

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



MARCH 2008



Winston Salem
Winston-Salem Urban Area
Metropolitan Planning Organization (MPO)

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CHAPTER 1: INTRODUCTION

A. Background

President George W. Bush released an Executive Order on Human Service Transportation Coordination on February 24, 2004, to improve the human service transportation coordination of individuals with disabilities, older adults, and people with lower incomes. The Executive Order established the Interagency Transportation Coordinating Council on Access and Mobility (CCAM), representing 11 Federal departments. There are currently 62 Federal programs run by these Federal departments that provide some kind of transportation service for seniors, people with disabilities, or individuals with lower incomes. These funds result in a myriad of services that are not coordinated or managed efficiently at the State or local level. As a result CCAM launched United We Ride (UWR), a national initiative to implement the requirement of the Executive Order.

On August 10, 2005, the Safe, Accountable, Flexible, Efficient, Transportation Equity Act: A Legacy for Users (SAFETEA-LU) was signed into law. SAFETEA-LU established a federal mandate for public transportation and human service coordination planning. Starting in the Fiscal Year 2007, SAFETEA-LU requires that a human service transportation coordination plan be in place before transportation service providers may acquire funding from three Federal Transit Administration (FTA) programs, the Elderly Individuals and Individuals with Disabilities (Section 5310), Job Access and Reverse Commute (JARC, Section 5316), and the New Freedom (Section 5317) Programs.

SAFETEA-LU's requirement of a coordinated plan and United We Ride's goals and objectives are in accord; to afford elderly citizens, persons with disabilities and low income populations greater access to transportation services, to reduce duplication of services and to gain greater efficiencies in the distribution of human transportation services. Encompassed in the coordinated plan must be an assessment of available services, an assessment of clearly defined needs and strategies to address deficiencies for target populations. All projects funded via the aforementioned programs must meet the needs identified in the coordinated plan.

Utilizing the Framework for Action, an assessment of Winston-Salem Urban Area was conducted through a Public Transportation Human Services Workshop and group meetings. The Framework for Action is a self-assessment tool developed through the United We Ride initiative sponsored by the FTA. The Framework was used to identify areas of success and highlight the actions needed to improve the coordination of human service transportation.

B. Federal Funding Programs

SAFETEA-LU requires that projects selected for funding under the Elderly Individuals and Individuals with Disabilities (5310), JARC (5316), and New Freedom (5317) programs be derived from a locally developed coordinated plan and that the plan be developed through a process that includes representative from the public, private, and non-profit transportation and human service providers and the public. Projects funded under these programs are required to be selected through a competitive process. A brief description of the programs and eligible projects for each are described below (*See Appendix 1: Fact Sheet*).

Job Access Reverse Commute (JARC)

The JARC program existed under the previous transportation legislation, the Transportation Equity Act for the 21st Century (TEA-21). SAFETEA-LU has changed the funding from an earmark to a formula program based on the number of low-income individuals in the urbanized area. JARC was created to help address the transportation needs of unemployed and underemployed persons trying to access jobs. Public transit primarily serves people entering the central city area however entry-level jobs were being created in the suburbs. Previously funded JARC projects that are able to document successful implementation will be eligible for funding. New projects must relate to the development and maintenance of transportation services designed to transport welfare recipients and eligible low-income clients to and from jobs and activities related to their employment. Examples of eligible projects include:

- Public transit late-night and weekend service
- Public transit guaranteed ride home program
- Expanding fixed-route transit routes
- Vanpools or shuttle services to improve access to employment or training
- Car loan programs that assist individuals in purchasing and maintaining vehicles
- Promotion of public transit for non-traditional work schedules
- Voucher programs targeted to persons entering the workforce or on welfare

New Freedom

The New Freedom Program is a newly created program under SAFETEA-LU. The purpose of New Freedom is to expand transportation services for the elderly and persons with disabilities beyond what is required by the Americans with Disabilities Act (ADA).

Examples of eligible projects include:

- Expansion of paratransit service beyond the ¾ mile required by ADA
- Expansion of current hours of operation for paratransit services that are beyond those provided on fixed route services
- Same day ADA service
- Door-through-door service-provision of escorts
- Purchasing vehicles for new accessible taxi, ride sharing and/or vanpool programs
- Expense related to new voucher programs offered by human service providers
- New volunteer driver and aide programs
- Operational planning for the purchase of intelligent transportation technologies

Public Transportation-Human Services Coordination Plan

Elderly Persons and Persons with Disabilities (Section 5310)

This program existed under the previous transportation legislation. The 5310 program provides funds for capital costs associated with providing services to older adults and people with disabilities; generally accessible vehicles are purchased for non-profit organizations. Additional requirements under SAFETEA-LU include the provision that projects funded under this program must be included in a locally-developed human service transportation coordination plan.

CHAPTER 2: PLAN DEVELOPMENT

A. Plan Goals

Purpose of Coordinated Plan

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

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

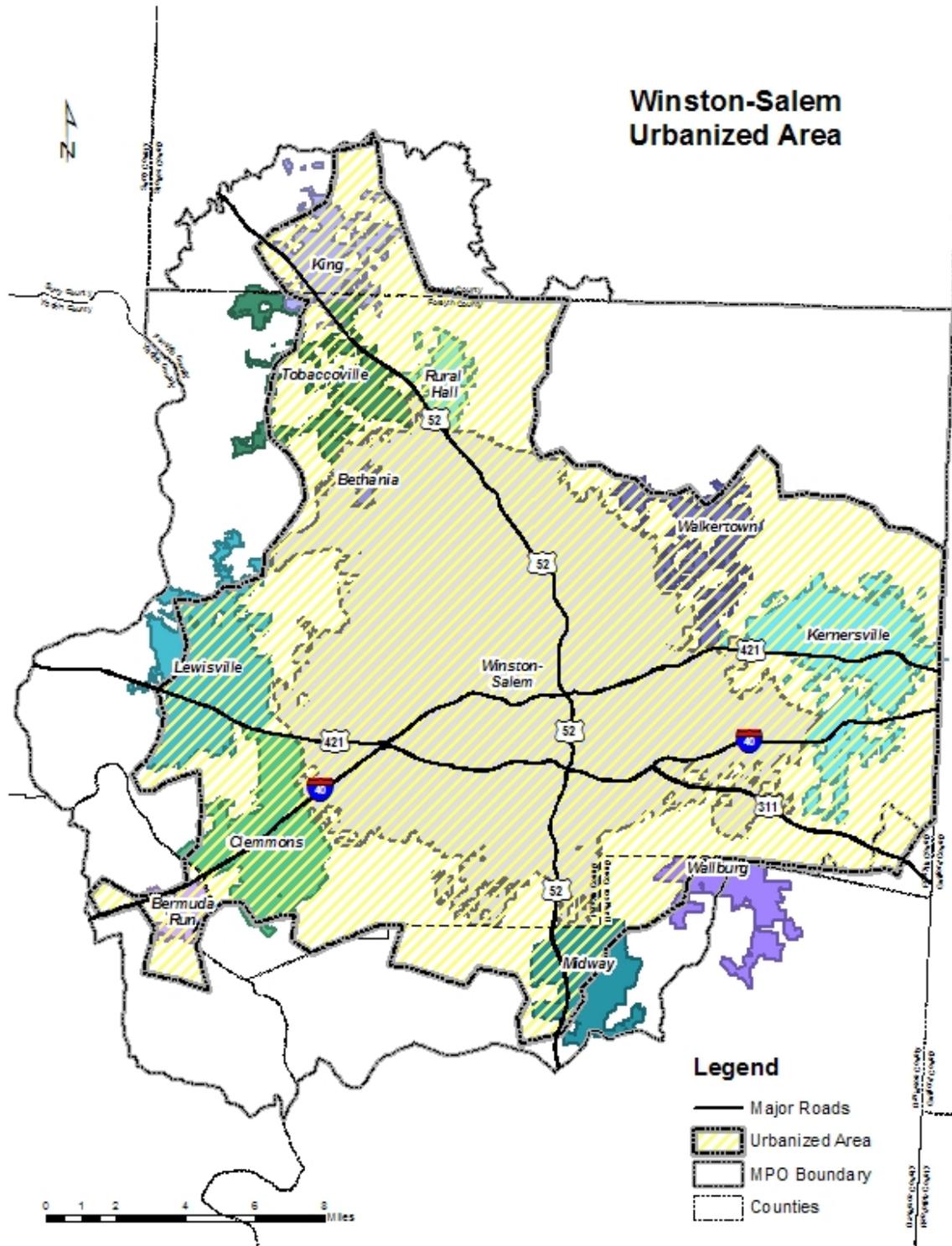
Study Area

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

Winston-Salem Urban Area Metropolitan Planning Organization (MPO)

