

REQUEST FOR BOARD ACTION / CONTRACT CONTROL FORM

Tracking Number: 29

Date of Request: June 25, 2007

Date Request Received:

Board Meeting Date Requested: July 9, 2007

Board Meeting Date Assigned: July 9, 2007

Short Title: Resolution Authorizing Fiscal Year 2007-2008 Rural Operating Assistance Program Grant Application: \$159,152

Request Status:
 Request is proceeding to Board of Commissioners
 More information is needed – see attached
 Request on hold – no further information needed
 Other:

Background: Each year, Pender Adult Services applies for and manages the Rural Operating Assistance Program which provides the funding for Pender County's transportation program. The application they are submitting is for funding from July 1, 2007 to June 30, 2008.

(Administrative Use Only)

This year's application provides for three levels of funding, the latter of which is new.

- The EDTAP component is \$79,639 and provides Elderly and Disabled Transportation Assistance to allow the folks who are at least 60 years old or who are disabled to remain in their homes by providing for their transportation needs.

- The EMP - or Employment Transportation Assistance Program component is \$10,716 and provides transportation to work for folks who are in transitional work situations (Work First or Workforce Development) but who are not eligible for other benefits. Neither of the first two components require a local match.

- The RGP or Rural General Public component is new this year and the County is requesting \$68,797. This will add a component whereby transportation services will be made available to all citizen of Pender County. This requires a 10% local match (approximately \$7,000) and Pender Adult Services will generate this by collecting a fee of \$1 per ride for all who utilize the services and by selling advertising on the vans.

Wes Davis and/or Judy Cromer of Pender Adult Services will be present at 7pm to outline these programs and answer any questions for the Board and/or the public.

Specific Action Requested: The Board of Commissioners is requested to hold a public hearing and to authorize the application to be submitted to the NC DOT

Requested by: Wes Davis/Judy Cromer
Department: Pender Adult Services
Title: Director/Transportation Manager
Contact Phone: 910.259.9119
Contact Fax:

CONTRACT TYPE

Renewal
 For Service(s)
 Intergovernmental – County as Grantee
 Federal Grantor
 State Grantor
 Grantor
 County as Grantor
 County Funds
 Other Funds

PURCHASING Budgeted Item: Yes No
Date Rec'd: Reviewed and Approved
 Comments on Reverse

Date Sent: Signed:

ATTORNEY Reviewed and Approved
Date Rec'd: Legal Problem(s)
 Comments on Reverse

Date Sent: Signed:

FINANCE Sufficient Funds Available
Date Rec'd: Not Available
 Budget Amendment Necessary
 Budgeted Amendment is Attached
 Comments on Reverse

Date Sent: Signed:

CLERK Signature(s) Required:
 Board Chairman/County Manager
 Other:

Date Rec'd Approved by Board: Yes No
At meeting on

RURAL OPERATING ASSISTANCE PROGRAM
PUBLIC HEARING

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 July 13, 2007 by the county of Pender. The public hearing will be held on July 9, 2007 at 7 PM. at the Pender commissioners meeting in the Public Assembly Room located at 805 S Walker St, Burgaw, NC. Pender 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 Judy Cromer (Transportation Director) 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 transportation of elderly and disabled citizens. This transportation assistance allows for the individual to reside for longer periods in their homes, thereby enhancing their quality of life. For the purpose of EDTAP, an elderly person is defined as one who reaches the age of 60 or more years. A disabled person is defined as one who has a physical or mental impairment that substantially limits one or more major life activities, an individual who has a record of such impairment, or an individual who is regarded as having such impairment.
2. Employment Transportation Assistance Program is intended to provide operating assistance for transitional Work First, Workforce Development Programs and general public employment transportation needs. These funds are used to support the employment transportation needs of individuals that are not eligible to receive benefits from the Temporary Assistance for Needy Families (TANF) program.
3. Rural General Public (RGP) Program funds are intended to provide transportation service to individuals who are not human service agency clients.

The period of performance for Rural Operating Assistance Program funds is July 1, 2007 through June 30, 2008. The FY 2007-2008 ROAP individual program totals are:

PROGRAM	TOTAL
EDTAP	\$79639
EMP	\$10716
RGP	\$68797
TOTAL	\$159152

This application may be inspected at the Pender Adult Services located at 901 S Walker St, Burgaw, NC from 8am until 4pm, Monday through Friday. Written comments should be directed to Judy Cromer 901 S. Walker St, Burgaw, NC, before July 6 2007 (date).

