be monitored accordingly and in the event that the indicators show deviations from normal patterns, Henderson County will work with WCCA to ensure that appropriate modifications occur so that programs meet acceptable ridership and cost standards.



## Appendix B- ROAP Agreement with WCCA

### Application for Operating Assistance FY07-08 Rural Operating Assistance Program Funds

<b>Name of Applicant (County)</b>	<b>Henderson County</b>
<b>County Manager</b>	<b>Steven Wyatt</b>
County Manager's Email Address	swyatt@hendersoncountync.org
<b>County Finance Officer</b>	<b>J Carey McClelland</b>
CFO's Email Address	cmcclelland@hendersoncountync.org
Mailing Address	213 First Avenue Hendersonville, NC 28792
<b>Person Completing this Application</b>	<b>Hope E. Bleecker</b>
Email Address	hbleecker@hendersoncountync.org
Phone Number	(828) 697-4819 ext 1059
Supplemental ROAP Funding Request Included:	<b>Yes</b>

#### Application Instructions

- Read each question carefully. Be sure to answer all the questions.
- Answer questions with complete sentences, providing enough detail to completely answer the question.
- 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 there are questions regarding this application, contact the NCDOT-PTD Regional Transportation Program Consultant/Planner assigned to the area served by the transit system.
- Outreach and public involvement in the use of the ROAP funds is key to providing service that meets the needs of individuals within the community. County managers and finance officers are encouraged to discuss the Limited English Proficiency (LEP) requirements with the local system transportation directors.

#### I. PROJECT DESCRIPTION FOR FORMULA FUNDS – EDTAP

These funds may be sub-allocated to the transit system or human service agencies in the county. EDTAP funds will be used to provide transportation services for elderly and disabled individuals when other funding sources are not available. If an individual meets the eligibility criteria of both EDTAP and an agency transportation program, the agency's program funds will be used as long as they are available before using EDTAP funds.

**EDTAP-1** Describe the process for determining which organizations will receive a sub-allocation of EDTAP funds. The response should address: (1) assessment of needs in the service area (2) equity in requesting and disbursement of funds (3) criteria for determining amount of funds sub-allocated to each organization and (4) projected units of service.

**Henderson County and transportation operator WCCA conducted a needs assessment through notification of Human Service Agencies in the area. We held a brainstorming meeting of agency representatives to determine what EDTAP transportation program would be appropriate based on available funding. The Council on Aging and Vocational Rehabilitation specified various needs. Trip estimates were based on the demand balanced against the amount of funding available. The requests for service were not "cut", but rather were balanced with the amount of funding available for the program. Henderson County expects to provide 5350 passenger trips this year with formula EDTAP based on the requests.**

**EDTAP-2** Describe the transportation or other services that will be provided by the transit system or human service agencies with EDTAP funds (i.e. trips by transit system or private providers, agency staff transportation, volunteers, mileage reimbursement, etc.)

**WCCA is the sole operator of transportation service and will provide transportation by van and wheelchair lift-equipped buses.**

**EDTAP-3** Not all elderly and disabled citizens in the service area are human service agency clients. Describe efforts to reach out to these citizens who may need transportation to medical appointments, grocery stores or other destinations.

**Provider WCCA runs newspaper advertisements, radio advertisements, and has flyers placed in local doctors' offices and throughout hospitals and physical rehabilitation facilities in our area. The director of WCCA speaks to local civic groups and operates a website that advertises the service.**

**EDTAP-4** Describe the process for monitoring the EDTAP Program throughout the year to assure that (1) EDTAP funded services are provided to elderly and disabled individuals not receiving transportation assistance from another funding source and (2) that all expenditures are allowable.

**The WCCA dispatcher asks various questions of each caller, including age, address, and whether they are on Medicaid to determine if there is any other funding source that could sponsor transportation service for the individual (such as Medicaid, HCCBG, ADA paratransit, etc). Depending on the answers to eligibility questions, the person may be offered general public transportation, depending on where they live (e.g. within City limits vs. rural areas.)**

**EDTAP-5** Does the transit system or any human service agency prioritize or restrict EDTAP funded services based on the purpose, origin or destination of the trip? If yes, describe the prioritization process or restrictions.

**Henderson County does not restrict EDTAP services based on purpose origin or destination of the trip.**

**EDTAP-6** What is done by the transit system and/or agencies to assure that EDTAP funded services are provided for as long as possible during FY2007-FY2008? Will the county or other local agencies provide funds if the EDTAP formula allocation is expended in less than twelve months?

**Expense and revenue reports are received from the finance office of WCCA. These reports contain the amount of available funding left to cover a specified period. This information is balanced against performance measures to ensure the service is being operated appropriately. WCCA provides necessary matches to the transit grants in order to cover shortfalls. Program estimates are for a nine month period October 2007-June 2008.**

**EDTAP-7** What objectives will the county use to evaluate the effectiveness/efficiency of the program? When will the EDTAP funded services be evaluated?

