

**Capital Area MPO and the City of Raleigh**

**Coordinated Public Transportation –  
Human Services Transportation Plan**

**February 2008**

**Prepared by:**

**Triangle Transit Authority**

**on behalf of the**

**Capital Area Metropolitan Planning Organization**

**and**

**The City of Raleigh**



# Capital Area MPO and the City of Raleigh Coordinated Plan - FINAL DRAFT

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## I. Purpose

With the passage of the federal transportation law, known as SAFETEA-LU, in 2005, projects receiving funding under the Job Access/Reverse Commute program or the New Freedom program must be “derived from a locally developed, coordinated public transit - human services transportation plan.” Further, the law requires that this plan be “developed through a process that includes representatives of public, private, and nonprofit transportation and human services providers and participation by the public.”

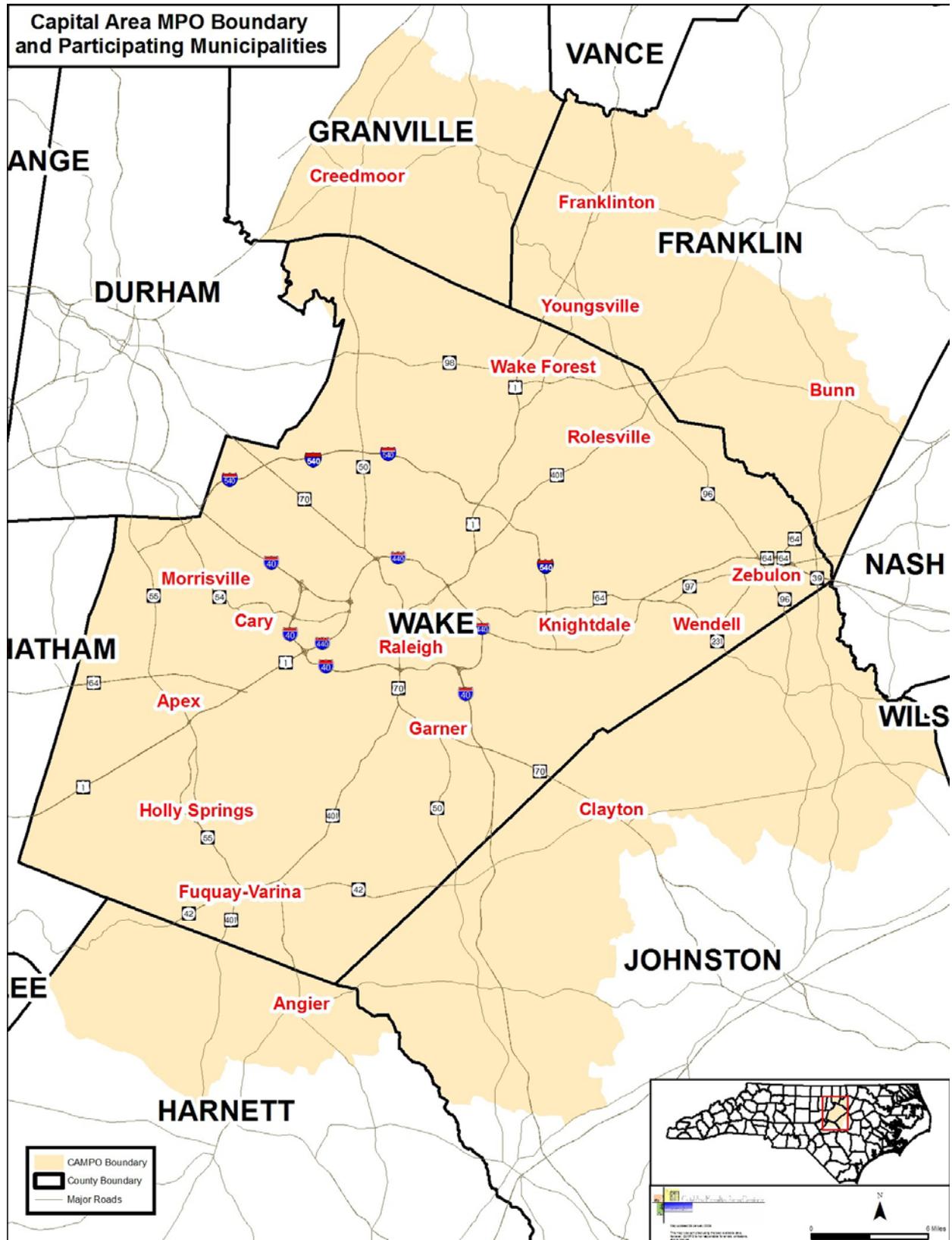
The Capital Area Metropolitan Planning Organization (Capital Area MPO) and the City of Raleigh have taken the lead in developing a coordinated regional public transit-human services transportation plan (CPT-HSTP). Capital Area MPO and the City of Raleigh have worked in collaboration with the public transportation agencies and community transportation programs in the MPO’s jurisdiction to respond to SAFETEA-LU requirements. The purpose of this plan is to help improve transportation services for persons with disabilities, older adults, and individuals with lower incomes in the Capital Area MPO area through a better coordinated transportation system (a map on the next page shows the Capital Area MPO area boundaries). Many of the needs identified through this planning process are common to all would-be users, and strategies to address them would improve the system for the broader community. For this reason, it is appropriate to view this plan as a guideline for future strategies to improve the transportation system in the region.

The plan will provide a framework for the development of projects that will address the transportation needs of the target populations by ensuring that the Capital Area MPO area and its public transportation and human service agencies coordinate transportation resources offered through multiple Federal Transit Administration (FTA) programs. The end result of this plan will offer a new annual application and evaluation process for public transportation agencies, human service agencies, and private entities to request Job Access and Reverse Commute (JARC, Section 5316) and New Freedom (Section 5317) funding.

This report documents the process and the recommendations that have been developed through this coordinated planning effort.

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## **II. Background**

The Job Access Reverse Commute grant program (Section 5316, or JARC) is intended to fund the development and maintenance of transportation services designed to transport welfare recipients and eligible low-income individuals to and from jobs and activities related to their employment (Job Access); and to transport residents of urban centers, rural and suburban areas to suburban employment opportunities (Reverse Commute). Job Access grants can be used for capital and operating costs of equipment, facilities, and capital maintenance related to providing access to jobs. Costs to promote transit for workers with nontraditional work schedules, the use of transit vouchers, and the use of employer-provided transportation are also covered. Reverse Commute grants can be used for operating, capital and other costs associated with providing reverse commute service by bus, train, carpool, vans or other transportation services. Activities that the Federal Transit Administration has determined are eligible for JARC funding are listed in the box on the right.

Federal funds for the program are allocated on a discretionary basis, with 60 percent going to areas with population over 200,000; the federal/local share is 50/50.

### **JARC Grant-Eligible Activities**

- Late-night and weekend service
- Guaranteed ride home service
- Shuttle service
- Expanded fixed-route public transit routes
- Demand-responsive service
- Ridesharing and carpooling activities
- Transit related aspects of bicycling
- Local car loan programs that assist individuals in purchasing and maintaining vehicles for shared rides
- Marketing promotions for JARC activities
- Supporting the administration and expenses related to voucher programs
- Using Geographic Information System (GIS) tools and/or implementing Intelligent Transportation Systems (ITS)
- Integrating automated regional public transit and human service transportation information, scheduling and dispatch functions;
- Deploying vehicle position-monitoring systems
- Establishing regional mobility managers or transportation brokerage activities.

According to FTA, the purpose of the New Freedom Program is to provide improved public transportation services, and alternatives to public transportation, for people with disabilities, beyond those required by the Americans with Disabilities Act of 1990 (ADA). Funds will cover capital and operating costs to provide that new service. Examples of eligible activities are listed in the box below. Federal funds are allocated on a discretionary basis, with 60 percent to areas with population over 200,000. Matching share requirements are flexible.

### Examples of New Freedom Grant-Eligible Activities

- Enhancing public transportation beyond the minimum requirements of the ADA
- Providing “feeder” services
- Making accessibility improvements to transit and intermodal stations
- Providing travel training
- Purchasing vehicles to support new accessible taxi, ridesharing, and/or vanpooling programs
- Covering the administration and expenses of new voucher programs for transportation services offered by human service agencies
- Supporting new volunteer driver and aide programs
- Supporting new mobility management and coordination programs among public and/or human service transportation providers.

### III. Plan Approach

North Carolina has been a leader in moving to coordinated human service transportation programs, known as community transportation programs (such as Wake Coordinated Transportation Service, Johnston County Area Transit System, and Kerr Area Rural Transit System). Each part of the Capital Area MPO region has an existing community transportation improvement plan addressing human service and rural transportation services in each county. Furthermore, there have been initial efforts to look at a regional human services transportation system, coordinating or consolidating services between Durham, Orange, and Wake counties. This CPT-HSTP built on this history, bringing together the community transportation providers, urban and regional public transportation providers, and other stakeholders to identify opportunities to coordinate the community transportation services with the urban public transportation services for customers throughout the MPO.

The principle underlying this approach is that the stakeholders that interact with our transportation system can identify the gaps in the existing system, and collectively prioritize the needs. Rather than relying heavily on a data-intensive planning effort, the project planning team relied on the experience and expertise of a broad group of stakeholders.

The Project Planning Team included representatives from the following organizations:

- Capital Area MPO
- City of Raleigh (CAT)
- Town of Cary (C-Tran)
- North Carolina State University (Wolfline)
- Wake Coordinated Transportation Service (WCTS)
- Johnston County Area Transit System (JCATS)
- Kerr Area Rural Transit System (KARTS)
- North Carolina Department of Transportation (NCDOT)
- Triangle Transit Authority (TTA) – also provided staff support for this planning process

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The Project Planning Team developed a list of organizations that were invited to the two stakeholder workshops. These organizations represented a broad array of interests, including elected officials, city/town/county managers, appointed transportation advisory boards, local and regional public and human service transportation providers, county social service agencies, private transportation providers, hospitals, chambers of commerce, and advocates for persons with disabilities.

There were 44 participants in the first stakeholder workshop in Raleigh on November 7, 2007 and 31 participants in the second stakeholder workshop in Raleigh on December 12, 2007. Two smaller workshops were held at the Wake County Eastern Regional Center and Wake County Southern Regional Center. There were 15 participants at the two smaller workshops. Over the course of the four workshops, representatives from the following organizations participated in the identification or prioritization of coordinated transportation needs.

### Participating Organizations

5-County Mental Health Authority  
AA&D Transportation, Inc.  
Acme Cab Co.  
Alliance of Disability Advocates  
American Council for the Blind  
Capital Area MPO  
Capital Area Workforce Development Board  
Cary Transit  
City of Raleigh Transit  
Community Partnerships  
Continuum of Care  
Eastern Regional Center Community Advisory Committee  
ESC  
First Transit/C Tran  
GOLD (growing older living with dignity) Coalition  
Independent Living Rehab Counselor  
JobLink - Wake County  
Johnston County Area Transit System  
Johnston County Council on Aging  
Johnston County Division of Social Services  
Kerr Area Rural Transit System  
KerrTar COG - Aging Director  
King Richard Transportation  
Mayor's Committee for Persons with Disabilities

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Merit Taxi Inc.  
National Federation for the Blind  
NCDOT - Public Transportation Division  
News and Observer  
Now Faith Community Development Center, Inc.  
Pine Acres Community Center, Fuquay-Varina  
Raemac Transportation  
Raleigh Chamber of Commerce  
Raleigh City Council  
Raleigh Rescue Mission  
Response Transportation Service  
Rex Home Services  
Riley Hill Family Life Center  
Southern Wake Regional Advisory Committee  
The Arc of Wake County  
The Center for Volunteer Caregiving  
Town of Zebulon  
Triangle Transit Authority  
Triangle Yellow Transit Inc.  
Wake Coordinated Transportation Service  
Wake County Eastern Regional Center  
Wake County Family Support Social Worker  
Wake County 4-H Youth Development  
Wake County Human Services (Child Service Coordination)  
Wake County Southern Regional Center  
Wake Enterprises, Inc.  
Wake Forest Mayor  
Wake Tech Compensatory Education Program  
Wolflin  
WorkFirst  
Workforce Development Board

### IV. Needs Assessment

The Needs Assessment was conducted according to the recommendations of the Federal Interagency Coordinating Council on Access and Mobility, also known as United We Ride. They provided a tool, the "Self-Assessment Tool for Communities" (See Appendix C), as part of their Framework for Action program for developing coordinated transportation plans. The Project Planning Team supplemented this tool with another document soliciting input on service gaps (See Appendix D). These Self-Assessment documents were used during the first stakeholder workshops.

44 participants representing urban public transportation providers, community transportation systems, social service agencies, advocates for persons with disabilities, and others met on November 7, 2007 in Raleigh to assess the current transportation system in the Capital Area MPO area. Two smaller workshops were held in November at locations outside of Raleigh to engage stakeholders in the outlying parts of the Capital Area MPO area.

The participants at the Raleigh workshop worked in five different groups, each representing a diversity of perspectives. Following time for each individual to assess the current transportation system on 26 criteria, the groups discussed what they believe we are doing well and areas where we need to do better. They recorded their discussions and shared the major points with the full workshop.

It should be noted that participants in the two workshops held outside of Raleigh had a lot of difficulty discussing areas they believe we are doing well because transportation services, both public and private, are nearly non-existent in the outlying parts of the Capital Area MPO area.

There were areas where groups or individuals believe that the transportation system is functioning well, but there was not necessarily broader agreement. More information was compiled from the 26-question Individual Assessments completed by the participants.

#### What We Do Well

The results from the Individual Assessments indicate that the top five areas where participants felt that the system is doing well or that there is only limited need for improvement are:

- There is positive momentum
- There are transportation line items in annual budgets of human service programs that provide transportation services
- The use of technology has been assessed to determine whether it may improve service or reduce costs
- Data is systematically gathered on core performance issues (cost per trips, ridership, on-time performance, etc.)
- Marketing programs are used to build awareness and encourage greater use of the services

The participants also discussed aspects of the transportation system that need improvement. There was recognition by most participants that there are a number of areas where the transportation systems can function better to meet the needs of people with limited incomes, the elderly, and persons with disabilities, as well as the general citizenry.

