

Enhanced Mobility of Seniors and Individuals with Disabilities

FTA Section 5310 Funds

PROGRAM MANAGEMENT PLAN (PMP)



Prepared By

THE CITY OF CONCORD
Concord, NC Urbanized Area
Designated Recipient

Table of Contents

I.	Program Management Plan Overview	3
a.	Introduction	3
b.	Goals and Objectives	4
II.	Coordinating and Related Plans	6
a.	Coordinated Human Service Transportation Plan	6
b.	Transportation Improvement Program (TIP)	6
c.	5310 Program Management Plan Development	6
III.	Section 5310 Program Performance Measures	7
a.	Traditional Section 5310 Projects	7
b.	Other Section 5310 Projects	7
IV.	Annual Program of Projects Development and Approval Process	9
V.	Eligible Subrecipients	10
a.	Private Non-Profit Organization	10
b.	Governmental Authority	10
c.	Private Taxi Operators as Subrecipients	11
VI.	Subrecipient Monitoring and Oversight	12
a.	Definitions	12
b.	Applications and Award Process	13
c.	Budget Authorization	13
d.	Grant Application Process	13
e.	Grant Award	14
f.	Subrecipient Monitoring	15
VII.	Eligible Projects	17
a.	Traditional Capital Expenses	18
b.	Other Eligible Capital and Operating Expenses	20
c.	Projects that Exceed the Requirements of the ADA	21
d.	Public Transportation Projects that Improve Accessibility	22
e.	Public Transportation Projects that Assist Seniors and Individuals with Disabilities with Transportation	23
f.	Administration, Planning and Technical Assistance	23

VIII.	Local Share and Funding Requirements	26
a.	Federal Share of Costs/Local Match	26
b.	Exceptions to Local Match Requirements	27
IX.	Selection Criteria	28
X.	Other Provisions	31
a.	Private Sector Participation	31
b.	Civil Rights	31
c.	Title VI	31
d.	Disadvantaged Business Enterprise (DBE)	32
e.	Equal Employment Opportunity (EEO)	34
f.	Discrimination	34
g.	Assurances	34
h.	Buy America	35
XI.	Section 5310 Program Management	36
a.	Maintenance	36
b.	Vehicle Procurement	36
c.	Pre-Award and Post-Delivery Reviews	37
	References	38
	Appendices	39
	Appendix A: Concord Urbanized Area	40
	Appendix B: Section 5310 Application Form	41
	Appendix C: Subrecipient Application Letter	44
	Appendix D: Checklist for Project Manager Review of A-133 Audit Findings	45
	Appendix E: Definitions	46
	Appendix F: City of Concord Direct Recipient Documents	50
	Appendix G: Cabarrus County Coordinated Transportation Plan	56

I. Program Management Plan Overview

A. Introduction

To meet the public transportation needs of a rapidly growing region and to address years of suburban sprawl and rising traffic congestion throughout the area, the City of Concord and the City of Kannapolis of Cabarrus County entered into an historic agreement in June 2003 to establish the first Fixed Route public transit service in Cabarrus County – Concord Kannapolis Area Transit (Rider). Part of the creation of Rider Transit was the establishment of a Designated Recipient for FTA funds in the Concord, NC Urbanized Area.

The City of Concord has been authorized as the designated recipient for Federal Transit Administration funding to the Concord UZA, a region which is contained within the Cabarrus Rowan Metropolitan Planning Organization (CRMPO) planning boundary. This includes funding under Chapter 49 U.S.C. Section 5310 which is the Enhanced Mobility of Seniors and Individuals with Disabilities program.

Together, Rider Transit, Cabarrus County Transit Services, Salisbury Transit and Rowan County Transit Service, and Charlotte Area Transit Service currently provides fixed-route transit service, paratransit services, vanpools and other public transportation programs throughout the region. In 2012, following publication of the 2010 census, the Cabarrus Rowan MPO was designated a Transportation Management Area (TMA) having exceeded the required 200,000 population threshold required for the designation. The TMA designation included an annual formula funding allocation for an Elderly and Disabled Transportation program under Moving Ahead for Progress in the 21st Century (MAP-21).

On July 6, 2012, President Obama signed into law *Moving Ahead for Progress in the 21st Century* (MAP-21) which went into effect on October 1, 2012. The legislation involved major changes to how the FTA and the states administer funding for elderly and disabled public transportation programs. Modifications included a repeal of the Section 5316 (JARC - Job Access and Reverse Commute) and Section 5317 (New Freedom) programs along with the establishment of an enhanced Section 5310 program that serves as a single formula program to support mobility of seniors and persons with disabilities. The New Freedom program elements were merged into the new enhanced Section 5310 program. On June 06, 2014 FTA issued C 9070.1G to offer guidance on the administration of the transit program for seniors and persons with disabilities under 49 U.S.C. §5310.

On March 5th, 2014, the state of North Carolina designated the City of Concord as “the designated recipient of the Persons with Disabilities Funding Program (Section 5310)”

([Appendix A](#)), consistent with the provisions of *Moving Ahead for Progress in the 21st Century* (MAP-21). The § 5310 designation requires development of this document, a Program Management Plan (PMP). The program (49 U.S.C. § 5310) provides formula funding to TMA’s for the purpose of assisting private nonprofit groups in meeting the transportation needs of the elderly and persons with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. Funds are apportioned to TMA’s based on statutorily defined formulas. Section 5310 funding is distributed and managed by the Federal Transit Administration.

B. Goals and Objectives

The goal of the FTA Section 5310 program is to improve mobility for older adults and people with disabilities throughout the Concord Urbanized Area and to enhance coordination of federally assisted programs and services in order to encourage the most efficient use of federal resources and achieve the national goal of improved mobility of elderly persons and persons with disabilities. Under the 5310 program, the area transit is encouraged to coordinate transportation services with agencies that provide transportation services to the general public within the service area/network. As part of this process, the following objectives will be completed:

- Ensure the plan meets MAP-21 requirements and meets the intent of the Section 5310 funding program.
- Establish a framework by which proposed projects requesting Section 5310 funding can be solicited and selected through a fair and equitable process.
- Identify, contact and inform public agencies, community organizations and non-profit and eligible private for profit organizations providing service for seniors and persons with disabilities, as to the availability of 5310 program grant funds;
- Establish, promote and outline a process for soliciting and evaluating 5310 program funding proposals;
- Assure that proposals selected for funding are responsive to one or more of the needs identified in the locally adopted Coordinated Transportation Plan;
- Establish the requirements for the selected projects to enter into grant agreements; and,
- Summarize the requirements for managing and reporting the progress for implementing the funded projects.

The PMP is intended to facilitate FTA oversight by documenting the City’s policies and procedures for administering the Section 5310 program. This document includes the City’s objectives, policies, procedures, and administrative requirements, in a form that is readily

accessible to potential subrecipients, FTA, and the public. The PMP's primary purposes are to serve as the basis for FTA management review of the program and to provide public information on the approved and compliant administrative processes to program administration. The City will utilize the PMP as a guide for local project applicants.

Federal financial assistance under the Section 5310 program is limited to participation in the cost of capital equipment (rolling stock), cost for purchase of transportation service contract(s), mobility management, and administrative costs to administer the program as further identified in this Program Management Plan (PMP). Funds can be used for the purchase of vehicles and related capital equipment.

The City of Concord will be responsible for filing grant applications under the §5310 program and to ensure that local applicants and project activities are eligible and compliant with Federal requirements. Private nonprofit transportation providers will be required to have an opportunity to participate as feasible, and the program will provide for coordination of federally assisted transportation services assisted by other Federal sources. Section 5310 funding will be allocated by the City of Concord in compliance with this Program Management Plan and the Local Coordinated Plan (LCP) which is more project specific than the PMP.

Special efforts shall be made in the planning and design of transportation facilities and services to assure elderly persons and persons with disabilities are afforded the availability of transportation which they can effectively utilize. Section 5310 funds shall provide for the special needs of elderly persons and persons with disabilities for which transportation services are unavailable, insufficient, or inappropriate.

This program management plan is a living document. It will be updated, as needed, to incorporate any expansions and enhancements of the 5310 program, as well as any revisions to the programs' management, requirements, or guidelines.

II. Coordinating and Related Plans

A. Coordination

Section 5310 funding must be implemented effectively and efficiently. One way to provide quality service under these constraints is to coordinate agencies and projects. To exhibit coordination of services, potential applicants should identify any inter-agency and/or service coordination efforts or financial partnerships as part of the application and competitive selection process. The City of Concord will coordinate the planning and implementation of the grant program with a 5310 Grant Program Committee. Likewise, services related to this program will be coordinated with both public and private providers including taxicabs, retirement communities, Meal-on-Wheels, and other community transportation services; public providers such as Cabarrus Rowan MPO, Rider Transit, CCTS, Salisbury Transit, RTS and human service agencies.

B. Transportation Improvement Program (TIP)

Projects awarded the 5310 program funding must be reflected in the Cabarrus Rowan Metropolitan Planning Organization's (CRMPO) Metropolitan Transportation Program (TIP). The TIP is a program of projects receiving federal transportation funding in the metropolitan area. The project may be included in the TIP under a generalized or more detailed project description.

C. 5310 Program Management Plan Development

Developing the 5310 Program Management Plan included outreach and coordination with diverse stakeholders. The coordination included meetings with stakeholders, grant application workshops, and email announcement seeking input on the draft Program Management Plan and advertising the Call for Projects.

III. Section 5310 Program Performance Measures

The City of Concord will be capturing overall program measures to report to FTA to be used with the Government Performance Results Act (GPRA) and the Performance Assessment Rating Tool process for the Office of Management and Budget (OMB). The following indicators are targeted to capture overarching program information as part of the annual report that the Authority submits to FTA. Until new measures are established, FTA intends to continue to use the following indicators. The Authority is required to submit both quantitative and qualitative information available on each of the following measures with its milestone progress reports.

A. Traditional Section 5310 Projects

- **Gaps in Service Filled**: Provision of transportation options that would not otherwise be available for seniors and individuals with disabilities, measured in numbers of seniors and individuals with disabilities afforded mobility they would not have without program support as a result of traditional Section 5310 projects implemented in the current reporting year.
- **Ridership**: Actual or estimated number of rides (as measured by one-way trips) provided annually for seniors or individuals with disabilities on Section 5310 supported vehicles and services as a result of traditional Section 5310 projects implemented in the current reporting year.

B. Other Section 5310 Projects

- Increases or enhancements related to geographic coverage, service quality, and/or service times that impact availability of transportation services for seniors and individuals with disabilities as a result of other Section 5310 projects implemented in the current reporting year.
- Additions or changes to physical infrastructure (e.g., transportation facilities, sidewalks, etc.), technology, and vehicles that impact availability of transportation services for seniors and individuals with disabilities as a result of other Section 5310 projects implemented in the current reporting year.

- Actual or estimated number of rides (as measured by one-way trips) provided for seniors and individuals with disabilities as a result of other Section 5310 projects implemented in the current reporting year.

The designated recipient should ensure that the above information is reported for all recipients and subrecipients of Section 5310 funding in projects selected by the designated recipient. Subrecipients will be required to report these performance measures on a quarterly basis and on an annual basis as required by The City of Concord and the FTA. The designated recipient may consolidate information for all projects in an annual report for any open Section 5310 grant awarded to the designated recipient.

IV. Annual Program of Projects Development and Approval Process

The City of Concord will adhere to the schedule below in developing a Program of Projects for the 5310 program.

Action	Tasks
Advertise 5310 Program Funding Availability	Notify public and private transportation providers, non-profit groups and other relevant stakeholders of funding availability
Call for Projects	The City of Concord will accept applications within a four (4) week application window.
Review Applications	The City of Concord will forward eligible applications to the Grant Review Committee. The review team will score applications according to the selection criteria noted in the Program Management Plan
Develop Program of Projects	The City of Concord will submit the Program of Projects to FTA

V. Eligible Subrecipients

Under the federal guidelines, eligible subrecipients under Section 5310 include:

- State and Local Government Agencies
- Public and Private Transportation Providers
- Social Service Agencies
- Non-profit Organizations

To be eligible for funding from the 5310 program, proposed projects must be located within the Concord, NC Urbanized Area. Only transportation-related programs that fall within the Concord UZA area qualify for funding.

A. Private Non-Profit Organization

A non-profit organization is a corporation or association determined by the Secretary of the Treasury to be an organization described by 26 U.S.C. 501 (c) which is exempt from taxation under 26 U.S.C. 501 (a) or one which has been determined under State law to be non-profit and for which the designated State agency or urbanized area designated recipient has received documentation certifying the status of the non-profit organization.

Applicants qualifying as a non-profit organization must provide current verification of the applicant's incorporation number and current legal standing as a private non-profit from the state of North Carolina or show proof that they are a cooperation or association determined by the U.S. Treasury to be tax-exempt under 26 U.S.C. 501 (c).

B. Governmental Authority

A Governmental Authority subrecipient may be of two types:

- 1.) Is approved by the state to coordinate services for elderly individuals and individuals with disabilities; or
- 2.) Certifies that no non-profit corporations or associations are readily available in an area to provide the services.

C. Private Taxi Operators as Subrecipients

Private operators of public transportation are eligible subrecipients. The definition of “public transportation” includes “...shared-ride surface transportation services...” Private taxi companies that provide shared-ride taxi service to the general public on a regular basis are operators of public transportation, and therefore eligible subrecipients. “Shared-ride” means two or more passengers in the same vehicle who are otherwise not traveling together. Similar to general public and ADA demand response service, every trip does not have to be shared-ride operator, but the general nature of the service must include shared rides.

Local (municipal/state) statutes or regulations, or company policy, will generally determine whether a taxi company provides shared-ride or exclusive-ride service. Taxi companies that provide only exclusive-ride service are not eligible subrecipients; however, they may participate in the Section 5310 program as contractors. Exclusive-ride taxi companies may receive Section 5310 funds to purchase accessible taxis under contract with a state, designated recipient, or eligible subrecipient such as a local government or non-profit organization. The taxi company may hold title to the accessible vehicle(s) as long as the agreement between the state, designated recipient, or subrecipient and the taxi company is sufficient to establish satisfactory continuing control. Acceptable means of establishing satisfactory continuing control could include a state, designated recipient, or subrecipient’s lien on the vehicle, or contract provisions that require the accessible taxi to be used to provide transportation for seniors and people with disabilities, and that the vehicle may not be removed from service or disposed of prior to the end of its useful life without the express written consent of the FTA recipient or subrecipient.

VI. Subrecipient Monitoring and Oversight

The purpose of this section is to assist The City of Concord and its subrecipients in maintaining compliance for federally funded projects, and understanding the requirements and responsibilities of being a Direct Recipient, Subrecipient, Third Party Contractor, or Lessee receiving funds through federally funded projects.

Any grantee under FTA programs is required to comply with all applicable Federal civil rights statutes and with the implementing regulations for the statutes. FTA implements the Civil Rights Act of 1964 by prohibiting discrimination under projects, programs, or activities receiving financial assistance because of race, color, creed, national origin, sex, or age. The laws include: Title VI of the Civil Rights Act of 1964, Equal Employment Opportunity, Disadvantaged Business Enterprise and Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 (ADA).

The requirements for Civil Rights compliance are extended to subrecipients. Subrecipient's assurances under the Title VI and the other civil rights requirements are included in the application for assistance, in the required Annual Certifications and Assurances and in the contract with The City of Concord. Subrecipient grantees are also required to identify any lawsuits or complaints alleging discrimination in services filed with the grantee. Civil rights monitoring will concentrate on how the grantee is providing service. Title VI also assures that funds are passed through to subrecipients and their project without regard to race, color, or national origin.