**The County will evaluate ridership records and expense reports to measure effectiveness and efficiency quarterly. Efficiency is defined as the number of service miles per revenue mile which determines how efficiently vehicles were used to provide revenue services. The standard set forth for EDTAP by Henderson County is 1.25 service miles per revenue mile. Effectiveness is defined as the number of revenue trips per service mile. This determines how effectively revenue trips are coordinated or provided for each service mile. The performance measure for EDTAP will be .10 revenue trips per mile. The program will be monitored to ensure acceptable standards in terms of cost per trip. Hours of service, passengers per hour, repeat riders, origins and destinations, and all cost records will be examined to make sure that productivity and costs are within acceptable ranges for the program. If these indicators show any deviations from normal patterns, we will make appropriate modifications to ensure that we are meeting standards.**

*EDTAP -8 Describe public outreach efforts for this program.*

**WCCA and Henderson County partner together on outreach efforts. Both agencies are extremely involved in the community and make use of local newspaper advertisement, the local government channel television, and radio advertisement, flyers for the medical community, newspaper advertisement, and outreach to medical offices. For example, WCCA typically advertises on the local AM affiliate's billboard in both English and Spanish. We also have brochures in Spanish on the buses.**

## **II. PROJECT DESCRIPTION FOR FORMULA FUNDS –Employment Transportation Assistance Funds**

These funds can only be sub-allocated to the Department of Social Services, Workforce Development Programs and the Community Transportation System in the county. Funds can only be transferred to EDTAP and RGP following certification by the county manager that the employment transportation needs of the county have substantially been met.

**EMP-1** Describe the transportation or other services that will be provided by the transit system or DSS with WF/EMP funds. (i.e. trips by transit system or private providers, agency staff transportation, volunteers, mileage reimbursement, automobile repairs, etc.)

**WCCA will provide demand responsive employment trips for WorkFirst participants as requested through DSS throughout all areas of Henderson County.**

**EMP-2** Describe the process for monitoring the WF/EMP Program throughout the year to assure that expenses by the transit system and/or DSS are allowable. (See Eligible Transportation Expenses Matrix)

**The WCCA dispatcher asks various questions of each caller, including age, address, and trip purpose to make sure that the trip corresponds to the WF/EMP goals. If there is any other funding source that could sponsor transportation service for the individual such as Medicaid, HCCBG, ADA paratransit, etc. the trip is not served. Depending on the answers to eligibility questions, the person may be offered another type of transportation depending on where they live (e.g. within City limits vs. rural areas.)**

**EMP-3** What is done by the transit system and/or DSS to assure that WF/EMP funded services are provided for as long as possible during FY2007-FY2008? What will the county do if the WF/EMP formula allocation is expended in less than twelve months?

**Expense and revenue reports are received from the finance office of WCCA. These reports contain names, date and time as well as the service provided. WCCA provides necessary matches to the transit grants in order to cover any shortfalls. Program estimates are for the nine month period October 2007-June 2008.**

**EMP-4** Describe the process for determining when it is appropriate or necessary to transfer WF/EMP funds to EDTAP or RGP funds as allowed in the program guidelines?

**Performance of the program and available funds will be measured along with an assessment of the demand for the program. Typically after the second quarter a decision to transfer funds is made based on performance of the other programs and available funds in this program.**

**EMP-5** What objectives will the county use to evaluate the effectiveness/efficiency of the program? When will the WF/EMP funded services be evaluated?

The County will evaluate records to measure effectiveness and efficiency quarterly. Efficiency is measured by service miles per revenue mile, which determines how efficiently vehicles were used to provide revenue services. Our performance measure for demand response is typically 1.25 service miles per revenue mile. Effectiveness is measured by revenue trips per service mile, which determines how effectively revenue trips were coordinated or provided for each service mile. The performance measure for demand response trips will be .10 revenue trips per mile. The program will be monitored to ensure acceptable standards in terms of cost per trip. WorkFirst transportation trips are typically scheduled to collect more than one to two passengers from origins/destinations since passengers travel to classes and events together. During the first quarter of operation, these standards will be re-evaluated and all cost records will be examined to make sure that productivity and costs are within acceptable ranges for the program as defined for NCDOT. If these indicators show any deviations from normal patterns, we will make appropriate modifications so that the program meets acceptable ridership and cost standards.

**EMP-6** Describe public outreach efforts for this program.

WCCA maintains public outreach with the local WorkFirst program that operates through the Henderson County Department of Social Services. WCCA is actively involved in Headstart, self-sufficiency programs, housing, and weatherization initiatives, which provides an excellent basis for advertising this particular aspect of ROAP transportation funding. Programs are advertised in newspaper and radio, brochures are offered in Spanish and we also use local AM radio WHKP and their electronic billboard to advertise programs.