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Again, a divide was evident between the workshop held in Raleigh and those held outside of Raleigh. While participants in Raleigh called for improvements to the existing system to make it more efficient, reliable, and convenient, participants outside of Raleigh simply asked that basic service be provided to and within their area.

### What We Need to Improve

From the Individual Assessments, the top five areas where participants felt that the system needs to make significant improvement are:

- Data is being collected on the benefits of coordination and the results communicated strategically
- Travel training and consumer education is available on an ongoing basis
- There is a seamless payment system
- There are arrangements among transportation providers to offer flexible services that are seamless to customers
- Support services are coordinated to lower costs and ease management burdens

### Areas Where Participants Had Questions

The top five questions where participants felt that they did not have enough information to provide an opinion are:

- There are transportation line items in annual budgets of human service programs that provide transportation services
- Use of technology has been assessed to determine whether it may improve service or reduce costs
- A plan for coordination has been linked to other plans (Regional Transportation Plan, STIP)
- There is a strategy for the systematic tracking of financial data across programs
- There is an automated billing system that supports seamless payment system and other contracting mechanism

All the information from the individual assessments, the small group reports, and the full workshop discussion was reviewed and assimilated by the Project Planning Team into the list of needs. This list of needs was used as the starting point for discussion at the second stakeholder workshop.

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### V. Prioritization of Needs

31 participants met on December 12, 2007 to prioritize the transportation needs that had been identified during the prior workshops.

The workshop began with a presentation of information on key topics that had been raised during the initial workshop (the overview documents are included as Appendices F-I). These topics were:

- Eligibility requirements for ADA paratransit, community transportation demand-response, and contract-based services.
- Technologies available to improve coordination of transportation
- Prices and payment options
- Public transportation information sources

Following this presentation, the participants worked in small groups to review the list of needs identified in the prior workshop and to suggest clarifications or additions to the list.

Then, individually, each participant identified five top priorities for action, and five additional priorities, placing sticky dots next to the listed item. The full list of needs and prioritization scores are listed below:

**Prioritization Scores of Needs From Workshop #2**

Need	Top Votes	Total Votes
Daily services should be expanded to many areas outside of Raleigh (including Morrisville, southern Wake, and eastern Wake, and surrounding counties)	19	22
Improve access to employment centers and adult education within county and to outlying counties	6	16
Single customer information call center for all transportation options	12	16
Demand response service (public or private) in outlying areas	8	13
Services providing access to childcare facilities for low-income workers	3	13
Extend emergency ride home services to riders of all systems	6	10
Travel time on transit is too long	6	10
More input should be solicited from outlying communities (esp. those with few transportation options)	6	10
Consistent travel training across system	3	9
Provide incentives for ridesharing and transit	2	9
Central hub is needed for all modes (bus, taxi, Greyhound, train, etc.)	6	8
Universal fare card that works on all services	5	8
Discounted passes for fixed-route services to non-profits serving target populations	4	8
Evenings and late-night service	5	7

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More information and training provided to case managers, job coaches, medical staff, and other service providers	3	6
Many cannot come into office to enroll in programs or purchase tickets	1	6
More input from customers, human services agencies, and transit agencies on regional transportation needs and funding	1	6
Reduce transfer wait times	3	5
Weekend and holiday service	4	5
Consistent training for drivers of special needs population	3	5
Consumer education on transportation options available	2	5
Comprehensive accessible (e.g. Spanish-language and large-print) and easy-to-understand transit information materials	2	5
All regional partners need to work together in changing the negative perception of bus transit/bus dependent population and making transit a choice of preference for more residents	3	5
Many customers in need have difficulty meeting criteria for service/ trip, including advanced notice requirements.	4	5
Reduce the numbers of trips that require transfers between services	2	4
Coordinate frequency of service in corridors served by multiple agencies	3	4
Coordinate transfers between demand-responsive services and fixed-route services	3	4
Transit and paratransit should be city-wide in Raleigh	4	4
Access to local services within small towns and rural areas (e.g. grocery stores)	3	4
Better communication of service availability to new and/or transplanted users	2	4
Eligible customers in need of transportation should be issued a temporary paratransit permit during application review.	0	4
Communicate to economic development staffs, planners about transportation availability in planned developments	1	4
There is a lack of public transportation to and from the airport (including Sunday service)	0	3
Coordination with school system for using equipment during mid-day and evenings	0	2
Coordinate services with and among volunteer and faith-based transportation providers	1	2
Single website expanded to include all transportation resources	1	2
Coordinated placement of transportation information materials at more locations	0	2
Regional directory of all public and private transportation providers.	0	2
Discounts for companions accompanying elderly or special needs riders	0	2
Improving system safety and perception of safety	0	2
Wait time for return trips on demand response systems is too long	1	2

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Mid-day service	1	1
Access to and within major shopping centers for the elderly.	1	1
“Capped” or free transportation for elderly	0	1
Alternative fuels used by buses and vans	0	1
Centralized dispatching of community transportation and ADA paratransit services	0	0
A system to coordinate numerous transportation providers, such as a brokerage	0	0
Simplified payment options for the customer	0	0
Wider variety of payment options	0	0
Private transportation services are too expensive for many	0	0
Better, more comfortable amenities at bus stops	0	0

The Project Planning Team reviewed the results of this workshop and made recommendations on which needs should be included in the plan as the top priorities that any grant application for JARC or New Freedom funds must address. The cut-off point for inclusion as a “top priority” was set as 7 total votes, producing 14 initial priorities. 3 needs were removed from the final “top priority” list. These were:

1. More input should be solicited from outlying communities (esp. those with few transportation options)
2. Central hub is needed for all modes (bus, taxi, Greyhound, train, etc.)
3. Universal fare card that works on all services

Need #1 does not require specific grant funding, but the Project Planning Team made special note of this need. Clearly, engaging communities that currently have little in terms of public transportation or human service transportation is an important aspect in the coordination of these services. Need #2 was removed because it does not specifically address the purpose of the JARC and New Freedom funds. Need #3 was removed because a recent study found that a universal fare card system would not be feasible in the Triangle at this time. However, the Project Planning Team has pledged to revisit this possibility in the coming years.

The Project Planning Team also decided to combine evening and late-night service with weekend and holiday service as a single priority since they all address the needs of individuals with non-traditional schedules.

Finally, these top priorities were ranked in order (from most total votes to least). This order is listed in the Funding Application (Appendix J) and is weighted so that if an application for funding addresses a higher priority need, it will score more points in the review process.

## **VI. Major Findings and Recommendations**

Through this planning process, it became clear that there is a significant amount of enthusiasm on the part of stakeholder groups to be involved in taking steps to create a coordinated public transportation – human service transportation system. The collective wisdom of the broader group, which included public and private transportation providers, human service agencies, advocates, and representatives of public advisory bodies, identified many needs to be addressed, and priorities among them.

Experience around the nation has shown that it is important to remember that the development of a coordinated transportation system will take many years. Over that time, most, if not all of the identified needs will need to be addressed. However, in order to achieve progress, it is important to identify the top priorities for action. The Project Planning Team assimilated the outputs of the four workshops and developed the following recommendations:

1. The full list of prioritized needs should be used by the Capital Area MPO Transportation Advisory Committee as a guide for decision-making on policy and investments related to further coordination of the public transportation and human service transportation systems.
2. There are eleven top priorities that should be considered for funding through the JARC and New Freedom grant solicitation process. These are listed from highest priority to lowest:
  - Daily services should be expanded to many areas outside of Raleigh, including Morrisville, southern Wake, and eastern Wake, and surrounding counties
  - Improve access to employment centers and adult education within county and to outlying counties
  - Single customer information call center for all transportation options
  - Demand response service (public or private) in outlying areas
  - Services providing access to childcare facilities for low-income workers
  - Evenings, late-night, weekend, and holiday service
  - Extend emergency ride home services to riders of all systems
  - Travel time on transit is too long
  - Consistent travel training across system
  - Provide incentives for ridesharing and transit
  - Discounted passes for fixed-route services to non-profits serving target populations
3. Following the initial year, the annual solicitation for applications for JARC and New Freedom Fund projects should follow the schedule below:

• MPO issues publishes solicitation of projects	January
• Application workshop	January
• Applications due	April
• TCC Transit Subcommittee reviews and scores proposals	April/May
• TCC action on Transit Subcommittee recommendations	May meeting
• TAC action on TCC recommendations	May meeting
4. The Project Planning Committee should continue to meet on a regular basis to continue developing action plans to address the prioritized needs identified through this plan.

## VII. Project Selection Process

The federal transportation law, SAFETEA-LU, requires that projects receiving funding under the Job Access/Reverse Commute program or the New Freedom program must be “derived from a locally developed, coordinated public transit - human services transportation plan.” Rather than developing specific strategies, services, or projects for funding, this plan identifies eleven top priority needs to be addressed. This allows the flexibility of applicants to propose strategies for addressing these needs, and puts the MPO in the position of evaluating competing proposals, as required under the federal guidance.

The Project Selection process should be conducted annually, as long as JARC and New Freedom grant funds are available. The solicitation of projects should be announced as early in each calendar year as is feasible, to provide applicants with ample time to develop complete proposals. During this first year, the solicitation announcement would follow the Transportation Advisory Committee’s approval of this document. In subsequent years, the solicitation announcement should occur earlier.

All applicants should be required to submit a completed application (see Appendix J) in April. This would allow enough time for the application evaluation and approval process to be completed by the May meeting of the Transportation Advisory Committee (TAC). Applications should be reviewed and scored by the Transit Subcommittee of the Transportation Coordinating Committee (TCC). This subcommittee would make funding recommendations to the TCC, who in turn would make final recommendations to the TAC. The criteria recommended for use in evaluation of competing applications are listed in the box at right.

The intent is that the selected projects each year will enable all the stakeholders to cooperatively move toward a coordinated transportation system. This will better serve the needs of all our customers, but particularly those who have traditionally been transportation-disadvantaged.

**All applications must meet the following:**

1. Eligible matching funds must be identified and available.
2. The proposed project must be non-duplicative and either a new or expanded service or program.
3. The primary focus of the proposed service or program must serve the target populations (i.e., persons with low-income for the JARC funds, or persons with disabilities or elders for the New Freedom funds).
4. The project must provide benefits to the Capital Area MPO area.

**Eligible applications will then be evaluated on the following criteria:**

1. *Project Need/Goals & Objectives (30%)*
  - Fit with high-priority needs identified in the Coordinated Plan
2. *Quality of the implementation plan (15%)*
3. *Project Budget (10%)*
  - Efficiency (estimated cost per new customer)
  - Financial sustainability beyond grant period
4. *Partnerships and Outreach (20%)*
  - Effectiveness of proposed partnerships
  - Strength of stakeholder support
  - Quality of marketing/outreach plan
  - Geographic range of project benefits
5. *Program Effectiveness and Performance Indicators (10%)*
  - Quality of the evaluation plan
6. *Innovation (15%)*
  - Applicability of innovative ideas elsewhere in region



## **APPENDIX A - FREQUENTLY ASKED QUESTIONS**

### **Job Access and Reverse Commute Program**

#### **1. What is the purpose of the Job Access and Reverse Commute (JARC) Program?**

JARC supports the development and maintenance of transportation services so that welfare recipients and eligible low-income individuals can access jobs and job-related activities.

#### **2. What level of funding is available for the program?**

A total of \$602.5 million is available for the program from FY2006 to FY2009, starting at \$138 million in FY2006 and rising to \$164.5 million in FY 2009. Funding is subject to the Congressional appropriations process.

#### **3. How are funds allocated?**

Funds are formula apportioned based on the population of welfare recipients and eligible low-income individuals. Nationally, 60 percent of the funds goes to designated recipients in urbanized areas with populations of 200,000 or more; 20 percent goes to States for urbanized areas between 50,000 and 200,000; and 20 percent goes to States for non-urbanized areas.

States have the flexibility to shift funds between funding categories for urbanized areas with less than 200,000 in population and non-urbanized areas, if the Governor certifies that all of the objectives of JARC are being met in the area from which funds are being shifted. States may fund projects anywhere in the State, if the State has established a statewide program to meet JARC objectives.

In urbanized areas with populations of 200,000 or more, the designated recipient must solicit applications and make competitive selections, in cooperation with the Metropolitan Planning Organization (MPO). In non-urbanized areas and urbanized areas with populations of less than 200,000, the State will conduct a Statewide solicitation for applications and make competitive selections. Recipients must certify that allocations to sub-recipients are distributed on a fair and equitable basis.

States may transfer funds to FTA's urbanized or non-urbanized area programs as long as funds are used for JARC purposes and for projects selected through the competitive process. These transfer provisions are intended to ease the administrative burden for grantees that may get funding under another FTA program. It allows States to submit one grant application for both programs, and provides options for States that choose not to have an oversight role for transit agencies in small urbanized areas.

States that transfer funds to Section 5307 (Urbanized Area Formula Grant Program) must certify that JARC projects have been coordinated with nonprofit providers of services.

#### **4. How may JARC funds be used?**

Funds may be used for capital expenses with Federal funds provided for up to 80 percent of the cost of the project, or operating expenses with Federal funds provided for up to 50 percent of the cost of the project.

All projects funded must be derived from a locally developed, coordinated public transit-human services transportation plan (a "coordinated plan"). The planning process must involve representatives of public, private, and nonprofit transportation providers, human service providers, and the public.

There is no limit on the level of funds that can be used for operating expenses.

A designated recipient or State may use up to 10 percent of the funds made available under the JARC program for planning, administration and technical assistance.

Match for FTA funds can come from other non-Department of Transportation Federal sources that allow their funds to be used for transportation purposes, such as Health and Human Services.

