



# NORTH CAROLINA

Department of Transportation



# Integrated Mobility Division Transit Systems Call

July 20, 2022

# AGENDA

- Guest speaker – NC Office of Strategic Partnerships
- Vehicle Order Issues
- Finance Updates
- Grant Admin. updates
- Other Updates and Reminders
  - NEMT research findings
  - Visioning workshops
  - Emergency preparedness
  - Opstats training
- Questions

# Guest Speaker



Joy Vermillion Heinsohn

Philanthropy Liaison

NC Office of Strategy Partnerships

Office of State Budget and Management

# Vehicle Order Issues

- Vehicle supply chain challenges continue.
- Supplier cost increases get passed down to vehicle vendors.
- Vendors may not be able to fulfill FY 2022 orders at original price.
- IMD is closely monitoring the situation and developing strategies to address price increases and delivery delays.
- Follow up meeting will be scheduled for July 28 with all systems with pending FY 2022 vehicle orders to discuss further.

# Finance Updates





# Finance Reminders/Updates

- Final claims must be submitted by July 30, 2022 for all projects ending June 30, 2022.
- Please double check your claims using the claim checklist before submittal.
- We anticipate FY 2023 5311 agreements will be sent out by the end of July.

# Claims Issues and Changes

- IMD processes nearly 1,500 claims per year.
- Each claim takes on average over 2 hours to review.
- CARES claims have been particularly challenging.
- Recent internal audits highlighted claims payment as a high-risk area for IMD.
- IMD is exploring modifications to claims documentation requirements that will reduce risk to IMD, ensure consistency in claims documentation across agencies, and streamline the claims review process.