A. Definitions

1. Direct Recipient

The term Direct Recipient refers to a public entity legally eligible under federal transit law to apply for and receive grants directly from the Federal Transit Administration (FTA).

2. Subrecipient

The term Subrecipient refers to an entity that receives federal assistance awarded through an FTA Direct Recipient rather than by FTA directly. The term also includes "subgrantee," but does not include "third party contractor."

3. Third Party Contractor/Lessee

The term Third Party Contractor/Lessee refers to any entity that is awarded a contract, purchase order, or lease agreement from the Direct Recipient or Subrecipient financed in whole or in part with federal assistance awarded by FTA.

B. Application and Award Process

Both the direct recipient and all subrecipients are required to follow all federal requirements when using funds from federal grants. When subrecipients are involved, the FTA requires the direct recipient monitor the project to ensure the use of federal funding by the subrecipient adheres to all federal rules and regulations.

C. Budget Authorization

Prior to any applications for a request to receive and use federal funds, the project needs to demonstrate that it meets all local, state and FTA requirements and this it is eligible to receive federal funds. At this time, all matching funds must be identified and approved. Local match funding requirements and percentages can vary. Any match-funding source outside the standards established by FTA must receive written approval from FTA to be used. Match funding should adhere to the following:

- Must be from an eligible funding source under FTA guidelines;
- Must be available at the time of the grant award;
- Match funding must be spent to qualify as a match;
- No federal funds may be drawn without authorization and availability of a sufficient match funding source;
- Subrecipients must certify the use of local match with the submission of each invoice;
- Subrecipients are required to provide quarterly reports that account for the use of local funds as match.

D. Grant Application Process

During the application process subrecipients shall submit the following:

1. Complete forms for project description/detail and budget and timeline/milestones.
2. FTA Certifications and Assurances, which should be completed annually for each new federal fiscal year, beginning October 1.

3. Proof of acceptable A-133 audit if more than \$500,000 of federal funds are received on an annual basis (includes all federal sources).
4. Construction projects/environmental requirements (e.g., Categorical Exclusions, State Historic Preservation Office, etc.).
5. List of any revenue vehicles and/or changes to existing fleet plan.

E. Grant Award

1. Once a federal grant is awarded, the direct recipient shall identify a project manager responsible for grant administration and oversight. Subrecipients also shall establish a project manager responsible for grant administration and oversight. The project manager for the City of Concord shall work closely with the subrecipient project manager to monitor all grant activity. The project manager will serve as the main point of contact with the FTA.
2. Upon execution of the federal grant, a Subrecipient Grant Agreement (SGA) shall be created and signed by all applicable parties. The subrecipient shall complete the FTA's Annual Certifications and Assurances, provide a copy of an acceptable A-133 audit (if it has received over \$500,000 of federal funding from all sources) or audited financial statements (if the \$500,000 threshold has not been met), and provide copies of other documents as the City of Concord and/or FTA requires. The SGA shall specify all applicable federal requirements including, but not limited to:
 - a. Procurement;
 - b. Disadvantaged Business Enterprise (DBE);
 - c. Program-specific concerns;
 - d. Prior approvals;
 - e. Reporting requirements;
 - f. Invoicing;
 - g. Allowable activities per the work scope;
 - h. Allowable costs for the work scope per the approved budget.
3. The subrecipient is responsible for adhering to the work scope and budget as approved by FTA and as outlined in the SGA. Prior approvals are required for some activities even if they are included in the work scope and budget. In order to receive full reimbursement of eligible expenses, Subrecipient Project Managers should read thoroughly the SGA and any appendices to make sure all federal regulations are being adhered to.

4. All changes to the work scope require prior written approval from the City of Concord Project Manager. Requests for reimbursement may begin as soon as the SGA is executed. Invoices must be for the net expenses (i.e., total expense less match) actually incurred in direct support of the project. No advances or expenditures prior to the execution of the SGA are allowed.
5. The Subrecipient must certify the use of local match with each invoice submitted. A financial report that includes a completely documented accounting of the use of local funds as match is required each quarter based on the federal fiscal year.

F. Subrecipient Monitoring

1. Quarterly monitoring of subrecipients shall be conducted to ensure that all federal guidelines are being adhered to when using federal funds. A project progress report is required along with a detailed accounting of the expenditure of the local match.
2. In addition to State or Federal program specific monitoring requirements, all monitoring activities should address the following areas:
 - a. All applicable requirements of Title VI of the *Civil Rights Act of 1964*, as defined in the current Title VI Compliance Commission Advisory Memorandum.
 - b. The applicable core monitoring areas, as defined by OMB Circular No. A-133 Compliance Supplement. Currently, the core monitoring areas include but are not limited to:
 - i. Activities allowed or not allowed;
 - ii. Allowable costs/cost principles;
 - iii. Cash management;
 - iv. Davis-Bacon Act; eligibility
 - v. Equipment and real property management;
 - vi. Period of availability of funds;
 - vii. Procurement, suspension and debarment;
 - viii. Program Income;
 - ix. Buy America Requirements;
 - x. Equal Employment Opportunity (EEO);
 - xi. Disclosure form to Report Lobbying;
 - xii. Real property acquisition and relocation assistance;
 - xiii. Reporting and special tests and provisions.

3. At least annually, the City of Concord will collect updated information and documentation on subrecipients' financial processes and controls, through either the A-133 or an annual financial statement when the subrecipient is excluded from the A-133 audit requirements. In addition, the City of Concord may perform desk audits of a sample of sub-invoices, site visits to review processes, systems and controls, or other procedures as deemed appropriate.
 - a. If it has been determined that there has been an unfavorable audit report from a subrecipient, the appropriate City of Concord Project Manager will complete the Audit Findings Review Checklist (Appendix D) to confirm that the subrecipient has provided sufficient documentation, a request will be made to the subrecipient to provide additional documentation.
 - b. Examples of Corrective Action that can be taken as a result of unfavorable audit reports include but may not be limited to the following:
 - i. Corrective Action Plan;
 - ii. Discuss need for special monitoring with Program personnel;
 - iii. Ask for extra contact between Program leads;
 - iv. Ask for more frequent technical reporting;
 - v. Add more detailed or frequent invoicing requirements;
 - vi. Add requirement for expenditure backup materials;
 - vii. Tie receipt of technical progress reports or other deliverables to payments;
 - viii. Require on-site monitoring (technical and financial);
 - ix. Add more stringent termination or stop-work language for failure to comply with requirements.

VII. Eligible Projects

Section 5310 funds are available for capital and operating expenses to support the provision of transportation services to meet the specific needs of seniors and individuals with disabilities. All projects must either be situated in the Concord Urbanized Area or may also originate in a rural area but have a final destination located in the urbanized area to qualify for Section 5310 Urbanized Area funds.

This means that at least 55 percent of any rural, small urbanized area, or large urbanized area's annual apportionment must be utilized for public transportation capital projects that are planned, designed, and carried out to meet the specific needs of seniors and individuals with disabilities. It is not sufficient that seniors and individuals with disabilities are merely included (or assumed to be included) among the people who will benefit from the project.

Eligible projects for the required 55 percent of capital projects include the capital cost of contracting for the provision of transit services for seniors and individuals with disabilities and other specialized shared-ride transportation services. The purchase of rolling stock for or the acquisition of ADA complementary para transit service are eligible capital expenses that may also qualify as public transportation capital projects planned, designed, and carried out to meet the specific needs of seniors and individuals with disabilities when public transportation is insufficient, unavailable, or inappropriate, provided the projects are carried out by eligible subrecipients (see section V, above) and these projects are included in the area's coordinated plan.

In addition to the above required capital projects, up to 45 percent of an area's apportionment may be utilized for additional public transportation projects that:

- a. Exceed the ADA minimum requirements,
- b. Improve access to fixed-route service and decrease reliance on individuals with disabilities on ADA complementary paratransit service , or
- c. Provide alternatives to public transportation that assist seniors and individuals with disabilities with transportation.

Such projects must be targeted toward meeting the transportation needs of seniors and individuals with disabilities, although they may be used by the general public. It is not sufficient that seniors and individuals with disabilities are included (or assumed to be included) among the people who will benefit from the project. FTA encourages projects that are open to the public as a means of avoiding unnecessary segregation of services.

Recipients must clearly identify the projects that are part of the required 55 percent capital projects as part of the grant activity line item narrative descriptions. Many projects may be eligible under both the required and optional criteria, but a discrete set of projects that meet

the required criteria constituting at least 55 percent of the grant amount, exclusive of administrative expenses, must be identified. Alternatively, the grant application may assign less than the required 55 percent to such projects if other grants in the same fiscal year utilize more than the required 55 percent, so long as at least 55 percent of the total annual apportionment will be used for required projects. In such cases, a list of the other grants and the funding amounts must be included within the new grant application.

A. Traditional Capital Expenses

Funds for the Section 5310 program are available for capital expenses as defined in Section 5302(3) to support public transportation capital projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, unavailable, or inappropriate. Examples of capital expenses that meet the 55 percent requirement, which must be carried out by an eligible recipient or subrecipient as described in section V of this chapter, above, include but are not limited to:

1. Rolling stock and related activities for Section 5310 – funded vehicles
 - a. Acquisition of expansion or replacement buses or vans, and related procurement, testing, inspection, and acceptance costs;
 - b. Vehicle rehabilitation; or overhaul;
 - c. Preventive maintenance;
 - d. Radios and communication equipment; and;
 - e. Vehicle wheelchair lifts, ramps, and securement devices.
2. Passenger facilities related to Section 5310 – funded vehicles
 - a. Purchase and installation of benches, shelters and other passenger amenities.
3. Support facilities and equipment for Section 5310 – funded vehicles
 - a. Extended warranties that do not exceed industry standard;
 - b. Computer hardware and software
 - c. Transit-related intelligent transportation systems (ITS)
 - d. Dispatch systems; and
 - e. Fare collection systems.
4. Lease of equipment when lease is more cost effective than purchase. Note that when lease of equipment or facilities is treated as a capital expense, the recipient must establish criteria for determining cost effectiveness in accordance with FTA

- regulation, “Capital Leases,” 49 CFR Part 639 and OMB Circular A-94, which provides the necessary discount factors and formulas for applying the same;
5. Acquisition of transportation services under a contract, lease, or other arrangement. This may include acquisition of ADA-Complementary paratransit services when provided by an eligible recipient or subrecipient as defined in section 5 of this chapter above. Both capital and operating costs associated with contracted service are eligible capital expenses. User-side subsidies are considered one form of eligible arrangement. Funds may be requested for contracted services covering a time period of more than one year. The capital eligibility of acquisition of services as authorized in 49 U.S.C. 5310(b)(4) is limited to the Section 5310 program;
 6. Support for mobility management and coordination programs among public transportation providers and other human service agencies providing transportation. Mobility management is an eligible capital cost. Mobility management techniques may enhance transportation access for populations beyond those served by one agency or organization within a community. For example, a nonprofit agency could receive Section 5310 funding to support the administrative costs of sharing services it provides to its own clientele with other seniors and/or individuals with disabilities and coordinate usage of vehicles with other nonprofits, but not operating costs of service. Mobility management is intended to build coordination amount existing public transportation providers and other transportation service providers with the result of expanding the availability of service. Mobility management activities may include:
 - a. The promotion, enhancement, and facilitation of access to transportation services, including the integration and coordination of services for individuals with disabilities, seniors, and low-income individuals;
 - b. Support for short-term management activities to plan and implement coordinated services;
 - c. The support of state and local coordination policy bodies and councils;
 - d. The operation of transportation brokerages to coordinate providers, funding agencies, and passengers;
 - e. The provision of coordination services, including employer-oriented transportation management organizations’ and human service organizations’ customer-oriented travel navigator systems and neighborhood travel coordination activities such as coordinating individualized travel training and trip planning activities for customers;
 - f. The development and operation of one-stop transportation traveler call centers to coordinate transportation information on all travel modes and to

manage eligibility requirements and arrangements for customers among supporting programs; and

- g. Operational planning for the acquisition of intelligent transportation technologies to help plan and operate coordinated systems inclusive of geographic information systems (GIS) mapping, global positioning system technology, coordinated vehicle scheduling, dispatching and monitoring technologies, as well as technologies to track costs and billing in a coordinating system, and single smart customer payment systems. (Acquisition of technology is also eligible as a standalone capital expense).

7. Capital activities (e.g., acquisition of rolling stock and related activities, acquisition of services, etc.) to support ADA-complementary paratransit service may qualify toward the 55 percent requirement, so long as the service is provided by an eligible recipient/subrecipient as defined in section V., above, and is included in the coordinated plan.

Section 5310 (b) provides that of the amounts apportioned to states and designated recipients, not less than 55 percent shall be available for traditional Section 5310 projects—those public transportation capital projects planned, designed, and carried out to meet the specific needs of seniors and individuals with disabilities when public transportation is insufficient, unavailable, or inappropriate. Notably, this 55 percent is a floor, not a ceiling—recipients may use more than 55 percent of their apportionment for the types of projects listed above. For example, mobility management and ITS projects may be eligible under both categories; the difference to note, in order for the project to qualify toward the 55 percent requirement, is that the project must meet the definition of a capital project, be specifically geared toward the target population, and carried out by an eligible subrecipient, which is limited for this category of projects. The list of eligible activities is intended to be illustrative, not exhaustive. FTA encourages recipients to develop innovative solutions to meet the needs of seniors and individuals with disabilities in their communities and discuss proposed projects with FTA regional staff to confirm eligibility.

B. Other Eligible Capital and Operating Expenses

Up to 45 percent of 5310 funds may be used for operating expenses that provide transportation services that exceed the requirements of the ADA or improve access to fixed route services and decrease reliance by individuals with disabilities on ADA complementary transit service.

1. Public transportation projects (capital only) planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable;

2. Public transportation projects (capital and operating) that exceed the requirements of ADA;
3. Public transportation projects (capital and operating) that improve access to fixed route service and decrease reliance by individuals with disabilities on ADA complementary paratransit service; or;
4. Alternatives to public transportation (capital and operating) that assist seniors and individuals with disabilities with transportation.

C. Projects that Exceed the Requirements of ADA

The following activities are examples of eligible projects meeting the definition of public transportation service that is beyond the ADA requirements.

1. Enhancing paratransit beyond minimum requirements of the ADA. ADA complementary paratransit services can be eligible under the Section 5310 program in several ways:
 - a. Expansion of paratransit service parameters beyond the three-fourths mile required by the ADA;
 - b. Expansion of current hours of operation for ADA paratransit services that are beyond those provided on the fixed-route services;
 - c. The incremental cost (if any) of making door-to-door service available to all eligible ADA paratransit riders, but not on a case-by-case basis for individual riders in an otherwise curb-to-curb system;
 - d. Enhancement of the level of service by providing escorts or assisting riders through the door of their destination;
 - e. Acquisition of vehicles and equipment designed to accommodate mobility aids that exceed the dimensions and weight ratings established for wheelchairs under the ADA regulations, 49 CFR Part 38 (i.e., larger than 30" x 48" and/or weighing more than 600 pounds), and labor costs of aides to help drivers assist passengers with oversized wheelchairs. This would permit the acquisition of lifts with a larger capacity, as well as modifications to lifts with a 600-pound design load, and the acquisition of heavier duty vehicles for paratransit and/or demand-response service in order to accommodate lifts with a heavier design load; and
 - f. Installation of additional securement locations in public buses beyond what is required by the ADA.

2. Feeder Services. Accessible “feeder” service (transit service that provides access) to commuter rail, commuter bus, intercity rail, and intercity bus stations, for which complementary paratransit service is not required under the ADA.