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

Study Area



B. Guiding Principles

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

The Right to Mobility

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

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

Customer Service Focus

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

Elimination of Service Gaps

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

Maximize Efficiency of Service Delivery

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

C. Description of Plan Process

Inventory of Existing Services

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

Public Involvement

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

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



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

Public Transportation-Human Services Coordination Plan



See Appendix 5: Human Service Transportation Coordination Task Force Membership

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

Needs Assessment for Transportation and Coordination

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

Strategies and Actions

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

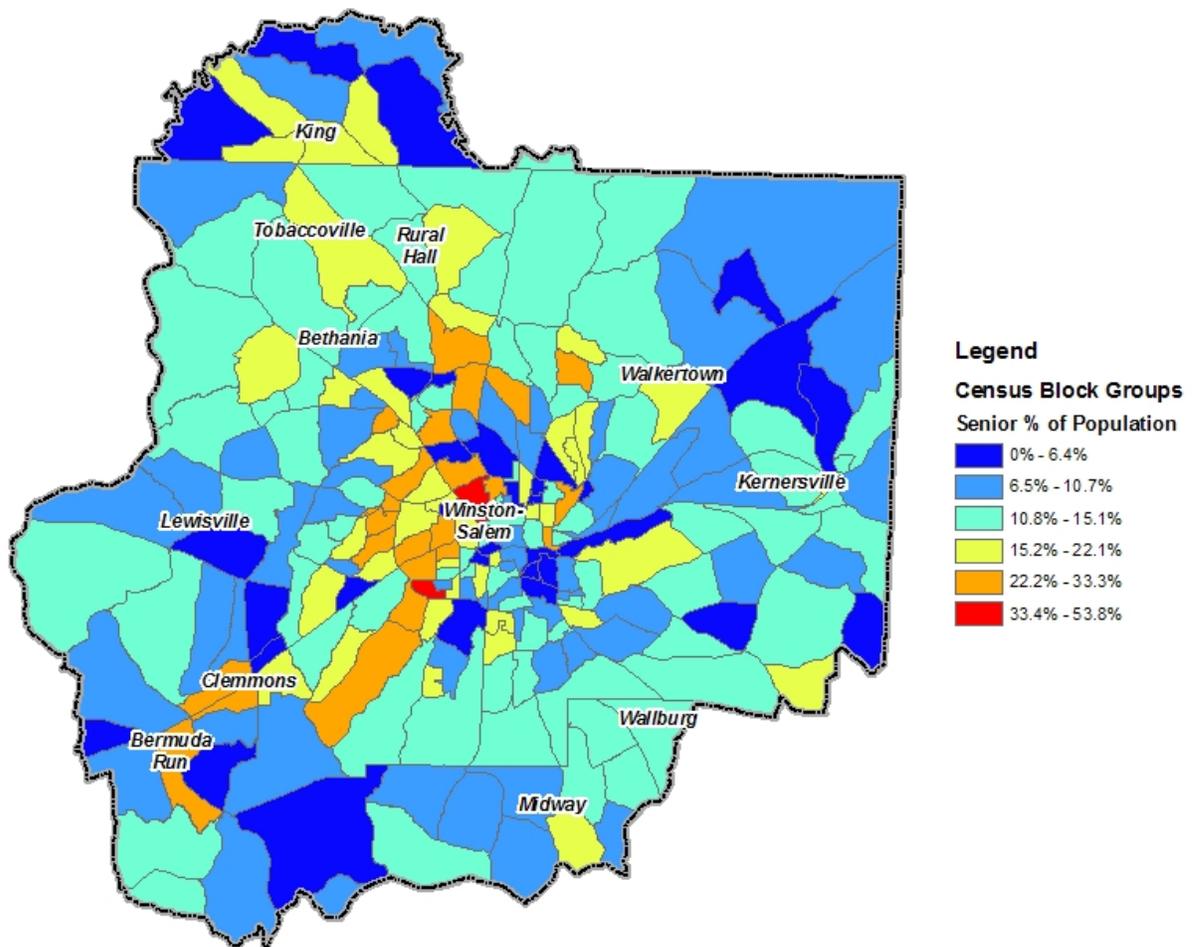
CHAPTER 3: ASSESSMENT OF NEEDS FOR TARGET POPULATION

A. Demographic Profile

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

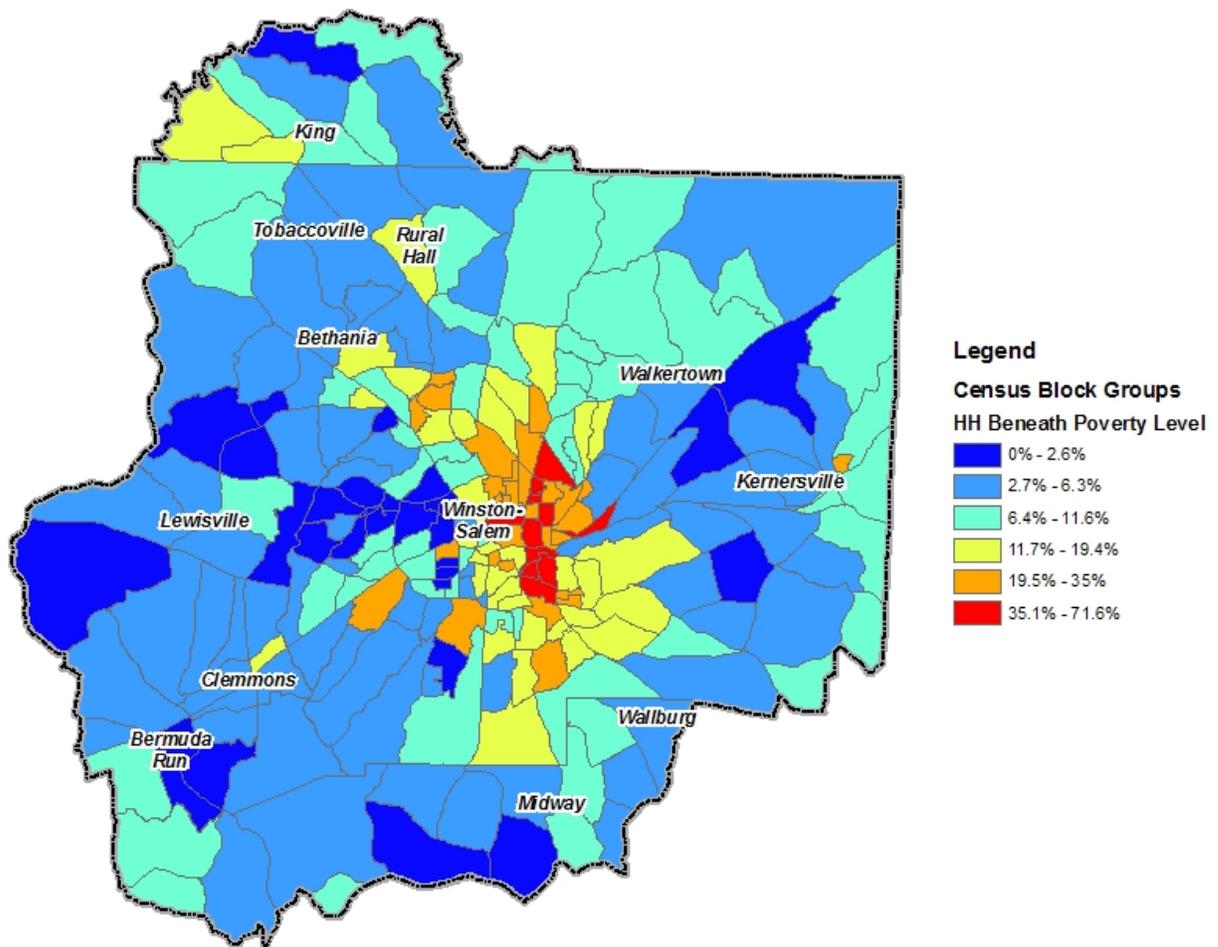
Elderly Population

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



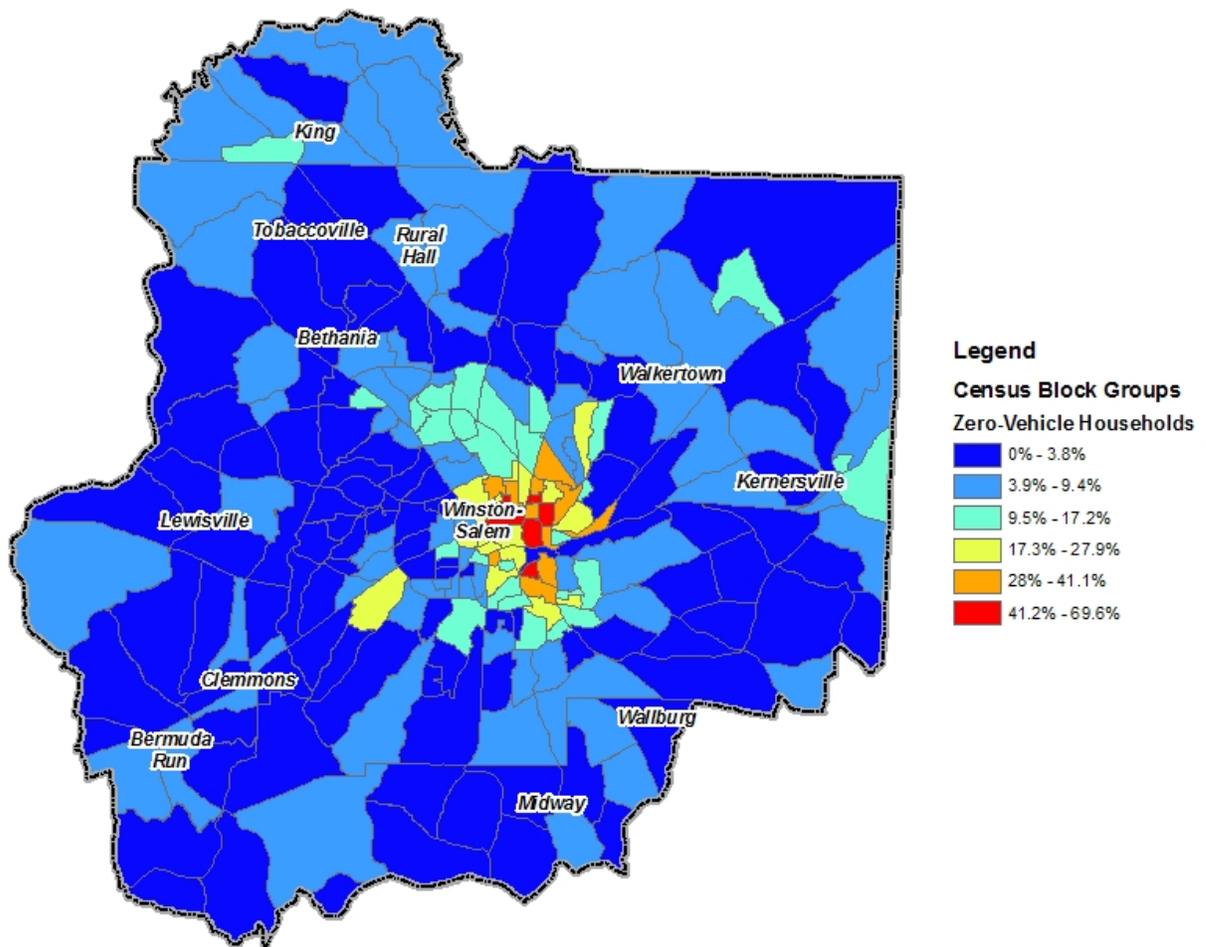
Low-Income Population

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



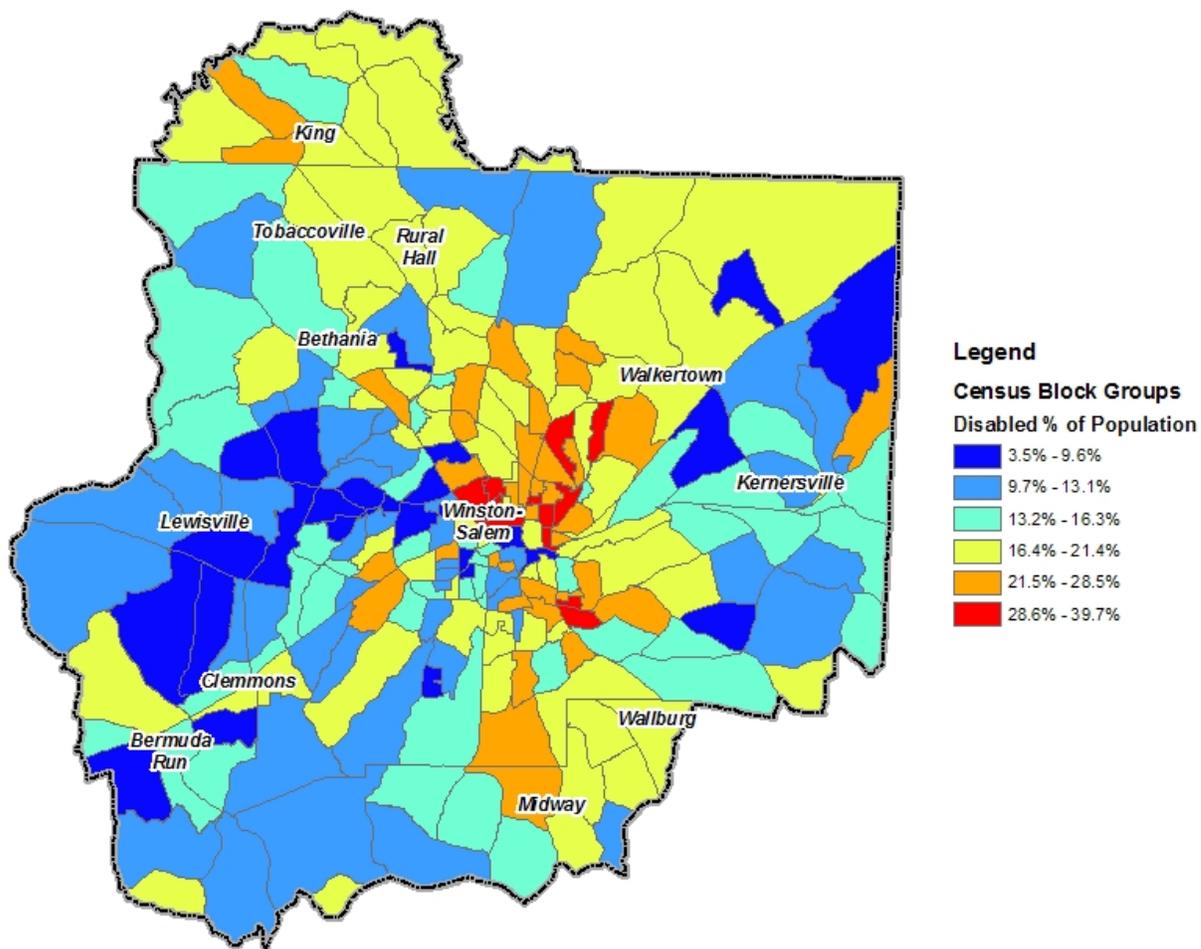
Winston-Salem Urban Area Metropolitan Planning Organization
Public Transportation-Human Services Coordination Plan

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



Persons with Disabilities Population

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

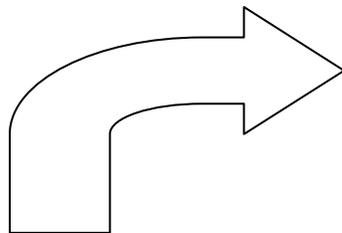


Public Transportation-Human Services Coordination Plan

B. Unmet Transportation Needs

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

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



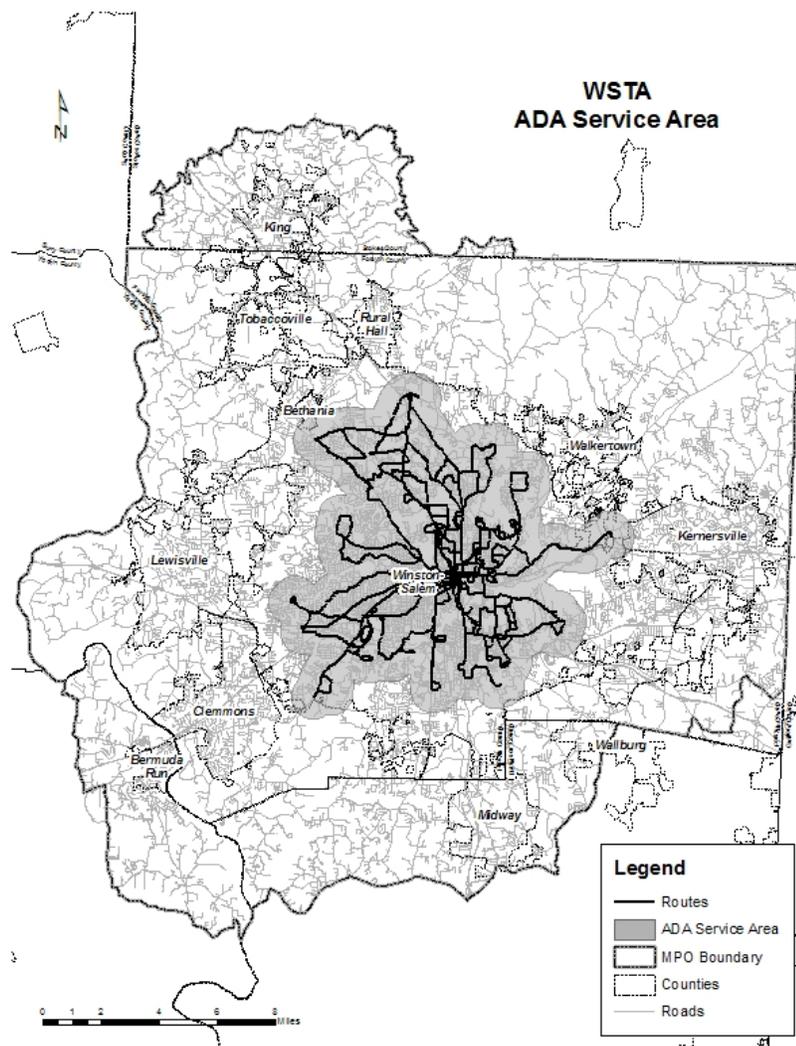
See Appendix 16: Summary of the Workshop

See Appendix 8: Unmet Needs Assessment/Gaps in Services

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

CHAPTER 4: INVENTORY OF EXISTING TRANSPORTATION SERVICES

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



CHAPTER 5: STRATEGIES FOR IMPROVED SERVICE AND COORDINATION

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

The strategies are:

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

Public Transportation-Human Services Coordination Plan

CHAPTER 6: RECOMMENDED PRIORITY ACTIONS

Needs	Strategies	High Priority	Medium Priority	Low Priority
Establish More Accessible Vehicles	<ol style="list-style-type: none"> 1. Accessible Service Subsidy Program. 2. Coordination with agencies to purchase or lease accessible vehicles 	<input checked="" type="checkbox"/>		
Expand Public Transportation Services	<ol style="list-style-type: none"> 1. Expand hours of operations on nights, weekends and provide Sunday service. 2. Provide more frequent WSTA service. 3. Expand service area for ADA and seniors. 	<input checked="" type="checkbox"/>		
Improve Access to Jobs	<ol style="list-style-type: none"> 1. Provide early morning and late night service on fixed-route. 2. Promote alternative transportation options, during non-peak hours and underserved geographic areas. 3. Partner with job training organization 4. Establish shuttle service or van pools to employment centers. 5. Loan program for low-income workers to purchase cars. 	<input checked="" type="checkbox"/>		
Provide Volunteer Assistance	<ol style="list-style-type: none"> 1. Establish or enhance volunteer programs to offer alternative means of transportation. 	<input checked="" type="checkbox"/>		
