

Legal Applicant Name: Chatham County Council on Aging, Inc.

Service Area of this Application

- Small Urban Service Area
- Rural Service Area

Project Type:

Traditional Section 5310 Project

Large Urbanized Areas must contact an MPO about applying for 5310 funding.

## NORTH CAROLINA DEPARTMENT OF TRANSPORTATION



### Applicant Information Project Information and Description

Enhanced Mobility of Seniors and Individuals  
with Disabilities Program

(Federal Section 5310 )

**Capital – Purchase of Service**

North Carolina Department of Transportation  
Integrated Mobility Division

**July 12, 2021**

## GENERAL GUIDANCE

This call for projects in the small urbanized and rural areas will result in grants with a maximum period of performance of 12 months (**July 1, 2022 – June 30, 2023**). Funding for subsequent years is not guaranteed. It will be necessary to reapply and go through another competitive process for subsequent funding.

Funded projects are selected through a formula-based process that will be coordinated by the NCDOT – Integrated Mobility Division following the procedures outlined in the finalized **Statewide Locally Coordinated Plan**. **Funding for any project submitted is not guaranteed.** Applicants should read the Application Overview before beginning their application. This document contains information about the federal and state regulations associated with the funding programs and guidance on how to prepare the grant application.

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**REMINDER:** If you need technical assistance with the programmatic information or requirements, please contact the Regional Grant Specialist assigned to your area.

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All eligible applicants intending to request funds must ensure their proposed projects are included in a locally developed, Coordinated Public Transit-Human Service Transportation Plan (LCP) for their service area(s). The LCP covers target populations indentified by the Federal Transit Administration in the respective federal circulars. All applicants shall adhere to Federal Transit regulations.

There are five (5) parts to the application consisting of the following:

- Applicant Information, Project Information and Project Description
- Locally Developed, Coordinated Public Transit-Human Service Transportation Plan
- Project Budgets (Enterprise Business System [EBS] Grants System)
- Federal and State Required Documents
- Optional Documentation

## SUBMITTAL INSTRUCTIONS

- A. The applicant will submit their application and all required documentation to the NCDOT – Integrated Mobility Division using the online EBS Grants System by no later than **11:59pm EST, Friday, October 8, 2021**. **Documents are to be uploaded in the Drop Box and must use the following naming convention: AgencyName.FY.DocumentName; i.e., “Agency.FY23.TitleVIReport”.** Early submittals are encouraged. Do not submit the application without all of the required documents attached. An incomplete application will not be reviewed. No applications will be accepted after the deadline. Do not send or bring any documents to the NCDOT office.

***For convenience, agencies may attach one zipped file containing all the master and supporting documents.***

## PART 1 – Applicant Information

Legal Name of Applicant: Chatham County Council on Aging, Inc.

Applicant's Congressional District: 4  
*If Applicant's city is included in more than one district, enter primary district only*

Applicant's County: Chatham  
*If Applicant has offices in more than one county, list county where main office is located*

Address: PO Box 715

City: Pittsboro

State: NC

Zip Code: 27312

Federal Taxpayer ID Number: 56-1084260

Doing Business As (DBA) Name: Council on Aging  
*If applicable (normally the transit system name, if different than applicant)*

Applicant's DUNS Number: 876942892

*Unique 9-Digit number issued by Dun & Bradstreet. May be obtained free of charge at: <http://fedgov.dnb.com/webform>*

Parent Agency DUNS Number:

*Required only if different than Applicant*

Applicant's Service Area's Congressional District: 4

*If Service Area is included in more than one district, enter primary district only*

Project's Service Area: Chatham County

List the county or counties that will be served by the proposed project.

|  |  |
|--|--|
| <b><i>Project Manager and Title:</i></b> | Lacee Monte                                  |
| Telephone:                               | Area Code: 919      Phone Number: 542 - 4512 |
| Fax:                                     | Area Code: 919      Phone Number: 542 - 5191 |
| E-mail Address:                          | Lacee.monte@chathamcoa.org                   |
| Website Address:                         | www.chathamcoa.org                           |

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Federal Financial Assistance Transparency Act (FFATA) mandates the disclosure of the names and total compensation of the five most highly compensated officers of an entity if:

- The Applicant received 80% or more of its annual gross revenues in the preceding fiscal year from the federal government (all federal sources, not just FTA); and
- Those revenues were greater than \$25M; and
- The public does not have access to the information through Securities and Exchange Commission or Internal Revenue Service filings as specified in FFATA.