D. Public Transportation Projects that Improve Accessibility

The following activities are examples of eligible projects that improve accessibility to the fixed-route system.

1. Making accessibility improvements to transit and intermodal stations not designated as key stations. Improvements for accessibility at existing transportation facilities that are not designated as key stations established under 49 CFR 37.47, 37.51 or 37.53, and that are not required under 49 CFR 37.43 as part of an alteration or renovation to an existing station, so long as the projects are clearly intended to remove barriers that would otherwise have remained. Section 5310 funds are eligible to be used for accessibility enhancements that remove barriers to individuals with disabilities so they may access greater portions of public transportation systems, such as fixed-route bus service, commuter rail, light rail, and rapid rail. This may not include:
 - a. Building an accessible path to a bus stop that is currently inaccessible, including curb cuts, sidewalks, accessible pedestrian signals, or other accessible features;
 - b. Adding an elevator or ramps, detectable warnings, or other accessibility improvements to a non-key station that are not otherwise required under the ADA;
 - c. Improving signage or wayfinding technology ; or
 - d. Implementation of other technology improvements that enhance accessibility for people with disabilities including ITS.
 - e. Travel training. Training programs for individual users on awareness, knowledge, and skills of public and alternative transportation options available in their communities. This includes travel instruction and travel training services.

E. Public Transportation Projects that Assist Seniors and Individuals with Disabilities with Transportation

The following activities are examples of projects that are eligible public transportation alternatives:

1. Purchasing vehicles to support accessible taxi, ride-sharing, and/or vanpooling programs. Section 5310 funds can be used to purchase and operate accessible vehicles for use in taxi, ride-sharing, and/or vanpool programs provided that the vehicle meets the same requirements for lifts, ramps, and securement systems specified in 49 CFR part 38, subpart B, at a minimum, and permits a passenger whose wheelchair can be accommodated pursuant to part 38 to remain in his/her personal mobility device inside the vehicle.
2. Supporting the administration and expenses related to voucher programs for transportation services offered by human service providers. This activity is intended to support and supplement existing transportation services by expanding the number of providers available or the number of passengers receiving transportation services. Vouchers can be used as an administrative mechanism for payment of alternative transportation services to supplement available public transportation. The Section 5310 program can provide vouchers to seniors and individuals with disabilities to purchase rides, including: (a) mileage reimbursement as part of a volunteer driver program; (b) a taxi trip, or (c) trips provided by a human service agency. Providers of transportation can then submit the voucher for reimbursement to the recipient for payment based on predetermined rates or contractual arrangements. Transit passes or vouchers for use on existing fixed-route or ADA complementary paratransit service are not eligible. Vouchers are an operational expense which requires a 50/50 (federal/local) match.
3. Supporting volunteer driver and aide programs. Volunteer driver programs are eligible and include support for costs associated with the administration, management of driver recruitment, safety, background checks, scheduling, coordination with passengers, other related support functions, mileage reimbursement, and insurance associated with volunteer driver programs are also eligible. FTA encourages communities to offer consideration for utilizing all available funding resources as an integrated part of the design and delivery of any volunteer driver/aide program.

F. Administration, Planning and Technical Assistance

Up to 10 percent of the recipient's total fiscal year apportionment may be used to fund program administration costs including administration, planning, and technical assistance

for projects funded under this program. Recipients may pass any portion of funds available for administrative expenses, up to the allowable 10 percent, on to subrecipients for the same purpose. Program administration costs may be funded at 100 percent federal share.

The state and the designated recipient in urbanized areas have pre-award authority to incur administrative costs for Section 5310. Because the program is continuously managed, oldest funds available are drawn first regardless of the year of award for program activity. FTA encourages recipients to identify all the available Section 5310 administrative funds they intend to use routinely in each annual grant application. However, recipients may choose to accumulate Section 5310 administrative funds within their period of availability to augment the funds available for a special administrative need in a subsequent year. Recipients may accumulate Section 5310 administrative funds in the year of apportionment plus two years.

If a recipient includes a program administration expenses in excess of the 10 percent in its grant application, it must document the unused Section 5310 administrative funds from prior years available to augment the amount of Section 5310 administrative funds in the current apportionment. The recipient must document the availability of Section 5310 administrative funds in each grant application. The grant application should include a list of all other grants for administrative expenses that utilize funds from the same apportionment. This list must include the total amount of administrative funds included in each grant and the fiscal year in which the funds were apportioned. The list should account for all funds for administrative expenses added through grant budget revisions or amendments. The list should include all other pending grant applications, budget revisions, or amendments that include administrative expenses that utilize funds from the same apportionment.

Allowable administrative costs may include, but are not limited to, general administrative and overhead costs, staff salaries, office supplies, and development of specifications for vehicles and equipment. Guidance on eligible costs is in Office of Management and Budget (OMB) Circular A-87 (codified at 2 CFR Part 225). The program administration budget line item may also include technical assistance and planning activities, including allocations to subrecipients to support the local coordinated planning process. Any general overhead costs must be supported by an indirect cost allocation plan that has been approved by FTA or another cognizant federal agency.

These eligible program administrative costs may be used directly by the designated recipient or may be passed through by the designated recipient to subrecipients for administration, planning, or technical assistance purposes. The funds can be obligated before the completion of the coordinated planning process and project selection process in order to assist with either activity.

VIII. Local Share and Funding Requirements

A. Federal Share of Costs/Local Match

Section 5310 funds may be used to finance capital and operating expenses. The federal share of eligible capital costs shall be in an amount equal to 80 percent of the net cost of the activity. The federal share of the eligible operating costs may not exceed 50 percent of the net operating costs of the activity. Recipients may use up to 10 percent of their apportionment to support program administrative costs including administration, planning, and technical assistance, which may be funded at 100 percent federal share.

The local share of eligible capital costs shall be not less than 20 percent of the net cost of the activity, and the local share for eligible operating costs shall be not less than 50 percent of the net operating costs. The local share may be provided from an undistributed cash surplus, a replacement or depreciation cash fund or reserve, a service agreement with a state or local service agency or private social services organization, or new capital. Some examples of these sources of local match include:

State or local appropriations; dedicated tax revenues; private donations; revenue from service contracts; transportation development credits, and net income generated from advertising and concessions. Non-cash share such as donations, volunteered services, or in-kind contributions is eligible to be counted toward the local match as long as the value of each is documented and supported, represents a cost which would otherwise be eligible under the program, and is included in the net project costs in the project budget.

Income from contracts to provide human service transportation may be used either to reduce the net project cost (treated as revenue) or to provide local match for Section 5310 operating assistance. In either case, the cost of providing the contract service is included in the total project cost. No FTA program funds can be used as a source of local match for other FTA programs, even when used to contract for service. All sources of local match must be identified and described in the grant applications at the time of grant award.

In addition, the local share may be derived from federal programs that are eligible to be expended for transportation, other than DOT programs, or from DOT's Federal Lands Highway program. Examples of types of programs that are potential sources of local match include employment, training, aging, medical, community services, and rehabilitation

services. Specific program information for other types of Federal funding is available at www.unitedweride.gov.

B. Exceptions to Local Match Requirements

The federal share may exceed 80 percent for certain projects related to ADA and Clean Air Act (CAA) compliance as follows:

- (1.) Vehicles. The federal share is 85 percent for the acquisition of vehicles for purposes of complying with or maintaining compliance with ADA (42 U.S.C. 12101 et seq.) or the CAA. A revenue vehicle that complies with 49 CFR Part 38 may be funded at 85 percent federal share.
- (2.) Vehicle-Related Equipment and Facilities. The federal share for project costs for acquiring vehicle-related equipment or facilities (including clean-fuel or alternative-fuel vehicle-related equipment or facilities) for purposes of complying or maintaining compliance with the CAA, 42 U.S.C. 7401 et seq), or required by the ADA, is 90 percent. FTA considers vehicle-related equipment to be equipment on and attached to the vehicle.

IX. Selection Criteria

FTA allows but does not require the use of selection criteria for awarding 5310 funding. Selection criteria were developed to guide application review and project selection. The following criteria were developed and are consistent with the Local Coordinated Plan and FTA’s 5310 guidance and review of peer agency Program Management Plans.

A. Statement of Needs (20 Points)

Project applications should clearly state the need for the project and demonstrate how the project is consistent with the objectives of the grant program. The project application should indicate how the project will enhance transportation for the urbanized area’s elderly and disabled populations, as well as, the connection between the project and the Coordinated Plan should be clearly described in the application.

B. Project Planning and Implementation (20 Points)

For all projects, applicants must provide a well-defined service operations plan and/or capital procurement plan, and describe the implementation steps and timelines for carrying out the plan. The applicant’s plan should include coordination, eligibility determination, marketing and service delivery details.

C. Project Budget and Grants Management (15 Points)

Applicants must submit a complete project budget, indicating anticipated project expenditures and revenues, including documentation of matching funds. The application should address long-term efforts and identify potential funding sources for sustaining the service beyond the grant period.

D. Program Effectiveness and Evaluation (20 Points)

The project will be scored based on the applicant’s identification of clear, measurable outcome based performance measures, including customer satisfaction, to track the

effectiveness of the service. The applicant should monitor and evaluate the service throughout the period of performance.

E. Organizational Preparedness and Technical Capacity (25 Points)

Projects should be a good fit in the applicant's organization. The applicant must demonstrate that it has staff with the technical experience to manage or operate a transportation service, such as correct levels of insurance for operations. In addition, the applicant must show that they are prepared to monitor and provide safe services.

Project Evaluation Criteria	Possible Points (100 Maximum)
1. Project Needs	20
Is the project consistent with the 5310 grant program's objectives?	0 or 5
To what degree will the project increase or enhance the availability of transportation for the Concord Urbanized Area's elderly & disabled populations?	0 – 5
Does the project address a need identified in the Coordinated Plan?	0 or 5
Does the Project address a service that otherwise would not be available	0 or 5
2. Project Planning and Implementation	20
Does the project include coordination and/or partnerships with transportation providers or other relevant stakeholders?	0 or 5
Is the project timeline realistic?	0 or 5
To what extent does the applicant include plans to market to the target group and promote public awareness of their project?	0 – 5
Is there evidence the applicant has done all necessary planning and is ready to begin the project upon being funded?	0 – 5
3. Project Budget	15
Were all the necessary budgets completed and submitted?	0 or 5
Are the certified local match sources for the project also listed in the budget as matching funds?	0 or 5
How does the agency propose to continue commitment to the life of the project beyond the availability of the requested grant resources?	0 – 5
4. Program Effectiveness and Evaluation	20
Did the applicant mention collecting data and/or documenting the delivery and utilization of services?	0 or 10
Does the applicant propose monitoring measurable indicators of success?	0 or 10
5. Organizational Preparedness	25
How closely does the proposed project align with the organization's mission and objectives?	0 – 5
How experienced is the applicant staff in managing transportation projects and/or operating passenger transportation?	0 – 5
How experienced is the agency with financial responsibilities such as, quarterly reporting, annual audits, and/or forms of financial reporting?	0 – 10
Does the applicant propose training, vehicle maintenance, inspection, or monitoring to manage risk and to provide safe services?	0 – 5
Total Score	0 - 100

X. Other Provisions

A. Private Sector Participation

Federal law requires the public to be involved in the transportation planning process, and specifically requires that private providers be provided an opportunity to be consulted in developing transportation plans and programs in both urbanized and rural areas. Public involvement processes must be proactive and provide complete information, timely public notice, full public access to key decisions, and opportunities for early and continuing involvement throughout the transportation planning and programming process.

Therefore, each applicant for funds from City of Concord’s Section 5310 program must describe their plans to comply with this policy and provide documentation of these planned efforts in their application.

B. Civil Rights

Recipients of Section 5310 program funds are required to meet civil rights requirements under Title VI, as well as Equal Employment Opportunity (EEO) and Disadvantaged Business Enterprise (DBE) regulations.

C. Title VI

The recipient agrees to comply, and assures the compliance of each third party contractor and each subrecipient at any tier of the project, with all of the following requirements under Title VI of the Civil Rights Act of 1964:

- 1.) Title VI of the Civil Rights Act of 1964, as amended (42 U.S.C. 2000d et seq.), provides that no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.
- 2.) U.S. DOT regulations, “Nondiscrimination in Federally-Assisted Programs of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act,” 49 CFR Part 21.
- 3.) FTA Circular 4702.1B “Title VI Requirements and Guidelines for Federal Transit Administration Recipients.” This document provides FTA recipients and subrecipients with guidance and instructions necessary to carry out DOT Title VI

regulations (49 CFR Part 21), and DOT Policy Guidance Concerning Recipient’s Responsibilities to Limited English Proficient (LEP) Persons.

- 4.) U.S. DOT Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons (70 FR 74087, December 14, 2005). This guidance clarifies the responsibilities of recipients of federal financial assistance from DOT and assists them in fulfilling their responsibilities to LEP persons, pursuant to Title VI of Civil Rights Act of 1964 and Executive Order 13166.
- 5.) FTA Circular 4703.1 “Environmental Justice Policy Guidance for Federal Transit Administration Recipients.” This document provides FTA recipients and subrecipients with guidance and instructions necessary to carry out U.S. DOT Order 5610.2 to Address Environmental Justice in Minority Populations and Low-Income Populations, and Executive Order 12898 on Environmental Justice that describes the process that the Office of the Secretary of Transportation and each operating administration will use to incorporate environmental justice principles into existing programs, policies, and activities.
- 6.) U.S. DOT Order to Address Environmental Justice in Minority Populations and Low-Income Populations. DOT Order 5610.2 describes the process that the Office of the Secretary of Transportation and each operating administration will use to incorporate environmental justice principles (as embodied in Executive Order 12898 on Environmental Justice) into existing programs, policies, and activities.

Contractors and subcontractors are not required to submit a Title VI report. However, they are responsible for complying with the Title VI Program of the recipient with whom they are contracting. Recipients and subrecipients are responsible for ensuring that their contractors are complying with their Title VI Program and Title VI regulations.

D. Disadvantaged Business Enterprise (DBE)

To the extent required by federal law, regulation, or directive, the recipient agrees to take the following measures to facilitate participation by DBE’s:

- 1.) The recipient agrees and assures that it will comply with MAP-21 Section 1101 (b) (23 U.S.C. 101 note), which directs the Secretary of Transportation to expend not less than 10 percent of authorized federal funds with DBEs. This 10 percent national goal is aspirational and is used by DOT to help monitor and evaluate DBE participation in DOT assisted contracting opportunities.

- 2.) The recipient agrees and assures that it will comply with DOT regulation, “Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs,” 49 CFR Part 26. Among other provisions, this regulation requires certain recipients of DOT federal financial assistance, namely state and local transportation agencies, to establish goals for the participation of disadvantaged entrepreneurs and certify the eligibility of DBE firms to participate in their DOT assisted contracts.

- 3.) The recipient agrees and assures that it shall not discriminate on the base of race, color, sex, or national origin, in the award and performance of any third party contract, or subrecipient supported with federal assistance derived from DOT, or in the administration of its DBE program, and will comply with the requirements of 49 CFR Part 26. The recipient agrees to take all necessary and reasonable steps set forth in 49 CFR Part 26 to ensure nondiscrimination in the award and administration of all third party contracts and subagreements supported with federal assistance derived from DOT. As required by 49 CFR Part 26 and approved by DOT, the recipient’s DBE program is incorporated by reference and made part of the grant agreement or cooperative agreement. The recipient agrees that implementation of the DBE program is a legal obligation, and that failure to carry out its terms shall be treated as a violation of the grant agreement or cooperative agreement. Upon notification by DOT to the recipient of a failure to implement its approved DBE program, DOT may impose sanctions as provided for under 49 CFR Part 26 and may, in appropriate cases, refer the matter for enforcement under 18 U.S.C. 1001, and/or the Program Fraud Civil Remedies Act, (31 U.S.C. 3801 et seq).