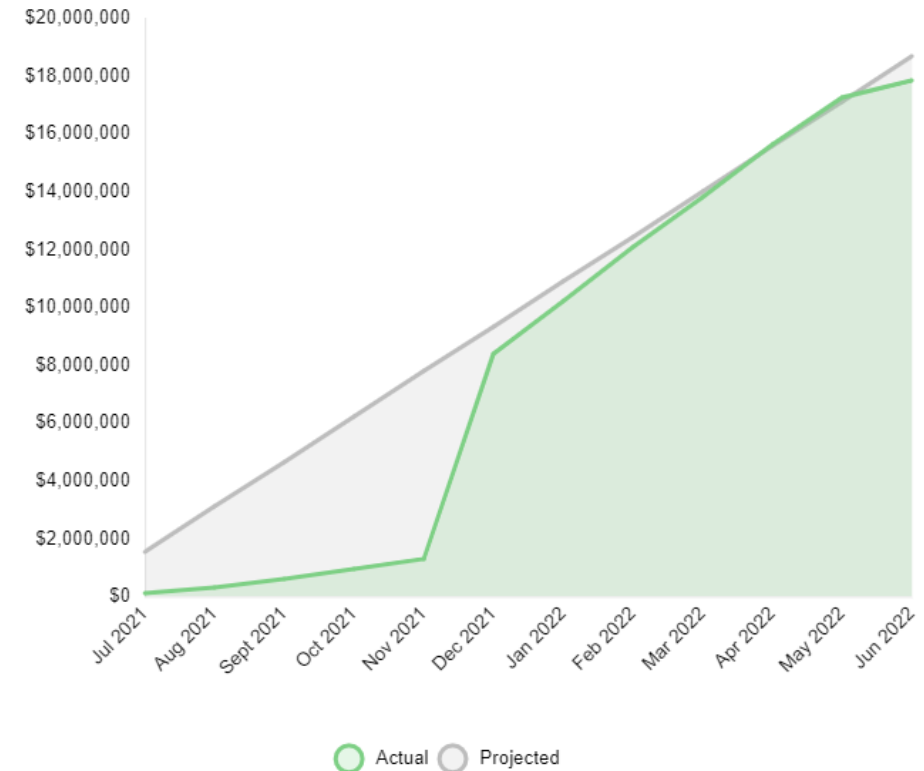
# ROAP Update as of July 18, 2022

## ROAP Overview DASHBOARD

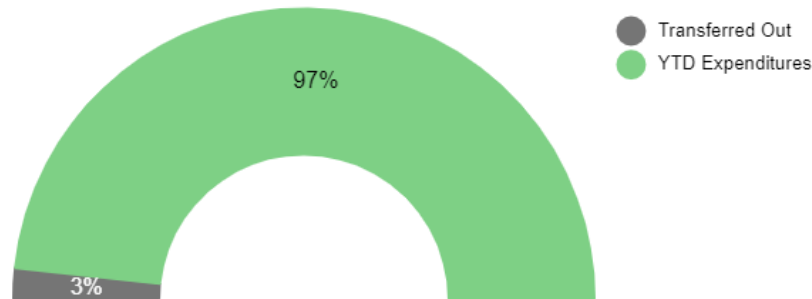


Overall ROAP Stats		
Primary	Amount	% Total Allocation
<b>ROAP Allocation</b>	\$18,664,415.00	
<b>Transferred Out</b>	\$658,332.72	4%
<b>YTD Expenditures</b>	<b>\$18,234,146.22</b>	<b>98%</b>
<b>Total Balance</b>	<b>-\$228,063.93</b>	<b>-1%</b>
		% Expended from Net Allocations
<b>EDTAP Expenditures</b>	\$8,642,078.63	104%
<b>EMPL Expenditures</b>	\$2,845,211.09	133%
<b>RGP Expenditures</b>	\$6,746,856.50	37%

Actual vs Projected Expenditures



Expenditure Progress





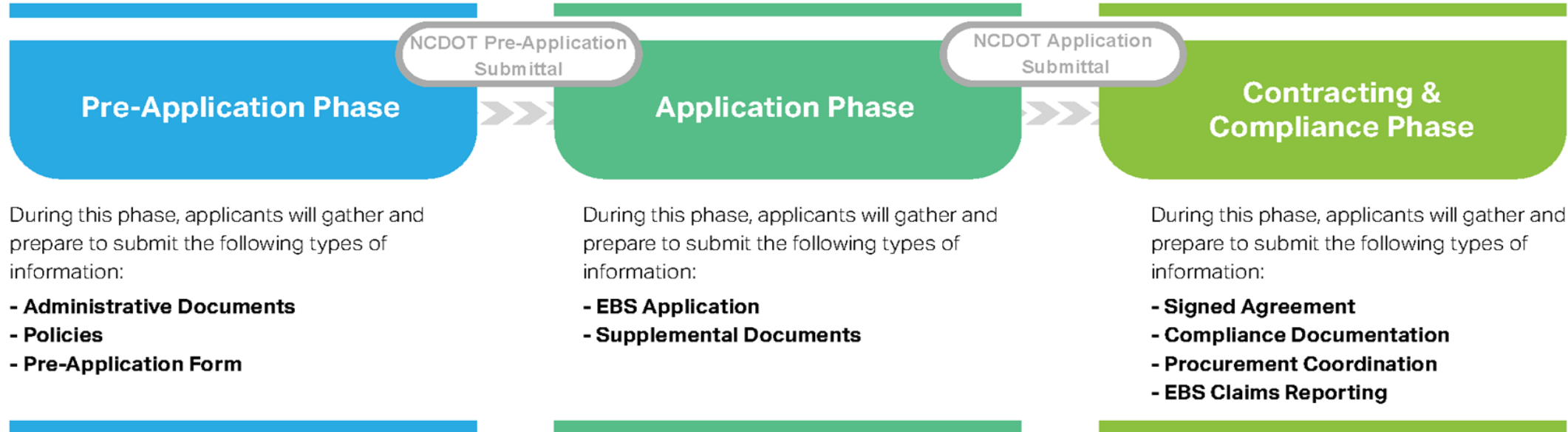
## FY 2023 ROAP

- FY 2022 ROAP reports to be balanced against allocation amount.
  - June reports, and any other outstanding reports, due by **July 30<sup>th</sup>**
  - All documentation of trips required for verification
  - Unspent funds determined for adjustment to FY2023 disbursement
- DOT fiscal office to provide IMD with ROAP program amounts by category, ITRE to calculate individual county amounts.
- Anticipate FY2023 ROAP disbursement to be in October or November after all the verifications and adjustments have been completed.
- **NEW: Beginning with July 2023 report, due date will be 45 days after the end of the month (ex: July report due on September 15<sup>th</sup>).**