#### **5. What types of projects may be funded under the program?**

Projects include but are not limited to:

- Developing new or expanded transportation projects or services that provide access to employment opportunities;
- Promoting public transportation by low-income workers, including the use of public transportation by workers with nontraditional work schedules;
- Promoting the use of transit vouchers for welfare recipients and eligible low-income individuals;
- Promoting the use of employer-provided transportation, including the transit pass benefit program under section 132 of the Internal Revenue Code of 1986;
- Subsidizing the costs associated with adding reverse commute bus, train, carpool, van routes, or service from urbanized areas and other than urbanized areas to suburban workplaces;
- Subsidizing the purchase or lease by a nonprofit organization or public agency of a van or bus dedicated to shuttling employees from their residences to a suburban workplace;
- Facilitating public transportation services to suburban employment opportunities.

JARC has changed from a discretionary/competitive program to a formula program, but definitions of eligible projects are unchanged from TEA-21. The Conference Report accompanying SAFETEA-LU includes the following language: "The conferees expect FTA to continue its practice of providing maximum flexibility to job access projects that are designed to meet the needs of individuals who are not effectively served by public transportation, consistent with the use of funds described in the Federal Register, Volume 67 (April 8, 2002)."

## **6. What Federal requirements apply to the program?**

Section 5307 requirements apply. Labor protective arrangements must be certified.

## **7. Will there be an opportunity for public comment while FTA is forming the program?**

Yes. FTA will solicit public input as it develops guidance for the JARC program. There will also be a notice and comment period in the spring of 2006, during which individuals and organizations may comment on FTA's proposed circular.

## **8. How are JARC-funded services required to be coordinated with other human services transportation programs?**

All projects funded through the New Freedom program, JARC, and the Elderly Individuals and Individuals with Disabilities program must be derived from a coordinated plan. For more information on coordinated planning, see FTA's "Frequently Asked Questions: Coordinated Human Services Transportation Planning Provisions."

## **9. Will FTA be publishing New Freedom and JARC amounts in the Federal Register for all the small urbanized areas in each State as well as for the urbanized areas over 200,000 and for rural areas?**

FTA will publish the amounts apportioned directly to urbanized areas over 200,000 for the New Freedom and JARC programs in the Federal Register Notice of apportionments and allocations for FY 2006. FTA will publish the total amount apportioned to each State for urbanized areas smaller than 200,000 and the total amount for rural areas. Each State will allocate funds for projects in these areas based on a competitive selection process. Solely for informational purposes, FTA posted on its website the amounts attributable to each small urbanized area based on formula factors, but in the Federal Register Notice of Apportionments FTA will publish the total amount apportioned to the State for all small urbanized areas.

## **10. When will FTA have JARC program guidance available?**

FTA is working to develop guidance for the JARC program by the end of spring in 2006. However, interim guidance for the administration of the program in FY 2006 was published in a Federal Register notice. FTA is now seeking input from stakeholders to develop the public transit-human services transportation plans that will be required prior to receiving funds in FY 2007. The guidance will be put out for public review and comment before being finalized.

## **11. What happens to urban areas over 200,000 that may not use their JARC funding but do not have a roll-over provision?**

Funds cannot be transferred simply to augment the urbanized or non-urbanized formula program. The purpose of this restriction is to ensure that all JARC funds are used for the intended purpose: to assist low-income individuals with access to jobs, while streamlining grant administration.

The designated recipient in a large urbanized area under Section 5307 is responsible, in cooperation with the MPO, for soliciting applications in a competitive selection process. Projects selected must be derived from a coordinated plan. The statutory provision that funds be apportioned directly to large urbanized areas assumes that there is a need for job access projects in every such area, but does not require that the transit authority provide all JARC services. Eligible sub-recipients include State and local governmental authorities, nonprofit organizations, and operators of public transportation services. The locally developed plan will identify service gaps and a strategy for meeting the needs. The transfer provisions in JARC allow the transfer of the funds by the State to 5307 or 5311, but only for the purpose of eligible selected JARC projects.

**12. Does SAFETEA-LU make ADA vehicles under JARC and New Freedom eligible for the 83 percent Federal participation ratio?**

Yes. Because JARC and New Freedom are now part of Chapter 53 of Title 49, the provisions of Section 5323(i) apply to these programs. Because JARC was established outside Chapter 53 of Title 49 under TEA-21 and not codified in Chapter 53 until SAFETEA-LU, Section 5323(i) did not previously apply to JARC. Further, in TEA-21 all JARC grants (both capital and operating) had a 50 percent Federal share.

In SAFETEA-LU, Section 5323(i) was amended to include ADA and Clean Fuel related facilities, not just equipment, as eligible for 90 percent Federal funding. The higher share applies only to the incremental costs related to ADA or to Clean Air Act (CAA) compliance, not to the entire piece of equipment or facility. For administrative convenience, FTA calculated a "blended" share of 83 percent for a bus meeting ADA or CAA requirements (counting 90 percent for the portion attributable to these requirements). FTA expects that a bus facility that has a portion devoted to meeting Clean Fuel requirements would have that portion of the facility funded at 90 percent, with the remainder funded at 80 percent. FTA does not expect to establish a blended share for ADA or Clean Fuel facilities, since those projects are likely to be so varied that a single blended share would not be appropriate.

**13. Now that the JARC program is formularized, can you explain why Section 5307 small urbanized areas have to apply to the State for these funds instead of applying for them directly as they currently do?**

Under SAFETEA-LU, the State is responsible for soliciting applications and selecting projects derived from locally developed, coordinated public transit-human services transportation plans ("coordinated plans"). Once projects have been selected, however, funds can be transferred to the Section 5307 program so that small urbanized areas can apply directly to FTA for the grant, rather than receiving funds as a sub-recipient of the State.

## **APPENDIX B -FREQUENTLY ASKED QUESTIONS New Freedom Program Provisions of SAFETEA-LU**

### **1. What is the purpose of the New Freedom Program?**

The purpose of the New Freedom Program is to provide improved public transportation services, and alternatives to public transportation, for people with disabilities, beyond those required by the Americans with Disabilities Act of 1990 (ADA). The program will provide additional tools to overcome barriers facing Americans with disabilities who want to participate fully in society.

### **2. What level of funding is available for the program?**

A total of \$339 million is available for the program from FY 2006 to FY 2009, starting at \$78 million in FY 2006 and rising to \$92.5 million in FY 2009.

### **3. How are funds allocated?**

Funds are formula apportioned based on the population of persons with disabilities. On a national basis, 60 percent of the funds go to designated recipients in urbanized areas over 200,000 in population; 20 percent go to States for urbanized areas between 50,000 and 200,000, and 20 percent go to States for non-urbanized areas.

Fund recipients must solicit applications and make competitive selections based on requirements established by the recipient that are consistent with Federal eligibility.

States may transfer funds to FTA's urbanized or non-urbanized area programs so long as funds are used for eligible projects selected under the New Freedom Program. This transfer provision aims to ease the administrative burden for grantees that may get funding under another FTA program by allowing them to submit one grant application for both programs. The transfer provision also relieves State departments of transportation from oversight of small urbanized areas.

States that transfer funds to Section 5307 (Urbanized Area Formula Grant program) must certify that New Freedom projects have been coordinated with nonprofit providers.

### **4. How may funds be used?**

Funds may be used for capital expenses with Federal funds provided for up to 80 percent of the cost of the project, or operating expenses with Federal funds provided for up to 50 percent of the cost of the project.

All projects funded must be derived from a locally developed, coordinated public transit-human services transportation plan (a "coordinated plan").

The coordinated plan must be developed through a process that includes representatives of public, private, and nonprofit transportation and human service providers and participation from the public.

There is no limit on the level of funds that can be used for operating expenses.

A designated recipient or State may use up to ten percent of the funds made available under the New Freedom program for planning, administration and technical assistance.

The match for FTA funds can come from Federal sources outside of the Department of Transportation that allow their funds to be used for transportation, such as the Department of Health and Human Services.

## **5. What types of projects may be funded under the program?**

The program funds public transportation services and alternatives, beyond those required by the ADA, that assist individuals with disabilities. Conference Report language gives examples of projects and activities that might be funded under the program. These include, but are not limited to:

- Purchasing vehicles and supporting accessible taxi, ride-sharing, and vanpooling programs.
- Providing paratransit services beyond minimum requirements (3/4 mile to either side of a fixed route), including for routes that run seasonally.
- Making accessibility improvements to transit and intermodal stations not designated as key stations.<sup>1</sup>
- Supporting voucher programs for transportation services offered by human service providers.
- Supporting volunteer driver and aide programs.
- Supporting mobility management and coordination programs among public transportation providers and other human service agencies that provide transportation.

## **6. What Federal requirements apply to the program?**

The requirements of Section 5310 (Formula Grants for Special Needs of Elderly Individuals and Individuals with Disabilities) apply, to the extent that the Secretary of Transportation deems appropriate.

## **7. How does FTA define "beyond the ADA"?**

The ADA and the U.S. Department of Transportation implementing regulations (49 CFR Parts 27, 37 & 38) contain specific requirements for making transportation systems and services accessible to persons with disabilities. The New Freedom program is intended to fund transportation services that are outside of those already required for individuals with disabilities under the ADA. FTA is interested in public comment on how best to provide guidance while maintaining flexibility.

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<sup>1</sup> NOTE: The ADA requires that any alterations or renovations to an existing facility must be accessible, whether it is a key station or not. See 49 CFR 37.43. FTA seeks comment on how to define accessibility improvements that would be beyond the scope of the ADA for purposes of the New Freedom Program.

**8. How are New Freedom-funded services required to be coordinated with other human services transportation programs?**

All projects funded through the New Freedom program, the Job Access and Reverse Commute program, and the Elderly Individuals and Individuals with Disabilities program must be derived from a coordinated plan. For more information on coordinated plans, see FTA's "Frequently Asked Questions: Coordinated Human Services Transportation Planning Provisions of SAFETEA-LU."

**9. Will FTA be publishing amounts in the Federal Register for specific small urbanized areas?**

When FTA issues the Federal Register Notice of apportionments and allocations for FY 2006, it will publish the total amounts apportioned to each state for urbanized areas smaller than 200,000 and for rural areas. These funds are not entitlements to individual localities. Each State will allocate the funds for projects in these areas based on a competitive selection process using criteria established by the State that are consistent with program objectives and Federal requirements. For information purposes only, the SAFETEA-LU tables posted on FTA's website include amounts attributable to each small urbanized area based on the formula factors. In the Federal Register Notice of apportionments, however, FTA will publish only the total amount apportioned to the State for all small urbanized and rural areas.

**10. When will FTA issue guidance regarding the New Freedom program?**

FTA is currently soliciting input and comments from the public on implementation strategies for the New Freedom Program. Once this process is complete a circular will be developed that outlines the guidelines for the program. The proposed circular will be open for public comment before it is finalized.

In addition, FTA published a Federal Register Notice on November 30, 2005 that includes interim guidance for implementing the program in FY 2006. FTA is soliciting public comment on this notice.

**11. Will the public have opportunities for comment during the development of the New Freedom program?**

FTA is conducting several listening sessions with stakeholders to gather input. In addition, FTA is collecting public comment on the Federal Register Notice published November 30, 2005. Finally, FTA will release a draft circular for public comment, and review all comments before issuing a final circular.

**12. Is the formula used to apportion New Freedom funds strictly based on the population of persons with disabilities, or will it also consider the elderly population, which has many of the same mobility needs?**

The New Freedom formula is based on the ratio of individuals with disabilities in an area to the total population of individuals with disabilities in the corresponding category (non urbanized, urbanized area less than 200,000 in population and urbanized area greater than 200,000 in

population.) The census data used for individuals with disabilities includes elderly individuals with disabilities.

**13. What level of matching funds will be required under the New Freedom program?**

New Freedom funds can fund 80 percent of capital expenses, 50 percent of operating expenses, and 100 percent of the up to 10 percent of the apportionment available for administration, planning, and technical assistance. The remainder of the net project costs can come from other non-Department of Transportation Federal funds eligible for transportation projects, as well as local contributions and contract revenue.

**14. Will projects funded by the New Freedom program be required to comply with the Americans with Disabilities Act?**

Yes, projects funded must be in compliance with the ADA.

**15. Will the ADA definition of “disability” apply to the New Freedom program?**

The ADA uses a functional definition of “disability;” it refers to any physical or mental impairment that substantially limits one or more of an individual’s major life activities, such as performing manual tasks, seeing, hearing, speaking, breathing, learning, and working. It is not based on specific medical diagnoses; any condition that meets these criteria is a disability.

FTA is interested in public comment, however, on whether New Freedom Program funding may be used to fund activities such as paratransit service provided to individuals with disabilities who do not meet the eligibility criteria found in 49 CFR 37.123.

**16. Is the New Freedom program primarily a work related program?**

According to the Conference Report, the New Freedom program is intended to address barriers facing Americans with disabilities, who seek integration into the workforce and full participation in society. Hence, the New Freedom program includes but is not limited to work-related transportation.

**17. How will FTA ensure consistency in the interpretation of ADA requirements?**

FTA will ensure consistent interpretation of and compliance with ADA requirements just as it does with all Federal requirements. FTA’s two major oversight mechanisms are: the Triennial Reviews of grantees receiving Section 5307 Urbanized Area Formula Grants; and State Management Reviews of grantees receiving FTA funds for State-managed programs. In addition to these oversight reviews, FTA conducts oversight reviews in specific areas when the grantee is either participating in a special program or is at-risk or out of compliance in a specific area (including civil rights).

FTA is also represented on the Department’s Disability Law Coordinating Council (DLCC), a mechanism established by the Secretary to ensure consistency throughout the Department in interpretations and guidance involving the ADA and other disability-related statutes and regulations.

**18. Suppose an area wants to work with a local cab company to get accessible cabs (i.e., "beyond" ADA). Can these vehicles then also be used as part of the basic complementary paratransit service, or are they restricted to "beyond"?**

As long as the primary purpose of the New Freedom program grant is to develop more accessible taxicab service within a locality to meet a variety of transportation needs for persons with disabilities, vehicles may be used incidentally to integrate ADA-complementary paratransit trips within conventional taxi services. However, vehicles may not be used primarily to meet ADA-complementary paratransit needs.