Applicant should select "Yes" if they are subject to the reporting requirements of FFATA and "No" if they are not subject to Executive Compensation Reporting.

YES       No

Executive Compensation Reporting: If "Yes" is selected above, enter the Names and Compensation amounts for the top five officers of the Applicant.

|   | <u>Full Name</u> | <u>Total Compensation</u> |
|---|------------------|---------------------------|
| 1 | _____            | \$ _____                  |
| 2 | _____            | \$ _____                  |
| 3 | _____            | \$ _____                  |
| 4 | _____            | \$ _____                  |
| 5 | _____            | \$ _____                  |

## PART 2 – Project Information

IMPORTANT: Applicants will be allowed to submit an unlimited number of applications for funding for their small urban and/or rural service area. Duplicate projects within service areas will not be funded. Applicants can apply for one year of 5310 funding only. If a project is selected, funding for subsequent years is not guaranteed. It will be necessary to reapply and go through another formula-based competitive process for subsequent funding.

### A. PROGRAM APPLICATION

|   |   |
|---|---|
| <b>Funding Source</b>                                   | Federal Section <b><u>5310</u></b>  |
| <b>Project Type</b>                                     | <b>Traditional 5310 Project</b>   |
| <b>Riders or Consumers will live in:</b>                | <input checked="" type="checkbox"/> Rural area<br><input type="checkbox"/> Small Urban area |
| <b>Total Project Cost by Budget Type:</b>               | Capital \$ 310,000  |
| <b>Total Federal Request<br/>Match(es) not included</b> | Total Federal Request<br>\$ 248,000   |

### B. SCOPE OF PROPOSED SERVICES

Instructions: Complete this table for the targeted population group/groups you plan on serving in the project. Put N/A if the population is not a target in this project. Definitions of each of these populations is included in Appendix A of the 5310 Overview.

|  | <b>Elderly</b>  | <b>Disabled</b> |
|--|---|-----------------|
| How many of the targeted population live in the area you propose to serve?               | 1825  | 526             |
| Of the number listed above, how many have the unmet transit need your project addresses? | 266   | 52              |
| How many people with the unmet transit need will you serve through this project?         | 266   | 52              |
| What is the source(s) of the information provided in the questions above?                | NC Population Health Data by Race & Ethnicity 2019; NC Department of Commerce – Chatham County Profile July 2021. |                 |

|   |  |  |
|---|--|--|
| Is another agency or provider arranging transportation services for the populations identified above? | Will contract with Chatham Transit Network |  |
|---|--|--|

1) Estimate the annual number of unduplicated passengers who will be served or the number of one-way trips that will be provided from the proposed project.

**Answer** (unduplicated passengers): 357 **Answer** (additional trips):

2) How do the numbers of passengers and trips relate to the amount of grant funding requested? What is the method used to determine cost of the trip? What factors are included?

**Answer:** The 5310 grant funding will represent most of the Council’s transit funding. Trip cost is determined by the number of planned routes for transporting seniors from their homes to our two centers and group trips (COVID-19 restrictions permitting,) as well as by projected mileage and wait time for medical transportation. If transportation of meals and supplies to the homebound becomes necessary again due to pandemic-related restrictions, this will be a consideration, as well, as it was from mid-2020 through summer 2021.

### **PART 3 - Project Description**

*IMPORTANT - The FTA requires projects receiving funds from the Section 5310 Program (Enhanced Mobility of Seniors and Individuals with Disabilities) be included in the locally developed, Coordinated Public Transit-Human Service Transportation Plan.*

**INSTRUCTIONS** – This application is for a “Section 5310 Traditional” project, line items **G-611 – Direct Purchase of Service (Private), G-641 Direct Purchase of Service (Public)**, only. The project must fit into one of the two (2) criteria from the Section 5310 circular below to be a Section 5310 Traditional project:

#### **Traditional Section 5310 Projects**

(1) 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 people 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.

(2) Ridership. Actual or estimated number of rides (as measured by one-way trips) provided annually for individuals with disabilities and seniors on Section 5310–supported vehicles and services as a result of traditional Section 5310 projects implemented in the current reporting year.