# Grant Administration



## Unified Grant Application (UGA) Process



### Key Updates

- FY24 5311 Admin & Operating formula allocation released in May through assigned RGS
- Application Phase: EBS Applications will open July 1 2022 – Due date is October 7, 2022.
- Quick Reference Guides available on UGA webpage:  
<https://connect.ncdot.gov/business/Transit/Pages/Unified-Grant-Application.aspx>

### **\*\*FY 24 Capital Application will open in late Fall 2022 – Est. Nov 1<sup>st</sup>**

- State vehicle contract will determine pricing – releasing application after contract is complete will ensure accurate pricing and costs to be covered.
- Capital Cost of Contracting Grant app available on Nov 1

# EBS New Features

- Project Status Report will be a required and automated part of the Claims
  - Improvement of existing project status reporting requirement
  - Will help IMD gather status updates for required FTA reporting
- Integrated cash flow –will now require when submit a change request
  - Will help IMD understand anticipated and actual cash flow on grants to better predict cash spend.
  - IMD must ensure cash spend is within 10% of target at the end of each fiscal year.
- Beta testing will occur on new features to ensure smooth rollout.

# Grant Administration

- 5307 Transition Updates (as of July 11)
  - (2) Received technical and legal review approval (Davidson, Union)
  - (2) pending technical FTA review - (Alamance, Cabarrus)
  - (2) FTA awaiting further info for requested follow-up (Guilford, Orange)
  - Ongoing work with FTA on unobligated balances
  - Website: <https://connect.ncdot.gov/business/Transit/Pages/5307-Transition.aspx>
- NCDOT working with each transitioning subrecipient, LG/Small UZA and FTA to resolve unobligated balances



# Other Updates & Reminders

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# Medicaid Transformation and Non-Emergency Medical Transportation in North Carolina: *Initial Experiences for Coordinated Public Transportation*

- Survey data from 15 transit systems who reported continuously from July to December 2021 and served NEMT before and after July 1, 2021
- Combined with
  - ModivCare return rate data for December 2021
  - And 3 years of OpStats

# THANK YOU to all who participated!

Name	County
Alleghany in Motion	Alleghany
Avery County Transportation	Avery
CCATS	Carteret
Duplin County Public Transportation	Duplin
JCATS	Johnston
COLTS	Lee
Lenoir County Transportation	Lenoir
Transportation Lincoln County	Lincoln
Martin County Transit	Martin
Mitchell County Transportation	Mitchell
WAVE	New Hanover
OUTS	Onslow
Rutherford County Transit	Rutherford
Sampson Area Transportation	Sampson
Union County Transportation	Union

## Authors

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## Analysis Questions

1. Will public transit be able to contract with private brokers?
2. Will public transit be offered trips from private brokers?
3. Are all transit systems experiencing the same impacts on trip volumes?
4. Are per trip invoices comparable between DSS and private brokers?
5. Do private brokers pay fully and on-time?
6. Do the private brokers offer trips that public transportation systems can accept?
7. Are public transit systems offered trips first by private brokers?
8. What comments did the transit systems enter into the survey?