For further guidance, refer to the federal laws, regulations, and executive orders cited in this chapter. FTA’s regional civil rights officers or headquarters civil rights staff will also provide current guidance upon request.

E. Equal Employment Opportunity (EEO)

The City of Concord and Section 5310 Program subrecipients must ensure that no person in the United States shall on the grounds of race, color, religion, national origin, sex, age, or disability be excluded from participating in, or denied the benefits of, or be subject to, discrimination in employment under any project, program, or activity receiving federal financial assistance under the federal transit laws.

Each Section 5310 Program contract between the City of Concord and a subrecipient for the provision of FTA funding shall contain language that requires the subrecipient to comply with FTA regulations related to EEO. In addition, private providers under contract with subrecipients are required to comply with these regulations.

F. Discrimination

Over time, the Federal government has enacted several pieces of legislation that prohibit discrimination against people. Section 504 (<http://www.fhwa.dot.gov/civilrights/programs/ada.cfm>) is a civil rights law that prohibits discrimination against individuals with disabilities. The Americans with Disabilities Act of July 1990, has five subsections to provide accommodations to protect the rights of individuals with disabilities.

Subrecipients will be required to provide assurances to the City of Concord that certifies compliance with Section 504 and ADA regulations. The City of Concord will also have the right of subrecipient review for compliance with all Federal requirements associated with the Section 5310 Grant.

G. Assurances

The City of Concord annually signs the FTA Annual List of Certifications and Assurances for Federal Transit Administration Grants and Cooperative Agreements, which binds The City of Concord to all civil rights requirements.

Through annual grant agreements, subrecipients agree to comply with all applicable civil rights statutes and regulations. These include Title VI of the Civil Rights Act, Equal Employment Opportunity, and Americans with Disabilities Act. As subrecipients to the City of Concord, Section 5310 Program subrecipients must comply with the FTA's Annual List of Certifications and Assurances as stated in their grant agreements with the City of Concord.

H. Buy America

Title 49 U.S.C. 5323(j) provides that with limited exceptions, FTA may not obligate funds for a public transportation project unless the steel, iron, and manufactured goods used in the project are produced in the United States. Section 5310 recipients and subrecipients must comply with regulations, 49 CFR part 661. FTA's Buy America requirements at 49 CFR Part 661 differ from Federal Buy American regulations at 48 CFR Part 25. The former applies to all purchases, including materials or supplies funded as operating costs when funded by FTA, if the purchase exceeds the threshold for small purchases (currently \$100,00), whereas

the latter applies to direct federal procurements. FTA strongly advises recipients to review 49 CFR Part 661 as well as the current FTA Circular 4220.1, “Third Party Contracting Guidance,” before undertaking any procurement. In addition, 49 U.S.C. 5323(j)(9) allows a party adversely affected by an FTA action the right to seek review. FTA has created a Buy America website to provide an overview of these requirements as well as policies, procedures, and letters of interpretation: <http://www.fta.dot.gov/buyamerica>.

I. Section 5310 Program Management

A. Maintenance

Consistent with federal requirements, each subrecipient must maintain its facilities (and substantial facility components), vehicles, and other substantial assets.

Subrecipients would be required to submit an annual Owned Rolling Stock Inventory. The inventory will include the following information:

- i. Year/Make/Model or other ID
- ii. Vehicle Identification Number
- iii. Agency Vehicle Number
- iv. Condition
- v. Age
- vi. Remaining Useful Life
- vii. Replacement Cost
- viii. ADA Accessibility

The information obtained from these inventories will become part of the inventory record.

Recipients and subrecipients shall maintain equipment maintenance and inspection records for equipment procured with 5310 funds. Recipients will be required to service the vehicle(s) and equipment, at a minimum, in accordance with the maintenance schedules, and to keep records to show that service was completed. Each recipient will submit certification that service is completed at least as scheduled per the owner’s manuals. Request for certification will be sent out annually by The City of Concord. During an annual inspection, and/or audit, The City of Concord will request maintenance records and will randomly pick maintenance reports to review to ensure compliance with these provisions and all applicable FTA requirements.

B. Vehicle Procurement

When procuring property, supplies, equipment, or services with funds from an FTA grant, designated recipients that are not states and their subrecipients must comply with FTA procurement requirements at 49 CFR Part 18 and guidance contained in the current FTA Circular 4220.1.

C. Pre-Award and Post-Delivery Reviews

Procurements for vehicles, other than sedans or unmodified vans, must be audited in accordance with 49 CFR Part 663, “Pre-Award and Post-Delivery Audits of Rolling Stock Purchases.” Additional guidance is available in the manual, “Conducting Pre-Award and Post-Delivery Reviews for Bus Procurement” on FTA’s website:

www.fta.dot.gov/legislation_law/12921_5424.html. The regulation requires any recipient or subrecipient that purchases rolling stock for use in revenue service with funds obligated after October 24, 1991, to conduct a pre-award and post-delivery review to ensure compliance with its bid specifications, Buy America requirements, and federal motor vehicle safety requirements, and to complete specific certifications. Purchase of more than twenty vehicles for use in areas under 200,000 in population (more than ten, for large urbanized areas), other than unmodified vans or sedans, requires in-plant inspection. In the case of consolidated state procurements on behalf of multiple subrecipients, the in-plant inspection requirement is triggered only if a single subrecipient will receive more than ten or more than twenty vehicles, depending on area size.

References

USDOT, Federal Transit Administration, Circular FTA C9070.1G

NCDOT Program Overview Enhanced Mobility of Seniors and Individuals with Disabilities Program (Federal Section 5310)

Cabarrus County, Coordinated Transportation Plan

City of Raleigh/Capital Area Metropolitan Planning Organization, Section 5310 Program Management Plan, 2015

Greater Hickory Metropolitan Planning Organization, Section 5310 Program Management Plan, June 2014

Winston-Salem Urban Area Metropolitan Planning Organization, Section 5310 Program Management Plan, March 2015

Wave Cape Fear Public Transportation Authority, Section 5310 Program Management Plan, March 2015

Appendices

Appendix A: Concord Urbanized Area

Appendix B: Section 5310 Application Form

Appendix C: Subrecipient Application Letter

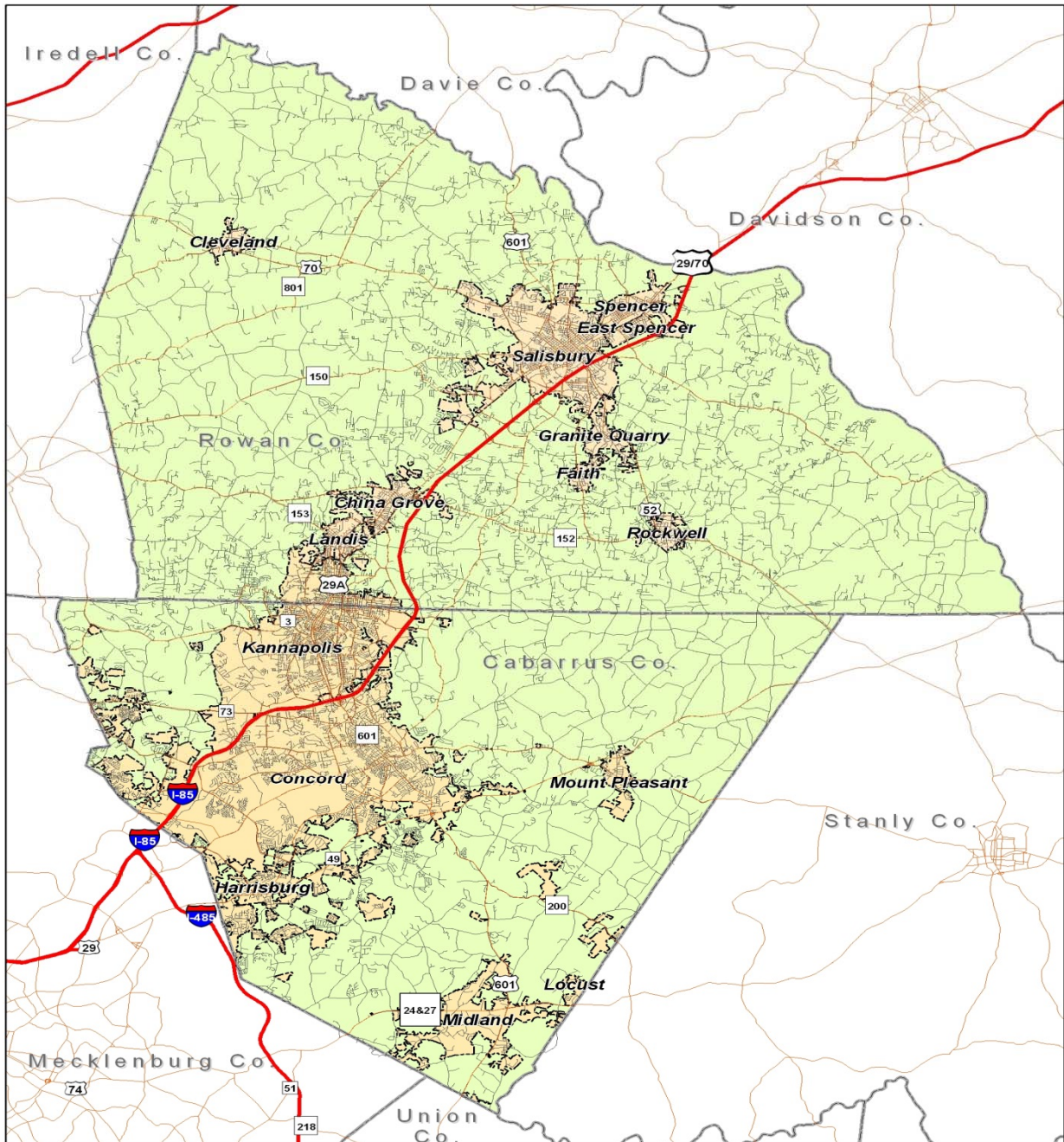
Appendix D: Checklist for Project Manager Review of A-133 Audit Findings

Appendix E: Definitions

Appendix F: City of Concord Direct Recipient Documents

Appendix G: Cabarrus County Coordinated Transportation Plan

Appendix A: Concord Urbanized Area



Appendix B: Section 5310 Application Form

Section 5310 Funding Program Application

Please complete Parts I – III of the 5310 Funding Program Application. Return the completed application to the City of Concord as noted in the Application Process Section.

Part I – Funding Request

Applicant Information

Organization Name: _____
Contact Person: _____
Address: _____
City, State, Zip: _____
Telephone: _____ Fax: _____
Email: _____
Website: _____

Project Information

Title: _____
Brief Description: _____

Project Type: Traditional _____ Other _____
Service days/hours (if applicable): _____
Estimated Cost per One-Way Trip (if applicable): _____
Estimated Daily Riders per Weekday/Weekend (if applicable): _____

Part II – Project Narrative

Please complete the Project Narrative questions below for your application. These questions closely align with the Project Selection Criteria included in the 5310 Program Management Plan and 5310 Application Package.

Expanded Project Description

Please use this space to expand on your project description beyond the brief description provided in Part I of the application.

Project Needs

How is the proposed project consistent with eligible 5310 program activities and objectives of the 5310 funding program?

Describe how the project will increase or enhance the availability of transportation for the elderly and disabled populations in the Concord Urbanized Area?

What need(s) does the project address in the Local Coordinated Plan? Please provide the page number(s) in the Local Coordinated Plan your project corresponds with.

Does the project provide a service or investment that otherwise would not be available? If so, please explain.

Project Planning and Implementation

Describe how the proposed project might coordinate or link with other transportation providers or transportation stakeholders?

Describe the project timeline and project lifespan?

Please note how you plan to market your proposed project? If an existing service, note how your service is currently marketed?

When could your project begin upon receiving funding? Describe the process your organization would take to implement the project.

Project Budget

Draft Program Management Plan

In addition to filling out the Proposed Project Budget, note any plans for continued investment and/or maintenance for the proposed project after the 5310 funds are spent.

Program Effectiveness and Evaluation

How does your organization plan to collect information to monitor quality control and customer satisfaction related to implementing the proposed project? Include in your description any measurable indicators you propose to use.

Organizational Preparedness

Describe the staffing plan for this project. Who would be the primary staff person responsible for managing the grant? What other staff would be involved? Describe any relevant past experience these staff have in working on the type of project proposed.

Please note any experience your organization has with financial reporting such as quarterly reports, annual audits and/or other forms of financial reporting.

Describe any training, maintenance, inspections and/or service monitoring you plan to do focused on managing risk and providing safe services?

Part III – Proposed Project Budget

Project Funding

Local matching funds are required for all application submittals. For projects requiring operating funds the required match is 50% from non-federal transportation funds. For capital projects the required match is 20% + from non-federal transportation funds. Some potential capital match exceptions are noted in the FTA guidance and the City of Concord 5310 Program Management Plan.

Total Project Budget	\$ _____	
Capital Federal Share	\$ _____	_____ %
Capital Local Match	\$ _____	_____ %
Operating Federal Share	\$ _____	_____ %
Operating Local Match	\$ _____	_____ %

Local Match Fund Source: _____

Note: The applicant must demonstrate a commitment to provide local funds and provide appropriate documentation. Documentation may be in the form of a letter or other supporting documentation noting where funds will be drawn from.

Appendix C: Subrecipient Application Letter

Date

Name

Address

City, State, Zip

RE: Subrecipient Project XXX

Federal Transit Administration Apportionment City of Concord Application for Section 5310 FTA Funding.

Dear Subrecipient:

The City of Concord, as the designated recipient of Federal Transit Administration (FTA) funds for the Concord Urbanized Area, will make an application for FTA to support the above referenced project. By accepting these federal funds, your organization will be recognized as a subrecipient and, as much, is subject to all FTA federal requirements.

I have been assigned as the City of Concord's project manager for project oversight and will coordinate the process with you. The subrecipient agreement will be processed concurrently with the federal application to help shorten the process; however, no agreement can be executed until the federal award is received. As part of the application process, you will be required to complete the application form that provides the project detail, budget, and milestones. You will also be required to submit your current A-133 audit information and sign the FTA Certifications and Assurances. No application for federal funds will be made until this information is received and accepted.

Please send all questions regarding compliance or needs for approval directly to me so I can track the required approvals or changes to your project. I will forward requests to the appropriate staff to obtain approvals or interpretations. Please note that Certifications and Assurances must be completed annually for the duration of your active grant. All organizations are required to certify compliance with numbers one and three. If other certifications apply to this project and your organization, you also should certify those.

Once the application is processed and awarded, The City of Concord will be able to enter into a subrecipient agreement with your organization. Until the Subrecipient agreement is signed, you do not have funding.

I look forward to working with you throughout the grant process.

Regards,

Project Manager's Name

Project Manager's Title

Appendix D: Checklist for Project Manager Review of A-133 Audit Findings

Checklist for Project Manager Review of A-133 Audit Findings

Subrecipient _____

Fiscal Year _____

Project Manager _____

Please review each finding and check appropriate box based upon review of selected invoice(s) to assure charges are allowable & there is sufficient documentation to validate the expense.