The application questions below must be answered based on one or more of the project scenarios listed above. Click on the **gray rectangle** and type each answer. If needed, the text will automatically wrap to the next row. The answer may wrap to the next page if necessary. NCDOT will use the answers the applicant provides to determine whether the project is worthy of funding. The details are important and applicants should provide detailed answers to these questions.

## **SECTION 5310 TRADITIONAL PROJECTS BASED ON TWO ELIGIBILITY CRITERIA**

1. Provide a detailed description of your proposed project or service.

**Answer:** This project will provide transportation for the underserved elderly and disabled population of Chatham County who have no other means of transportation to destinations, including nutrition site senior centers, grocery stops, pharmacy visits, and medical appointments.

Depending on whether or not tightened COVID-19 restrictions return around our meal delivery process, transportation may also be used to deliver needed food and supplies to elderly and disabled individuals sheltering in place. Also, due to COVID, some additional trips may be required to maximize social distancing on vehicles.

2. What is the applicant’s organizational mission? Explain how this project fits in with the other services the applicant already provides.

**Answer:** The Chatham County Council on Aging promotes and encourages independent living and physical and mental wellness through agency activities among the population 60 and over. The Council also provides some services to younger disabled adults. The Transportation Program is key to allowing these individuals to stay in the community and remain independent, thus preventing early institutionalization for many and avoiding it for others. As a top priority in the 2018-2023 Aging Plan for Chatham, transportation is viewed as an essential ingredient to assuring that seniors remain socially connected and have access to the community and other vital services. As cited in the Aging Plan, one community senior noted that, “Once people cannot drive their car anymore, it is hard to

get around. Whether it is for medical visits or grocery shopping. Isolation and loneliness are the result.”

In 2016, graduate students of the UNC School of Global Health examined Access to Medical Transportation for the Chatham Health Alliance. Here are a few of their observations:

“Transportation is an important social determinant of health in rural communities... the availability of reliable transportation impacts a person’s ability to access appropriate and well-coordinated health care. Income and age are the most direct barriers to accessing medical transportation. The elderly are an especially vulnerable sub-population; therefore, specialized efforts are needed to help target and address the specific barriers they face. One such barrier is the inadequate supply of caregivers and family members able and willing to provide transportation for non-driving elderly adults. Another significant barrier elderly adults in Chatham County face is the distance from home to the public transit service. The sprawling, rural layout of Chatham County makes distance an especially difficult barrier for elderly residents.”

3. Describe the intended service area which will benefit from your proposed project. Include pertinent demographic information about the service area in your answer. It should be clear from your description whether your project’s targeted population lives in a small urban or rural area of North Carolina.

**Answer:** Chatham is one of our state’s “older’ and fastest growing counties. While about 23% of the state’s population is age 60 and older, Chatham’s stands at about 34%. By 2039, more than 4 in 10 Chatham residents will be aged 60+ (41%). We are also serving a very socially and economically needy older population. For example, while 10% of Chatham’s population aged 60 and over is 85 and older, 35% of our clients are 85 and older. Similarly, while 25% of Chatham seniors live alone, more than half (51%) of our clients do. Dramatically, while about 6.2% of Chatham seniors report income at or below poverty, this is the case for more than 4 in 10 of our clients (42%). Furthermore, Chatham is extremely rural—spanning over 700 square miles with insufficient or no transportation service outside of the main cities of Siler City and Pittsboro for those seniors and disabled individuals who cannot afford to pay privately. This project will serve all parts of the County.

4. Describe the mobility options the seniors and/or individuals with disabilities in this service area have now and discuss how these are insufficient and/or inappropriate. **It is not enough to simply say the current transportation available does not meet the need, provide examples of how the need is not met.** If public transportation is unavailable to the targeted populations, how are they getting to life-sustaining, social and recreational activities without it?