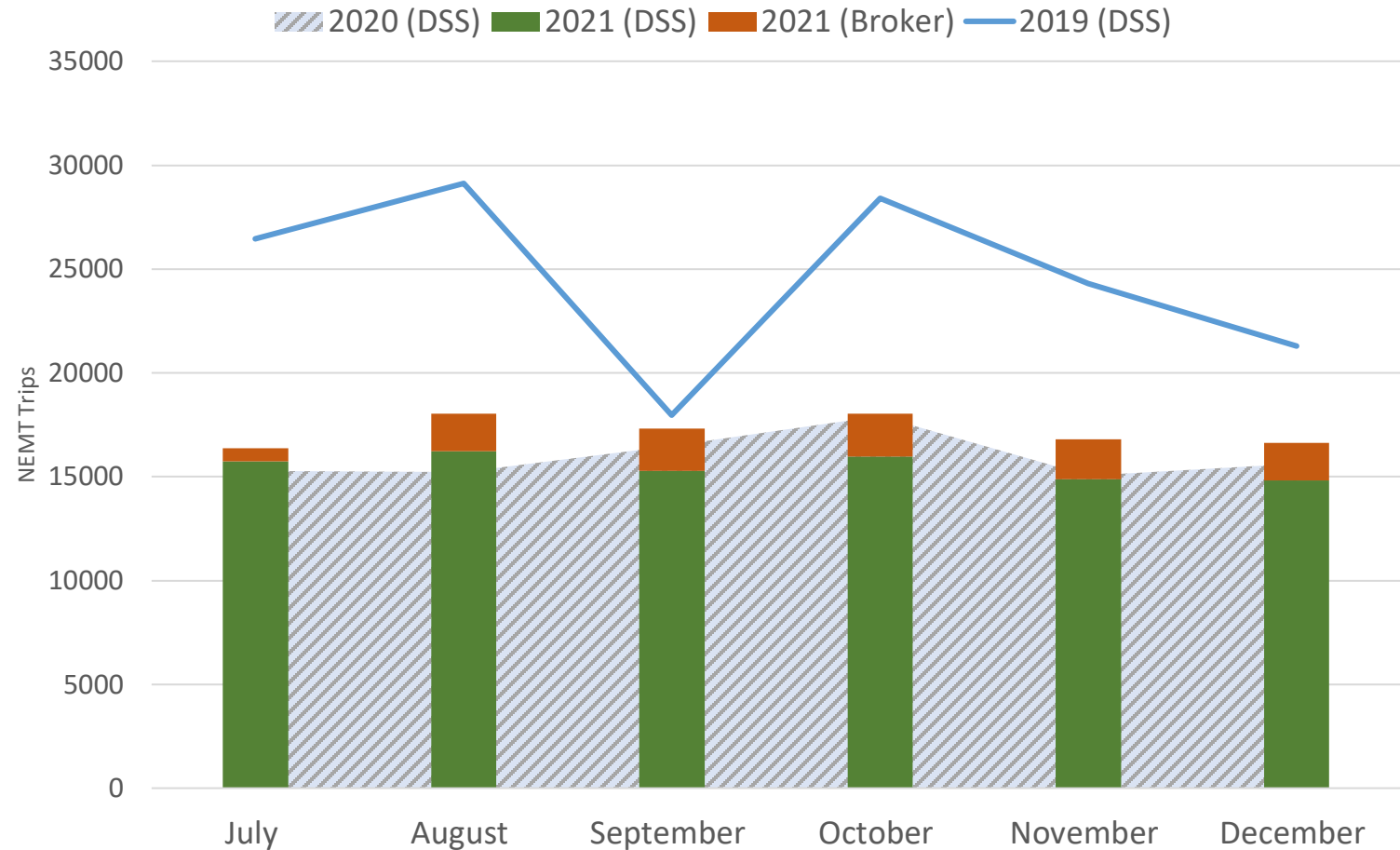
# Public Transportation Systems with NEMT Contracts Before and After