**19. Can New Freedom money be used to update or renovate the transit system's or a contractor's facilities to make them more accessible for current or potential employees with disabilities?**

No. The New Freedom Program is intended (49 U.S.C. 5317(b)(1)) to provide "new public transportation services and public transportation alternatives" that assist persons with disabilities with transportation. Improvements to agency facilities for the benefit of agency employees do not meet this definition.



## **APPENDIX C – Self-Assessment Tool for Communities**



A FRAMEWORK FOR ACTION  
BUILDING THE FULLY COORDINATED  
TRANSPORTATION SYSTEM

A Self Assessment Tool for Communities

# A SELF ASSESSMENT TOOL FOR COMMUNITIES

## Section 1: Making Things Happen by Working Together

**Driving Factor** Individuals and organizations are catalysts for envisioning, organizing, and sustaining a coordinated system that provides mobility and access to transportation for all.

**1** Have leaders and organizations defined the need for change and articulated a new vision for the delivery of coordinated transportation services?

### Decision Helpers

- Leaders in human services agencies and public transportation have acknowledged that the existing network of transportation services is not yet sufficiently efficient, cost effective, or flexible enough to meet the mobility needs of people in the community or region.
- A clear and inspiring vision statement for improved service and resource management through coordination is supported by all partners and is regularly revisited to ensure its vitality.
- The vision drives planning and action.

### Using Decision Helpers

Circle statements that apply to your situation to help determine your progress. The more positive statements that you can identify describing your system will indicate that a higher rating is appropriate.

### Progress Rating

Circle one rating that best describes your program



**2** Is a governing framework in place that brings together providers, agencies, and consumers? Are there clear guidelines that all embrace?

### Decision Helpers

- A shared decision-making body such as a coalition, lead agency, advisory board, and/or working group is taking a leadership role.
- The shared decision-making body includes public and private transportation providers, non-profit human services agencies, health providers, employment providers, and consumers.
- Those at the table are clear about and comfortable with the decision-making process, whether it is based on consensus or majority rule.
- Roles and responsibilities are outlined in a formal, written agreement.
- The shared decision-making group communicates effectively with those not at the table.
- The group meets regularly, establishes strategic and measurable goals and objectives, follows a work plan, and regularly evaluates its progress and performance.

## Progress Rating

Circle one rating that best describes your program



### 3 Does the governing framework cover the entire community and maintain strong relationships with neighboring communities and state agencies?

#### Decision Helpers

- The shared decision-making body covers an appropriate area, such as a region, and maintains collaborative working relationships with neighboring areas and with human service and state transportation agencies.
- The relationships are used to address service issues such as ensuring transportation services can cross jurisdictional boundaries, customers have access to easy transfer points, and that service is provided to individuals where transportation gaps exist or when people are too frail to use public transportation.
- The relationships are also used to work on policy and financial issues to create a framework that enhances coordination.

## Progress Rating

Circle one rating that best describes your program



### 4 Is there sustained support for coordinated transportation planning among elected officials, agency administrators, and other community leaders?

#### Decision Helpers

- The shared decision-making body has sustained support for coordination by calculating and communicating the specific benefits to community stakeholders.
- Elected officials, agency administrators, and community leaders have been active in coordinated transportation services planning.
- It is widely recognized and accepted that transportation must be integrated into community initiatives related to aging, disability, job training, health care, and services to low-income persons.
- Community leaders provide sufficient staff and budget and provide leadership on policy initiatives to support coordination efforts.

## Progress Rating

Circle one rating that best describes your program

Needs to Begin



Needs Significant Action



Needs Action



Done Well



## 5 Is there positive momentum? Is there growing interest and commitment to coordinating human service transportation trips and maximizing resources?

### Decision Helpers

- Participation in and budget support for coordination initiatives are regularly increasing.
- Agencies are actively working together to ensure that service information, routes, and vehicles are coordinated; funding deployment is coordinated; and policies allow for better resource management and increased ridership.
- Momentum has been maintained even through difficult events such as budget crises and changes in leadership.

## Progress Rating

Circle one rating that best describes your program

Needs to Begin



Needs Significant Action



Needs Action



Done Well



# EVALUATION

## Section 1

Evaluation: After reviewing each of the questions and assessing our progress, my overall evaluation of how well we are doing in the area of *Making Things Happen by Working Together* is:

Needs to Begin



Needs Significant Action



Needs Action



Done Well



Notes: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# A SELF ASSESSMENT TOOL FOR COMMUNITIES

## Section 2: Taking Stock of Community Needs and Moving Forward

**Driving Factor** A completed and regularly updated community transportation assessment process identifies assets, expenditures, services provided, duplication of services, specific mobility needs of the various target populations, and opportunities for improvement. It assesses the capacity of human service agencies to coordinate transportation services. The assessment process is used for planning and action.

**6** Is there an inventory of community transportation resources and programs that fund transportation services?

### Decision Helpers

- All entities in the region that buy, sell, or use transportation services have been identified.
- The inventory encompasses public transit systems, community non-profits, churches, schools, and private providers such as taxis.
- Transportation services provided by different federally funded programs such as Meals on Wheels, Medicaid, Head Start, Vocational Rehab Services, Independent Living Programs, employment services, and other programs have been identified and their scope of services catalogued.

### Progress Rating

Circle one rating that best describes your program



**7** Is there a process for identifying duplication of services, underused assets, and service gaps?

### Decision Helpers

- All entities providing transportation service in the region have been surveyed and information has been collected on geographic areas serviced, spending for transportation, types and number of trips provided, hours of operation, cost per trip, sources of funds, number and types of vehicles, number of trips per day/hour, and type of maintenance.
- Agencies providing travel training and eligibility assessments have been identified.
- The data has been analyzed to assess service duplication, underutilized assets, and inefficient service delivery.
- The data and the analysis have been shared with the decision-making body, community leaders, and others to drive and enhance coordination efforts.
- The data is regularly updated to ensure its ongoing value.

## Progress Rating

Circle one rating that best describes your program



## 8 Are the specific transportation needs of various target populations well documented?

### Decision Helpers

- Information and data that outlines the needs and expectations of individuals with disabilities, older adults, youth, job seekers and persons with low-incomes has been collected.
- Non-users of transit have been asked through surveys, focus groups, or similar means to identify what characteristics would make transit an attractive choice.
- Major health and human service agencies have been asked through surveys, focus groups, or similar means to articulate what would motivate their clients to ride public transit.
- The data has been analyzed and used by the shared decision-making body to drive the coordination planning process.

## Progress Rating

Circle one rating that best describes your program



## 9 Has the use of technology in the transportation system been assessed to determine whether investment in transportation technology may improve services and/or reduce costs?

### Decision Helpers

- The current use of transportation technology by transportation providers, service agencies, and advocacy groups for scheduling, dispatching, reservations, billing, and reporting has been assessed.
- Research has been conducted on ways in which investments in transportation technology can improve services and/or reduce costs.
- The survey and research data has guided decision making about adopting new technologies.
- The local provider is investigating ways, such as pooled acquisition, to help transportation providers, service agencies, and advocacy groups acquire transportation services technology.
- Ongoing discussions about using technology for coordinated transportation are conducted among providers and client agencies through list serves, face-to-face forums, and other means.

## Progress Rating

Circle one rating that best describes your program



## 10 Are transportation line items included in the annual budgets for all human service programs that provide transportation services?

### Decision Helpers

- Each human services agency participating in transportation coordination has listed transportation costs as a separate item in its budget to facilitate a strategic planning process for transportation services.
- These agencies have completed an analysis of how improved coordination can extend their current transportation resources and/or reduce the amount of funds spent on transportation.

## Progress Rating

Circle one rating that best describes your program



## 11 Have transportation users and other stakeholders participated in the community transportation assessment process?

### Decision Helpers

- Stakeholder groups throughout the community have been systematically included in the assessment process through meetings, surveys, focus groups, and other means.
- Customers representing people with disabilities, older adults, and low-income populations serve on work groups and are actively engaged in the assessment and planning process.

## Progress Rating

Circle one rating that best describes your program



## 12 Is there a strategic plan with a clear mission and goals? Are the assessment results used to develop a set of realistic actions that improve coordination?

### Decision Helpers

- A regularly updated strategic plan or similar document has tangible goals and objectives, timelines, and methods for measuring performance and evaluating benefits.
- The mission and program goals are sufficiently long-range, comprehensive, and compelling to transcend changes in leadership or circumstances, conflicts over power and control of resources, and competing goals or personalities.
- Priorities for coordinating transportation services and a strategic action plan for achieving them were developed through open and informed discussions among all stakeholders.

### Progress Rating

Circle one rating that best describes your program



## 13 Is clear data systematically gathered on core performance issues such as cost per delivered trip, rider ship, and on-time performance? Is the data systematically analyzed to determine how costs can be lowered and performance improved?

### Decision Helpers

- Operations planning and service planning are priorities in our system.
- Data in core performance areas is collected, disseminated, and analyzed.
- In addition to typical reviews, there are efforts to lower costs and improve performance through exploring new and creative means to provide services.

### Progress Rating

Circle one rating that best describes your program



## 14 Is the plan for human services transportation coordination linked to and supported by other state and local plans such as the Regional Transportation Plan or State Transportation Improvement Plan?

### Decision Helpers

- Human service agency representatives participate in transportation planning together with metropolitan or rural planning organizations, taking full advantage of their resources and coordination expertise.
- The cross-participation has created a set of mutually supportive and linked plans that actively strengthen coordination efforts.

## Progress Rating

Circle one rating that best describes your program



# 15

## Is data being collected on the benefits of coordination? Are the results communicated strategically?

### Decision Helpers

- To maintain support for transportation coordination, the benefits of coordination are routinely documented and communicated to community leaders and the public.
- The number of individuals that receive transportation services, the types of services they receive, and the costs associated with those services are all tracked.
- There is also a focus on collecting information on the economic and quality of life benefits of connecting people to jobs, health care, education, training, and social support networks.
- The results are regularly published and disseminated for community members, elected officials, and agency leadership.
- Presentations are made throughout the year at local committee meetings to help agencies and organizations recognize the needs and the opportunities for coordinated transportation services.

## Progress Rating

Circle one rating that best describes your program



# EVALUATION

## Section 2

Evaluation: After reviewing each of the questions and assessing our progress, my overall evaluation of how well we are doing in the area of *Taking Stock of Community Needs and Moving Forward* is:



Notes: \_\_\_\_\_

# A SELF ASSESSMENT TOOL FOR COMMUNITIES

## Section 3: Putting Customers First

**Driving Factor** Customers, including people with disabilities, older adults, and low-income riders, have a convenient and accessible means of accessing information about transportation services. They are regularly engaged in the evaluation of services and identification of needs.

### 16 Does the transportation system have an array of user-friendly and accessible information sources?

#### Decision Helpers

- Information about transportation services and options is easy to obtain in the community.
- There is a “one-stop” resource such as a toll-free number or a Web site where consumers can obtain information about service and schedules and make reservations regardless of provider.
- There are “mobility managers” within human service agencies who advise their clients about transportation options.
- Information is accessible and can be obtained in electronic, Braille, or large-print formats.
- Customer representatives are available to assist first time users or people needing extra help.
- The system is designed for the general public as well as for people with special needs and clients of human service agencies.
- Technology is used effectively to enable and support information systems.

#### Progress Rating

Circle one rating that best describes your program



### 17 Are travel training and consumer education programs available on an ongoing basis?

#### Decision Helpers

- Persons with disabilities and others can avail themselves of travel training programs to learn how to safely ride public transportation.
- There are transitional programs for older adults and others that help individuals recognize and feel comfortable with alternative transportation options if and when they are not able to drive a car.
- Consumer education programs are available to help new or potential riders learn how to use the system, including learning how to read a schedule, how to identify the bus number, how to pay the fare, where to wait for the bus, and other key skills.

## Progress Rating

Circle one rating that best describes your program



# 18

Is there a seamless payment system that supports user-friendly services and promotes customer choice of the most cost-effective service?

### Decision Helpers

- Regardless of the funding source for each particular trip, the customer or client uses the same payment mechanism each time.
- If there is a fixed route system, a transit pass has been implemented to encourage riders to choose lower-cost fixed route services. The billing process is transparent to the consumer.
- The seamless payment system enables customers to choose appropriate cost-effective transportation services.
- These payment systems may include universal payment cards, fare cards, and similar mechanisms.
- Up-to-date technology is being used to support and manage this system.

## Progress Rating

Circle one rating that best describes your program



# 19

Are customer ideas and concerns gathered at each step of the coordination process? Is customer satisfaction data collected regularly?

### Decision Helpers

- Customer input was gathered during the planning and needs assessment process through town meetings, surveys, focus groups, or similar means.
- Consumer representatives are active members of advisory and other work groups. In addition, a customer service-monitoring program provides information for a yearly "report card" or similar status report.
- Customers are encouraged to submit suggestions, complaints, and compliments. Actions are taken on complaints within 24 hours of receiving them.

## Progress Rating

Circle one rating that best describes your program



# 20 Are marketing and communications programs used to build awareness and encourage greater use of the services?

## Decision Helpers

- There are active marketing and communications programs that promote the ease and accessibility of coordinated transportation services.
- The programs use an array of media such as direct marketing, public service announcements, advertisements in local newspapers, and articles and notices in newsletters of various community organizations.
- Information is also disseminated through human service agencies, employment specialists, health care providers, and civic organizations and churches.

## Progress Rating

Circle one rating that best describes your program



# EVALUATION

## Section 3

Evaluation: After reviewing each of the questions and assessing our progress, my overall evaluation of how well we are doing in the area of *Putting Customers First* is:



Notes: \_\_\_\_\_

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# A SELF ASSESSMENT TOOL FOR COMMUNITIES

## Section 4: Adapting Funding for Greater Mobility

**Driving Factor** Innovative accounting procedures are often employed to support transportation services by combining various state, federal, and local funds. This strategy creates customer friendly payment systems while maintaining consistent reporting and accounting procedures across programs.