### **III. PROJECT DESCRIPTION FOR FORMULA FUNDS –Rural General Public Funds**

These funds are intended to provide transportation services for individuals who are not human service agency clients. These funds can only be sub-allocated to the community transportation system.

**RGP-1** Describe the process for (1) assessing transportation needs in the service area and (2) determining the projected units of service.

Henderson County and operator WCCA conducted needs assessments through notification of Human Service Agencies in the area. We held a brainstorming meeting of agency representatives to determine what RGP use would be appropriate based on available funding. RGP funding has been used in the past for medical trips without age restriction. It was determined that the program has grown through the years and that the needs for RGP medical are well satisfied. Based on the previous program that operated in 2006, we anticipate providing service to 1800 passengers. In addition to continuing this program, the idea of running a fixed route to Edneyville evolved as part of the brainstorming effort with local agencies. The county receives continuous requests for service in that area. There are a large number of residents who need transportation services to get to local jobs around Edneyville and to shop at the neighboring commercial centers. The estimate of projected units of service is based on density in the area – roughly five riders per hour which compares to other start-up fixed route transportation we have provided.

**RGP- 2** Describe the transportation services that will be provided with RGP funds and the geographic area in which the services will be provided.

County-wide demand responsive medical transportation without an age limit. This service will be provided throughout all areas of the County on an as needed basis. Service is available from 6:30 am through 6:30 p.m. Budget for the services is approximately \$27,228. WCCA expects to carry 1800 passengers.

**Fixed route service to Edneyville.** This rural area has a growing population of residents who do not own cars. WCCA will operate experimental fixed route transit service to this area using a cutaway bus. The proposal is to use \$67,000 of RGP from both the formula as well as the supplemental appropriation to provide the service from Edneyville to Wal-Mart Super Center Monday through Friday, from 9:00 AM until 6:00 PM. The service will link up with the existing White Route for access to other areas throughout Hendersonville.

**RGP- 3** Will a passenger pay a fare for RGP service? Describe the proposed fare structure?

The fare for RGP medical trips is \$2.00 per one-way. Edneyville fixed route will charge \$1.50 per trip for the service which will originate in the rural area of the county and link with the White Route at Wal-Mart, which charges 75 cents per ride.

**RGP- 4** Describe the process for monitoring the RGP Program throughout the year to insure that all expenses by the transit system are allowable? (See Eligible Transportation Expenses Matrix)

For the medical trip component, the WCCA dispatcher asks various questions of each caller, including age, address, whether they are on Medicaid, to determine if there is any other funding source that could sponsor transportation service for the individual such as Medicaid, HCCBG, ADA paratransit, etc. Depending on the answers to eligibility questions, the person may be offered rural general public transportation if no other sources are available, depending on where the trip begins and ends. (eg within City limits vs. rural areas.)

**RGP- 5** Describe how the local match requirement for RGP funds will be met.

Fares will supply the match and WCCA will pay any shortfalls.

**RGP-6** Does the transit system prioritize or restrict RGP funded services based on the purpose, origin or destination of the trip? If yes, describe the prioritization process or restrictions.

No

**RGP-7** What does the transit system do to assure that RGP funded services are provided throughout FY2007-FY2008? Will the county or other local agencies provide funds if the formula allocation is expended in less than twelve months?

Expense and revenue reports are received from the finance office of WCCA. These reports contain number of riders and pick up locations. WCCA provides necessary matches to the transit grants. Program estimates are for the nine month period October 2007-June 2008.

**RGP-8** What objectives will the county use to evaluate the effectiveness/efficiency of the program? When will the RGP funded services be evaluated?

The County will evaluate ridership records and expense reports to measure effectiveness and efficiency quarterly. Efficiency is defined as the number of service miles per revenue mile which determines how efficiently vehicles were used to provide revenue services. The standard set forth for RGP medical demand response trips as set forth by Henderson County is 1.25 service miles per revenue mile. Effectiveness is defined as the number of revenue trips per service mile. This determines how effectively revenue trips were coordinated or provided for each service mile. The performance measure for RGP demand response will be .10 revenue trips per mile. The program will be monitored to ensure acceptable standards in terms of cost per trip. Hours of service, passengers per hour, repeat riders, origins and destinations, and all cost records will be examined to make sure that productivity and costs are within acceptable ranges for the program. If these indicators show any deviations from normal patterns, we will make appropriate modifications.

The fixed-route experimental service goal is five riders per hour. The county will monitor ridership statistics quarterly to measure efficiency and effectiveness as described for the EDTAP and the WorkFirst Programs.