Enhance Communication & Advocacy	<ol style="list-style-type: none"> 1. Establish central source for information to promote sharing and coordination between agencies. 2. Establish a transportation services directory. 3. Improve communications with riders and riders abilities to communicate with agencies. 4. Establish workshops to promote on-going coordination activities. 5. Establish 24/7 trip planning 		<input checked="" type="checkbox"/>	
Marketing	<ol style="list-style-type: none"> 1. Provide information to the community about available transportation services. 2. Encourage employers to assist with costs of employee transportation 3. Promote travel training 			<input checked="" type="checkbox"/>

CHAPTER 7: COMPETITIVE SELECTION PROCESS AND SOLICITATION

A. Framework for Competitive Selection Process

Projects funded under the current JARC and New Freedom programs must be selected competitively. A criteria guide with an award of a maximum of 100 points will be used to select projects. The weighing of some categories higher than others reflects priorities for projects. The following information and scoring criteria will be used to score and rate project applications (*See Appendix 9: Competitive Grant Application for JARC and New Freedom Funding*).

Evaluation Criteria

- 1. Project Needs/Goals and Objectives (25 points):** The project should directly address priority transportation needs identified through the Winston-Salem MPO's locally developed Coordinated Public Transportation - Human Services Transportation Plan. 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.
- 2. Implementation Plan (25 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.
- 3. Program Effectiveness and Performance Indicators (20 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).
- 4. Project Budget (15 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.
- 5. Coordination and Program Outreach (10 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.
- 6. Innovation (5 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.

Public Transportation-Human Services Coordination Plan

Solicitation for Projects

The solicitation is scheduled for April or May of 2007. Proposals will need to respond to one or more strategies, and will be rated according to the evaluation criteria. Special emphasis will be given to priorities listed in the plan.

Geographic Boundaries

As described earlier, this Coordinated Plan covers the Winston-Salem Urban Area, while the funding available through JARC and New Freedom must be used for service within the Winston-Salem Urban Area (*See Page 8: Winston-Salem Urbanized Area Map*). Services that are intended to operate outside of this Urbanized Area should be submitted to the North Carolina Department of Transportation-Public Transportation Division for funding.

**CHAPTER 8: WINSTON-SALEM URBAN AREA
DESIGNATED RECIPIENT FOR JARC
AND NEW FREEDOM FUNDS**

The chief executive officer of each state must designate a public body to be the recipient for the JARC and New Freedom human services transportation funds. For the Winston-Salem Urbanized Area, a formal request to the Governor of North Carolina will be made to designate the City of Winston-Salem as the recipient of the JARC and New Freedom funds (*See Appendix 10: Resolution for City of Winston-Salem to Be Designated Recipient*).

In large urbanized areas such as Winston-Salem, with over 200,000 in population, the designated recipient roles include:

- Notifying eligible local entities of funding availability
- Conducting a competitive selection process
- Ensuring projects selected are derived from a locally developed coordinated public transportation-human services plan developed through a process that consists of representative of public, private, and non-profit transportation and human services providers with participation by the public
- Awarding grants to recipients
- Managing grant distribution and oversight for subrecipients and
- Submitting reports are required by FTA.

The City of Winston-Salem Urban is endorsed by stakeholders to be the designated recipient of the JARC and New Freedom funds.