**Answer:** Currently, we have one public transportation option in our county with the Chatham Transit Network; they are sufficient and appropriate in the more urban areas of Pittsboro and Siler City. There are some small, limited private transportation providers (Uber; Sister 1 Transportation, formerly known as Sister to Sister), but many of the seniors and people with disabilities are wheelchair users. These smaller providers are not equipped or trained for these populations. For many rurally located seniors and people with disabilities, public transportation is cost-prohibitive, and they may have to depend on family and friends (if available) to take them places, or not go at all, which contributes to deteriorating health, malnutrition and social isolation. It also produces stress on working family caregivers. With the funds we are requesting, we are providing an appropriate senior service for our population that connects them to community, including allowing them to access our two senior centers (in Pittsboro and Siler City), which are nutritional sites and also provide opportunities for social interaction, continuous learning, and access to other important community services. Our ability to arrange medical transportation can make a difference in whether an older adult or a person with a disability can remain living safely at home. Telemedicine is not an option for many of our seniors due to the digital divide. Transportation was the number one priority for older adults who attended the public forums that informed development of the 2018-2023 Aging Plan for Chatham County [see <https://chathamcouncilonaging.org/chatham-aging-plan/>]

Here are some comments from seniors that illustrate the importance of this service:

“I don’t drive anymore – doctor says I can’t drive due to glaucoma. The Council’s medical transportation rides let me go to Cary for my regular doctor and to an eye doctor at Duke. Otherwise, my daughter would have to miss work.”

“Getting around on my own is one of my biggest worries. I was so relieved to learn about getting transportation to my doctor’s appointments.”

“I am transported to the Siler City Center for lunch and use of the center’s fitness room. I can’t imagine my week without coming to the center. I love our educational programs and fitness classes. It just makes my day to be able to come and I was one of those who ‘never wanted to come to the Senior Center.’”

“I have been coming to the COA in Pittsboro for at least 15 years and I appreciate what they do for all of us every day. I also get to come to the COA on the bus and I do appreciate them also. They are so very helpful when you are handicapped, in a wheelchair or a scooter.”

“My children work and can’t take me to the doctor. I don’t drive no more.”

“Taking the van is the only way I can get from home to the center for lunch and activities. I don’t know what I would do without this help.”

5. Provide information about the locally developed, Coordinated Public Transit - Human Services Transportation Plan (LCP) used to prepare this project application.

**Answer:**

|   |   |   |
|---|---|---|
| 1 | <b>Name of Plan/Title</b>   | <b>Statewide 5310 Locally Coordinated Plan North Carolina Department of Transportation Public Transportation Division</b> |
| 2 | <b>Applicable Need, Strategy or Activity Included on Page Number(s)</b> | <b>Page 45 – Expand door-to-door service for the elderly and disabled.</b>  |
| 3 | <b>Plan Date</b>  | <b>August 2018</b>  |

6. To be funded as a Traditional 5310 Project, the project must meet at least one of two qualifying criteria including:
  - a. Does your project fill a gap in Service? **Answer:** No
  - b. Does your project increase ridership? **Answer:** Yes
  
7. If you answered ‘yes’ to any of the questions in 6(a) or 6(b) above, describe how your project meets this qualifying criterion.

**Answer:** The Council on Aging’s transportation program provides rides to seniors to and from our senior centers for nutrition, socialization, exercise, education and other activities, and to the grocery store, the pharmacy and medical appointments. Persons with disabilities are also using the program for medical appointments. Most of our participants who utilize transportation are lower income and live in our mostly rural

county. An average round-trip ride for medical appointments in fiscal year 2020-21 was \$124.50, versus \$101.68 in fiscal year 2019-20, versus \$113.96 in fiscal 2018-19, and \$105.80 is fiscal year 2017-18. Furthermore, most senior riders have multiple appointments per month. This is not only cost prohibitive for the general population, but also impossible for seniors and people on disability who live on a low, fixed income.

Additionally, the Council has used the transportation program to reach even more seniors needing meals and supplies when sheltering in place for COVID-19, when pandemic-related restrictions limited access.

8. Traditional 5310 Projects must be planned, designed, and carried out to meet the transportation needs of seniors and/or individuals with disabilities. Describe in detail how seniors and/or individuals with disabilities will be targeted for this project.

**Answer:** The Chatham County Council on Aging is the primary portal of entry for seniors for aging services in Chatham County. Many seniors depend on transportation to access the information and many different services and activities offered at two State-certified Senior Centers of Excellence in Pittsboro and Siler City. Without this transportation, the majority of seniors attending our noon-day congregate nutrition and activities program would be unable to attend. Also, many frail, homebound and socially isolated older adults would be unable to access the centers, other community supports, and their medical appointments. Chatham continues to look ahead in developing and implementing a plan for the future of aging within the county. A steering committee, representing all areas of Chatham, held three community forums in November 2018 to hear from Chatham residents of all ages to contribute to Chatham's 5-year Aging Plan. The purpose of these forums was to enable Chatham residents to voice their views and offer their ideas to help the Committee select five priority areas providing the structure for the Aging Plan. The 2018-2023 Aging Plan, which is closely linked to PlanChatham (the county's comprehensive plan) with transportation as an important element.