### 21 Is there a strategy for systematic tracking of financial data across programs?

#### Decision Helpers

- Systems have been created to enable the tracking and sharing of financial data across programs.
- Participating agencies have agreed on common measurements and definitions to support the tracking system.
- Up-to-date technology is being used to support and manage this system.

#### Progress Rating

Circle one rating that best describes your program



### 22 Is there an automated billing system in place that supports the seamless payment system and other contracting mechanisms?

#### Decision Helpers

- A technology interface has been implemented that allows transportation providers to track clients from multiple agencies and funding sources and submit both the report and the bill electronically to the appropriate agency.
- The system effectively supports grant monitoring and reporting requirements.

#### Progress Rating

Circle one rating that best describes your program



# EVALUATION

## Section

4

Evaluation: After reviewing each of the questions and assessing our progress, my overall evaluation of how well we are doing in the area of *Adapting Funding for Greater Mobility* is:



Notes: \_\_\_\_\_

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# A SELF ASSESSMENT TOOL FOR COMMUNITIES

## Section 5: Moving People Efficiently

**Driving Factor** Multimodal and multi-provider transportation networks are being created that are seamless for the customer but operationally and organizationally sound for the providers.

**23** Has an arrangement among diverse transportation providers been created to offer flexible services that are seamless to customers?

### Decision Helpers

- A system to coordinate numerous transportation providers, such as a brokerage, has been established.
- Providers, such as public transit agencies, taxi and other private paratransit operators, school transportation operators, nonprofit faith and community based organizations, and human service non-profit agencies, are systematically engaged and blended with informal transportation providers (recognizing that the most cost effective travel for some may be paying a neighbor for mileage) to create an array of flexible services for the customer.
- The “broker” identifies the most cost effective transportation provider appropriate to the client’s needs, schedules the trip, dispatches the services, bills the appropriate funding source, and tracks the utilization and data associated with the trips.

### Progress Rating

Circle one rating that best describes your program



**24** Are support services coordinated to lower costs and ease management burdens?

### Decision Helpers

- Systematic studies have been completed in our communities which have led to the coordination of essential support services for transportation providers.
- These may include joint purchasing and/or leasing of equipment and facilities; shared maintenance facilities; maintaining a single phone number for customers; maintaining a shared internet information system; using a single or coordinated fare mechanism; sustaining coordinated reservation, dispatching, scheduling, and payment systems; or establishing a single entity to provide human service transportation to all participating human service agencies.

### Progress Rating

Circle one rating that best describes your program



## 25 Is there a centralized dispatch system to handle requests for transportation services from agencies and individuals?

### Decision Helpers

- Agency case managers and mobility managers find it easy to schedule regular and one-time trips for their clients through a centralized dispatch system or a similar mechanism appropriate to your locale.
- Agency clients and the general public can easily schedule trips using the dispatch system.
- The dispatchers can help agencies and individuals wisely choose from available transportation alternatives.
- There are also mechanisms, such as transit passes, to reduce dependency on individualized services.
- Technology is used to enhance overall dispatch services, including communication with drivers and passengers, scheduling and mapping routes, locating vehicles, and other critical aspects.

### Progress Rating

Circle one rating that best describes your program



## 26 Have facilities been located to promote safe, seamless, and cost-effective transportation services?

### Decision Helpers

- Location decisions for common destinations such as the offices where clients are served have taken transportation issues into account.
- Services are co-located or near to each other to reduce transportation needs.
- Pickup locations, which can be used by any transportation provider, are safe and accessible.

### Progress Rating

Circle one rating that best describes your program



# EVALUATION

## Section 5

Evaluation: After reviewing each of the questions and assessing our progress, my overall evaluation of how well we are doing in the area of *Moving People Efficiently* is:



Notes: \_\_\_\_\_

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# FRAMEWORK FOR ACTION:

## OVERALL COMMUNITY SELF-ASSESSMENT

You have completed Step 1 of the Community Self-Assessment. The five sections highlighted in the questionnaire represent the core elements of building a fully coordinated transportation system.

This questionnaire was designed to help you see the big picture of your community's overall progress. Take a moment to review the evaluations you made at the end of each section and make a note of them on this page. By doing so, you will create an at-a-glance summary of your individual assessment that identifies areas where your system is working well and areas that can be improved.

Section	1	<b>Making Things Happen by Working Together</b>	Needs to Begin 	Needs Significant Action 	Needs Action 	Done Well 
Section	2	<b>Taking Stock of Community Needs and Moving Forward</b>	Needs to Begin 	Needs Significant Action 	Needs Action 	Done Well 
Section	3	<b>Putting Customers First</b>	Needs to Begin 	Needs Significant Action 	Needs Action 	Done Well 
Section	4	<b>Adapting Funding for Greater Mobility</b>	Needs to Begin 	Needs Significant Action 	Needs Action 	Done Well 
Section	5	<b>Moving People Efficiently</b>	Needs to Begin 	Needs Significant Action 	Needs Action 	Done Well 

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Next Steps

The next step of the assessment process is to share and discuss your evaluations with your partners. A group leader who can guide the next steps of the assessment and action planning process will facilitate the meeting. The goal of the meeting will be to clarify the results of the assessments as a group, establish priorities, and develop an action plan. The next steps will involve implementing the actions and moving you further down the road to a fully coordinated transportation system.



## APPENDIX D - FRAMEWORK FOR ACTION: Supplement to Community Self-Assessment

### *GAPS IN MOBILITY*

In addition to the issues considered in the five sections of the Community Self-Assessment, it is important to consider the specific mobility obstacles related to aging, disability, job training, health care, and services to low-income persons.

Please consider the following obstacles (listed by category) to meeting mobility needs:

#### ***Coordination***

Inter-community trips\_\_\_\_\_

Inter-agency trips\_\_\_\_\_

#### ***Services***

Locations under-served \_\_\_\_\_

Times of day\_\_\_\_\_

Days of week\_\_\_\_\_

Service quality\_\_\_\_\_

Special needs of the populations that would benefit from the service\_\_\_\_\_

Purpose of Trips\_\_\_\_\_

#### ***Price/Payment***

Cost\_\_\_\_\_

Customers' Ease of payment\_\_\_\_\_

#### ***Information Resources***

Availability of information\_\_\_\_\_

Format of information\_\_\_\_\_

Understandability of information\_\_\_\_\_

#### ***Training***

For users\_\_\_\_\_

For operators\_\_\_\_\_



## **APPENDIX E - Inventory of Human Services Transportation and Public Transportation**

As a first step in the project, we developed an inventory of the available public and private transportation options for the target populations. The information provided below is for the publicly funded and operated transportation providers. In addition to these organizations, there are a variety of private taxi operators (with and without lift-equipped vehicles) and non-profit organization that provide transportation as one of several services to elderly or handicapped individuals.

### **Community Transportation Providers**

Community transportation providers coordinate trips for **rural general public** and human service trips. **Human service transportation** includes a broad range of transportation service options designed to meet the needs of transportation disadvantaged populations including older adults, disabled persons and/or those with lower income. Individuals have different needs and may require a set of different services depending on their abilities, their environment, and the options available in their community. Examples may include dial-a-ride (responding to individual door-to-door transportation requests), the use of bus tokens and/or transit passes for fixed route scheduled services, accessing taxi vouchers and/or mileage reimbursement to volunteers or program participants. Eligibility for services is often determined by the human service agency paying for the trip. - *www.UnitedWeRide.gov*

#### **Johnston County Area Transit System (JCATS)**

JCATS is the principal countywide transportation service provider in Johnston County. JCATS serves 5 major agencies (DSS, COA, JCI, Vocational Rehab, Mental Health) and also provides public transportation under the ROAP guidelines. Subscription and on demand response (24 hours in advance) services are provided.

**Contacts:** Lynn Bermingham, 919-202-5030

**Service Area:** Johnston County

**Service Type:** Subscription and Demand Response

**Customers:** Contract agency clients, and general public

**Hours of Service:** Monday – Friday 5:45 a.m. – 11:00 p.m. Saturday service is provided primarily for dialysis clients. Some limited transportation is also provided on Sundays primarily for employment purposes.

**Price/Fares:** \$2.00 per ride in county and \$15 per ride out of county for public transportation

**Publicity/Marketing:** Literature is distributed throughout the county at town halls, human service agencies, housing authorities, apartment complexes; active participation in community events; local media. Programs are discussed and information provided at speaking engagements throughout the county.

### **Kerr Area Transportation Authority (KARTS)**

The Kerr Area Transportation Authority is a regional transportation provider, providing coordinated community transportation to the counties of Vance, Franklin, Warren, and Granville.

**Contacts:** Rob Brink, Executive Director 252-438-2573

**Service Area:** Vance, Franklin, Warren, and Granville

**Service Type:** Subscription, Demand Response, Deviated Fixed Route

**Customers:** Contracting Agencies, Rural General Public

**Hours of Service:** 4:30am – 5:30pm M-Sat.

**Price/Fares:** GP \$3: 10 miles, \$4: 11-15 miles, \$5: 16+ miles

**Publicity/Marketing:** Radio, newspapers, rider brochures, surveys, speaking events, outreach through human service agencies

### **Wake Coordinated Transportation Service (WCTS)**

Many Wake County citizens face the dilemma of having no reasonable transportation options each day. Those that have trouble accessing the opportunities our communities have to offer are at a great disadvantage and quality of life suffers for all. The WCTS program is contracted to the private sector, and offers a coordinated/brokered service design that provides safe, efficient, and effective transportation services. The service is structured to operate in a self sufficient manner, drawing federal, state, and local grant funds in order to cover all administrative, capital and operating expenses. The vast majority of the services provided are rendered to sponsoring agencies and programs that have agreed to join the coordinated service. Because of the low density in the area a demand response and subscription door-to-door service design is employed. Transportation is a basic need/service that is requisite to enable the success of a broad range of human services programs and particularly the people we serve. The transportation services we provide bridges a gap that is unmet by other local and regional transportation providers such as C-Tran in Cary, CAT in Raleigh, and the TTA. While we tend to focus on the direct contracted services provided, transportation first determines the lowest cost solution to transportation problems. This often results in gas cards or bus passes being provided, which is much cheaper than a shared ride on the van.

**Contacts:** Don Willis, Transportation Director: 919-250-3829

**Service Area:** Wake County and surrounding area

**Service Type:** Demand Response, Subscription

**Customers:** Human Service Agency Sponsored and Rural General Public

**Hours of Service:** Monday – Friday routes begin at 3:30am and sometimes do not end until 11pm. Saturday operation is reduced to only necessities such as dialysis and ends usually by 5pm.

**Price/Fares:** \$2.00/passenger trip in Zone and \$4.00/passenger trip out of Zone

**Publicity/Marketing:** WCTS advertises in local newspapers and provides mailers, flyers and brochures as well as press releases. Additionally, community transportation forums are held, and presentations are made at municipal meetings. Outreach efforts are also targeted towards human service agencies that typically would sponsor trips for their customers.

## Urban Paratransit Providers

**Paratransit** is comprised of passenger cars, vans or small buses operating in response to calls from passengers or their agents to the transit operator, who then dispatches a vehicle to pick up the passengers and transport them to their destinations. Most agencies limit the service to persons with disabilities, their attendants and companions, and older Americans. –

*www.apta.com*

### Accessible Raleigh Transportation (ART)

ART provides 2 levels of service. Tier I service is available to any permanent Raleigh resident who does not have a driver's license and is identified as a person with a disability. Tier I is available to the customer at any time for travel within the Raleigh City Limits. This service is independent of ADA.

Tier II service is available to any person who qualifies under ADA. As mandated by ADA Tier II service is provided within  $\frac{3}{4}$  mile of an existing bus route and is only available during the time the route operates. Advanced reservations are necessary.

**Contacts:** Richard Vinson, Senior Transit Planner 919-890-3417

**Service Area:** City of Raleigh

**Service Type:** Demand responsive

**Customers:** Persons with disabilities

**Hours of Service:** Tier I is available any time as long as the passenger has vouchers  
Tier II hours vary depending on when the bus route operates

**Price/Fares:** Tier I riders purchase vouchers that provide approximately 50% discount on taxi fare  
Tier II - \$2.00 one way

**Publicity/Marketing:** ART has developed an application and new user's packet and provides information via the internet.

### Cary Transit – Paratransit Service

C-Tran is a town sponsored transit service that provides door-to-door services (ADA paratransit) for seniors and disabled town-wide, in addition to out-of-town trips for seniors for medical appointments and employment trips for persons with disabilities.

**Contacts:** Ray S. Boylston, Transit Services Administrator, 919-462-2080  
Ana Tenori, Transit Services Assistant, 919-469-4086

**Service Area:** Town of Cary city limits and out-of-town for some special ADA trips

**Service Type:** Door-to-door

**Customers:** Cary citizens who are least 55 or disabled

**Hours of Service:** 6am – 7:30pm, Monday through Saturday

**Price/Fares:** Door-to-door services \$2 one-way for in-town trips and \$4 for out-of-town trips. Discounts for seniors during off-peak hours (10am to 3pm) for \$1 per one-way trip.

**Publicity/Marketing:** local newspaper, movie theatres, etc.

### **Triangle Transit Authority- Paratransit Service**

The Triangle Transit Authority's (TTA) paratransit system operates in accordance with the Americans with Disabilities Act and is designed to serve individuals whose disabling conditions or functional limitations prevent them from using TTA fixed route services.

**Contacts:** Laurie Barrett, Director of Bus Operations, 919-485-7451;  
Vinson Hines, Transit Manager, 919-485-7460

**Service Area:** Trips must begin and end within  $\frac{3}{4}$  mile from fixed route TTA bus service on Raleigh, Durham, and Chapel Hill routes. TTA's paratransit service area includes routes 105, 402, 403, 412, 413, and RDU Airport.