Human Services Transportation Planning



Fact Sheet prepared by the Winston-Salem Urban Area Metropolitan Planning Organization January 2008



Public Transportation-Human Services Coordination Plan

The Winston-Salem Urban Area Metropolitan Planning Organization (MPO) is undertaking the development of a coordinated human services transportation plan for all Federal Transit Administration (FTA) human services transportation programs. This plan coordinates transportation resources provided by multiple federal programs. These programs improve transportation services for persons with disabilities, older adults and individuals with lower incomes. Coordination of services will enhance transportation access, minimize duplication of services, and facilitate the most appropriate cost-effective transportation services.

Federal Requirements

On August 10, 2005, the President signed into law the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). SAFETEA-LU established a federal mandate requiring the establishment of a locally developed, coordinated human services transportation plan to acquire funding from three Federal Transit Administration (FTA) programs, the Elderly Individuals and Individuals with Disabilities (Section 5310), Job Access and Reverse Commute (JARC, Section 5316), and the New Freedom (Section 5317) Programs. All projects selected from these FTA programs for funding must derive from the Public Transportation-Human Services Coordination Plan for the Winston-Salem Urban Area Plan and be developed through a process that includes representative from the public, private, and non-profit transportation and human service providers and the public. Projects funded under these programs are required to be selected through a competitive process. Eligible applicants

include local government agencies, social services agencies, private and public transportation operators, non-profit organizations.

Job Access Reverse Commute (JARC)

The JARC program was created to help address the transportation needs of unemployed and underemployed persons accessing jobs. Public transit primarily serves people entering the central city area while entry-level jobs were being created in the suburbs. Projects must relate to the development and maintenance of transportation services designed to transport welfare recipients and eligible low-income to and from jobs and activities related to their employment. Examples of eligible projects include:

- Public transit late-night and weekend service
- Public transit guaranteed ride home program
- Expanding fixed-route transit routes
- Vanpools or shuttle services to improve access to employment or training
- Car loan programs that assist individuals in purchasing and maintaining vehicles
- Promotion of public transit for non-traditional work schedules
- Voucher programs targeted to persons entering the workforce or on welfare

APPENDIX 1: FACT SHEET

New Freedom

The New Freedom Program is a newly created program under SAFETEA-LU. The purpose of New Freedom is to expand transportation services for the elderly and persons with disabilities beyond what is required by the Americans with Disabilities Act (ADA). Examples of eligible projects include:

- Expansion of paratransit service beyond the ¾ mile required by ADA
- Expansion of current hours of operation for paratransit services that are beyond those provided on fixed route services
- Same day ADA service
- Door-through-door service-provision of escorts
- Purchasing vehicles for new accessible taxi, ride sharing and/or vanpool programs
- Expense related to new voucher programs offered by human service providers
- New volunteer driver and aide programs

Elderly Persons and Persons with Disabilities (Section 5310)

This program existed under the previous transportation legislation. The 5310 program provides funds for capital costs associated with providing services to older adults and people with disabilities; generally accessible vehicles are purchased for non-profit organizations. Additional requirements under SAFETEA-LU include the provision that projects funded under this program must be included in a locally-developed human service transportation coordination plan.

FTA Funding Allocation for the Winston-Salem Urban Area:

<i>Fiscal Year</i>	<i>Job Access Reverse Commute (5316)</i>	<i>New Freedom (5317)</i>	<i>Total</i>
2006	\$ 132,231	\$ 78,587	\$ 209,820
2007	\$ 139,386	\$ 83,765	\$ 223,151
2008	\$ 151,002	\$ 90,487	\$ 241,489
Total	\$ 422,619	\$ 251,839	\$ 674,460

Where Are We Now?

- Public Review Comment Period for the Draft Public Transportation-Human Services Coordination Plan - January 31, 2008 (30 days).
- Final Approval of Draft Plan - March 2008.
- Solicitation for Applications - March 2008.
- Application Deadline – April 2008.



For more information:

Tyrelle Evans, Public Transportation-Human Services Coordination Planning

336-747-6882

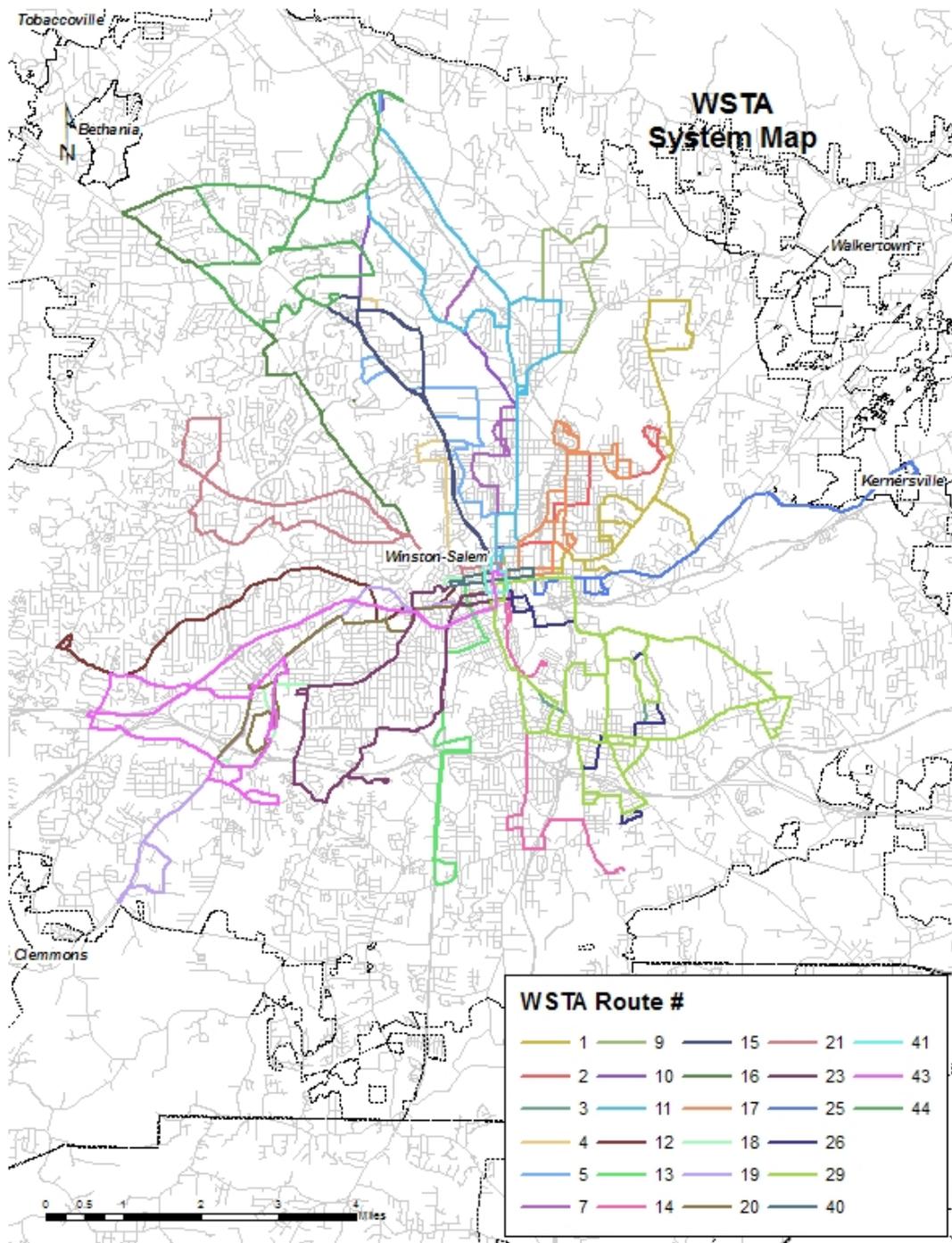
tyrellee@cityofws.org

www.ci.winston-salem.nc.us

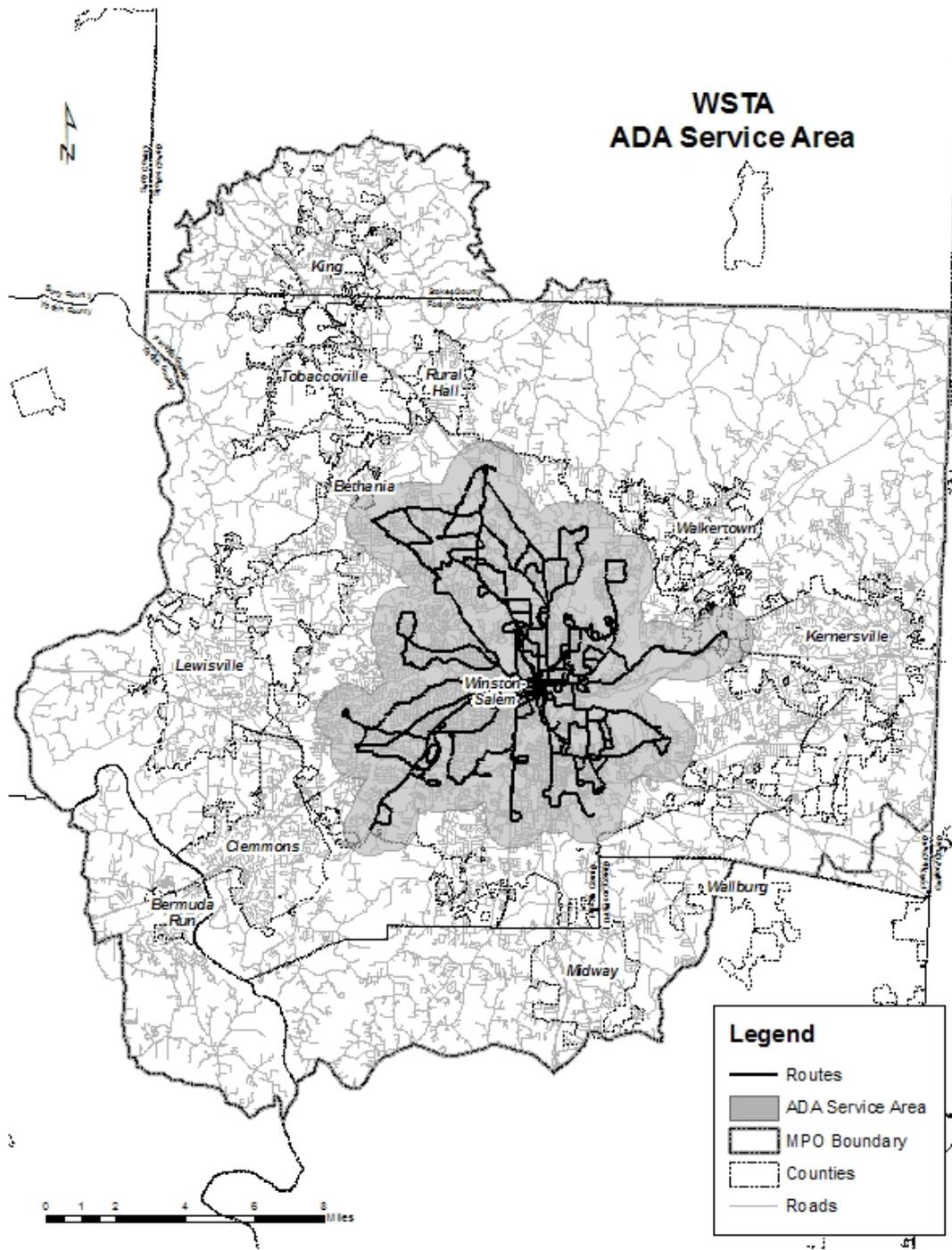
Federal Transit Administration

www.fta.dot.gov

APPENDIX 2: MAPS – Existing Public Transportation Services



APPENDIX 2: MAPS – Existing Public Transportation Services



APPENDIX 4:

<p style="text-align: center;">PARTICIPANT ROSTER PUBLIC TRANSPORTATION-HUMAN SERVICES WORKSHOP November 1, 2007</p>

Here '2 There Van Service, Inc.
Wanda Morrison/Glenda Shepard

American Red Cross
D.K. Smith

Family Services, Inc.
Brenda Gillispie, Ways to Work Coordinator

Goler CDC
David Dupereaux

Shepherd's Center of Winston-Salem
Sam Matthews/Ann Ryder

Advocate/Private Transportation Company
Ronald & Krystal Chapman

Forsyth County Dept. of Social Services
Cheryl Mouzon/Kay Albright

The Adaptables, Inc.
Cindy Arrington

Department of Veterans Affairs
Randy Greenwood/Ron Cox

Advocate
Darla Sykes Bates

NWPCOG Agency on Aging
Retired and Senior Volunteer Program
Joyce Troyer, Director

Winston-Salem Transit Authority
Trans-AID (paratransit service)
Jackie Ijames, Mobility Manager

Winston-Salem Transit Authority/
Fixed-Route
Art Barnes, General Manger

Easter Seals
Winston-Salem ICS
Marcy Koroll, Site Manager

NC Division of Services for the Blind
Shawn Hatfield, Orientation & Mobility
Specialist/Kathleen Wooten, Independent
Living Rehabilitation Counselor

North Carolina Department of
Transportation-PTD
Pam Hawley, Mobility Development
Specialist

City of Greensboro DOT
Peter Ohlms, MPO Planner

City of Winston-Salem DOT
Greg Errett, Planning Development
Coordinator

APPENDIX 5:

HUMAN SERVICES TRANSPORTATION COORDINATION TASK FORCE
--

Here '2 There Van Service, Inc.
Wanda Morrison/Glenda Shepard

Family Services, Inc.
Brenda Gillispie, Ways to Work Coordinator

Shepherd's Center of Winston-Salem
Sam Matthews

Forsyth County Dept. of Social Services
Kay Albright

NWPCOG Agency on Aging-Retired and Senior Volunteer Program
Joyce Troyer, Director

Winston-Salem Transit Authority/Fixed-Route
Art Barnes, General Manger

The Adaptables, Inc.
Cindy Arrington

Winston-Salem Transit Authority/Trans-AID (paratransit service)
Jackie Ijames, Mobility Manager

Easter Seals Winston-Salem ICS
Marcy Koroll, Site Manager

North Carolina Department of Transportation-PTD
Pam Hawley, Mobility Development Specialist

Advocates/Clients
Lewis Roberts, Bernard Ginyard

APPENDIX 6

<p style="text-align: center;">LIST OF INVITEES PUBLIC TRANSPORTATION – HUMAN SERVICES WORKSHOP</p>

NC Services for the Blind
Mental Health Association
NC Center for Deaf and Hard of Hearing
Greater Metropolitan YMCA
Veterans Affairs 8th District Office
Disabled Veterans of America
Northside Dialysis Center
Downtown Health Center
Easter Seals of North Carolina
Battered Women's Services
American Red Cross
Employment Security Commission
Trinity Center
Salvation Army
Crisis Control Ministry
Winston-Salem Urban League
NAACP
Catholic Social Services
Industries for the Blind
Service Station
The Adaptables, Inc
Piedmont Authority for Regional Transportation (PART)
Winston-Salem Transit Authority (WSTA)
Family Services
Senior Power Think Tank
Montgomery Care Services
Forsyth Industrial Systems
Vocational Rehabilitation
Northwest Piedmont Council of Governments AAA
The Shepard Center
Here 2 There
Dept. of Social Services of Forsyth, Davidson, Davie and Stokes Counties
Goodwill Industries
TRANS-AID
CHANGE
Salem Kidney Center
Senior Services of Forsyth, Davidson, Davie and Stokes Counties
Davidson County Transportation Systems

**this represents a partial list of stakeholders of the human service transportation that was contacted via mail, e-mail or telephone.*

APPENDIX 7: FRAMEWORK FOR ACTION

FRAMEWORK FOR ACTION:

Overall Community Self-Assessment

The five sections highlighted in the questionnaire represent the core elements of building a fully coordinated transportation system.

The questionnaire was designed to help see the big picture of the community's overall progress. The following is used to create at-a-glance summary of assessment that identifies areas where the system is working well and areas that can be improved.

Section 1: Making Things Happen by Working Together
B Needs to Begin E Needs Substantial Action X Needs Some Action A Done Well
Section 2: Taking Stock of Community Needs and Moving Forward
B Needs to Begin E Needs Substantial Action X Needs Some Action A Done Well
Section 3: Putting Customers First
B Needs to Begin E Needs Substantial Action X Needs Some Action A Done Well
Section 4: Adapting Funding for Greater Mobility
B Needs to Begin E Needs Substantial Action X Needs Some Action A Done Well
Section 5: Moving People Efficiently
B Needs to Begin E Needs Substantial Action X Needs Some Action A Done Well

Notes _____

APPENDIX 8: UNMET NEEDS ASSESSMENT/GAPS IN SERVICE

November 1st, 2007 Stakeholder Workshop

Twenty-three (23) participants representing public transportation providers, social service agencies, non-profit agencies, private transportation agencies, local and state governmental agencies, advocates for the elderly and persons with disabilities, met on November 1, 2007 and participated in assessing current transportation conditions and identified transportation needs in the Winston-Salem urban area.

Each participant completed a community assessment of the current transportation systems based on a 26 criteria questionnaire. After the individual assessments, the participants worked in three (3) different groups, each representing a diversity of perspectives. Each group discussed (1) what they believe we are doing well and then (2) they discussed what areas where we need to do better. They listed their discussions for both points and shared the major points with the entire workshop. Below you will find a list of needs and gaps in service.

List of Needed Transportation Improvements

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

APPENDIX 8: UNMET NEEDS ASSESSMENT/GAPS IN SERVICE

- More consumer input to improve services & understand needs
- Great understanding by providers of community/consumer needs
- Funding to provide transportation to social & recreational activities
- Employment center support.....vanpool/rideshare
- Meeting needs for veterans
- Central source for information
- Reimbursements to volunteers for the cost of gas and other expenses

APPENDIX 9:

Competitive Grant Applications for

Job Access Reverse Commute (JARC) Funds

Federal Transit Administration (FTA) Section 5316

and

New Freedom (NF) Funds

Federal Transit Administration (FTA) Section 5317

*Winston-Salem Urban Area
Metropolitan Planning Organization*



Section 1

Grant Application Procedures

Overview

Grant Application Procedures

Eligibility Overview for JARC & New Freedom

Eligible Applicants

Eligible Use of Program Funds

Eligible Projects

Federal Grant/Local Match Cost-Sharing Requirement

Project Selection Process

Application Deadline

Evaluation Criteria

Overview

On August 10, 2005, the President signed into law the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). With guaranteed funding for highways, highway safety, and public transportation totaling \$244.1 billion, SAFETEA-LU represents the largest surface transportation investment in our nation’s history. The two landmark bills that brought surface transportation into the 21st century – the Intermodal Surface Transportation Efficiency Act of 1991 (ISTEA) and the Transportation Equity Act for the 21st Century (TEA-21) – shaped the highway program to meet our nation’s changing transportation needs. SAFETEA-LU builds on this firm foundation, reauthorizing federal transportation funding programs through Federal Fiscal Year (FFY) 2009.

SAFETEA-LU requires the establishment of a locally, developed, coordinated public transit-human services transportation plan for all Federal Transit Administration (FTA) human service transportation programs: Section 5310 Elderly Individuals and Individuals with Disabilities Program, Section 5316 Job Access and Reverse Commute Program (JARC) and Section 5317 New Freedom Program. All projects selected from these FTA programs must be derived from the Winston-Salem Urban Area Public Transportation- Human Services Coordination Plan and be competitively selected.

The City of Winston-Salem is the (proposed) designated recipient for the JARC and New Freedom funds, and will be responsible for implementing the competitive selection process to evaluate and determine the projects that will be awarded funds. The funding allocation for the Winston-Salem Urban Area is shown below.