Furthermore, the Chatham Health Alliance, a collaborative of local organizations, professionals and residents working together to improve health in Chatham County (which includes the Council on Aging), identified in its 2018 Community Assessment that "Access to Comprehensive Health Services (inclusive for both healthcare and mental health care), Poverty, and Obesity and Physical Activity" are the top three priorities of the Alliance. The Council on Aging has wellness and fitness activities and education, as well as nutrition services and partnerships with such entities as the local food pantry (CORA). Access is key to good health and transportation is a vital component, especially for persons with low income. Access to Chatham Transit

Network was essential during COVID-19 and continues to play a vital role in efforts to serve the increasing number of persons in need of food and supplies and those needing to access medical care and other community resources.

9. Describe how the project will be coordinated with human service agencies, nearby jurisdictions and/or public and private transportation providers. Identify any partnerships that will be involved in the implementation of the project. (i.e., vehicle sharing, scheduling & dispatching center, training, shared rides, shared costs)

**Answer:** The Council on Aging is a human services organization providing the primary portal of entry to a wide range of aging programs and services. The Council partners closely with Chatham County and many other public and private organizations (e.g., Social Services, area hospitals and doctors' office, law enforcement, pharmacies and home care agencies, public health). These partners refer seniors and their families to the Council and contribute programming at the Council's two centers. The Council actively participates in many community planning and coordination activities, including the Chatham Health Alliance, the County's Human Services Collaborative Impact Team, and the Chatham County Collaborative for At-Risk Adults. The Council organized a large faith community outreach summit in 2019, which brought together about 80 pastors, faith leaders and community partners. A follow-up faith community outreach event was planned for early 2020 but was postponed due to the COVID-19 pandemic. In the meantime, the Council has maintained virtual lines of communication with our faith community partners and has provided those partners with resources about ongoing transportation needs. We plan to revisit the in-person summit as soon as it is prudent to do so and may conduct a virtual faith-based summit in the future. The Council purchases its participant transportation services through the Chatham Transit Network, which coordinates with other human services organizations and the general public to coordinate shared rides to reduce costs. Through the Aging Plan, we are working with Chatham Transit, Chatham Hospital and others to explore ways to encourage greater use of local health providers for medical appointments.

10. Describe the project plan in detail and provide a timeline and milestones for the completion of the project. This description should completely describe what you want to do and how you are going to do it **if** you receive the requested funding. Although they are not required documents in some cases, the applicant may want to attach with the application maps, pictures, marketing plans, draft brochures, charts, or graphs and/or route schedules that support the request for funding, demonstrate the need or illustrate the applicant's preparation. If the applicant is working in partnership with or coordinating with other agencies or organizations, letters of support from these agencies or organizations may be attached with the application. Your detailed answer should be one half to a whole page long.

**Letter(s) of Support from applicant's RPO/MPO are required documents for the application. (To be attached.)**

**Answer:** The Council on Aging is the primary portal of entry for aging services in Chatham County and provides transportation services that in other counties may be provided through local government and transportation authorities. The Council's Transportation Program provides opportunities for nutrition, wellness programs, access to health supports, exercise, recreation and social interaction. This is vital to many seniors who are no longer able to drive or are restricted to short distances due to physical limitations or disabilities, and/or are without the means to own their own vehicle. The Council provides round trip transportation covering the Triangle area; weekly grocery shopping; and limited day trips for special events, offering social interaction and recreation with their peers to prevent loneliness and depression. During COVID-19 the Council arranged for Chatham Transit to deliver food and supplies to seniors sheltering in place. The Council on Aging will partner with Chatham Transit Network for the provision of the transportation service.