Finding (List findings below)	Sufficient Documentation	Insufficient Documentation	N/A	Other

Project Manager _____

Date Reviewed _____

Appendix E: Definitions

- **Aging Population:** See “Senior.”
- **Americans with Disabilities Act (ADA):** is Public Law 336 of the 101st Congress, enacted July 26, 1990 (42 U.S.C. 12101 et seq.), and later amended January 1, 2009. The ADA prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, state, and local government services, public accommodations, commercial facilities, and transportation.
- **Capital Expense:** an expense directly related to the acquisition, construction, and improvement of facilities or equipment used for public transportation purposes, including, but not limited to, vehicles and related equipment.
- **Coordinated Local Plan:** is a transportation services provided by or on behalf of a human service agency to provide access to agency services and/or to meet the basic, day-to-day mobility needs of transportation-disadvantaged populations, especially individuals with disabilities, older adults, and people with lower income.
- **Designated Recipient:** an entity designated, in accordance with the planning process under sections 5303 and 5304 of Title 49, United States Code, by the governor of a state, responsible local officials, and publicly owned operators of public transportation, to receive and apportion amounts under 49 U.S.C. 5336 to urbanized areas of 200,000 or more in population; or a state or regional authority, if the authority is responsible under the laws of a state for a capital project and for financing and directly providing public transportation.
- **Disability:** has the same meaning as in section III (a) of the Americans with Disabilities Act of 1990 (42 U.S.C. 12102). The term “disability” means, with respect to an individual-
 - A physical or mental impairment that substantially limits one or more major life activities of such individual;
 - A record of such an impairment; or
 - Being regarded as having such an impairment.
- **Equipment:** an article of nonexpendable, tangible personal property having a useful life of more than one year and an acquisition cost that equals or exceeds the lesser of the capitalization level established by the governmental unit for financial statement purposes, or \$5,000. Equipment includes rolling stock and all other such property used in the provision of public transit service.
- **Grant:** an award of financial assistance, including a cooperative agreement, in the form of money, or property in lieu of money, by the federal government to an eligible recipient or recipients. Used interchangeably with grant agreement.
- **Human Service Transportation:** transportation services provided by or on behalf of a human service agency to provide access to agency services and/or to meet the basic,

day-to-day mobility needs of transportation-disadvantaged populations, especially individuals with disabilities, seniors, and people with low incomes.

- **Individual with a Disability:** an individual who, because of illness, injury, age, congenital malfunction, or other incapacity or temporary or permanent disability (including an individual who is a wheelchair user or has semi-ambulatory capability), cannot use effectively, without special facilities, planning, or design, public transportation service or a public transportation facility. 49 U.S.C. 5302(a)(5).
- **Large Urbanized Area:** an urbanized area (UZA) with a population of 200,000 or more individuals, as determined by the Bureau of the Census.
- **Local Government Agency:** includes a political subdivision of a state; an authority of at least one state or political subdivision of a state; an Indian tribal government; and a public corporation, board, or commission established under the laws of a state.
- **Master Agreement:** an FTA official document containing FTA and other cross-cutting federal requirements applicable to the FTA recipient and its project(s). The master agreement is generally revised annually in October. The master agreement is incorporated by reference and made part of each FTA grant, cooperative agreement, and amendment thereto.
- **Mobility Management:** consists of short-range planning and management activities and projects for improving coordination among public transportation and other transportation-service providers carried out by a recipient or subrecipient through an agreement entered into with a person, including a government entity, under 49 U.S.C. Chapter 53 (other than Section 5309). Mobility management does not include operating public transportation services.
- **Net Project Cost:** part of the project that reasonably cannot be financed from operating revenues (i.e., farebox recovery).
- **Nonprofit Organization:** A corporation or association determined by the Secretary of the Treasury to be an organization described by 25 U.S.C. 501(c) which is exempt from taxation under 26 U.S.C. 501(a) or one which has been determined under state law to be nonprofit and for which the designated state agency has received documentation certifying the status of the nonprofit organization.
- **Older Adults:** See “Senior.”
- **Operating Expenses:** Those costs necessary to operate, maintain, and manage a public transportation system. Operating expenses usually include such costs as driver salaries, fuel, and items having a useful life of less than one year.
- **Paratransit:** comparable transportation service required by the ADA for individuals with disabilities who are unable to use fixed-route public transportation systems.
- **Pre-award Authority:** authority given under specific and limited circumstances to incur costs for eligible projects before a grant is made without prejudice to possible Federal participation in the cost of the project(s). Applicants must comply with all Federal requirements. Failure to do so will render a project ineligible for FTA financial assistance.


- **Program of Projects:** a list of projects to be funded in a grant application submitted to FTA by a recipient. The program of projects (POP) lists the subrecipients and indicates whether they are private nonprofit agencies or local governmental authorities, designates the areas served (including rural areas), and identifies any tribal entities. In addition, the POP includes a brief description of the projects, total project costs, Federal share for each project, and the amount of funds used for program administration from the 10 percent allowed.
- **Public Transportation:** regular, continuing shared-ride surface transportation services that are open to the general public or open to a segment of the general public defined by age, disability, or low income, and does not include: intercity passenger rail transportation provided by Amtrak, intercity bus service, charter bus service, school bus service, sightseeing service, courtesy shuttle service for patrons of one or more specific establishments, or intraterminal or intrafacility shuttle services.
- **Recipient:** for purposes of this circular, a designated recipient or a state that receives a grant under Section 5310 directly.
- **Rural Area:** an area encompassing a population of fewer than 50,000 people that has not been designated in the most recent decennial census as an urbanized area by the Secretary of Commerce.
- **Senior:** an individual who is 65 years of age or older.
- **Small Urbanized Areas:** a UZA with a population of at least 50,000 but less than 200,000 as determined by the Bureau of the Census.
- **Subrecipient:** a state or local governmental authority, a private nonprofit organization, or an operator of public transportation that receives a grant under Section 5310 indirectly through a recipient.
- **Traditional Section 5310 Projects:** those public transportation capital projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable.
- **Transportation Improvement Plan (TIP):** a six-year program of highway and transit projects for the urbanized areas. It is a compilation of projects from the various federal, state, and local funding programs for all the cities and counties in the Region, as well as for the state DOT and the local transit agencies.
- **Urbanized Area (UZA):** an area encompassing a population of not less than 50,000 people that has been defined and designated in the most recent decennial census as an urbanized area by the Secretary of Commerce.

Appendix F: Designated Recipient Documents

Mr. Jerry Franklin
June 25, 2002
Page 2

Thank you for your continued support of our public transportation efforts in North Carolina. Please contact Mr. Michael Kozak, Assistant Director for Metropolitan Transportation in the Public Transportation Division at 919-733-4713, extension 229, if you have any questions about this designation.

Sincerely,


Lyndo Tippet

LT/DW

Enclosures (3)

cc: Ken Geathers, Chair, Cabarrus/South Rowan Urban Area Transportation
Advisory Committee

J. Scott Padgett, Mayor, City of Concord

Ray Moss, Mayor, City of Kannapolis

Michael Kozak, Public Transportation Division, NCDOT

AFFIRMATION OF ATTORNEY FOR THE CITY OF CONCORD

As the undersigned legal counsel for the City of Concord, I hereby affirm that the City of Concord has legal capacity, pursuant to North Carolina General Statute 160A-461, to perform the functions of a designated recipient in accordance with 49 U.S.C. 5307.

This affirmation of legal capacity is made in conjunction with effort to designate the City of Concord as a recipient for federal formula funding in the Cabarrus-South Rowan Urban Area Metropolitan Planning Organization. The designation is supported by a resolution adopted by the Cabarrus-South Rowan Transportation Advisory Committee.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or threatened or other legal impediment that might adversely affect the validity of this affirmation, I will notify the North Carolina Department of Transportation and the Federal Transit Administration promptly.

Date: 6/12/02

Robert E. Cansler
Robert Cansler
Assistant City Attorney
City of Concord

Public Transportation Division

JUN 18 2002

RECEIVED



**CABARRUS / SOUTH ROWAN URBAN AREA
METROPOLITAN PLANNING ORGANIZATION**

SOUTH ROWAN • CABARRUS • CHINA GROVE • LANDIS • KANNAPOLIS • CONCORD • HARRISBURG

**A RESOLUTION SUPPORTING THE DESIGNATION OF THE CITY OF
CONCORD AS A RECIPIENT FOR FEDERAL FORMAL FUNDING FOR THE
CABARRUS SOUTH ROWAN URBAN AREA PUBLIC
TRANSPORTATION SYSTEM**

WHEREAS, the Cabarrus South Rowan Urban Area Public Transportation System is a publicly owned operator of transit service; and

WHEREAS, the Cabarrus South Rowan Urban Area Public Transportation System wishes to receive federal transportation assistance authorized by 49 U.S.C. Chapter 53, Title 23, United States Code and other federal statutes administered by the Federal Transit Administration; and

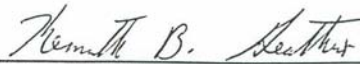
WHEREAS, Article 26, Section 160A-603(e) of the North Carolina General Statutes say "the City of Concord may become a Designated Recipient pursuant to the Urban Mass Transportation Act of 1964 as amended;" and

WHEREAS, the Cabarrus South Rowan Urban Area Public Transportation System, as the provided of publicly owned transit services, must concur in the designation of the City of Concord as a recipient of federal funds for the Cabarrus South Rowan Urban Area Public Transportation System if it is to be so designated; and

WHEREAS, all federal funds received by the City of Concord for the Cabarrus South Rowan Urban Area Public Transportation System will be programmed by the Metropolitan Planning Organization through the Unified Planning Work Program, and the Transportation Improvement Program, and the allocation of funds will be reviewed annually.

NOW, THEREFORE, BE IT RESOLVED that the Cabarrus South Rowan Urban Area Metropolitan Planning Organization's Transportation Advisory Committee (TAC) supports the designation of the City of Concord as a recipient of federal funding for the Cabarrus South Rowan Urban Area Public Transportation System.

Date: 05-08-02


Kenneth B. Geathers, Chairman
Transportation Advisory Committee
Cabarrus-South Rowan MPO



STATE OF NORTH CAROLINA
OFFICE OF THE GOVERNOR

PAT McCRORY
GOVERNOR

March 5, 2014

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

Dear Dr. Taylor:

On July 6, 2012, the Moving Ahead for Progress in the 21st Century Act (MAP-21), Public Law 112-141, authorizing funding for surface transportation, was signed. As required in MAP-21, I hereby declare the following municipalities to be the designated recipients of the apportionments to their respective large urban areas for the Section 5310: Enhanced Mobility of Seniors and Individuals with Disabilities Program:

- The City of Winston-Salem endorsed by the Winston-Salem Urban Area Metropolitan Planning Organization;
- The City of Fayetteville endorsed by the Fayetteville Area Metropolitan Planning Organization;
- The City of Concord endorsed by the Cabarrus-Rowan Urban Area Metropolitan Planning Organization; and
- The City of Raleigh endorsed by the NC Capital Area Metropolitan Planning Organization.

These designated recipients will be responsible for the administration of the 5310 Program funds in their large urban area and for the oversight of any subrecipients they choose to receive and expend these funds. I respectfully request that the Federal Transit Administration allow these cities to apply for and receive the 5310 Program funds on behalf of their selected subrecipients. Thank you for your continued support of our public transportation effort in North Carolina.

Sincerely,

Pat McCrory
Pat McCrory

PM/DC

cc: Secretary Anthony Tata
Larry T. Williams, TAC Chair, Winston-Salem Urban Area MPO
Toneq McCullough, Director, City of Winston-Salem DOT

Greg Errett, Planning Manager, Transportation, City of Winston-Salem
Jean Powell, TAC Chair, Fayetteville Area MPO
Rick Heicksen, Executive Director, Fayetteville Area MPO
Giselle Rodriguez, City Engineer, City of Fayetteville
Lee Withers, TAC Chair, Cabarrus-Rowan Urban Area MPO
Phil Conrad, Executive Director, Cabarrus-Rowan Urban Area MPO
Joe Wilson III, Transportation Director, City of Concord
Ronnie Williams, TAC Chair, NC Capital Area MPO
Chris Lukasina, Executive Director, NC Capital Area MPO
Eric Lamb, Manager, Transportation Planning & Development
Debbie Collins, NCDOT
Richards Walls, NCDOT

Appendix G: Local Coordinated Plan

Cabarrus County Transportation Services (CCTS)

Cabarrus County

COORDINATED TRANSPORTATION SERVICE PLAN



Randy Bass
11/19/2009



Cabarrus County Coordinated Transportation Plan

In 2004, Cabarrus County took steps to bring transportation services in-house by becoming a Community Transportation Provider.

This was the first step in realizing its goal to provide solutions for the overall transportation system in Cabarrus County. In the years since this transition, Cabarrus County Transportation Services (CCTS) has seen a demand for its services increase in many areas. In 2004, CCTS provided 84,118 trips. The projection for trips in 2010 is 94,000.

Cabarrus County Transportation Services is governed by the Cabarrus County Board of Commissioners with a Transportation Advisory Board consisting of representatives of local governments, social service agencies, schools and the general public.

Regional Coordination

CCTS has a solid track record in coordination of public transportation services. This is due in part to the rapid growth trends in and around the county itself. The result has been a coordinated system ready to serve various sectors of the community when demand rose and social service agencies began pursuing transportation options for their clients.

The coordination of County and City services was strengthened in 2009 when CCTS partnered with the CK Rider to create service from the western parts of Cabarrus County to Concord Mills and the CK Rider transfer station. CCTS already shares trips with Mecklenburg County and Stanley County to provide service for citizens seeking out of town trips for medical needs. CCTS is contracted through CK Rider to provide the City's transit service area with complementary para-transit service to individuals who are not able to use the City's bus system.

Enhancing Services to Un-Served, Underserved Populations and General Public

Even as CCTS experiences increased demand for services from the community, it has developed a service model that effectively and efficiently services the needs of those in Cabarrus County who require point-to-point transportation services. CCTS has now reached a juncture in its growth that necessitates the agency begin looking at more conducive service types to continue to respond to demand and maximize available resources.

Through the CCTS Community Transportation Service Plan, countywide services to un-served, underserved and general public populations would be greatly enhanced through the realization of the recommendations contained in this plan. These recommendations are based on information gathered through the Coordinated Service Plan process, analysis of existing demographics and CCTS service, and examination of potential coordination with the CK Rider System.

CCTS and CK Rider Plan Recommendations

The strong relationship between CCTS and CK Rider will continue to strengthen in future years as the two services and the incorporated and unincorporated areas of the County become dependent upon one another for transportation as they have been dependent on one another for access to jobs, medical services and cultural activities for decades. The continued success of CCTS



Cabarrus County Coordinated Transportation Plan

and growth in passengers and trips, are also dependent on this cooperation as there is a strong need for services that are not sensitive to geographic or political boundaries.

Many of the recommendations contained in the CTSP, as well as the associated Coordinated Plan are dependent on operational, administrative and funding partnerships between CCTS and the CK Rider as well as other regional stakeholders. These recommendations are outlined below.

Joint CCTS and CK Rider Initiatives. The Coordinated Plan process and public involvement efforts within the Regional Plan identified several areas whereby CCTS and CK Rider should jointly pursue various organizational, marketing, capital and operations efforts in order to provide an integrated regional transit system and allow the region access to federal funding sources that are intended for such coordinated purposes.

The organization and marketing program priorities are intended to provide for public and elected officials' education and create a common identity for transit within Cabarrus County. The specific initiatives have been identified as:

- Establish a One-Stop Shop and Mobility Management Program;
- Conduct a Marketing Analysis and Outreach Program; and
- Establish Incentive Programs to encourage transit riders to use the system
- Increase marketing with the medical community
- Seek more outreach with our Hispanic community

A set of Capital and Operations Program priorities were also identified to address specific service types and options that can benefit both CCTS and CK Rider and require cross-agency coordination. These are:

- Pursuing reverse commute services options
- Expanding geography of existing routes and services
- Creating express routes
- Connecting the Research Campus in Kannapolis and UNCC
- Adding Sunday hours of service for both CK Rider and CCTS
- Work with UNCC to add shuttle and express bus service to the campus.