FTA Funding Allocations for the Winston-Salem Urban Area

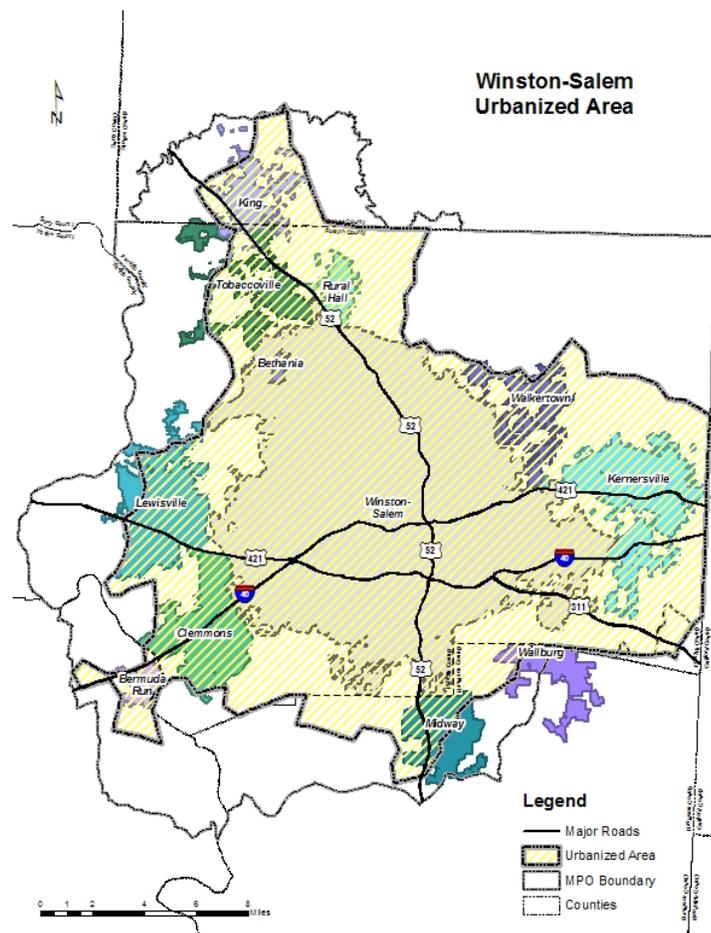
<i>Fiscal Year</i>	<i>Job Access Reverse Commute (5316)</i>	<i>New Freedom (5317)</i>	<i>Total</i>
<i>2006</i>	\$ 132,231	\$ 77,587	\$ 209,820
<i>2007</i>	\$ 139,386	\$ 83,765	\$ 223,151
<i>2008</i>	\$ 151,002	\$ 90,487	\$ 241,489
<i>Total</i>	\$ 422,619	\$ 251,839	\$ 674,460

The Job Access Reverse Commute grant program is to support 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.” For Fiscal Years 2006, 2007 and 2008, the Winston-Salem urbanized area has apportionments totaling \$422,619.

The New Freedom grant program purpose is to provide new public transportation services and public transportation alternatives beyond those currently required by the Americans with Disabilities Act of 1990 (ADA). For Fiscal Years 2006, 2007 and 2008, the Winston-Salem urbanized area has apportionments totaling \$251,839.

Grant Application Procedures

This JARC and New Freedom program application is for funds to be used within the Winston-Salem MPO urban 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 FFY 2006 FTA Certifications and Assurances information can be found at: <http://www.fta.dot.gov/documents/2006-Certs-Paper.doc>



If your project is entirely or partially outside of the urbanized portion of Winston-Salem, it may be eligible for funding from North Carolina Department of Transportation –Public Transportation Division (NCDOT-PTD). Please contact their office for further information. If your project spans both urban and rural areas it may be eligible for joint Winston-Salem Urban Area and NCDOT funding. Please contact either office for further information.

Eligibility Overview for Job Access/Reverse Commuter (JARC)

Eligible Applicants

This JARC competition is a formula grant programs for member jurisdictions in the Winston-Salem Urban Area Metropolitan Planning Organization. Applicants may include:

- Local government agencies
- Social services agencies
- Private and public transportation operators
- Non-profit organizations

Eligible Use of JARC Program Funds:

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 JARC Projects:

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/TAD_JARC_8_29_06_Final_tb.doc

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.

Eligibility Overview for New Freedom Funds

Eligible Applicants

This New Freedom competition is a formula grant programs for member jurisdictions in the Winston-Salem Urban Area Metropolitan Planning Organization. Applicants may include:

- Local government agencies
- Social services agencies
- Private and public transportation operators
- Non-profit organizations

Eligible Use of New Freedom Program Funds:

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 New Freedom Projects:

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/TAD_New_Freedom_8_30_06_Final_tb.doc

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.

Project Selection Process

Projects will be awarded through a competitive selection process. Applications will be received by Winston-Salem MPO staff and passed along to a review committee who will review and score the applications. Representatives of this subcommittee will be familiar with local human service agencies, the target population documented in the Coordination Plan, and the transportation issues affecting this target population. After scoring the proposals, the review committee will recommend projects for funding to the Winston-Salem Transportation Coordinating Committee (TCC). The TCC will review the projects recommended for funding and make a recommendation to the Winston-Salem 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 and added to the Transportation Improvement Program (TIP).

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

- Establish more accessible vehicles
- Expand public transportation services
- Improve access to jobs
- Provide volunteers assistance

Application Deadline

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 April 24, 2007. Applications received after that date and time will not be considered. Winston-Salem MPO will accept printed, faxed or electronic applications. Applications will be reviewed and scored through a process established in its Public Transportation-Human Services Coordination Plan and projects will be selected for funding. Applications should be submitted to:

Winston-Salem Metropolitan Planning Organization
Department of Transportation, Room 307
Bryce A. Stuart Municipal Building
P.O. Box 2511
100 E. First Street
Winston-Salem, NC 27101
Telephone: 336-747-6878
Fax: 336-748-3370

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.

Application and Project Selection Schedule:

<i>3/20/08</i>	<i>TCC approve final Coordination Plan /Project Selection Criteria & application package – recommend TAC approval</i>
<i>3/20/08</i>	<i>TAC approve final Coordination Plan /Project Selection Criteria & application</i>
<i>3/20/08</i>	<i>Solicitation for applications</i>
<i>4/24/08</i>	<i>Application deadline</i>
<i>5/08</i>	<i>The review committee reviews and scores proposals</i>
<i>5/08</i>	<i>The review committee selects projects for recommendation to the TCC</i>
<i>5/15/08</i>	<i>TCC action on the review committee recommendations</i>
<i>5/15/08</i>	<i>TAC action on TCC recommendations</i>
<i>6/08</i>	<i>Funding recipients receive notification</i>

Evaluation Criteria

Projects funded under the current JARC and New Freedom programs must be selected competitively. An evaluation criterion with an award of a maximum of 100 points is developed to score and rate project applications.

- 1. Project Needs/Goals and Objectives (25 points):** The project should directly address priority transportation needs identified through the Winston-Salem MPO's locally developed Public Transportation - Human Services Coordination Plan. 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.
- 2. Implementation Plan (25 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.
- 3. Program Effectiveness and Performance Indicators (20 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).
- 4. Project Budget (15 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.
- 5. Coordination and Program Outreach (10 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.
- 6. Innovation (5 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.

Section 2

Grant Application Form

FOR FUNDING FFY 2006, FFY 2007 and FFY 2008

- PART I - Application Information
- PART II - Project Narrative
- PART III - Proposed Project Budget

PART I – APPLICATION INFORMATION

Applicant Data

Legal Name: _____

Contact Person: _____

Address: _____

City, State, Zip: _____

Telephone: _____

Fax: _____

E-mail: _____

Project Description

TITLE _____

BRIEF DESCRIPTION _____

FUNDING PROGRAM: JARC _____ New Freedom _____

PROJECT TYPE: _____ Capital _____ Operating

_____ Planning _____ Marketing

SERVICE DAYS/HOURS

ESTIMATED COST PER ONE WAY TRIP _____ (operating cost)

ESTIMATED DAILY RIDERS _____ (weekday/weekend)

PART II - PROJECT NARRATIVE

Project Need/Goals and Objectives	25
<ol style="list-style-type: none">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 Coordination Plan? 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	25
<ol style="list-style-type: none">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.	
Program Effectiveness and Performance Indicators	20
<ol style="list-style-type: none">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.	
Project Budget	15
<ol style="list-style-type: none">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	10
<ol style="list-style-type: none">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.	
Innovation	5
<ol style="list-style-type: none">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.	

APPENDIX 10:

**RESOLUTION APPROVING
THE CITY OF WINSTON-SALEM TO BECOME THE
DESIGNATED RECIPIENT FOR FEDERAL
JOB ACCESS REVERSE COMMUTE (JARC) AND NEW FREEDOM PROGRAM FUNDS**

A motion was made by TAC Member Kevin Bugg and seconded by TAC Member Robert Clark for the adoption of the following resolution, and upon being put to a vote was duly adopted.

WHEREAS, the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), requires the development of a locally developed coordinated plan that identifies the transportation needs of individuals with disabilities, older adults, and people with low incomes, and strategies and priorities for meeting these local needs; and

WHEREAS, under SAFETEA-LU, three Federal Transit Administration (FTA) human service transportation programs have been established: 1) Elderly Individuals and Individuals with Disabilities (Section 5310); 2) Job Access and Reverse Commute (JARC, Section 5316); and 3) New Freedom (Section 5317); and

WHEREAS, in order for the Winston-Salem urban area to receive federal funds for these three programs, the following requirements must be met: a "locally developed coordinated plan" must be drafted through a process that includes representatives of public, private, and non-profit transportation service providers, as well as human service agencies and representatives from low-income populations, persons with disabilities and older adults; funding for projects from all three programs must derive from the coordinated plan; JARC and New Freedom projects must be selected on a competitive basis; and the recipient of JARC and New Freedom funds for the urbanized area must be designated by the Governor of North Carolina; and

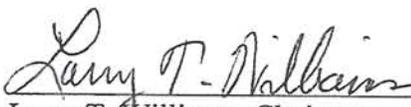
WHEREAS, local transportation service providers, human services agencies and the MPO will work together to: 1) assess the needs of the target population, 2) assess available services and identify current transportation providers, 3) identify gaps between current services and needs, and 4) develop and prioritize strategies to address identified gaps; and

WHEREAS, the collaborative efforts of local transportation service providers, human services agencies and the MPO culminates in the production of a Coordinated Plan, the development of the framework for the competitive selection process, and endorsement of the City of Winston-Salem to serve as the designated recipient for JARC and New Freedom funds for urbanized area; and

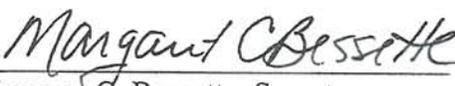
WHEREAS, the Governor of North Carolina will be requested to designate the City of Winston-Salem as the recipient for JARC and New Freedom funds for urbanized area.

NOW, THEREFORE, BE IT RESOLVED by the Winston-Salem Urban Area Transportation Advisory Committee, the TAC authorizes the chairman of the TAC to submit a formal request to the Governor of North Carolina to designate the City of Winston-Salem as the recipient of the JARC (Section 5316) and New Freedom (Section 5317) funds.

Adopted on this the 21st day of February, 2008.