**RGP-9** Describe public outreach efforts for this program.

**We will use print and radio advertisement in both English and Spanish. We will work with any service organizations, including the Latino Advocacy Group to help get information to the Hispanic population and to advertise the route to residents in the area. This effort will include the announcement that Henderson County will add service to the area. The service description will be included in the current website [www.applecountrytransit.com](http://www.applecountrytransit.com). WCCA will advertise through residential centers located in Edneyville such as public libraries, the Justice Academy, area churches, local granges, civic clubs and community centers.**

**IV. PROJECT DESCRIPTION –SUPPLEMENTAL ROAP Funds**

Complete responses to the following questions are necessary to make an assessment of the eligibility of the proposed service. Incomplete responses will delay PTD review of the application.

**1** Describe the proposed new or expanded service? (demand response/subscription/fixed route; within or outside normal service area, i.e. out of county employment route; days and hours of operation; service area; fare structure; provision of gas vouchers, volunteer reimbursement, etc.)

- **EDTAP** The County proposes transportation for disabled residents of Henderson County to several programs at Vocational Solutions for work-related training activities. The service will operate on a subscription basis five days per week. The service will carry four to five clients per day on a year round basis. The service will be free of charge to the users. A donation will be suggested.
- **WCCA** proposes adding days to its existing Fletcher route to transport senior (over 60) clients to Sammy Williams center in downtown Hendersonville, which is a congregate meal facility. This service will operate in the northern part of Henderson County and will function as a demand response service. The service will be free of charge to the users. A donation will be suggested.
- **WorkFirst** Henderson County would like new service to transport clients to Goodwill Industries in Asheville, NC for a Certified Nurse Assistant training. The total cost estimated is \$11,401.00 to allow three groups of six to eight participants to complete the training each year. We anticipate operating subscription services which may include demand response transportation. The service is free of charge to the users, however a donation is suggested.
- **Rural General Public** Henderson County proposes an additional transit route to Edneyville which will operate with a wheelchair lift equipped bus route which would operate as a fixed route M-F 9:00 AM to 6:00 PM. Since the route will operate outside of the UZA as an extended County service, the fare is anticipated to be \$1.50, which is double the fixed route fare within Hendersonville. This route will tie to the White Route on Public Transit Route that gets to Wal-Mart on the hour M-F 7:00 AM to 6:00 PM. This would give passenger mobility options that currently do not exist in that part of the county. We anticipate that the service will be funded by formula & supplemental RGP in the amount of \$67,000.00 and anticipate that it will carry a total of 11,300 persons or roughly 5 or more riders per hour.

**2** How were the projected units of additional service with supplemental EDTAP, Employment and RGP funds determined? Indicate if the supplemental funds *will not allow* service to be provided throughout the twelve months of FY2008. (CT System requirement). Describe each program separately. See the Supplemental ROAP Sub-allocation Worksheet in Appendix B

- **EDTAP Vocational Solutions was based on 2 to 3 clients that are severely disabled needing wheelchair transportation 3 to 5 times a week twice a day. We calculated our operating costs and driver costs and multiplied by estimated times and mileages.**
- **EDTAP supplemental amount was determined by calculating operating costs of equipment and driver for about 120 miles round trip each day for 2 days a week for the Sammy Williams Center.**
- **WorkFirst Employment CNA transportation was estimated at 115 miles round trip, twice a day for fifteen days three different sessions a year. This was multiplied by our operating costs and driver costs.**
- **RGP was based on twenty miles round trip times 10 round trips per day multiplied by our operating costs and driver costs.**

**The funds will supply service over a nine month period from October 2007 through June 2008**

**3** The supplemental EDTAP, Employment and RGP funds must be used to provide an increased level of service, including serving eligible individuals not currently served by the program. Describe how the agencies that receive the supplemental funds will notify eligible users of the service about the availability of the funds. Be specific.

**The agencies will notify users through flyer and advertisements at their places of business. We have established contact persons at Vocational Solutions, Sammy Williams and Henderson County DSS. We will continue to meet with these professionals and monitor progress in order to ensure that clients are properly served. On the RGP service, Henderson County will add the service to its current website and will advertise through residential centers located in Edneyville such as public libraries, the Justice Academy, area churches, local granges, civic clubs and community centers.**

4. Describe in detail efforts made to reach out to the community to make them aware of the additional funding and to identify service needs beyond those currently provided with the formula allocation.

**On August 13, a meeting was held to identify various agency service needs. We brainstormed with the Vocational Solutions, Sammy Williams Center, Henderson County, and WorkFirst managers. We developed a needs list and formulated a draft application. We then scheduled a public hearing and placed advertisements in the Henderson County DSS and local libraries as well as the Hendersonville Times News.**

**5** If the county received supplemental ROAP funds in FY07, identify the estimated amount of funds for each program that will be expended by June 30, 2007.

**none**