Application for Operating Assistance

FY07-08 Rural Operating Assistance Program Funds

Name of Applicant (County)	Pender
County Manager	Lori Brill
County Manager's Email Address	brilll@pender-county.com
County Finance Officer	Dave McCole
CFO's Email Address	mccoled@pender-county.com
Mailing Address	PO Box 5, Burgaw, NC 28425
Person Completing this Application	Judy Cromer
Email Address	cromer@penderadultservices.com
Phone Number	910 259-9119
Supplemental ROAP Funding Request Included:	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

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.

PAS is the lead agency for transportation in the county. The County sub allocates the EDTAP funding to Pender Transit system. All agencies refer their clients to us for transportation. We also receive calls from non-agency passengers and recently did a survey. This service is provided on a first come basis. We divided our cost per trip by the amount allocated. My average trip cost is \$14 per trip.

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.)

The transit system will use EDTAP funds to provide demand response and subscription transportation in Pender County and to physicians office in New Hanover, Duplin, Onslow, Fayetteville, Greenville and to the Capitol area, Duke, Chapel Hill, Wake, for the disabled and elderly. Pender Adult Services contracts with MV transportation. We will be coordinating medical trips with Cape Fear Transit to Wake, Durham, Chapel Hill, Greenville, Fayetteville and New Hanover County. More than 85% of our medical is out of

county.

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.

In order to assure that everyone in the county is aware of our services, we advertise these services monthly in the Pender Adult Service newsletter. The newsletter is an insert in the Pender County newspaper. We also post fliers in area doctors offices, the library, local Domestic Violence Shelter, low income housing projects. We will coordinate with WAVE Transit in Marketing our services through the region. We have the information translated into Spanish and work with the interpreter at Pender Memorial hospital. We have sent out surveys asking for transportation needs in English and Spanish to area businesses ,the local college Senior housing complex and area churches. We plan on visiting the local elderly and low income housing units in Pender County and placing fliers and attend their monthly meetings.The County Housing director is sending out a newsletter to all the residents in the low income housing units at the end of July, we will be writing an article explaining our services for this publication. We are working with local merchants (ARABIC, Latino) to assist reaching out to the ARABIC and Latino population. Will advertise in EIMundo. All of our information will also be put in the local VA building and we will speak to local Churches and civic organization regarding our Transportation services.

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. (See Eligible Transportation Expenses Matrix) **All passengers requesting transportation using EDTAP funds must fill out a client registration form. We provide all medical transportation for DSS, therefore we have all of the necessary client information from the DSS department. Monthly meeting with DSS to assess other funding sources.**

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. **We will prioritize life sustaining, dialysis and medical treatment trips only. Our service is primarily demand response and subscription trips and are based on a first come basis.**

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?

Our contractor provides us with a detailed bill monthly. This makes it possible to oversee our spending and plan to spend approximately \$3000 a month (Allocation divided by trip cost). We are prioritizing our life sustaining medical trips. In the past Pender Adult Services has provided additional funding, but, due to funding cuts, this is no longer available. Other funding sources will be explored.

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 service will be evaluated by the effectiveness/efficiency of the program by seeing that all the residents are being transported and not being denied service. Our partnership with WAVE for out of County medical trips will make it possible for us to provide additional service within the county.

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

Public outreach efforts for this program includes the Monthly Newsletter that is put in the Pender County Newspaper, the surveys put in businesses, , the College, the local physicians office, the Senior Center and telephone calls to area businesses. Presentation will be done at the Senior Housing complex, Domestic Violence Shelter, Church and Civic groups. Telephone calls have been made to the local physicians offices to identify their patients that have LEP. Once they have been identified, we will design information to meet their needs. Our information will be advertised quarterly in EIMundo The County Housing director will be sending out an annual newsletter to all residents in the low income housing units, we will be writing an article explaining our services for this publication.

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.

<p>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.) Some of the funding will be allotted for car repairs, and car insurance. DSS will contract with the transit system to provide employment trips.</p>
<p>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) Low income and employed persons identified by DSS and Pender County JobLink.</p>
<p>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? Month to date fiscal reports will be reviewed on a monthly basis. If we expend our allocation we will explore other funding sources.</p>
<p>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? The work first employment spending level will be reviewed monthly and the month prior to the end of the fiscal year a decision will be determined if funds need to be transferred based on the unspent balance. No money will be transferred until it is determined that all employment transportation needs have been met.</p>
<p>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? Performance measurements will include the number of clients served verses operating cost.</p>
<p>EMP-6 <i>Describe public outreach efforts for this program.</i> Information posted in the DSS building and outreach done at Employment Security building each week. DSS and Pender County JobLink will work closely together to determine that all low income individuals that ask for employment transportation will have access to it for as long as the allocation lasts. The County Housing director will be sending out an annual newsletter to all residents of the area low income housing units, we will be writing an article explaining our services.</p>

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.