This project is the essential component of the Council's successful Transportation Program. Implementation of the project will begin July 1, 2022 and end June 30, 2023. A program plan is already in place and staff have been trained from a current NCDOT grant that will expire at the end of June 2022. Within this time frame, we expect to accomplish the following two objectives: (1) provide transportation five days a week using eight county-wide transportation routes to the Western Chatham Senior Center, with a weekly stop at the grocery store (Transportation to the Eastern Center will restart once renovation is completed; at present Eastern Center participants are being transported to the Western Center); and (2) provide on average 100 medical round trips per month. This is no easy feat considering the size of our rural county. Individuals sometimes ride many miles to reach their destinations and the large size of our county as a direct effect on the cost of our program. In addition, transportation will remain essential to any continued COVID-19 response, depending on the state of the pandemic at the time of the grant disbursement.

Additionally, with our current budget, we cannot regularly offer transportation for any other needs such as going to the bank, visiting a loved one in the hospital, registering to vote, going to the library, etc. Currently we are budgeting our DOT funds for the medical transportation program (or Project Health Rides) by limiting use to 3 round-trip rides per client, per month. The frail elderly consistently have more than 3 medical appointments per month. Chatham Transit is currently taking some of our dialysis patients under their funding, relieving our budget of clients who get 5 trips per month through the Council on Aging, but require up to 12 per month for treatment. Chatham Transit cannot commit to taking these patients indefinitely as their funding will likely not support it.

Riders are registered over the phone or in person at one of our senior centers. The medical transportation program specialist will gather name, address, phone number, emergency contact, birthdate, and whether or not the rider utilizes special equipment (e.g. wheelchair, oxygen) and explain the program to the rider. The rider will also get written instructions on how to make and cancel appointments, as well as contact information for the transit provider (Chatham Transit Network). The rider provides photo identification verifying address and birthdate or a utility bill to verify residence.

11. Describe the method that will be used to monitor and evaluate the success of this project. List the measurable indicators of success.

**Answer:** Measurable indicators of success include the number of clients served, measured through the number of medical transportation trips provided and the number of clients who use transportation services to the senior centers and/or receive COVID assistance via transit. Daily trip information is collected from Chatham Transit Network and from internal records, thus providing accurate documentation for the project. We have instituted a new client software system, MySeniorCenter, which is helping us track and analyze data. In addition to quantitative measures of success, client satisfaction surveys are conducted to assess overall satisfaction with the service provided. Clients also write thank you letters and give us their verbal feedback each day. We are contacted frequently by social workers who work for hospitals to find transportation for their Chatham residents, as well, offering much relief to both parties.

12. Describe how the project relates to any federal or other programs that the applicant operates and, if applicable, how the applicant plans to use these resources to leverage this project.

**Answer:** This project is the only source of transportation for those meeting the targeted eligibility in Chatham County. This transportation is a gateway for the Council on Aging's programs and services, including nutrition, health promotion, exercise, etc. For example, the majority of those who partake in the daily senior center lunch program use our transportation service. Both programs are crucial in the overall health of many seniors. During COVID, transit was essential to our Meals on Wheels clients as it was used in place of traditional volunteer drivers, many of whom were among the age groups most profoundly impacted by COVID-19.

13. How will the applicant sustain the proposed service after the grant period or if funds are not available in subsequent years?

**Answer:** The sustainability of this project after the grant period would fall on County funding and the State/Federal Home and Community Care Block Grant (HCCBG) funding, which is otherwise critical to such services as Meals on Wheels and in-home aide personal care. In order to continue reaching and serving our growing older population, we would

have to find a way to sustain the service, but at a drastically reduced level and with serious consequences for the Council's other services, and, ultimately, a severe impact on the well-being of Chatham's seniors. The Medical Transportation Program would be discontinued without funding. It has been nearly a decade since the State's last increase in home and community services for the elderly, with these funds targeted to serving the most vulnerable. Other means to raise funds for services have been stopped or curtailed due to COVID-19. We currently have a waitlist for in-home aide personal care and caregiver respite.

14. Describe the applicant's preparedness to manage the project and/or the applicant's technical capacity to provide the proposed transportation service.

**Answer:** The Council has over 31 years of experience delivering person-centered transportation programs in Chatham County, including group transportation to meal sites with stops for life-sustaining errands such as grocery and medical transportation.