- Dropped from 90% to 69%

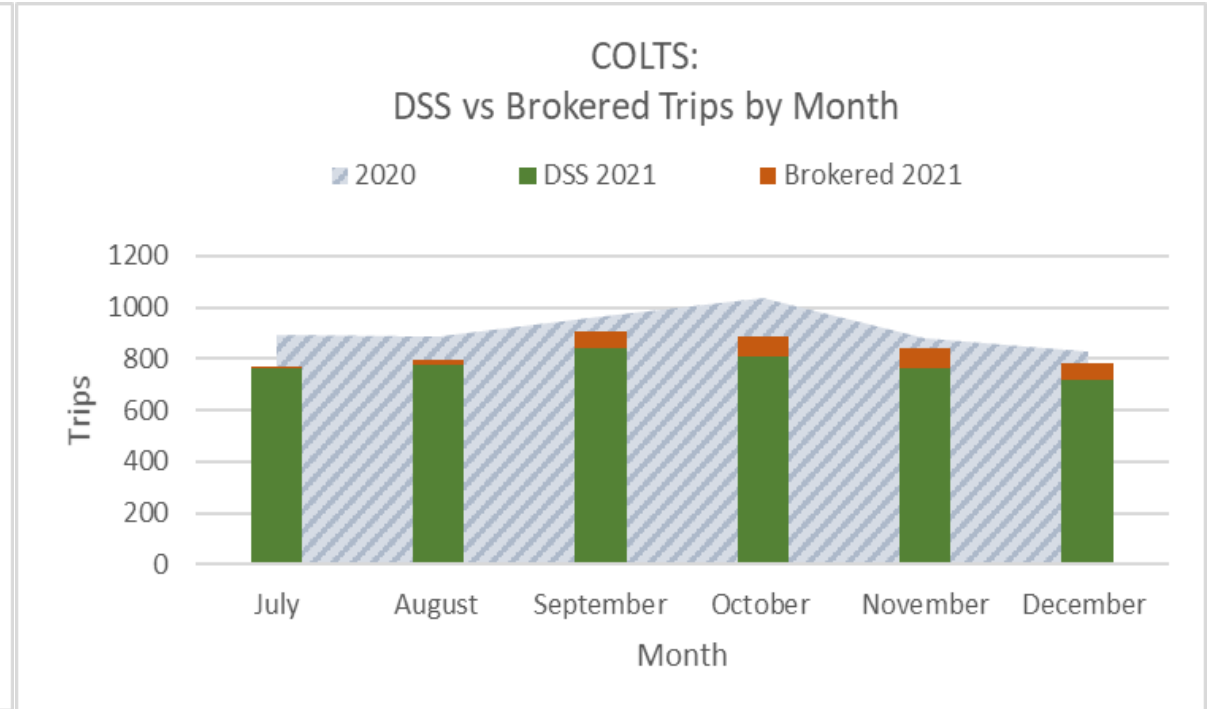
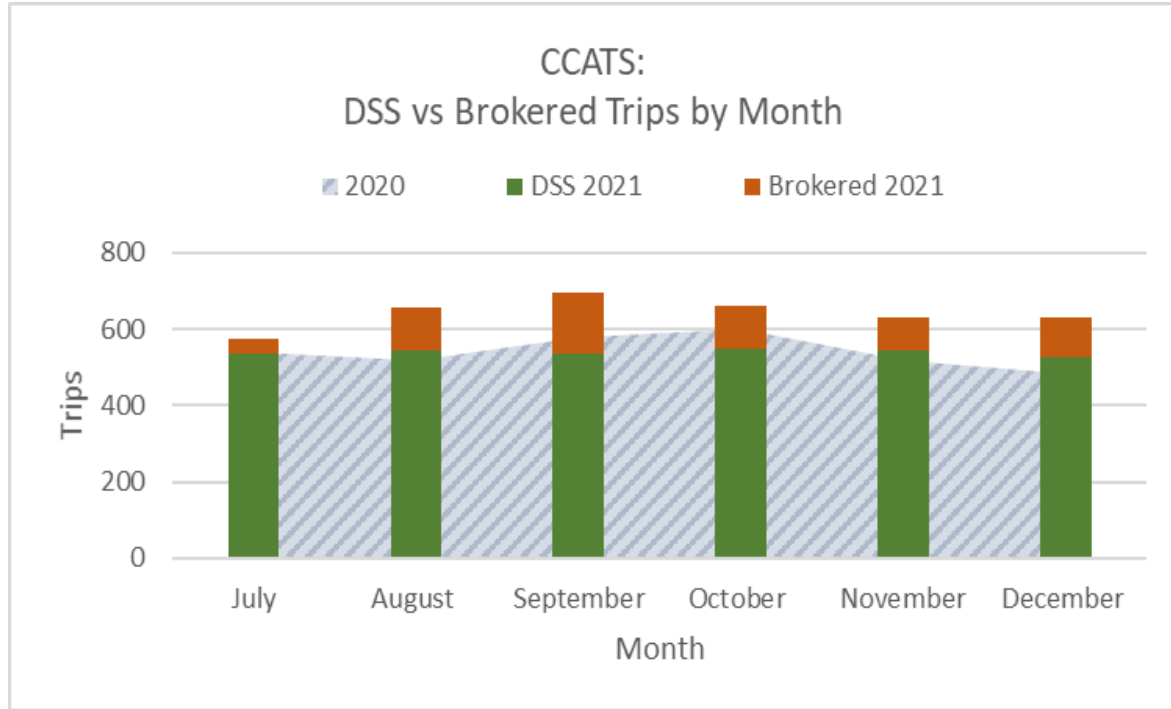