Flexible Route Options. One such service example for the US Highway 29 corridor and potentially other areas of the City and County, is the concept of flexible or deviated fixed route services crossing over into regional areas. While traditional public transportation service has focused on higher density population centers concentrated along high travel corridors, some communities are exploring alternative means of integrating this binary model into a flexible transit service model.

Often, a transit system will operate flexible service as a way to combine fixed route service with demand response service in order to increase efficiencies and service additional patrons. As the region grows and demand increases for CK Rider and CCTS, the option for a flexible route will be more suitable. There are three common circumstances under which flexible transit service is used by many transit agencies:

- *To provide service in limited areas considered hard to serve for reasons of demographics, street layout, or community preferences;*



Cabarrus County Coordinated Transportation Plan

- *To provide service in low-demand time periods. In cities with ample fixed-route service, flexible operation typically substitutes for fixed-route operation in limited areas. In some cities with more limited fixed-route service, flexible operation replaces the entire fixed-route network at certain times; or*
- *To provide the entire transit service for a small city, low-density suburban area, or rural area. In these cases, coordination or consolidation with para-transit service is a key feature of the flexible service.*

Maximize Use of Technology. CCTS should begin pursuing greater integration of technology within the management of its fleet and services as growth in the size of the CCTS fleet continues. Increased demand by the public, coordination with CK Rider, and the evolution of the region from a small- or medium-sized to a large metropolitan region will lead to a need to incorporate various technologies available to the public transportation industry.

There are various vehicle-based technologies that can also be utilized by CCTS to continue to provide a high level of service to its present and future customers. CCTS has already begun exploring the possibility of providing greater web-based scheduling and dispatching functions and has been proactive with the RouteMatch system to pursue the acquisition of automated vehicle location (AVL) technology to track the location and usage of its fleet.

Coordination with Other Counties. There is a desire within CCTS management to reach out and work with neighboring counties to identify areas for additional coordination, as CCTS provided numerous trips to medical centers outside the region in the past year. If more community transportation services in additional counties were willing to partner and coordinate scheduling information with CCTS, there is the possibility for these services to be combined to lessen the mileage and cost burden on operating a less-than-full vehicle during these medical trips.

Mission

CCTS's mission is to provide safe, reliable and efficient transportation services to all the residents of Cabarrus County, North Carolina. CCTS is the community transportation provider for Cabarrus County; the offices and fleet are located in Concord, North Carolina.

Benefits to the Community

Public transportation is often an overlooked component to providing comprehensive social service programs and access to important destinations for members of the general public. While there is almost universal recognition of the need to provide basic healthcare, education and social support, individuals with these needs are oftentimes unable to provide for their own transportation due to a disability, lack of financial resources or other circumstances.

In providing access for citizens to vital employment, healthcare and other social services, CCTS is an integral part of the social service arrangement within County. As CCTS has evolved, it has begun to transcend its traditional role of providing a social service to also providing a critical link in the region's transportation and economic system. This was particularly true during the summer of 2008 when gas prices spiked and many community members were unable to afford fuel for needed trips that they would normally make in their personal vehicle. CCTS, as well as CK Rider, saw record levels of demand during this period and notable increases in commuters using the system.



Cabarrus County Coordinated Transportation Plan

Public Involvement

The public outreach component of the CCTS Community Transportation Service Plan has been coordinated in cooperation with the Coordinated Human Service Transportation Plan to collectively involve residents of Cabarrus County.

Coordinated Service Plan Workshop. Through the leadership of the CCTS a Coordinated Plan workshop was conducted in Kannapolis, September 24, 2009 for the purposes of gathering input for the Coordinated Service Plan from local stakeholders and transportation service providers. Thirty-three representatives from local municipalities, service agencies, youth councils and emergency service providers attended the workshop. The workshop attendees identified a regional vision for coordinated human service transportation and public transportation. The results of the workshop formed the basis of the remainder of joint transit planning effort.

Vision and Goals

Establishing a vision for public transportation services in Cabarrus County began at the in 2006 with the first ever Coordinated Service Plan workshop. Through preliminary work with the CCTS Transportation Advisory Board, and outreach to the general public, it was determined that the vision and goals established through the Coordinated Service Plan process would also suffice as a vision for public transportation services in the county and region. The Coordinated Service Plan would fulfill the vision for a fully coordinated public transportation system that would also fulfill the purpose of developing a system with a regional focus.

The purposes of the vision are to provide for a more focused discussion on public transportation topics; serve as a check and balance for ideas generated during the workshop, public outreach and the planning process; and guide potential transportation projects.

The regional vision for coordinated human service transportation and public transportation is:

“To provide transportation services that enable individuals in need to access necessary medical care and other resources that can improve and enhance their quality of life. By providing transportation for essential services, we promote an independent lifestyle that allows individuals to remain in their homes as long as possible.”

Establishing the Vision

What should Cabarrus County and the surrounding cities and towns do to develop a regional public transportation system? Things that will...

- *Coordinate services;*
- *Provide efficient travel;*
- *Serve employment and population centers;*
- *Reduce congestion;*
- *Address the needs of all populations;*
- *Provide economical transportation; and*
- *Ensure access to all.*



Cabarrus County Coordinated Transportation Plan

Identifying Goals that Build the Vision

The workshop helped participants to sort the results of the visioning exercise into distinct categories, which would comprise the goals of the vision. Participants were then asked to vote on their top overall priorities. The results of this prioritization exercise are captured below with bullets listed in priority order as established through the public involvement process.

GOAL #1 – Provide Adequate Infrastructure

- Park and Ride sites;
- Bus shelters with easy-to-read schedules;
- Build pull-out lanes for bus stops;
- Convenient pick-up/drop-off locations;
- Green technology; and
- Encourage carpooling among drivers
- Vanpools
- Shuttle service between Research Campus and UNCC
- Express bus service direct to UNCC Campus from locations outside of Mecklenburg
- Continue & expand service in Midland, Mount Pleasant, and Harrisburg region.

GOAL #2 – Maximize Financial Resources

- Cost-effective financial resources and affordable transportation services;
- Vouchers for low/no-income population;
- Coordinated fare system;
- More funding streams;

GOAL #3 – Expand Access and Increase Services

- More rural transportation;
- Coordinated drop-off areas so rural residents can use city buses; including Fishertown
- Buses for city travel; mini-buses for outlying areas;
- Provide transportation for disabled persons not on Medicaid and seniors;
- Coordinate transit services across county lines;
- More service for County residents;
- Easily accessible to everyone;
- Longer hours on Saturday and Sunday service for CK Rider & CCTS,
- Transportation options;
- Identify key destinations;
- Interconnectivity between communities;
- Provide more bus stops;
- More buses are needed in order to increase frequency of stops to decrease time it takes to get around the CK Rider routes;
- Varied schedule and access to rural areas;
- Set routes where possible; and
- Multi-modal efficient routes that is easily accessible to all citizens.
- Expand Cabarrus Link's service hours on Saturday & Sunday.

GOAL #4 – Increase Coordination

- Better cooperation between governing entities;



Cabarrus County Coordinated Transportation Plan

- One-Call Center;
- Offer mobility training to both CCTS & CK Rider customers
- Obtain key stakeholder support for regional approach;
- Jointly apply for more grant funds;
- Better cooperation among municipalities and county; and
- City and County work together.

GOAL #5 – Plan for the Future

- Implement advanced transit technology to enhance scheduling/efficiency;
- Better urban growth planning;
- Annual meeting bringing all of the stakeholders together
- Automated Vehicle Location technology.

GOAL #6 - Educate the Public and Stakeholders

- County-wide education;
- Work to change citizens' perceptions about public transportation;
- Develop a fundamental marketing program; and
- Obtain buy-in from local merchants.



Prospects for Regional Governance

As Cabarrus County has grown in population there has been increasing discussion regarding the potential for establishing some type of regional transportation authority that could oversee CCTS and CK Rider. The State of North Carolina, through General Statute 25 - Public Transportation Authorities, allows for the establishment of regional transit authorities (RTA) to provide for “safe, adequate, and convenient” public transit systems for municipalities and their immediate environs. The law states that a municipality “may, by resolution or ordinance, create a transportation authority.” The establishment of an RTA extends its powers to include “all local public passenger transportation” services that operate within the corporate boundaries of the municipality. The law also states that the boundaries of the RTA “shall also extend up to 30 miles outside of the corporate limits of the municipality where the municipality is a town or a city, and up to five miles outside of the boundaries” of the county. If initiated by the City of Concord, the establishment of an RTA would require the consent of Cabarrus County. An RTA established by the County would require the consent of municipalities within Cabarrus County.

There are several advantages and disadvantages (Figure 6) to RTAs that should be thoroughly examined before one is established. While operating and funding efficiencies can be recognized to provide more streamlined and coordinated services, RTAs can also lead to selective distribution of funding to preferred services or those services perceived as more of a benefit to the system by Board members or elected officials, thus cutting funding to other services that may serve vital needs within the community.



Cabarrus County Coordinated Transportation Plan

In the absence of a regional authority there are several other options to provide coordinated services, including joint powers agreements, inter-jurisdictional agreements or joint funding agreements among municipalities.

Figure 6: Potential Advantages & Disadvantages of a Regional Transportation Authority

Potential Advantages	Potential Disadvantages
<ul style="list-style-type: none"> ▪ Allows one entity to focus solely on public transportation. ▪ Better coordination of services. ▪ Consolidated administrative, planning and service functions, including staffing, maintenance facilities, and contracts. ▪ Establishment of region wide funding sources, where allowed by general statutes, and coordinated pursuit of state and federal sources. ▪ Transit does not have to compete for funding with other city or county programs. ▪ Can create a common identity for all transit and eliminate negative perceptions associated with particular service types (e.g. “the welfare wagon”). ▪ Service decisions are typically made from a regional perspective. 	<ul style="list-style-type: none"> ▪ Loss of local control. ▪ Removes authority from existing policy boards and RTA boards are chosen, not elected. ▪ Since different parties are required to contribute to a regional authority’s financing program, they are more vulnerable to shifts or delays in funding. ▪ Regional authority may transfer funding to popular service types based on politics or perception instead of operating efficiencies or public need (e.g. reducing funding for bus services to provide rail services). ▪ Regional authority may transfer services from some sectors of the region in favor of others. ▪ Potential for short-term loss of jobs due to consolidated functions. ▪ Loss of ability for unique services to be able to provide specialized services (e.g. demand response business model vs. fixed route business model).

Coordination with CK Rider

The potential exists for CCTS and CK Rider to coordinate services on select corridors within the region that include destinations along a common corridor within the city limits and in the unincorporated areas.

There are areas that are currently served only by CCTS demand response services, however, there is increasing demand for fixed route services in those areas due to growth in number of residences and the recent completion of new communities. The combination of these factors, along with the potential for acquiring Job Access and Reverse Commute (JARC) Funding, have warranted a more detailed examination of service options within the Cabarrus County. Additionally, there may be options for future routes in this area to serve Cabarrus County citizens. Funding is and will likely continue to be an issue for such a service. Even though there is strong potential for JARC funding for such a service, the continued use of JARC as the funding source is



Cabarrus County Coordinated Transportation Plan

tenuous due to the application cycle through NCDOT. The willingness of Cabarrus County to contribute to the continued operation of new routes would also be a factor.

Service Recommendations

Opportunities for JARC, New Freedom and 5310 Elderly and Disabled Funding

The results of the workshop and subsequent work have identified common themes that provide direction for CCTS and CK Rider to pursue funding through the human service transportation programs. The organization of these initiatives is divided into two separate efforts: 1) Organization and Marketing Program Priorities; and 2) Capital and Operations Program Priorities.



Each workshop group presented their ideas for new service areas, modifications to existing services and ways to fully coordinate transportation services in the region. The results of the group mapping exercise were used to specifically identify Coordinated Plan recommendations.

While the initiatives listed in this section are in priority order, it is important to understand that available resources, both at the funding program and agency level, will ultimately dictate the order and manner in which these initiatives are implemented. The priority order of these initiatives is intended to represent both the priorities as identified through the public workshop and a strategic approach to creating a more established collection of transit services to provide mobility to various sectors of the population of Cabarrus County. There is a strong likelihood that each of these initiatives will require supplemental funding or staff commitments from resources other than human service transportation programs.

Based on analysis of the human service transportation program, these priorities are eligible for full or partial funding through Elderly and Persons with Disabilities, Job Access and Reverse Commute, or New Freedom.



Cabarrus County Coordinated Transportation Plan

Organization and Marketing Program Priorities

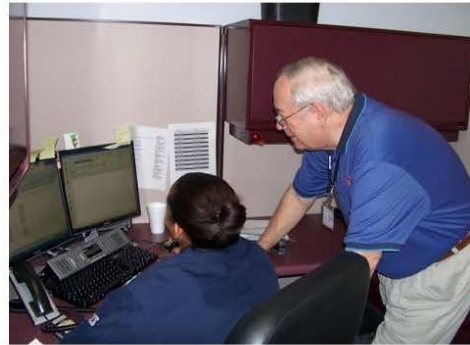
Priorities one through three has common ties but may not be able to be funded or accomplished through a single effort or action. They are also based on existing programs and the ability of CCTS and CK Rider to pursue these tasks with existing personnel.

1: Establish a One-Stop Shop and Mobility Management Program

To enhance work already being conducted by CCTS and CK Rider can pursue the formal establishment of a mobility management and coordination program for transit services in the region. The functions of this program would consist of:

- *An information clearinghouse for local transit services and mobility training program.*
- *Creation of a mobility management and coordination program through a formal agreement between Cabarrus County, the City of Concord and Kannapolis;*
- *Utilization of the already established (704) 920-2246 number for transit-related calls;*
- *Training for staff members as well as the addition of software and technology to determine best route and service for individuals needing a ride;*
- *Establishing an online ride-matching service, possibly through www.sharetheridenc.org;*
- *Designing a common web site portal for CCTS and CK Rider information;*
- *Branding and marketing of the one-stop shop phone number and website, possibly as part of Priority 2: Conduct a Marketing & Outreach Study;*
- *Managing incentive programs and guaranteed ride home programs through the one-stop shop;*
- *Potential for distribution and sales of passes for both services; and*
- *Ability to transfer calls to appropriate CCTS or CK Rider operations center.*

The one-stop shop concept would likely require a commitment to staffing and continued development of the clearinghouse and mobility management program beyond the funding reach of human service programs, but future funding could be pursued through other state or federal programs.



2: Conduct a Marketing Analysis and Outreach Program

There were several references during the Coordinated Service Plan workshop on the need to educate the public and elected officials on the existence and benefits of a region's transit system. Beyond this need, CCTS and CK Rider staff has expressed a desire to "brand" the region's transit services as one transportation resource. While the establishment of the one-stop shop is a first step toward achieving this goal, a more robust marketing and outreach effort is necessary to fully achieve the vision as established through the workshop.



Cabarrus County Coordinated Transportation Plan

The goal of a consolidated branding effort would, in combination with the one-stop shop, allow CCTS and CK Rider to appear to the public as a unified service even as they continue to function as separate operations. A marketing analysis and outreach program would likely consist of:

- *Identification of target markets for both ridership and information dissemination;*
- *Utilizing existing transit data to design outreach materials for local elected officials, social service agencies and employers to showcase the value of transit to the region;*
- *Establishing a common brand or theme for the region's services;*
- *Designing a common website to access CCTS and CK Rider information;*
- *Developing public service announcements for broadcast on local public access television stations;*
- *Determining the best approaches to market the services;*
- *Developing outreach programs to market services and incentive programs to area employers; and*
- *Designing a common look for transit media, such as press releases, fare cards, advertising and vehicle wraps.*

3: Establish Incentive Programs

While the marketing and outreach efforts will identify the type of programs needed to incentivize transit, the establishment of those programs will likely require a separate effort. With the employment base of Cabarrus County provided primarily by Carolinas Medical Center Northeast, the capacity to incentivize transit ridership rests with both the abilities of the transit agencies to manage programs and the willingness of the employers to allow increased services to their staff.