**Service Type:** Provide trips to the disabled for transportation regardless of trip purpose.

**Customers:** ADA-certified clients that are unable to use the fixed-route system due to a disability or health condition. Most riders are commuting to work.

**Hours of operation:** Monday – Friday, 6am – 11:00pm, Saturday 7:00am - 7:00pm

**Fares/Price:** \$4.00 one-way

**Publicity/Marketing:** TTA distributes a paratransit services brochure that highlights the eligibility and application process. Additionally, public forums, newspapers, flyers, and the [www.ridetta.org](http://www.ridetta.org) website promote awareness of TTA's accessible transit services.

## **Fixed-Route Urban Public Transportation Providers**

**Urban public transportation** agencies provide service on a repetitive, fixed-schedule basis along a specific route with vehicles stopping to pick up and deliver passengers to specific locations; each fixed-route trip serves the same origins and destinations, unlike paratransit. – [www.apta.com](http://www.apta.com)

### **Capital Area Transit (cat)**

cat provides 37 fixed routes that operate within the City of Raleigh. The routes are a mixture of radial routes, neighborhood or cross-town connector routes, and express routes.

**Contacts:** David Eatman, Transit Administrator 919-890-3448  
Carmalee Scarpitti, Transit Planner, 919-890-3437

**Service Area:** City of Raleigh

**Service Type:** Fixed Route

**Customers:** Any resident or visitor

**Hours of Service:** Service is available on some portions of our system Monday – Friday from 4:30 AM – Midnight, 5:30 AM – Midnight on Saturday and from 8:00 AM – 8:00 PM on Sunday.

**Price/Fares:** Base fare is \$1.00 one way

**Publicity/Marketing:** cat has an extensive website, provides informational placards inside of the buses, advertises in the newspaper and on radio, holds public input meetings and attends community events to provide information.

### **Cary Transit (C-Tran)**

C-Tran is a town sponsored transit service that provides fixed route services on three routes: North-South, East-West and Maynard Loop.

**Contacts:** Ray S. Boylston, Transit Services Administrator 919-462-2080  
Ana Tenori, Transit Services Assistant

**Service Area:** Town of Cary city limits

**Service Type:** Fixed route

**Customers:** citizens and visitors of Cary

**Hours of Service:** 6am – 7:30pm, Monday through Saturday

**Price/Fares:** Fixed route fares are \$1 per one-way trip. Discounts for seniors during off-peak hours (9am to 3pm) for \$.50 per one-way trip.

**Publicity/Marketing:** local newspaper, movie theatres, etc.

## **Triangle Transit Authority (TTA)**

The TTA was created to plan, finance, organize, and operate a public transportation system for the Triangle area, which includes Orange, Durham and Wake Counties. TTA has three main program areas: Regional Bus, ridesharing services and regional transit planning. TTA serves the general public with the majority of users being commuters and students. TTA is governed by a thirteen member Board of Trustees. Ten members are appointed by the region's principal municipalities and counties and three members are appointed by the North Carolina Secretary of Transportation.

**Contacts** – David King, General Manager, 919-485-7424  
Laurie Barrett, Director of Bus Operations, 919-485-7451  
John Tallmadge, Director of Commuter Resources, 919-485-7430

**Service Area** – Urbanized areas of Durham, Orange and Wake Counties

**Service Type** – Fixed Route, demand-response shuttle in RTP area, vanpool, carpool matching

**Customers** – general public, primarily Triangle area commuters

**Hours of Service** – Monday – Friday 6am – 11:00pm, and Saturday 7:00am – 7:00pm

**Price/Fares** – Individual: \$2.00 per trip for regional bus service, \$2.50 per trip for express bus service; vanpool fares are subscription based and determined by trip length and number of van riders.

**Publicity/Marketing** – TTA-specific information is provided on-line at [www.ridetta.org](http://www.ridetta.org). TTA also manages a region-wide website at [www.gotriangle.org](http://www.gotriangle.org). Beginning in March 2007, TTA began staffing a regional public transportation information call center. The call center number is 919-485-RIDE

## **Wolfline**

The Wolfline is the campus wide transportation service at NC State University. It primarily serves students, staff and faculty and is also open to all those who may use it. The routes connect the three campuses at NC State: the Main campus, the Centennial campus and the Centennial Biomedical campus. The service area is approximately 2 square miles. There are a total of 29 buses.

**Contacts:** Torsha Bhattacharya, 919-515-1609. Email: [torsha\\_bhattacharya@ncsu.edu](mailto:torsha_bhattacharya@ncsu.edu)

**Service Area:** 2 Square Miles, covering NC State Campus and Official University housing

**Service Type:** Fixed Route

**Customers:** Primarily students, staff, faculty, the service is open to everyone.

**Hours of Service:** The day service runs from 7:00 am – 6:30 pm. The night service starts from 6:00 pm and continues till 2:00 am.

**Price/Fares:** Free for all

**Publicity/Marketing:** Conducted on board surveys of the Wolfline riders and analyzed the data which helped in improving service efficiency. Also conducted a formal Wolfline launch at the brickyard on 30<sup>th</sup> August 2007 of the new buses and gave away key chains and a basketball as a raffle. Wolfline brochures are made available on the buses, at the transportation office and several other places to help spread the word.

## **APPENDIX F - Overview of Eligibility Requirements for ADA Paratransit, and Community Transportation Demand-Response/Rural General Public Services**

### *Urban Public Transportation Paratransit Services*

**C-Tran Paratransit** - Door-to-door service is available by reservation for Cary citizens who are at least 55 years old or disabled. See the special C-Tran service available to these citizens at <http://www.townofcary.org/ctran/disabled.htm>

Make reservations from two hours to two weeks before the trip. Reservations are recommended at least 24 hours in advance to ensure a seat. Regular trips can be scheduled through C-Tran's subscription service, available Monday through Saturday from 7 a.m. to 7 p.m.

**cat ART** – If you are a Raleigh resident with a physical or mental disability that makes it impossible to drive a car and/or use cat, you may qualify for the Accessible Raleigh Transportation Program (ART). This program provides subsidized curb-to-curb transportation service through participating taxi companies within Raleigh's city limits. The program is funded and administered by the City of Raleigh. There are two levels of services:

- Tier I service is available for permanent Raleigh residents who do not have a valid driver's license and are identified as a person with a physical or mental disability.
- Tier II service is available to persons who qualify under the Americans with Disabilities Act (ADA). Reservations for Tier II trips must be made one day in advance.

For more information, visit <http://www.raleigh-nc.org/transit/>

**TTA Paratransit Service** - The Triangle Transit Authority's (TTA) paratransit system operates in accordance with the Americans with Disabilities Act and is designed to serve individuals whose disabling conditions or functional limitations prevent them from using TTA fixed route services. The program allows eligible users to ride in TTA lift-equipped vans or designated taxis for trips served by TTA routes 105, 402, 403, 412, 413, and 747 Airport Service. Trips must begin and end within  $\frac{3}{4}$  mile of these fixed routes. Rides need to be reserved at least one day in advance. Service is provided for all types of trips, including medical, shopping, and personal travel. Personal interviews are required and the entire review process is completed within 21 days. Notifications of eligibility are mailed. Applications are available online [www.ridetta.org](http://www.ridetta.org)

### *Community Transportation Demand Response/Rural General Public Services*

**KARTS** – Provided on a “seats available” basis. Demand response trips are provided anywhere within 4-county service area (Franklin, Granville, Person, and Vance counties). Demand response trips must be arranged by 1pm of the previous day. KARTS also provides a deviated fixed route in Henderson, NC.

**WCTS** – Provided on a “seats available” basis. Service is available in Wake County and surrounding areas. The general public can ride on any trip provided by the sponsoring agency as long as the origin and destination of the trip are similar. WCTS also provides dedicated trips within the service area that begin and end in rural areas. Demand response trips must be arranged at least one day in advance.

**JCATS** - Provided on a “seats available” basis. Service is available within Johnston County and for residents of Johnston County to surrounding areas for client-based trips. The general public may also ride these client-based trips as long as their destination is within 3 miles of the trip.

Demand response trips must be arranged by noon of the previous day.



## **APPENDIX G - Overview of Technologies Available to Improve Coordination of Transportation**

### Automated Voice Annunciation Systems

This technology provides automated audible and visible announcements at key stops.

*C-Tran* – Scheduled for purchase in FY09

*cat* – Available on all buses.

*Triangle Transit Authority (TTA)* – Not currently on buses, scheduled for implementation on 49 buses in 2008 and with all vehicle replacements starting in 2009.

*Paratransit services (C-Tran Paratransit, cat ART, TTA)* – Not available.

*WCTS* – Not available.

*KARTS* – Not available.

*JCATS* - Not available.

*Wolfline* – Not available.

### Electronic Fare Payment

A regional study in 2002 determined that Triangle ridership was not yet high enough to warrant the costs of a SmartCard fare system. All agencies committed to revisit the issue in the future.

*C-Tran* – Not available

*cat* – Jointly bought electronic validating fareboxes/magnetic card readers with TTA and CAT

*TTA* – Same as CAT

*Paratransit services (C-Tran Paratransit, cat ART, TTA)* – Not available.

*WCTS* – Not available.

*KARTS* – Not available.

*JCATS* - Not available.

*Wolfline* – Service is free.

### Low-Floor Buses

*C-Tran* – none

*cat* – All buses are “kneeling” buses. 15 buses with low-floors will be purchased January 2008.

*TTA* – 23 buses of a 63 bus fleet will have low-floors by Spring 2008.

*Paratransit services (C-Tran Paratransit, cat ART, TTA)* – Not available.

*WCTS* –  $\frac{3}{4}$  of fleet is lift-equipped.

*KARTS* –  $\frac{3}{4}$  of fleet is lift-equipped.

*JCATS* -  $\frac{3}{4}$  of fleet is lift-equipped.

*Wolfline* – All buses are “kneeling” buses. Portion of fleet have low-floors.

### Computer-Aided Dispatching Software

This software provides assistance to the dispatcher of demand-responsive services in making schedules for the drivers and pairing trips to be as efficient as possible.

*C-Tran* – ADEPT - StrataGEN

*cat* – Trapeze software.

*TTA* – Trapeze software.

*WCTS* – Route Match for scheduling.

*KARTS* – Route Match

*JCATS* - CTS

*Wolfline* – Not available.

### Automatic Vehicle Location/Mobile Data Computer (MDCs) System

This technology provides real-time information about a vehicle's location. The location information can be provided to dispatchers and/or to the public.

*C-Tran* – NAVTRAK

*cat* – Not currently available. Funded project.

*TTA* – Not available.

*Paratransit services (C-Tran Paratransit, cat ART, TTA)* – Not available.

*WCTS* – Not available.

*KARTS* – MDCs are being phased in.

*JCATS* - Not available.

*Wolfline* – Transit Visualization System (TVS).

### Real-Time Passenger Information System

This technology provides predictive information about the arrival times of the next several buses at a particular bus stop. This is typically used for fixed-route services.

*cat* – Has funding for real-time passenger information system.

*Wolfline* – Transit Visualization System (TVS).

### Surveillance and security systems

These technologies include video surveillance, silent alarms, and covert microphones on vehicles.

*C-Tran* – DriveCam

*cat* – Cameras on buses, open microphone to call dispatch.

*TTA* – Covert alarm. 23 new vehicles arriving Spring 2008 will have security cameras.

*Paratransit services (C-Tran Paratransit, cat ART, TTA)* – Not available.

*WCTS* – Vendors use a "drive cam" which captures video of accidents.

*KARTS* – Not available.

*JCATS* - Not available.

*Wolfline* – Microphones on buses.

### Other Technologies

There are other technologies that have been used in areas outside the Triangle.

#### *Assistive technologies*

- GPS-based system that allows caregivers to monitor and assist their clients with cognitive disabilities from a remote location.
- Acoustical "wayfinders" for the visually impaired
- Countertop devices that translate speech to text at ticket counters or information centers
- Talking directory system

#### *Coordination and Integration Software*

- Software coordinating demand-responsive routes and schedules among multiple agencies
- Software coordinating service eligibility, fare card usage, and billing among multiple agencies

## APPENDIX H - Overview of Prices and Payment Options

<b><u>Fixed Route</u></b>	<b><u>One-Way Fare</u></b>	<b><u>Payment Options</u></b>	<b><u>Discounts</u></b>
cat	\$1.00	Cash, 11-ride ticket, Daily, weekly, or month pass	Elderly, disabled, free for children under 40"
C-Tran	\$1.00	Cash, tickets	Elderly, disabled
TTA	\$2.00	Cash, daily or monthly pass	Children, elderly, disabled
Wofline	Free		

*Note: A regional study in 2002 determined that Triangle ridership was not yet high enough to warrant the costs of a SmartCard fare system. All agencies committed to revisit the issue in the future.*

<b><u>Paratransit Services</u></b>	<b><u>Fare</u></b>	<b><u>Payment Options</u></b>	<b><u>Discounts</u></b>
cat ART	\$2.00	Pre-paid (checks and credit)	n/a
C-Tran Paratransit	\$2.00 (in town) \$4.00 (out of town)	Cash, ticket	\$1 from 10am-3pm n/a
TTA Paratransit Service	\$4.00	cash, daily or monthly pass	for Monthly Pass

<b><u>Rural General Public/ Demand Response</u></b>	<b><u>Fare</u></b>	<b><u>Payment Options</u></b>	<b><u>Discounts</u></b>
WCTS	\$2.00 in zone \$4.00 out of zone	Cash, pre-pay	n/a
KARTS	\$3.00 up to 10 miles \$1 each add. mile (up to \$6) Deviated fixed route - \$0.50	Cash, pre-pay	Pre-pay discount, ADA card
JCATS	\$2.00 in county \$15.00 out of county	Cash	n/a

<b><u>Other Services</u></b>	<b><u>Fare</u></b>	<b><u>Payment Options</u></b>	<b><u>Discounts</u></b>
TTA Express Service	\$2.50	cash or fare card	n/a
cat ART Tier One service	Eligible persons may	Pre-paid	n/a

cat State Fair service	purchase \$25 worth of taxicab fare for \$12	Cash	Half fare for elderly and disabled, children <40" ride free
Wake Tech Taxicabs	\$3 one-way \$4 round-trip Free w/Wake Tech ID		

## APPENDIX I - Overview of Public Transportation Information Sources

### Print Materials

Print materials are developed independently by each agency. Limited Spanish translations are included in some materials. The information is available in accessible formats upon request.