Working in collaboration with Chatham Transit Network, which provides the routing details and transportation services, our staff is well prepared to manage the project and to provide the programs and services that will benefit the riders coming to the senior centers. We work individually with our clients to ensure that the transportation program is meeting their comfort and safety needs. Furthermore, all clients must meet eligibility requirements such as age verification, proof of residency, and doctor verification, if the rider is requesting medical transportation (in relation to a chronic condition).

Here is client testimonial of satisfaction with the current service:

"As a user of the medical transportation system, I want to thank you for your generous and helpful service. I learned about the system through a friend and I find it to be the answer to my needs for getting to medical appointments. It truly benefits me as a senior citizen who needs help with driving. You and your staff are friendly, courteous, and accurate in scheduling trips. The follow-up calls, reminding me that the trip is set for the date requested, are helpful. Also, I find the drivers from the Chatham Transit division to be very professional. They are polite as well as courteous. They go the fullest extent to make the trips timely, pleasant, safe, comfortable and worry-free. These are all things that I appreciate. I truly hope that this system remains in place for a long time, because it surely fits the needs of Chatham County senior citizens."

15. Describe the qualifications of the key personnel assigned to the project and the percentage of time each person will be involved in the project. Will the applicant need to hire additional personnel to support the project?

**Answer:** No additional staff would be needed due to this grant application. The transportation program is a team effort and all employees recognize and accept the

responsibility for the well-being of the clients in transit and the success of the program. Existing Council positions would support the work below.

Responsibilities are divided among several employees in each of our two senior centers, but in total, the work equals one full-time equivalent. Rider tracking (important for knowing if every rider is okay and shows up), unit reporting, and reporting of daily cancellations/rescheduling to notify Chatham Transit Network (CTN) is .20 FTE. One individual performing this work is in the Pittsboro Center and the other is in the Siler City Center. Both are well-qualified with experience in data entry and computer systems and perform similar functions for a range of programs we offer. They verify who rides the vans to and from our two senior centers for the congregate program. The individual in Siler City is responsible for the files and verifies each unit of ridership on the CTN bill.

Registration, eligibility, re-verification, meeting with individual riders to confirm data in files and arranging appropriate vehicles for special needs: .30 FTE in the Siler City Center and the Pittsboro Center. One is the Assistant Senior Center Manager who is required to operate under both the NCDOT and NC Division of Aging and Adult Services (DAAS) regulations and standards. She knows each van rider and the drivers and interacts with them daily. She monitors attendance and notifies Chatham Transit Network of changes. The second person in Siler City is responsible for direct services to clients for Meals on Wheels, personal care, home management and group transportation, as well as the registration of clients. She validates eligibility, obtains signatures for client rights pages, keeps unit records and attends events to represent the full range of services we offer. In the Pittsboro Center, we have used the services of a volunteer to perform the functions and maintain the files. She keeps impeccable records and meets personally with each rider.

The individual who oversees all the components and assignments for the Transportation program, .20 FTE, is the Operations Program Manager. Her office is in Siler City. She is the primary contact for contractual and routing matters with Chatham Transit Network. Overall, this person is responsible for making sure all programs adhere to standards set by North Carolina Division of Health and Human Services, Division of Aging and Adult Services (even if DAAS is not directly funding the program), and the regulations of the funder, i.e. NCDOT. She manages the staff and functions mentioned above. She also monitors all of our subcontractors to make sure they are in compliance with their contracts, local, state and federal regulations and reports to the executive director any matters of concern.

Medical transportation is run by a part-time employee whose office is in Pittsboro and who communicates directly with all riders, verifies eligibility, makes and confirms appointments, schedules with Chatham Transit, keeps unit and rider records, verifies billing and promotes the program. Her time with the Medical Transportation program averages 8 hours per week.

16. Describe how the applicant will manage risk and provide for the safe delivery of services.

**Answer:** Transportation services will be provided through a partnership with Chatham Transit Network (CTN), the designated community transportation provider for Chatham County. CTN operates under all FTA and NCDOT rules and guidelines for public transportation. They follow all ADA regulations, train their drivers annually, adhere to all drug testing regulations and require that new drivers receive at least 40 hours of training prior to starting. Additionally, they are fully insured and make certain that all maintenance procedures and vehicles are reviewed by the NCDOT regularly. We meet regularly with the CTN director and staff to review status, plan and discuss and resolve any issues. The CTN director also meets with participants of the Council's two centers to share information, answer questions, and hear their suggestions.