The first step could be to establish a Guaranteed or Emergency Ride Home Program through which registered riders of the region's transit services would be able to utilize the services of a taxi in the event that an emergency requires them to go home or to the doctor during the course of their work day. There is typically some trepidation by service agencies in the establishment of such a program due to fears of abuse. In reality, these can be low cost programs that provide peace of mind to regular riders. Program abuse can be minimized through the institution of several policies, including: requiring riders to register with the service agencies; limiting the dollar amount available to each person during the calendar year; and potentially requiring request for reimbursement of taxi fares through the service agencies.

Other incentive programs include:

- *First ride free programs;*
- *Reduced rates for monthly passes;*
- *Establishing incentive programs administered by area employers; or*
- *An annual event, such as a "Strive Not to Drive" week or "May in Motion" campaign.*

Capital and Operations Program Priorities

While specific service options are more difficult to identify at this stage within a Coordinated Service Plan, there were several service options identified during the workshop that CCTS and CK Rider may pursue through the human service transportation programs. These priorities may require formal agreements or additional input from partners and stakeholders and other municipalities, to fully implement.



Cabarrus County Coordinated Transportation Plan

#1: Pursue Reverse Commute Services to UNCC, Research Campus

CCTS and CK Rider both currently do not serve the campus. As student levels have increased the congestion around the campus has increased to the point that local residents have reported delays in commuting less than five miles to work near the campus.

Through Executive Order 13150¹, signed by President Clinton in April 2000, federal programs exist to help subsidize transit fares for riders that could be used in combination with JARC funding to establish new services. **It is anticipated that a Regional Transit Master Plan could explore the potential to provide these services.**

#2: Expand Geography of Existing Routes Fishertown Service

The Regional Transit Master Plan will identify areas of the City and County that are candidates for expansion of services, both through existing routes and establishment of new routes into the Fishertown areas. Funding may be obtained through these via the human service transportation programs or JARC, particularly if some areas indicate a need for specialized services such as demand response instead of a fixed route service.

These may include outlying areas of the City or corridors with both incorporated and unincorporated areas that may not be fully serviced by CK Rider due to current funding and service policies that limit services to areas within the corporate limits. It could also include expansion of CK Rider services to areas on the fringe of the City where CCTS has a concentration of riders.

#3: Create Express Routes/Vanpools for Cabarrus County communities

There was interest from representatives of other communities within Cabarrus County to establish express services or vanpools to Charlotte and other employment areas in our region. Communities such as Salisbury, Monroe, Statesville, and Lexington may not have the critical mass of riders with common origin and destination points to justify fixed route services; however, an express point-to-point bus or vanpool may serve their commute needs.

Alternative Service Delivery Options

Traditional public transportation service has focused on higher density population centers concentrated along high travel corridors, served by fixed routes with fixed stops on a regular schedule. Though this model works well in many circumstances, most communities operating a traditional transit system are also servicing elderly and disabled citizens with a separate para-transit or "dial-a-ride" service, such as CCTS.

Some communities are exploring alternative means of integrating this binary model into a flexible transit service model. According to a 2004 report by the Transit Cooperative Research Program (TCRP)², more than 50 transit systems of all types and sizes operate flexible transit service

¹ US General Services Administration. *Executive Order 13150: Federal Workforce Transportation*. April 2000. http://www.gsa.gov/Portal/gsa/ep/contentView.do?contentId=16569&contentType=GSA_BASIC&noc=T

² Koffman, David, et al. *Operational Experiences with Flexible Transit Services: A Synthesis of Transit Practice*. Transit Cooperative Research Program Synthesis 53, Transportation Research Board. Washington, DC, 2004: pg. 1. http://onlinepubs.trb.org/Onlinepubs/tcrp/tcrp_syn_53.pdf



Cabarrus County Coordinated Transportation Plan

models, such as deviated fixed route or zone route systems. This report is used as the basis for the CCTS Community Transportation Service Plan examination of the potential for flexible route, or deviated fixed route, services.

Often, a transit system will operate flexible service as a way to combine fixed route service with demand responsive service in order to increase efficiencies and service additional patrons. The TCRP report identified three common circumstances under which flexible transit service is used by many transit agencies:

- *To provide service in limited areas considered hard to serve for reasons of demographics, street layout, or community preferences;*
- *To provide service in low-demand time periods. In cities with ample fixed-route service, flexible operation typically substitutes for fixed-route operation in limited areas. In some cities with more limited fixed-route service, flexible operation replaces the entire fixed-route network at certain times; or*
- *To provide the entire transit service for a small city, low-density suburban area, or rural area. In these cases, coordination or consolidation with para-transit service is a key feature of the flexible service.*

Flexible transit service models include those that use flexible-route segments, route deviation, request stops, demand-responsive connectors, zone routes and point deviation. Of all flexible service models, deviated fixed route systems are the most commonly used, however some transit agencies utilize more than one type of flexible route service. Each service type varies in the degree of flexibility it offers, which can impact choice. The following definitions are given by the TCRP for each service type:

- **Route deviation**—*Vehicles operate on a regular schedule along a well-defined path, with or without marked bus stops, and deviate to serve demand-responsive requests within a zone around the path. The width or extent of the zone may be precisely established or flexible.*
- **Point deviation**—*Vehicles serve demand-responsive requests within a zone and also serve a limited number of stops within the zone without any regular path between the stops.*
- **Demand-responsive connector**—*Vehicles operate in demand-responsive mode within a zone, with one or more scheduled transfer points that connect with a fixed-route network. A high percentage of ridership consists of trips to or from the transfer points.*
- **Request stops**—*Vehicles operate in conventional fixed-route, fixed-schedule mode and also serve a limited number of defined stops near the route in response to passenger requests. (Request stops differ from flag stops in not being directly on the route.)*
- **Flexible-route segments**—*Vehicles operate in conventional fixed-route, fixed-schedule mode, but switch to demand-responsive operation for a limited portion of the route.*
- **Zone route**—*Vehicles operate in demand-responsive mode along a corridor with established departure and arrival times at one or more end points.*

Local Considerations for CCTS and CK Rider. In order to implement a flexible transit service, CCTS and CK Rider, as well as their partners will need to assess current and desired outcomes of the transit system in terms of the area where transit vehicles should operate, boarding and alighting locations, schedule and advanced notice requirements (Figure 26). Each of these factors will contribute to the type of flexible service most appropriate for the community.



Cabarrus County Coordinated Transportation Plan

Figure 26: Elements of Flexible and Traditional Service Design

Elements of Service	Service Type		
	Fixed Route	Flexible	Dial-a-Ride or Para-transit
Where vehicles operate	On the defined route	A route plus off-route locations or areas, or a geographic area	A geographic area
Boarding and lighting locations	Fixed or flag stops	Some fixed stops plus other locations	Any safe location in the service area
Schedule	Fixed	Fixed at end points or time points on the route, demand- responsive at other locations	Depends entirely on trips requested
Advance notice requirements	Not required	Required at some locations	Always required

Source: TCRP Synthesis 53 Report, 2004.

Deviated fixed route service is one flexible transit service model that could work well for Concord, as it falls in between the conventional fixed route, fixed schedule model and demand-response model (e.g. dial-a-ride or para-transit service). Vehicles would operate on a





Cabarrus County Coordinated Transportation Plan

regular schedule along a defined path, but deviate on occasion to serve demand-responsive requests within a zone around/near that path.

In Cabarrus County, a deviated route system could be used to expand CK Rider or CCTS service into additional areas identified by both transit service providers and Concord or Cabarrus County residents as current gaps in the system. Similarly, flexible route segments could work well for certain future routes in Concord and Kannapolis, such as in areas with low density around a higher use transit corridor.

Once a flexible transit service model is chosen, the transit providers and their partners will need to establish policies on matters such as distance or frequency of route deviation, advanced notice requirements for passengers, boarding and alighting locations, and other common considerations such as:

- Determination of the amount of time allocated for demand responsive operation in relation to fixed route service (e.g. deviation occurrences per hour);
- Importance of defining how far a route could deviate (e.g. how many miles or within what set radius will a bus deviate from the fixed transit route);
- Potential fare surcharges for off-route service and/or fixed route fare incentives for para-transit riders;
- Level of coordination with para-transit and regional service provider(s);
- Special driver and dispatcher training for flexible service operation, especially regarding differences in passenger communication and level of independent decision-making involved;
- Amount of advance notice can vary for pick-ups and drop-offs, as will use of advanced technology;
- Land-use, densities and geographic circumstances in which flexible transit service will be most appropriate, best used, and most efficient;
- Types of vehicles to be used in flexible service operation;

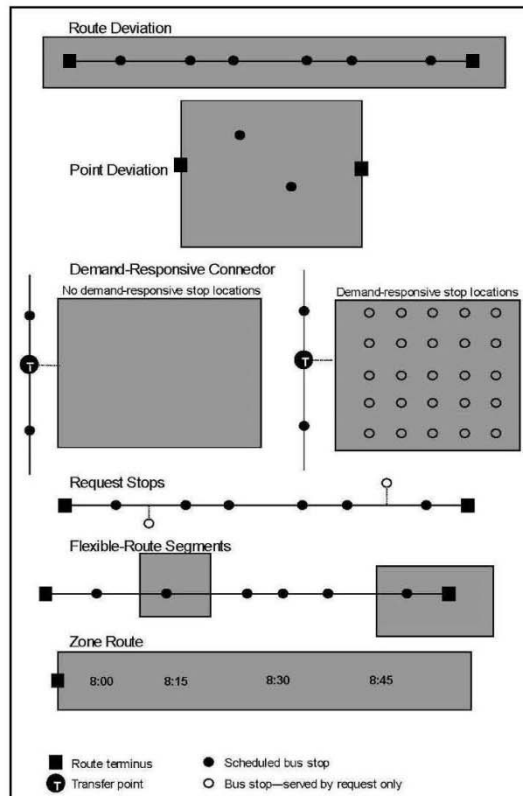


Figure 27: Flexible Route Service Types (TCRP Synthesis 53 Report)



Cabarrus County Coordinated Transportation Plan

- *Maximum thresholds for flexible operation (i.e. what are maximum ridership thresholds and/or at what point will flexible transit service become impractical for a given route or service area).*

Cost Comparisons for Flexible and Conventional (Fixed Route) Transit Services. Transit operators typically choose a flexible service model to provide cost-effective coverage to spread-out, low-density areas, reduce or eliminate the expense of a separate para-transit service, and/or serve low-demand time periods. The efficiencies gained in all of these actions result in a transit operation that can be leaner and more cost-effective. There is, of course, a balance between efficiency and flexibility in providing such a service, and the most cost-effective strategy will need to be assessed on a case-by-case basis for each potential operation. Cost savings for several integrated transit models are discussed in the TCRP Synthesis 76 report, "Integration of Para-transit and Fixed-Route Transit Services," which summarizes the cost savings achieved by multiple transit agencies studied for the report. Of the systems studied, cost savings ranged from \$147,000 per year to \$458,000 per year once flexible transit service was implemented to replace an old binary model of separate fixed route and para-transit services.³ Such examples of the efficiencies experienced by other transit agencies and research on best practice approaches for nationwide transit operations seem to indicate that CK Rider and CCTS should consider how to best coordinate and integrate future services to achieve cost-savings and effective route management systems.



Coordination with Other Counties

There is a desire within CCTS management to reach out and work with neighboring counties to identify areas for coordination. The most promising opportunity for CCTS is to work with similar service providers in neighboring counties and cities to consolidate through trips to regional medical facilities in Charlotte, Salisbury, Chapel Hill, Duke and Raleigh.



Cabarrus County Coordinated Transportation Plan

Last year CCTS provided approximately 850 trips to regional medical centers outside of the Cabarrus County region. Working with other community transportation services in these counties we could continue to grow our services and coordinate and exchange scheduling information with them. There is the possibility for these services to be combined to lessen the mileage and cost burden on operating a less than full vehicle during these medical trips.



State Funding Sources

The State of North Carolina provides three key funding sources for CCTS: the Elderly & Disabled Transportation Assistance Program (EDTAP), Employment Transitional / Employment Transportation Program (EMPL) and the Rural General Public (RGP) program. These programs are part of the broader Rural Operating Assistance Program (ROAP), which is administered by the Public Transportation Division of NCDOT. Local recipients are county governments, who then distribute funds to designated recipients such as CCTS that must submit grant applications and meet program requirements. ROAP funds are to be used for trips or other services; not for capital or administrative expenses.

All 100 North Carolina counties are eligible to receive a formula-based allocation for EDTAP and Employment Transitional/Employment Transportation. Only those counties providing transportation services to the general public are eligible to receive RGP allocations. Counties have the ability to transfer Employment Transportation Assistance funds, all or in part, to the EDTAP and/or RGP programs provided such funds are not needed to provide employment trips or eligible other services. CCTS FY 2009 funding allocation for these programs is shown in Figure 15.

A matrix of eligible uses for these programs is depicted in Figure 16.

The Elderly and Disabled Transportation Assistance Program (EDTAP) provides operating assistance funds for the transportation of the state's elderly and disabled citizens. This transportation assistance allows these individuals to reside for a longer period in their homes, thereby enhancing their quality of life. Program funds may only be used to purchase additional trips and are not to be used to supplant existing funds used for client transportation. These funds are available at 100% of the program allocation and do not require a local funding match.



Cabarrus County Coordinated Transportation Plan

For the purposes of EDTAP, an elderly person is defined as one who has reached the age of 60 or more years. A disabled person is defined as one who has a physical or mental impairment that substantially limits one or more major life activities, an individual who has a record of such impairment, or an individual who is regarded as having such impairment.



CCTS receives state funding through the Rural Operating Assistance Program to transport many of its passengers.

A fare may be charged for eligible EDTAP services. Any fares collected must be used to provide more EDTAP transportation service. EDTAP funds are to be used to provide trips and/or other services for elderly and disabled individuals when other funding sources are not available. Priority should be given to the Section 5311 Community Transportation System providing coordinated transportation services in the county. If the EDTAP funds are sub-allocated to other agencies besides the Community Transportation System, these other agencies are

encouraged to coordinate EDTAP-funded transportation trips with the local Community Transportation System. EDTAP funds may be used as matching funds for 5310, 5311 operating, 5316 and 5317 federally funded transportation programs as appropriate. EDTAP funds cannot be transferred to any other ROAP program.

The Employment Transitional/ Employment Transportation (EMPL) program is intended to provide operating assistance for transitional employment and general public employment transportation needs. The funds should be used to support the employment transportation needs of individuals who are not eligible to receive benefits from the Temporary Assistance for Needy Families (TANF) program as well as employment trips for the general public. These funds are also available at 100% of the program allocation and do not require a local funding match.

The rules of the program stipulate priority be given to the employment transportation needs of individuals that are not eligible to receive benefits from the Temporary Assistance for Needy Families (TANF) program or to participants in Workforce Development Programs, but the transportation disadvantage public with employment-related transportation needs can also be served with EMPL funding. Certification of this eligibility is the responsibility of CCTS.