Larry T. Williams, Chairman
Transportation Advisory Committee



Margaret C. Bessette, Secretary
Transportation Advisory Committee

APPENDIX 11: LETTER OF REQUEST

*Winston-Salem Urban Area
METROPOLITAN PLANNING ORGANIZATION*

TRANSPORTATION

**ADVISORY
COMMITTEE**

February 21, 2008

Governor Michael F. Easley
Office of the Governor
20301 Mail Service Center
Raleigh, NC 27699-0301

Bethania

Bermuda Run

Clemmons

Davidson County

Davie County

Forsyth County

Kernersville

King

Lewisville

Rural Hall

Stokes County

Tobaccoville

Walkertown

Wallburg

Winston-Salem

North Carolina
Board of
Transportation

Non-Voting
Advisory Members

City-County
Planning Board

Federal Highway
Administration

Forsyth County
Airport
Commission

Winston-Salem
Transit Authority

Re: Designated Recipient for the Job Access and Reverse Commute Program (JARC, Section 5316) and New Freedom Program (Section 5317) Funds for the Winston-Salem Urban Area

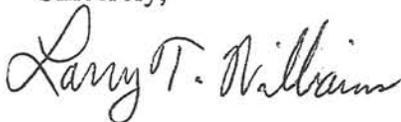
Dear Governor Easley:

As required in the Safe, Accountable, Flexible, Efficient, Transportation Equity Act: A Legacy for Users (SAFETEA-LU), Public Law 109-59, we are requesting that you designate the City of Winston-Salem as the designated recipient of Federal Transit Administration funds for the Job Access and Reverse Commute Program (JARC, Section 5316) and the New Freedom Program (Section 5317). This designation will allow our urbanized area to apply for federal funds and implement these programs under the Federal Transit Administration's public transportation programs.

Please find enclosed a resolution by the Transportation Advisory Committee approving the City of Winston-Salem to become the designated recipient for JARC and New Freedom Program funds.

If you have any questions or need any additional information, please contact Mr. Greg Errett, Planning Development Coordinator with the City of Winston-Salem Department of Transportation at 336-747-6881 or grege@cityofws.org.

Sincerely,



Larry T. Williams, Chairman
Transportation Advisory Committee

Enclosure

Cc: Lyndo Tippett, Secretary, NCDOT
Nancy Dunn, NCDOT Board of Transportation
Miriam Perry, Director, NCDOT Public Transportation Division
Stan Polanis, Director/TCC Chair, City of Winston-Salem DOT
Art Barnes, General Manager, Winston-Salem Transit Authority



STATE OF NORTH CAROLINA
OFFICE OF THE GOVERNOR
20301 MAIL SERVICE CENTER • RALEIGH, NC 27699-0301

MICHAEL F. EASLEY
GOVERNOR

April 28, 2008

Ms. Yvette Taylor
Region IV Administrator
Federal Transit Administration
230 Peachtree St., NW, Suite 800
Atlanta, Georgia 30303

Dear Ms. Taylor:

As required in the Safe, Affordable, Flexible, Efficient, Transportation Equity Act: A Legacy for Users (SAFETEA-LU), Public Law 109-59, I hereby declare the following municipalities to be designated recipients of funds in their respective transportation management areas for the Job Access and Reverse Commute Program and the New Freedom Program in North Carolina:

- City of Durham, endorsed by the Durham-Chapel Hill-Carrboro Metropolitan Planning Organization;
- City of Raleigh, endorsed by the Capital Area Metropolitan Planning Organization; and
- City of Winston-Salem, endorsed by the Winston-Salem Urban Area Transportation Advisory Committee.

In addition, we are anticipating similar endorsement of the City of Asheville and the City of Greensboro by their metropolitan planning organizations. The cities of Durham, Raleigh and Winston-Salem were chosen to be designated recipients by the respective metropolitan planning organizations that included responsible local officials and publicly owned operators of public transportation in their memberships.

I request that the Federal Transit Administration allow these cities to become recipients of funds on behalf of subrecipients within each recipient's area, including responsibility for the administration and oversight of program subrecipients. Thank you for your continued support of our public transportation effort in North Carolina.

With kindest regards, I remain

Very truly yours,

A handwritten signature in black ink, appearing to read "Mike Easley".

Michael F. Easley

MFE/mjc

cc: Mark Ahrendsen, Director, Durham DOT
Stephen Mancuso, Durham Transportation Administrator
Ed Johnson, Director, CAMPO
Joe Bryan, Chair, TAC, CAMPO
Chip Russell, Chair, TCC, CAMPO
J. Russell Allen, Raleigh City Manager
David Eatman, Raleigh Transit Administrator
Stan Polanis, Director, Winston-Salem DOT
Mayor Larry Williams, Chair, TAC, Winston-Salem Urban Area MPO
Art Barnes, General Manager, Winston-Salem Transit Authority
Miriam Perry, Director, NCDOT Public Transportation Division
Hawley Truax, Senior Policy Advisor, Governor's Office



APPENDIX 12:

Transportation Department
Contact: Tyrelle Evans, 747-6882

Oct. 19, 2007

Public Workshop Scheduled On Transportation For Elderly, Sick and Disabled

Local transportation planners will hold a day-long workshop Thursday, Nov. 1, to gather information for developing a transportation plan to serve the elderly, sick, disabled and those who rely on private transportation to get to work. Local transportation providers and advocates for citizens who need rely on public transportation are invited to attend.

The workshop on the Public Transportation Human Services Plan is scheduled for 9 a.m. to 4 p.m. at the offices of The Adaptables, 3650 Patterson Avenue, Suite B. Lunch will be provided.

The workshop is free, but attendees must register in advance by Oct. 26. For more information or to register, call Tyrelle Evans at 747-6882 or send an e-mail to tyrellee@cityofws.org.

The workshop is being sponsored by the Winston-Salem Urban Area Metropolitan Planning Organization. For more information, call 747-6882

- end -



Winston-Salem

**Marketing and
Communications**

City of Winston-Salem
P.O. Box 2511
Winston-Salem, NC 27102
Tel 336.727.2317
Fax 336.748.3237
www.cityofws.org
marketing@cityofws.org

APPENDIX 13: FLYER

Public Transportation- Human Services Coordination Plan

PUBLIC WORKSHOP



The Winston-Salem Urban Area MPO would like to invite you and anyone else who may be interested in attending a free public workshop for the development of the Public Transportation Human Services Plan.

DATE: Thursday, November 1, 2007
TIME: 9:00 a.m. – 4:00 p.m.
LOCATION: The Adaptables, Inc.
Center for Independent Living
3650 Patterson Avenue, Suite B
Winston-Salem, NC 27105

If you are interested in attending this workshop, please R.S.V.P. by calling Tyrelle Evans at 336-747-6882 or e-mailing at tyrellee@cityofws.org.

What is the reason for this plan?

In August 2005, Congress passed SAFETEA-LU (Safe, Accountable, Flexible, Efficient, Transportation Equity Act: A legacy of users. One of the SAFETEA-LU requirements is that grantees under the New Freedom Initiative, Job Access and Reverse Commute (JARC) and Elderly and Disabled Transportation Program must meet certain requirements in order to receive funding. In an effort to meet the requirements of SAFETEA-LU, Winston-Salem Urban Area Metropolitan Planning Organization will be implementing a locally developed public transportation human services plan. This plan will also be used to identify transportation providers within the urban area and to help maximize overall transportation efforts.

APPENDIX 14: LETTER OF INVITATION



*Winston-Salem Urban Area
Metropolitan Planning Organization (MPO)*

October 4, 2007

Dear Public Transportation Human Services Stakeholders:

In August 2005, Congress passed SAFETEA-LU (Safe, Accountable, Flexible, Efficient, Transportation Equity Act: A legacy of users. One of the SAFETEA-LU requirements is that grantees under the New Freedom Initiative, Job Access and Reverse Commute (JARC) and Elderly and Disabled Transportation Program must meet certain requirements in order to receive funding.

In an effort to meet the requirements of SAFETEA-LU, Winston-Salem Urban Area Metropolitan Planning Organization will be coordinating a locally developed public transportation human services plan.

You have received this workshop invitation because you represent a local governmental agency or advocacy group who provides service to, or advocates for, individuals who have public or specialized transportation needs. Workshop participants will be involved in soliciting public involvement, inventorying current transportation resources, assessing current transportation conditions and needs and ultimately working through strategies to address the gaps and duplication of services in the area. Please forward this letter to other appropriate transportation stakeholders who need to be part of the development of the public transportation human services plan. A meeting flyer is attached for distribution as well as a survey to be completed by transportation providers.

The workshop has been scheduled for Thursday, November 1, 2007, 9:00 a.m. – 4:00 p.m., located at The Adaptables, Inc., Center for Independent Living, 3650 Patterson Avenue, Suite B, Winston-Salem, NC 27105.

Please R.S.V.P. to this workshop invitation by calling Tyrelle Evans at 336-747-6882 or e-mailing at tyrellee@cityofws.org. We look forward to seeing you on November 1, 2007.

APPENDIX 15:



Winston-Salem
Winston-Salem Urban Area
Metropolitan Planning Organization (MPO)

Public Transportation- Human Services Coordination Plan Workshop

AGENDA

Thursday, November 1, 2007

9:00 a.m. – 9:30 a.m.	Registration
9:30 a.m. – 10:00 a.m.	Opening/Welcome/Introductions
10:00 a.m. – 11:00 a.m.	Human Services Transportation Coordination
11:00 a.m. – 11:45 p.m.	Individual Community Assessment
11:45 a.m. - 12:45 p.m.	Lunch
12:45 p.m. – 1:15 p.m.	Group Discussions – What Do We Do Well
1:15 p.m. – 2:30 p.m.	Group Discussions – What Do We Need to Do Better Identify Needs
2:30 p.m. – 2:45 p.m.	Break
2:45 p.m. – 3:30 p.m.	Prioritization of Needs
3:30 p.m. – 4:00 p.m.	Wrap Up

APPENDIX 16:



Winston-Salem

Winston-Salem Urban Area

Metropolitan Planning Organization (MPO)

Public Transportation- Human Services Coordination Plan

Summary of the November 1st, 2007 Stakeholder Workshop

Twenty-three (23) participants representing public transportation providers, social service agencies, non-profit agencies, private transportation agencies, local and state governmental agencies, advocates for the elderly and persons with disabilities, met on November 1, 2007 to (1) learn about SAFETEA-LU grant program requirements to access funding; (2) participate in assessing current transportation conditions and; (3) identifying transportation needs in the Winston-Salem urban area.

A presentation was done of the SAFETEA-LU grant program requirements for projects funded by three Federal Transit Administration (FTA) human services transportation programs: Elderly and Disabled Transportation Program (Section 5310), Job Access and Reverse Commute Program (JARC) (Section 5316) and the New Freedom Initiative (Section 5317) was made.

Each participant completed a community assessment of the current transportation systems based on a 26 criteria questionnaire. After the individual assessments, the participants worked in three (3) different groups, each representing a diversity of perspectives. Each group discussed (1) what they believe we are doing well and then (2) they discussed what areas where we need to do better. They listed their discussions for both points and shared the major points with the entire workshop. Below you will find the major points that emerged from these discussions.