*C-Tran* – Route map

*cat* – Individual route and schedule guides, system-wide map

*C-Tran Paratransit* – Passenger guide

*cat ART* – Application and information packet

*WCTS* – System brochure

*KARTS* – Brochures and route map for deviated fixed route

*JCATS* - Flyers at Human Services and other public agencies. (English and Spanish).

*Triangle Transit Authority* – Individual route brochures, How-to-Ride Guide, brochures on Vanpool, Emergency Ride Home (English and Spanish).

*TTA Paratransit* – Rider's Guide, Information Brochure

*Wolfline* – Posters in buses, route map and guide

### Telephone Assistance

The **GoTriangle regional call center** began operating in 2007. Customer service representatives are trained to respond to questions for all public transit services, including basic questions about community transportation systems. The phone number is 919-485-RIDE.

*C-Tran* – 919-469-4086

*cat* – 919-485-RIDE

*C-Tran Paratransit* – 919-469-4086

*cat ART* – 919-890-3459

*WCTS* – 919-212-7005

*KARTS* – 252-438-2573

*JCATS* - 919-202-5030

*Triangle Transit Authority* – 919-485-RIDE

*TTA Paratransit* – 919-485-RIDE

*Wolfline* – 919-515-WOLF

TDD 1-800-735-2962

### Website Resources

A regional public transportation website, [www.GoTriangle.org](http://www.GoTriangle.org), provides trip planning, schedule, fare, and policy information for the Triangle's urban public transportation providers, including cat, TTA, and Wolfline.

*C-Tran* – <http://www.townofcary.org/ctran/ctranoverview.htm>

*cat* – [www.raleigh-nc.org/transit/](http://www.raleigh-nc.org/transit/)

*WCTS* – <http://www.wakegov.com/humanservices/adult/transportation/default.htm>

*KARTS* – [www.kartsnc.com](http://www.kartsnc.com) (under construction)

*JCATS* - <http://www.jcats.org/>

*Triangle Transit Authority* – [www.rideTTA.org](http://www.rideTTA.org)

*Wolfline* - <http://www2.acs.ncsu.edu/trans/transportation/wolfline/index.html>



**APPENDIX J - JARC/New Freedom Grant Application**



# Capital Area MPO and the City of Raleigh – FINAL DRAFT

## FUNDING APPLICATION - 2008

### Job Access/Reverse Commute (JARC) and New Freedom Programs

#### Introduction

The Safe, Accountable, Flexible, Efficient Transportation Equity Act (SAFETEA-LU) reauthorized federal transportation funding programs through Federal Fiscal Year (FFY) 2009. SAFETEA-LU promotes more efficient and effective Federal surface transportation programs by focusing on transportation issues of national significance, while giving State and local transportation decision makers more flexibility for solving transportation problems in their communities. SAFETEA-LU continues a strong fundamental core formula program emphasis coupled with targeted investment, featuring Safety, Equity, Innovative Finance, Congestion Relief, Mobility and Productivity, Efficiency, and the Environment.

With the passage of SAFETEA-LU, transportation projects receiving funding under the Job Access/Reverse Commute program or the New Freedom program must be “derived from a locally developed, coordinated public transit - human services transportation plan.” Further, the law requires that this plan be “developed through a process that includes representatives of public, private, and nonprofit transportation and human services providers and participation by the public.”

*This funding application addresses two Federal Transit Administration (FTA) programs funded by SAFETEA-LU: Job Access/Reverse Commute (JARC, Section 5316) and New Freedom (Section 5317).*

#### Background on JARC and New Freedom Funds

The Job Access Reverse Commute grant program is intended to fund “the development and maintenance of transportation services designed to transport welfare recipients and eligible low-income individuals to and from jobs and activities related to their employment.” See the Federal Transit Administration’s (FTA) document titled “Frequently Asked Questions: Job Access and Reverse Commute Program” for more information. The apportionment of funds received by the Raleigh urbanized area each fiscal year must be put into a grant within three years.

According to FTA, the purpose of the New Freedom Program is to provide improved public transportation services, and alternatives to public transportation, for people with disabilities, beyond those required by the Americans with Disabilities Act of 1990 (ADA). See the FTA’s

# Capital Area MPO and the City of Raleigh – FINAL DRAFT

FAQ document about this program. The apportionment of funds received by the Raleigh urbanized area each fiscal year must be put into a grant within three years.

## **Eligibility Overview: JARC and New Freedom Funds**

### **Eligible Applicants**

JARC and New Freedom is a formula grant program for member jurisdictions in the Capital Area Metropolitan Planning Organization (CAMPO). Applicants may include state or local government authorities; private non-profit organizations; and operators of public transportation services including private operators of public transportation services.

### **Eligible Use of Program Funds:**

JARC and New Freedom program funds are intended to fund innovative and flexible programs that identify the transportation needs of individuals with disabilities, older adults, and individuals with limited incomes. Therefore, it is expected that JARC and New Freedom funds be directed to meet these needs by funding new programs or services, or to continue existing programs.

### **Eligible Projects:**

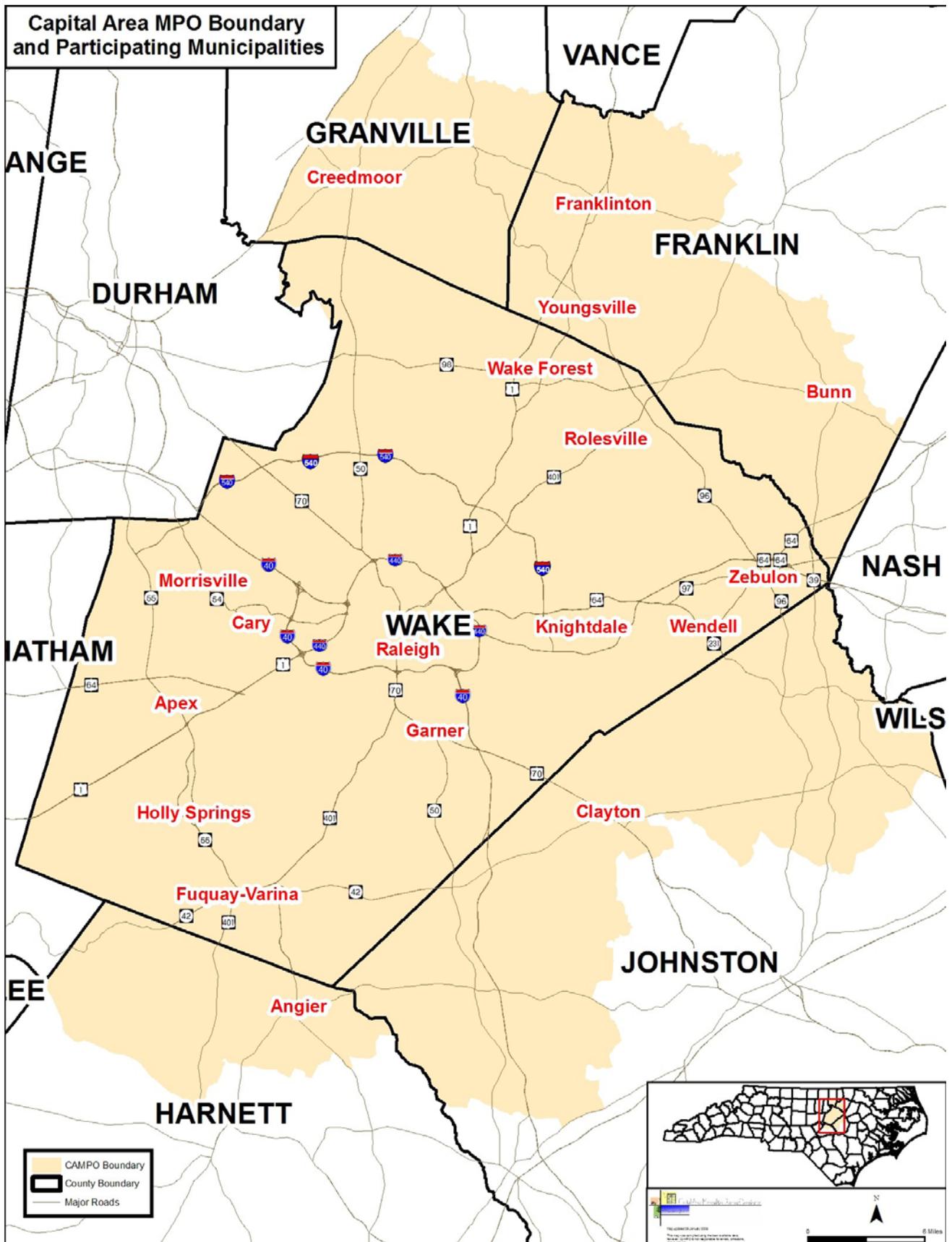
JARC and New Freedom funds may be used for planning, capital or operating costs of providing access to jobs; or services and facilities that improve mobility for persons with disabilities but not limited to persons who are ADA-certified. Specific project eligibility is detailed later in this document under each program's description. As well, FTA circulars providing guidance on applying for JARC and New Freedom funds can be found at:

JARC: [http://www.fta.dot.gov/documents/FTA\\_C\\_9050.1\\_JARC.pdf](http://www.fta.dot.gov/documents/FTA_C_9050.1_JARC.pdf);

New Freedom: [http://www.fta.dot.gov/documents/FTA\\_C\\_9045.1\\_New\\_Freedom.pdf](http://www.fta.dot.gov/documents/FTA_C_9045.1_New_Freedom.pdf)

Further, CAMPO and City of Raleigh are soliciting projects that have been derived from the Coordinated Public Transportation - Human Services Transportation Plan (CPT-HSTP). The plan outlines a vision for improving mobility options for the disabled, aging, and low-income population subgroups living in the region. SAFETEA-LU requires that beginning in Federal Fiscal Year 2007, projects selected for funding under the JARC and New Freedom programs must be derived from the locally developed CPT-HSTP and address service needs and gaps/barriers. Federal funding of projects through these two programs will be utilized to meet plan goals. Selection criteria will be used to prioritize potential programs and develop a listing of projects. To view the entire CPT- HST Plan, please visit <http://www.gotriangle.org/CAMPO>.

# Capital Area MPO and the City of Raleigh – FINAL DRAFT



# Capital Area MPO and the City of Raleigh – FINAL DRAFT

## DEADLINES FOR APPLICATION SUBMISSION

If your organization has a project that it would like considered for funding under JARC and/or New Freedom please complete the following application and submit it to the address below no later than **Friday, April 4, 2008**. Applications received after that date and time will not be considered. CAMPO and the City of Raleigh will accept printed, faxed or electronic applications. CAMPO will review and score the applications, and through a process established in its newly adopted Coordinated Public Transportation – Human Services Transportation Plan (CPT-HSTP), will select projects for funding. Applications should be submitted to:

Diane Wilson  
Capital Area MPO  
127 W. Hargett St., Suite 406  
Raleigh, NC 27601

The information in this application is a public record. Applicants should not include information that may be regarded as confidential. The applicant must comply with all necessary Certifications and Assurances if funding is awarded.

Note: For both the JARC and New Freedom programs, the grants are for a one-year period. It will be necessary to reapply through a competitive process each year for funding.

# Capital Area MPO and the City of Raleigh – FINAL DRAFT

**APPLICATION DUE: April 4, 2008**

Applicants should use this checklist to ensure that all applicable parts of the application and attachments are completed and submitted.

## **PART I. FUNDING REQUEST – GRANTS TITLE PAGE**

## **PART II. PROJECT NARRATIVE**

*Please include the following documents:*

- (1) Map of Applicant Service Area
- (2) Existing and Proposed Transportation Services
- (3) Project Needs/Goals and Objectives
- (4) Implementation Plan
- (5) Coordination and Program Outreach
- (6) Program Effectiveness
- (7) Innovation

## **PART III. PROPOSED PROJECT BUDGET**

- (1) Financial statement certified by an accountant or financial institution

# Capital Area MPO and the City of Raleigh – FINAL DRAFT

## PROJECT APPLICATION PROCEDURES

This JARC and New Freedom program application is for funds to be used within the CAMPO service area. The initial project application consists of the program-specific requirements detailed in this package of forms and instructions. After a project application has been selected for funding, the applicant will be required to submit appropriate background Certifications and Assurances, and other documentation necessary to meet the requirements of the FTA's Urbanized Area Formula Grant Program (Section 5307 program under Title 1, United States Code). Additional Federal Fiscal Year 2008 FTA Certifications and Assurances information can be found at: [http://www.fta.dot.gov/documents/2008-Certs-Appendix\\_A.pdf](http://www.fta.dot.gov/documents/2008-Certs-Appendix_A.pdf)

### **Eligibility Overview: Job Access/Reverse Commuter (JARC)**

#### **Eligible agencies:**

Private, non-profit organizations; state or local government authorities; and operators of public transportation services, including private operators of public transportation services

#### **Program description:**

Section 5316 (Job Access/Reverse Commute or JARC) is a formula program of funding to develop transportation services to transport welfare recipients and low-income persons to and from jobs (Job Access); and to transport residents of urban centers, rural and suburban areas to suburban employment opportunities (Reverse Commute). Job Access grants can be used for capital and operating costs of equipment, facilities, and capital maintenance related to providing access to jobs. Costs to promote transit for workers with nontraditional work schedules, the use of transit vouchers, and the use of employer-provided transportation are also covered. Reverse Commute grants can be used for operating, capital and other costs associated with providing reverse commute service by bus, carpool, vans or other transportation services.