Employment Transportation Assistance funds can only be sub-allocated to the Department of Social Services, Workforce Development Programs or to the Community Transportation System. EMPL funds may be used as matching funds for 5310, 5311 operating, 5316 and 5317 federally funded transportation programs as appropriate.

Formula Employment Transportation Assistance Program funds may be transferred to EDTAP or RGP if the funds are not needed for employment transportation needs within the county.

Figure 15: FY14 CCTS Allocation

Funding Source	FY 14 Allocation
EDTAP	\$70,996
EMPL	\$22,817
RGP	\$45,261
Supplemental EDTAP	\$33,403
Supplemental EMPL	\$0
Supplemental RGP	\$51,469
Total	\$223,946



Cabarrus County Coordinated Transportation Plan

Supplemental EMPL funds cannot be transferred to the EMPL Program. The county must ensure that Work First and general public employment transportation needs are carefully and thoroughly assessed prior to transferring any EMPL funds to EDTAP or RGP.

The Rural General Public Program (RGP) operating funds are intended to provide transportation services to individuals who are not human service agency clients. The funds must be utilized in a manner consistent with the respective RGP Service Plan for the county/service area. CCT is required to match the allocated program funding with 10% local funds from fares or other sources, with the state allocation paying for 90% of the program costs. To use RGP funds, the passenger must live in the non-urbanized area of a county and either the origin or destination of the trip must be in the non-urbanized area.

The formula RGP funds must be sub-allocated to the Community Transportation System. RGP funds should be used to provide transportation services to individuals not eligible for transportation services funded by any other means. RGP funds may be used as matching funds for Sections 5310, 5311, 5316 and 5317 federally funded transportation programs for only operating match, as appropriate. RGP funds cannot be transferred to any other ROAP program.

Figure 16: Eligible Trips Purposes for Use of EDTAP & RGP Funding⁴

Trip Purpose	EDTAP	EMPL	RGP
<i>Trip Based Services: Trips may be provided by car/vanpool, taxi, public transit vehicle, private transit vehicle, agency vehicle or mileage reimbursement to a volunteer. The most cost-effective option should be chosen. Public /Private transportation providers shall be reimbursed based on the fully allocated cost per mile, per hour, or per passenger trip. Volunteers can be reimbursed for mileage only. If a human service agency uses an agency vehicle to provide the trip, the agency must include the fully allocated cost of a trip in their reimbursement request including fuel, staff time and benefits, depreciation, vehicle insurance and licensing.</i>			
Personal care, non-emergency medical appointments, pharmacy pickup, shopping, bill paying, public hearings, committee meetings, classes, banking, etc.	Yes	No	Yes
Job fair attendance, job readiness activities or training	Yes	Yes	Yes
Transportation to Workplace (trip must be scheduled by the individual passenger)	Yes	Yes	Yes
Child(ren) of Working Parent transported to Child Care	No	Yes	Yes
Group field trips/tours to community special events	No	No	No

⁴ State of North Carolina. *Elderly and Disabled Transportation Assistance Program (E&DTAP), Rural General Public (RGP), Work First Transitional / Employment Transportation Assistance Program, Rural Operating Assistance Program (ROAP)*. April 2009.



Cabarrus County Coordinated Transportation Plan

Overnight trips to out-of-county destinations	No	No	No
Human Service Agency appointments	Yes	No	Yes
<i>Other Services – Includes expenses incurred transporting a passenger to a destination without using a public transit system, private transit or agency vehicle.</i>			
Fuel (gas voucher, gas card, reimbursement to fuel provider)	Yes	Yes	Yes
Maintenance Repairs to personal cars (must own the car).	No	Yes	No
Personal car insurance 1 time payment that can cover needs up to 3 months.	No	Yes	No

MAJOR FINDINGS AND RECOMMENDATIONS

The needs identification step of this planning process made clear that there are many people and organizations willing, able and eager to be involved in creating a better coordinated public transportation-human service transportation system in Cabarrus County and regional partners. The Cabarrus County region is fortunate to have such strong commuting patterns, as well as employment and population growth, which allow the area transit providers to plan and provide effective services to meet the needs of a variety of populations.

In the prioritized listing of identified needs, gaps and barriers the top issue at the workshops was expanding the days, hours and reach of the existing systems as development and employment move beyond the traditional borders of the systems of the Cabarrus County. The desire for Sunday service, both for work and for socialization was frequently expressed as a part of the desire for expanded service.

The next most important need to the participants in the workshops as well as to people who commented outside of the workshops was for information about public transportation services. Other needs, gaps or barriers identified by people who were unaware of existing services that filled those needs further reinforced the need for information. Several who took the time to participate in this process made clear that there are gaps in the current systems of communication with people who have low vision.

The path to a truly coordinated system that fits the needs of most residents will be long, and possibly difficult, but it is an important goal. The diversity of the development patterns and the character of the communities included in the region are great, but the development of this plan is an important first step. Implementation will show the coordination, effectiveness, and need for comprehensive and coordinated public transportation services in the area.



Cabarrus County Coordinated Transportation Plan

JARC & New Freedom Grant Recommendations

Attendants at the meeting agreed that CCTS continue its efforts to keep the Cabarrus Links Project in the communities of Harrisburg, Midland, and Mount Pleasant. The group felt CCTS should apply to extend the JARC project and seek additional funding to carry on this project connecting the eastern part of Cabarrus County to Concord and Concord Mills areas. They felt that employment opportunities offered in the Concord Mills area was an important part of the overall plan and wish to see this project expanded.



Cabarrus County Coordinated Transportation Plan

MEETING SIGN-IN SHEET			
Project:	Coordinated Transportation Plan	Meeting Date:	September 24, 2009
Facilitator:	Randy Bass/Jack Flaherty	Place/Room:	David H. Murdock Core Laboratory Building - Event Room

Name	Signature	Name	Signature
Bob Carruth		Julia Patterson	<i>Julia Patterson</i>
Bobby Smith		Michael Justin	<i>Michael Justin</i>
Cindy Hall		Janet Purser	<i>Janet Purser</i>
Judy Coble	<i>Judy Coble</i>	Larry Belk	<i>Larry Belk</i>
Stacie Burwitz		Vera Andrews	<i>Vera Andrews</i> ✓
Tom Teal		Bob Bushey	<i>Bob Bushey</i>
L.J. Weslowski	<i>L.J. Weslowski</i>	Blondell Joseph	<i>Blondell Joseph</i>
Carol L. Cheatham	<i>Carol L. Cheatham</i>	Steve Cude	<i>Steve Cude</i> ✓
Gary Caton	<i>Gary Caton</i>	Randy Bass	<i>Randy Bass</i> ✓
Gaye McConnell		Terry Joe	<i>Terry Joe</i>
Tara Vogelien	<i>Tara Vogelien</i>	Stacey Stewart	<i>Stacey Stewart</i>
Sheetal Ghelani		Erica Bogan	<i>Sig. on back sheet</i> ✓
Eddie Smith	<i>Eddie Smith</i>	Nancy Boyden	
Jack Flaherty	<i>Jack Flaherty</i>	Mike Downs	<i>Mike Downs</i>
Michelle Smith	<i>Michelle Smith</i>	David Pugh	<i>David Pugh</i>
Tony Harris	<i>Tony Harris</i>	Vicki Proctor	<i>Vicki Proctor</i>
Jodi Ramirez	<i>Jodi Ramirez</i>	Dave Hunter	<i>Dave Hunter</i>
Ronald Bushey	<i>Ronald Bushey</i>	Deborah Carter	<i>Deborah Carter</i>
Trish Baker	<i>Trish Baker</i>	Mike Legg	<i>Mike Legg</i>



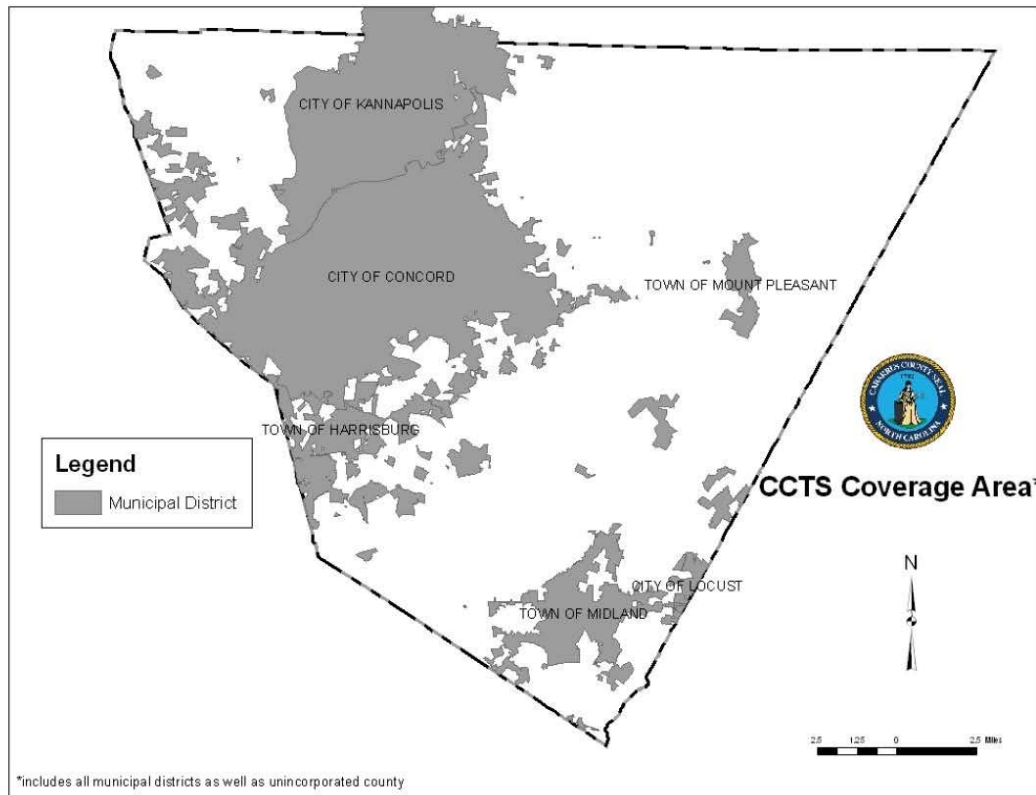
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MEETING SIGN-IN SHEET

Name	Signature	Name	Signature
Ryan Dammus			
Phyllis Beaver MCRC			
Enka Rogan Starr	 W/G. Cantor		

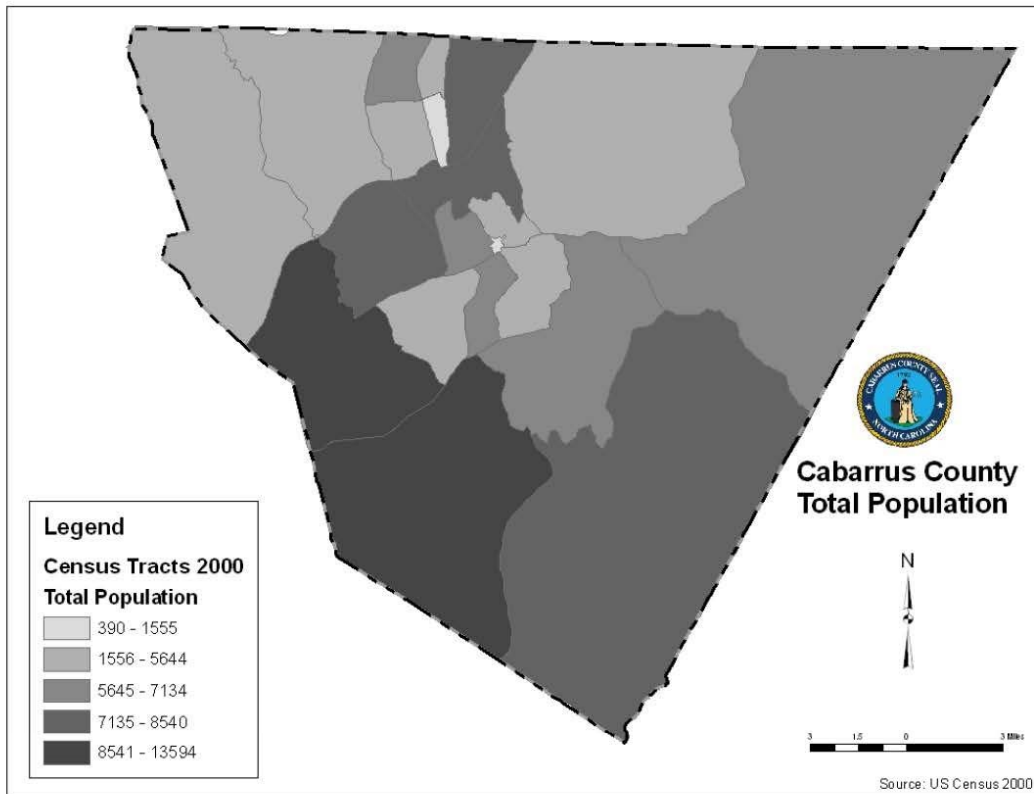


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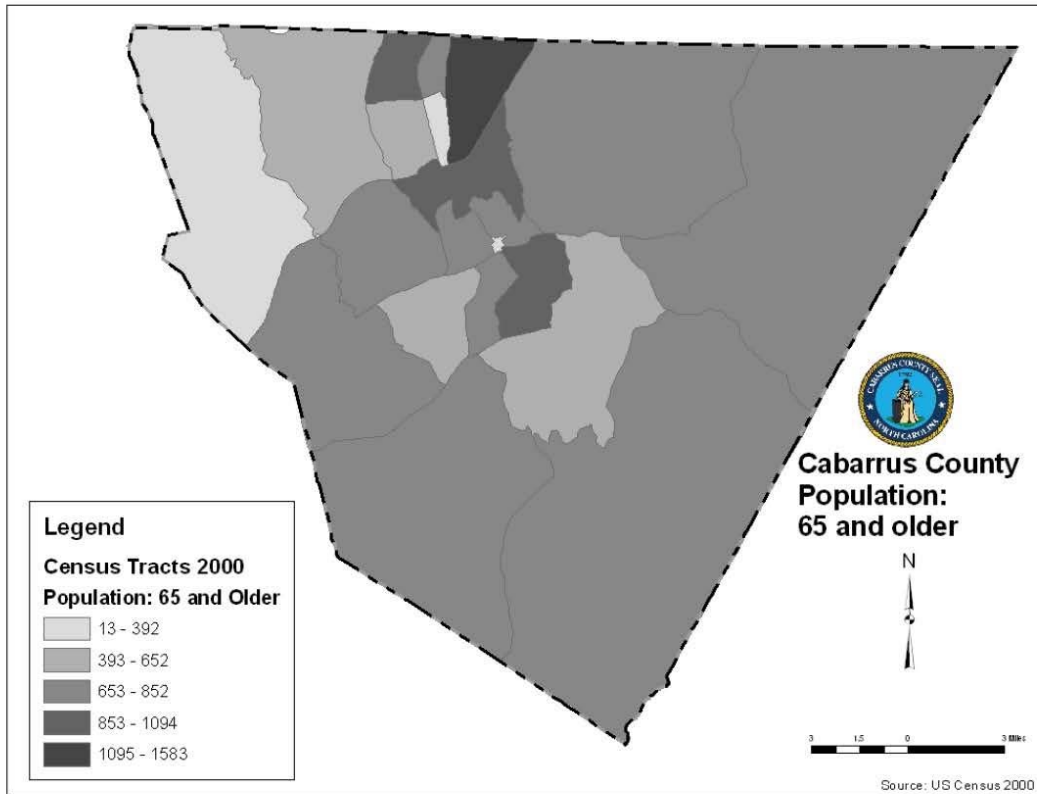


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