Things We Do Well

1. There is positive interest and momentum among staff, elected officials, and interested stakeholders in providing well-coordinated transportation services. There is recognition of wide range of needs and agencies are starting to work together with support from elected officials.
2. The public transportation and human services transportation is generally offered at an affordable cost to the customers. Trans-AID is cost effective. Reduced rates are available for disabled, elderly and low-income customers.
3. The transportation systems are reasonably effective job at putting customers first in the provision of services. Trans-AID goes above the required. Trans-AID drivers are customer oriented, helpful & friendly and is assisting/serving many
4. Resources are available for in educating the community via newsletters, directories and extensive mailing lists but the opportunity is available to improve.

APPENDIX 16:

Areas Where We Need to Improve

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. The areas that repeatedly came up are described below.

1. More accessible vehicles are needed
2. There needs to be additional funding to meet demand
3. There is a need for one-stop clearinghouse for transportation services that provide accessible information sources to include a directory, educational opportunities, marketing, website, publications, ongoing meetings/workshops
4. There is a need to expand services to the county.
5. There is a need to provide services to distant locations outside the county to VA locations in Durham and Salisbury.

APPENDIX 17:

**Public Transportation Human Services
Provider Survey**

The Winston-Salem Urban Area Metropolitan Planning Organization (MPO) is creating a Public Transportation Human Services Plan for the urban area. As part of the plan, the MPO is creating a database off all human services transportation services and providers in the Winston-Salem area. If your agency provides services to persons in need of human services transportation, the MPO would greatly appreciate your help in completing this survey. Thank you for your assistance!

1. Agency/Organization Information:

Agency or Organization Name: _____
Street Address: _____
Mailing Address: _____
City, State, Zip Code: _____
County: _____
Contact Person (Name & Title): _____
E-mail Address: _____
Phone Number: _____
Fax Number: _____
Website: _____

2. Is your agency/organization:

Public _____ Private for-profit _____
Private non-profit _____ Other _____

3. Estimate the number of persons not accessing your services because of lack of transportation. _____

4. What age group are your services designed for?

Under 9 19 to 59 65 and older
9 to 18 60 to 64 Any age

**5. Does your agency/organization serve people with transportation limitations?
(Transportation limitations are disabilities or conditions that limit one's
ability or cause difficulty in getting to places they need or want to go).**

Yes No

VEHICLES

6. Does your agency operate it own vehicles to transport passengers?

Yes No

7. How many vehicles do you own that transport passengers? _____

APPENDIX 17:

8. How many of the vehicles noted in #7 are equipped with ADA accessible wheelchair lifts or ramps? _____

COORDINATION

9. What issues, if any have you encountered in coordinating or attempting to coordinate transportation (e.g., billing and payment, insurance, driver qualifications, etc.)? _____

10. In your opinion, what do you see as the greatest obstacle(s) to transit coordination in your service area? _____

11. In your opinion, what enhancements are most needed to improve the coordination of public transit and human service transportation in your service area? _____

12. Why is transportation a barrier in accessing other services in this area?
(Please check all that apply and rank in priority, with 1 being the highest priority).

Priority

- _____ No transportation services are available
- _____ Existing transportation providers are too costly
- _____ Existing transportation services don't operate the same hours as human service agency clients need transportation
- _____ Existing transportation services don't serve where services are located
- _____ Existing transportation providers only want to serve their own clients

TRANSPORATION SERVICES

13. What type of transportation services does your agency offer? _____

14. Do you assist passengers to and from the vehicle? _____

15. Please provide a written description of your transportation service area, service boundaries and the time periods of operation.

APPENDIX 17:

16. How far in advance must a passenger schedule their trip? _____

17. What are the criteria to qualify users for your service? _____

18. Does your agency have paid or volunteer drivers?

Paid Drivers # of Paid Drivers? _____

Volunteer Drivers # of Volunteer Drivers? _____

19. How many passenger trips do you provide per month? _____

20. How many unduplicated passengers do you transport per month? _____

21. Approximately how many hours per month do your employees spend transporting passengers? _____

22. Approximately how many vehicle miles per month do you operate transporting passengers? _____

23. How are transportation services funded at your organization?

_____ Charging clients

_____ Donations, United Way, Fundraising, Volunteer

_____ Local government

_____ State Funds (what category) _____

_____ Federal Funds (what category) _____

_____ Other (please specify) _____

UNMET NEEDS

24. Thinking of your agency, what transportation needs are not being met adequately? _____

25. Outside of your agency, what transportation needs are you aware of in this area that are not met adequately? _____

26. What are the barriers to meeting those needs? Why are these transportation services not being met? _____

APPENDIX 18: LETTER OF INVITATION



Winston-Salem

Department of Transportation

City of Winston-Salem
P.O. Box 2511
Winston-Salem, NC 27102
Tel 336.727.2708
Fax 336.748.3370
www.cityofws.org/dot

November 20, 2007

Dear Task Force Member:

The Winston-Salem Urban Area Metropolitan Planning Organization (MPO) invites you to represent public transportation users as a member of the Public Transportation Human Services Task Force for the Winston-Salem Urban Area. The purpose of the Task Force is to oversee the development of the coordinated Public Transportation Human Services Plan and to assist in establishing criteria to guide the competitive selection process for projects to be funded by grants programs.

Under the provisions of the Safe, Accountable, Flexible, Efficient, Transportation Equity Act: A Legacy for Users (SAFETEA-LU), it is a requirement to coordinate a planning process for projects funded by three Federal Transit Administration (FTA) human services transportation programs: Elderly and Disabled Transportation Program (Section 5310), Job Access and Reverse Commute Program (JARC) (Section 5316) and the New Freedom Initiative (Section 5317). The projects to be funded under each program must derive from a coordinated plan and be chosen through a competitive selection process administered by a designated recipient. The designated recipients will be responsible for certifying that a fair and equitable distribution of funds resulted from a competitive selection process.

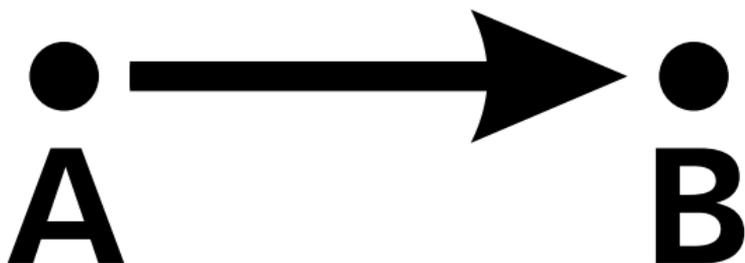
On November 1, 2007, a workshop with local governmental agencies, transit operators, advocacy groups, non-profit and for-profit agencies who provide service to, and advocate for, individuals who have specialized transportation needs. The workshop activities included a presentation of the SAFETEA-LU grant program requirements and group participation in assessing current transportation conditions and identifying transportation needs.

The MPO is organizing the first meeting of the Task Force to guide the development of the plan and the criteria for the competitive selection process for projects. The meeting is scheduled for Wednesday, November 28, 2007, at 3:00 p.m., located at the Elizabeth and Tab Williams Adult Day Center, 231 Melrose Street, Winston-Salem.

We look forward to working with you on this important matter.

Sincerely,

Tyrelle Evans, Transit Project Planner



Getting from Point A to Point B isn't always as easy as it looks. That's why transportation planners for the Winston-Salem metropolitan area have been working on a plan to coordinate transportation programs for the elderly and disabled to get to medical appointments and other activities and assist low-income city residents who need to get to jobs.

It's called the Public Transportation-Human Services Coordination Plan, and your input is needed on the draft of the plan. Read it online at www.dot.cityofws.org. The draft is also available at the town halls for King, Bermuda Run, Wallburg, Midway, and all municipalities in Forsyth County, the county offices for Forsyth, Davie, Davidson and Stokes counties, the Forsyth County Central Library, and the City of Winston-Salem Department of Transportation, Room 307, Bryce A. Stuart Municipal Building, 100 E. First St., Winston-Salem.

Comments must be submitted in writing by Monday, March 3, 2008 and can be mailed, e-mailed or faxed to: Tyrelle Evans, Winston-Salem Dept. of Transportation P.O. Box 2511, Winston-Salem, NC 27102
tyrellee @cityofws.org
Fax: (336) 748-3370

Questions?
Call Tyrelle Evans, 747-6882



**RESOLUTION ADOPTING
THE PUBLIC TRANSPORTATION-HUMAN SERVICES COORDINATION PLAN
FOR THE WINSTON-SALEM URBAN AREA**

A motion was made by TAC Member Allen Joines and seconded by TAC Member Robert Clark for the adoption of the following resolution, and upon being put to a vote was duly adopted.

WHEREAS, the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), requires the development of a locally developed coordinated plan that identifies the transportation needs of individuals with disabilities, older adults, and people with low incomes, and strategies and priorities for meeting these local needs; and

WHEREAS, under SAFETEA-LU, three Federal Transit Administration (FTA) human service transportation programs have been established: 1) Elderly Individuals and Individuals with Disabilities (Section 5310); 2) Job Access and Reverse Commute (JARC, Section 5316); and 3) New Freedom (Section 5317); and

WHEREAS, in order for the Winston-Salem urban area to receive federal funds for these three programs, the following requirements must be met: a "locally developed coordinated plan" must be drafted through a process that includes representatives of public, private, and non-profit transportation service providers, as well as human service agencies and representatives from low-income populations, persons with disabilities and older adults; funding for projects from all three programs must derive from the coordinated plan; JARC and New Freedom projects must be selected on a competitive basis; and the recipient of JARC and New Freedom funds for the urbanized area must be designated by the Governor of North Carolina; and

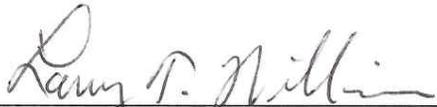
WHEREAS, local transportation service providers, human services agencies and the MPO will work together to: 1) assess the needs of the target population, 2) assess available services and identify current transportation providers, 3) identify gaps between current services and needs, and 4) develop and prioritize strategies to address identified gaps; and

WHEREAS, the collaborative efforts of local transportation service providers, human services agencies and the MPO culminates in the production of a Coordinated Plan, the development of the framework for the competitive selection process, and endorsement of the City of Winston-Salem to serve as the designated recipient for JARC and New Freedom funds for urbanized area; and

WHEREAS, a public review process was held from January 31, 2008 through March 3, 2008, to solicit comments on the Public Transportation-Human Services Coordination Plan for the Winston-Salem Urban Area.

NOW, THEREFORE, BE IT RESOLVED that the Winston-Salem Urban Area Transportation Advisory Committee approves the Winston-Salem Urban Area Public Transportation-Human Services Coordination Plan.

Adopted on this the 20th day of March, 2008.



Larry T. Williams, Chairman
Transportation Advisory Committee



Margaret C. Bessette, Secretary
Transportation Advisory Committee