<p>RGP-1 Describe the process for (1) assessing transportation needs in the service area and (2) determining the projected units of service. In order to assess the transportation needs in the service area, we developed a survey and gave it to area businesses, the local community college, and employment security and physicians offices. We also had a informational meeting with representatives from DSS, Mental health, Housing, the County Planner, Pender County JobLink, Wave Transit, the interpreter from Pender Memorial Hospital, representatives from the local churches, Rocky Point Medical Center and local civic groups.</p>
<p>RGP- 2 Describe the transportation services that will be provided with RGP funds and the geographic area in</p>

which the services will be provided.

We will start a connection service with WAVE transit for out of county employment, shopping trips. This connection service will be from both the Hampstead and Burgaw areas.

We will offer RGP service in all communities in Pender County and run from 5am until 6pm Monday through Friday.

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

A fare will be requested by all passengers. Our new service will require all passengers to pay \$1 per trip.

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)

This is our first year as a CT system with RGP funds. We will monitor our expenditures monthly and use the eligible expense matrix to ensure that we are in compliance.

Our RGP allocation (allocation divided by cost per trip) will allow us 2,960 trips per year (240 trips monthly)

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

The local match will be met through fares and advertising funds. We will look for other funding opportunities.

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.

We will try to meet our RGP within the County. Partnering with WAVE will make it possible to provide more in-county trips. The supplemental RGP funding would allow us to extend this service out of County.

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?

We will monitor our expenses monthly to assure that we can provide service throughout the year (approximately \$3300 monthly, cost per trip multiplied by # of trips) We will explore other funding sources.

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 objectives used to evaluate the effectiveness/efficiency of the program will be the ability to serve all clients that request transportation. The RGP funded services will be evaluated quarterly.

RGP-9 Describe public outreach efforts for this program.

Notification of the services will be sent to all area churches, businesses, Domestic Violence shelter, child day care facilities, low income housing and physicians offices. Services will also be put in the newspaper monthly. We will have a physical presence in the employment security office weekly. We will do public outreach in low income areas (Bring van to local Post Offices where there is no mail delivery) and the Migrant Headstart building We hosted an informational meeting at Heritage Place on March 13, 2007. In attendance were the TAB board, Town manager, Town mayor, College administrator, Rocky Point Medical Center, Hospital Interpreter, EMS, Church representative, Employment Security, Housing, mental Health, DSS, Chamber of Commerce, Retired businessman, MV transportation, Wave Transportation and our DOT Consultant. Other efforts include a presentation at the Local VA office. The Housing director will be sending out an annual newsletter to all residents in the low income housing, we will be writing an article explaining our services.

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.) We were only able to provide dialysis transportation 3

days a week with our ROAP funds. We expanded this service to 5 days a week with out supplemental funds. We also informed all local health and human service agencies of the supplemental funding and offered service to their clients that had been on a waiting list. We anticipate using these funds in the same manner in the upcoming year. If we get supplemental ROAP funds we will expand our dialysis service from 2 days a week to 5 days a week. Our service runs from 5am until 6pm

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

The additional units for supplemental EDTAP funds were determined by the need for dialysis transportation and the waiting list for new clients to go to medical appointments out of county. Supplemental EDTAP funds will allow us to provide dialysis transportation an addition 3 days per week. Supplemental Employment will allow JOBLINK and DSS to offer additional transportation for employment. Supplemental RGP funds will allow us to provide out of County trips for Pender residents from all rural areas.

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. **All eligible agencies will be sent a letter advising them of the additional EDTAP funding and how it can be used. DSS and JobLink will assess the needs for the WF/EMP funding and contract with the transportation provider. The supplemental RGP will be discussed in an open forum and it will be advertised throughout the County. WAVE Transit will work with the Pender Transportation for Marketing our new service.**

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. **All agencies that had a waiting list were notified by either telephone, in person or by letter of the additional funding. They in turn sent transportation the names and numbers of those waiting for services. Our transportation called each one and provided services to them. Information will be put in the local papers and also given to the Hospital intrepreter to be put into Spanish. We will be bringing a van into the migrant communities to explain our services.**

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. The total amount of the supplemental funds was used for additional service to dialysis and new client medical transportation. **The amount was \$16,732 and all of it was spent.**