#### **Eligible activities:**

Eligible activities for JARC funding include late-night and weekend service, guaranteed ride home service, shuttle service; expanded fixed-route public transit routes; demand-response service; ridesharing and carpooling activities; transit related aspects of bicycling; local car loan programs that assist individuals in purchasing and maintaining vehicles for shared rides; marketing promotions for JARC activities; supporting the administration and expenses related to voucher programs; using Geographic Information System (GIS) tools and/or implementing Intelligent Transportation Systems (ITS); integrating automated regional public transit and human service transportation information, scheduling and dispatch functions; deploying vehicle position-monitoring systems; and establishing regional mobility managers or transportation brokerage activities. Further information on eligible activities can be found at: [http://www.fta.dot.gov/documents/FTA\\_C\\_9050.1\\_JARC.pdf](http://www.fta.dot.gov/documents/FTA_C_9050.1_JARC.pdf)

#### **Available Funds**

Federal Fiscal Year (FFY) 2006, FFY 2007, and FFY 2008 funds will be available for the current grant application. \$73,129 is available for FFY 2006, \$176,769 is available for FFY 2007, and \$191,500 for FFY 2008.

# Capital Area MPO and the City of Raleigh – FINAL DRAFT

## **Cost Sharing/Match Requirement:**

Funds can be used to support up to 80 percent (80/20 match) for capital projects, and not more than 50 percent (50/50 match) of projects for operating assistance. Fare revenue generated on the service to be supported may not be used as matching funds for operating grants. Non-DOT Federal funds and local and private funds can be used as a match. Matching share requirements are flexible to encourage coordination with other federal programs that may provide transportation, such as Health and Human Services or Medicaid.

## **Eligibility Overview: New Freedom Funds**

### **Eligible agencies:**

Private, non-profit organizations; state or local government authorities; and operators of public transportation services, including private operators of public transportation services.

### **Program description:**

Section 5317 is a new formula grant program for public or alternative transportation services and facility improvements to address the needs of persons with disabilities that go beyond those required by the Americans with Disabilities Act (ADA). Funds will cover capital and operating costs to these programs to provide that new service.

### **Eligible activities:**

Eligible activities for New Freedom funding include: enhancing public transportation beyond the minimum requirements of the ADA; providing “feeder” services; making accessibility improvements to transit and intermodal stations; providing travel training; purchasing vehicles to support new accessible taxi, ridesharing, and/or vanpooling programs; covering the administration and expenses of new voucher programs for transportation services offered by human service agencies; supporting new volunteer driver and aide programs; and supporting new mobility management and coordination programs among public and/or human service transportation providers. Further information on eligible activities can be found at: [http://www.fta.dot.gov/documents/FTA\\_C\\_9045.1\\_New\\_Freedom.pdf](http://www.fta.dot.gov/documents/FTA_C_9045.1_New_Freedom.pdf)

### **Available Funds**

Federal Fiscal Year (FFY) 2006, FFY 2007, and FFY 2008 funds will be available for the current grant application. \$117,346 is available for FFY 2006, \$109,008 is available for FFY 2007, and \$117,755 is available for FFY 2008.

## **Cost Sharing/Match Requirement:**

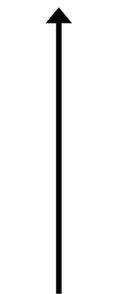
Funds can be used to support up to 80 percent (80/20 match) for capital projects, and not more than 50 percent (50/50 match) of projects for operating assistance. Fare revenue generated on the service to be supported may not be used as matching funds for operating grants. Non-DOT Federal funds and local and private funds can be used as a match. Matching share requirements are flexible to encourage coordination with other federal programs that may provide transportation, such as Health and Human Services or Medicaid.

# Capital Area MPO and the City of Raleigh – FINAL DRAFT

## Project Selection for JARC and New Freedom:

Projects will be awarded through a competitive selection process. Applications will be received by CAMPO staff and passed along to a review committee. The review committee will review and score the applications. Representatives of this review committee will be familiar with local human service agencies, the target population documented in the CPT-HSTP, and the transportation issues affecting this target population. After scoring the proposals, the review committee will recommend projects for funding to the Technical Coordinating Committee (TCC). The TCC will review the projects recommended for funding and make a recommendation to the CAMPO Technical Advisory Committee (TAC). The TAC will vote on funding of the recommended projects. The list of approved projects will be published and submitted to the FTA for funding.

Note: All proposals should reflect public transportation and human service transportation priorities documented in the CPT-HST Plan. The recommended top tier priority needs are listed below:

- 
- Higher  
Priorities**
- Daily services should be expanded to many areas outside of Raleigh, including Morrisville, southern Wake, and eastern Wake, and surrounding counties
  - Improve access to employment centers and adult education within county and to outlying counties
  - Single customer information call center for all transportation options
  - Demand response service (public or private) in outlying areas
  - Services providing access to childcare facilities for low-income workers
  - Evenings, late-night, weekend, and holiday service
  - Extend emergency ride home services to riders of all systems
  - Travel time on transit is too long
  - Consistent travel training across system
  - Provide incentives for ridesharing and transit
  - Discounted passes for fixed-route services to non-profits serving target populations
- Lower  
Priorities**

# Capital Area MPO and the City of Raleigh – FINAL DRAFT

## Application and Project Selection Schedule:

- 2/7/08 - TCC approve final CPT-HSTP/Project Selection Criteria and application package – recommend TAC approval and establish the review committee
- 2/20/08 - TAC approve final CPT-HSTP/Project Selection Criteria and application package
- 2/25 – 4/4 Solicitation for applications
- March 2008 Application workshop
- 4/4/08 Application deadline
- 4/7 – 4/24 Review committee reviews, scores and selects CPT-HSTP projects for recommendation to the TCC
- 5/1/08 TCC action on Review Committee recommendations
- 5/21/08 TAC action on TCC recommendations
- June 2008 Funding recipients receive notification

# Capital Area MPO and the City of Raleigh – FINAL DRAFT

## SCORING CRITERIA

The following information and scoring criteria will be used to score and rate project applications for JARC and New Freedom (NF) funding.

- a. *Project Needs/Goals and Objectives (30 points)*: The project should directly address priority transportation needs identified through the Capital Area MPO and City of Raleigh's locally developed Coordinated Public Transportation - Human Services Transportation Plan available at [www.gotriangle.org/CAMPO](http://www.gotriangle.org/CAMPO) or call 919-485-7508. Project application should clearly state the overall program goals and objectives, and demonstrate how the project is consistent with the objectives of the JARC and NF grant programs. The project application should indicate the number of persons expected to be served, and the number of trips (or other units of service) expected to be provided.
- b. *Implementation Plan and Evaluation (15 points)*: For all projects, applicants must provide a well-defined service operations plan and/or capital procurement plan, and describe implementation steps and timelines for carrying out the plan. The implementation plan should identify key personnel assigned to this project and their qualifications. Project sponsors should demonstrate their institutional capability to carry out the service delivery aspect of the project as described.
- c. *Project Budget (10 points)*: Applicants must submit a clearly defined project budget, indicating anticipated project expenditures and revenues, including documentation of matching funds. Proposals should address long-term efforts and identify potential funding sources for sustaining the service beyond the grant period.
- d. *Partnerships and Program Outreach (20 points)*: Proposed projects will be evaluated based on their ability to coordinate with other public transportation, community transportation and/or social service resources. Project sponsors should clearly identify project stakeholders, and how they will keep stakeholders involved and informed throughout the project. Project sponsors should also describe how they would promote public awareness of the project. Letters of support from key stakeholders and/or customers should be attached to the grant application.
- e. *Program Effectiveness and Performance Indicators (10 points)*: The project will be scored based on the project sponsor's ability to demonstrate that the proposed project is the most appropriate match of service delivery to the need, and is a cost-effective approach. Project sponsors must also identify clear, measurable outcome-based performance measures to track the effectiveness of the service in meeting the identified goals. A plan should be provided for ongoing monitoring and evaluation of the service, and steps to be taken if original goals are not achieved. Sponsor should describe their steps to measure the effectiveness and magnitude of the impact that the project will have on target markets (i.e., persons with low-income for the JARC funds, or persons with disabilities or the elderly for the New Freedom funds).
- f. *Innovation (15 points)*: The project will be examined to see if it contains new or innovative service concepts or facilities that have the potential for improving access and mobility for the target populations and may have future application elsewhere in the region.

# Capital Area MPO and the City of Raleigh – FINAL DRAFT

## Project Requirements

The Selection Committee must find that the answer to each of the five following questions is affirmative for a project to be considered eligible for grant funding.

## Project Evaluation Score sheet

Each proposal will receive a score from the Project Selection Committee according to following criteria.

Are eligible matching funds identified and available? (Passenger fares are not an eligible source.)	
Is the proposed project non-duplicative and either a new or expanded service or program?	
Is the primary focus of the proposed service or program serving target populations (i.e., persons with low-income for the JARC funds, or persons with disabilities or elders for the New Freedom funds)?	
Does the project provide benefits to the CAMPO area (see map on page 3)?	

Project Evaluation Criteria	Possible Points	Project Score
<b>Project Need/Goals &amp; Objectives</b>		
How well does this project address the priority needs identified in the Coordinated Plan? (more points for higher priority needs)	20	
How effectively will this project increase the number of target market customers served?	10	
<b>Implementation Plan</b>		
What is the quality of the implementation plan?	15	
<b>Project Budget</b>		
How efficiently will the projects provide benefits to the customers (e.g., cost per customer served)	5	
How financially sustainable is the program/service beyond the grant period?	5	
<b>Partnerships and Outreach</b>		
How effectively are partnerships used in provision of the program/service?	5	
How strong is the demonstration of stakeholder support (e.g., survey data, letters from end users)?	5	
What is the quality of marketing/outreach plan?	5	
How widely will the benefits of this project be felt? (more points for region-wide benefits)	5	
<b>Program Effectiveness and Performance Indicators</b>		
What is the quality of the evaluation plan (including customer satisfaction, cost per unit of service, and customers per unit of service)?	10	
<b>Innovation</b>		
Does the project contain innovative ideas that could be applied elsewhere in the region?	15	

# Capital Area MPO and the City of Raleigh – FINAL DRAFT

JOB ACCESS/REVERSE COMMUTE (JARC)  
AND NEW FREEDOM PROGRAMS

## APPLICATION FOR FUNDING (FFY 2006, 2007, and 2008)

### PART I - TRANSMITTAL

<u>Applicant Data</u>
Legal Name: _____
Contact Person: _____
Address: _____
City, State, Zip: _____
Telephone: _____
Fax: _____
E-mail: _____

# Capital Area MPO and the City of Raleigh – FINAL DRAFT

<u>Project Description</u>	
TITLE _____	
BRIEF DESCRIPTION _____	
_____	
_____	
_____	
FUNDING PROGRAM: JARC _____ New Freedom _____	
PROJECT TYPE	Capital Only _____ _____ Capital and Operating
	Operating Only _____ _____ Mobility Management/Coordinated Planning
SERVICE	DAYS/HOURS
_____	
ESTIMATED COST PER ONE WAY TRIP _____ (operating cost)	
ESTIMATED DAILY RIDERS _____ (weekday/weekend)	

# Capital Area MPO and the City of Raleigh – FINAL DRAFT

## PART II - NARRATIVE

### **Project Need/Goals and Objectives**

1. Describe the unmet transportation need that the proposed project seeks to address and the relevant planning effort that documents the need. Does it cover an area targeted by the CPT-HSTP? Describe how the project will mitigate the transportation need. Estimate the number of people served and/or the number of service units that will be provided. Describe the specific community this project will serve, and provide pertinent demographic data and/or maps.

2. What are the project's goals and objectives?

### **Implementation Plan**

1. Describe key personnel assigned to this project, and your agency's ability to manage the project.

2. Provide an operational plan for delivering service. Include route or service area map, if applicable. OR provide an implementation plan for completing a capital project, including key milestones and estimated completion date.

3. Explain how this project relates to other services or facilities provided by your agency or firm and demonstrate how it can be achieved within your technical capacity.

### **Project Budget**

1. Project sponsor should provide a complete budget indicating project revenues and expenditures in the format provided in Part III and describe efforts to ensure its cost-effectiveness.

### **Coordination and Program Outreach**

1. Describe how the project will be coordinated with public and/or private transportation and social service agencies serving low-income populations and individuals with disabilities.

2. Describe efforts to market the project, and ways to promote public awareness of the program. Letters of support should be obtained from key stakeholders and attached to the grant application.

### **Program Effectiveness and Performance Indicators**

1. Project application should demonstrate that the proposed project is the most appropriate match of service delivery to the need. Identify performance measures to track the effectiveness of the service in meeting the identified goals. For capital-related projects, project sponsor is responsible to establish milestones and report on the status of project delivery.

2. Describe a plan for monitoring and evaluation of the service, and steps to be taken if original goals are not achieved.

### **Innovation**

1. Describe any proposed use of innovative approaches that will be employed for this project. Discuss what is innovative about the approach and how the innovations could be applied to other services in the region.

# Capital Area MPO and the City of Raleigh – FINAL DRAFT

## PART III - PROJECT BUDGET

### Project Funding

Local matching funds will be required for all application submittals. For projects requiring operating funds, the required match is 50%+ from non-federal transportation funds. For capital projects the required match is 20%+ from non-federal transportation funds.

Please include a certified financial statement from an accountant or bank.

Total Annual Project Budget \$ \_\_\_\_\_ (operating and capital only)

Capital Federal Share \$ \_\_\_\_\_ %

Capital Local Match \$ \_\_\_\_\_ %

Operating Federal Share \$ \_\_\_\_\_ %

Operating Local Match \$ \_\_\_\_\_ % Total

#### Local Match Funding

Source \_\_\_\_\_

*Note: The applicant is required to demonstrate a commitment to providing local match funds. This can be in the form of a letter and/or a copy of an existing grant agreement or supporting documentation where funds will be drawn from.*

Will there be a commitment of funds beyond the grant period?    \_\_\_Yes    \_\_\_No

Describe:

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Please indicate if you are willing to accept partial funding of the request:    \_\_\_Yes    \_\_\_No