# NEMT Trips by Broker by Month

- Total NEMT trips in 2021 slightly higher than 2020
- But still much lower than 2019

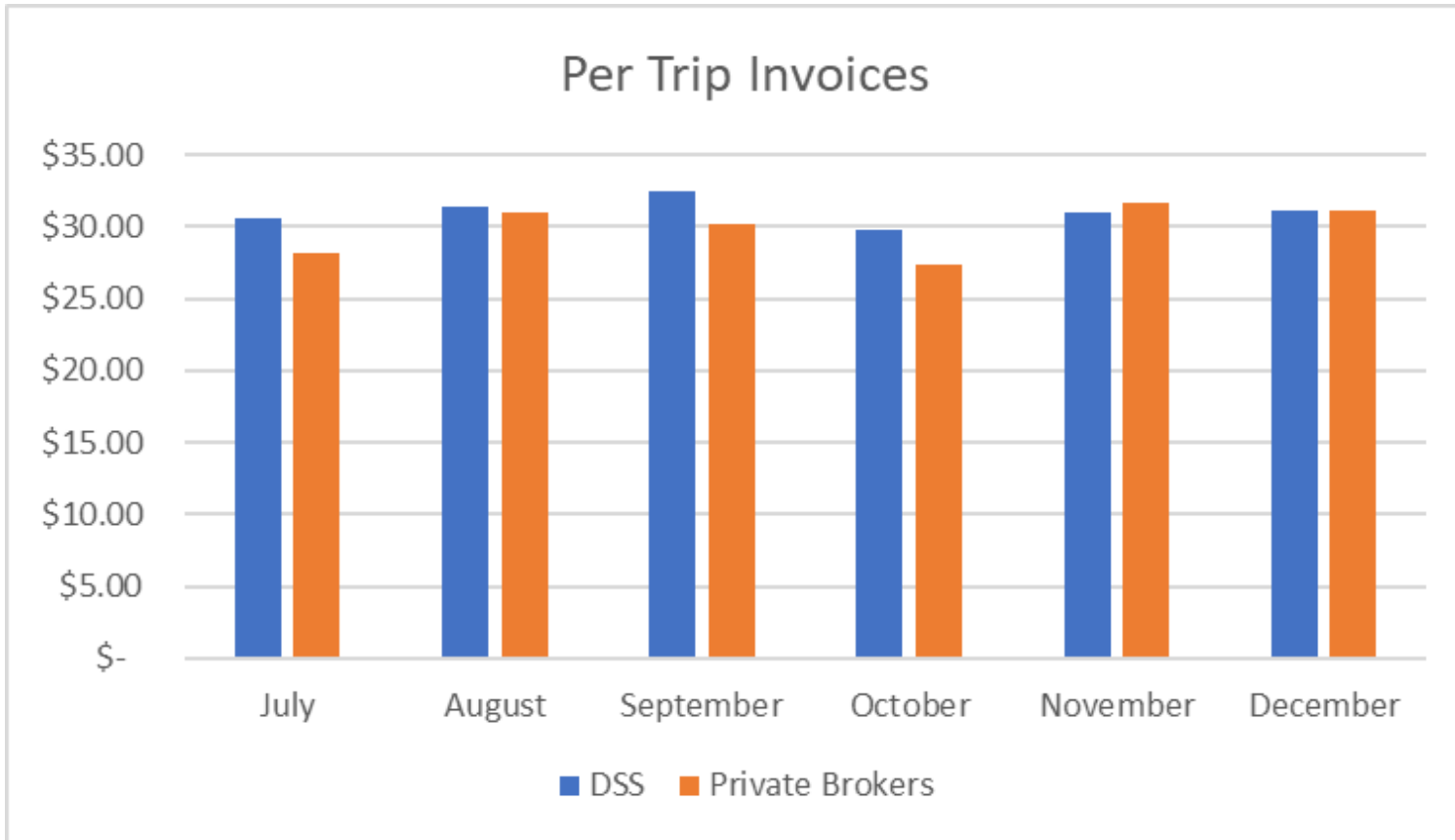


# Impacts Are Not Equal





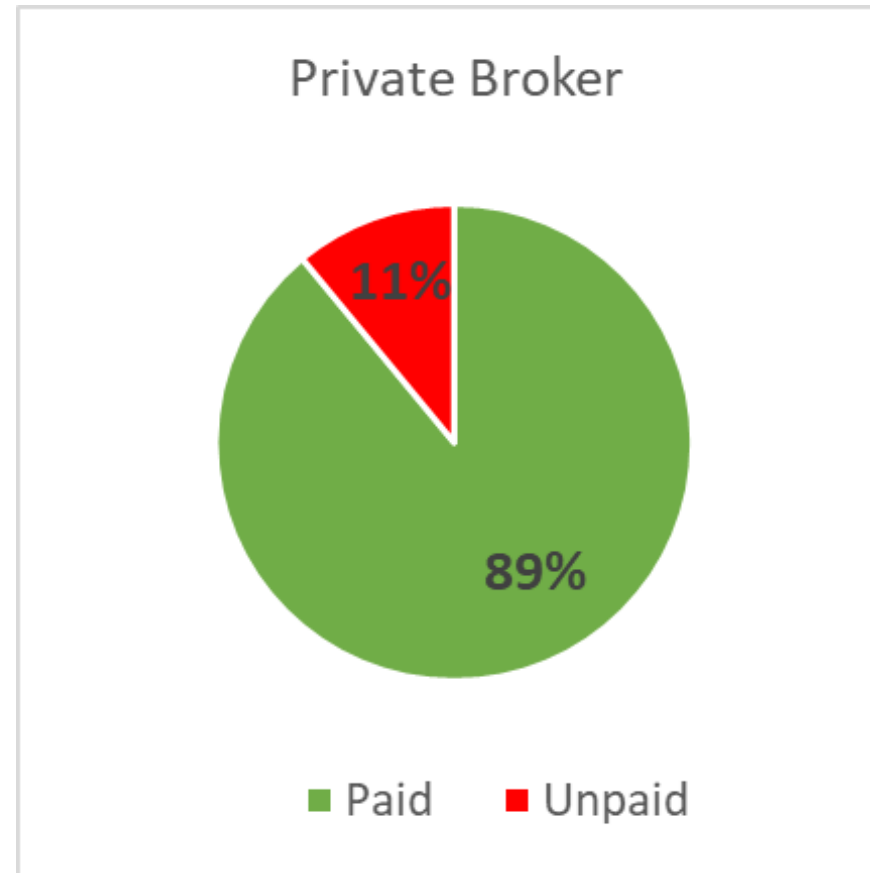
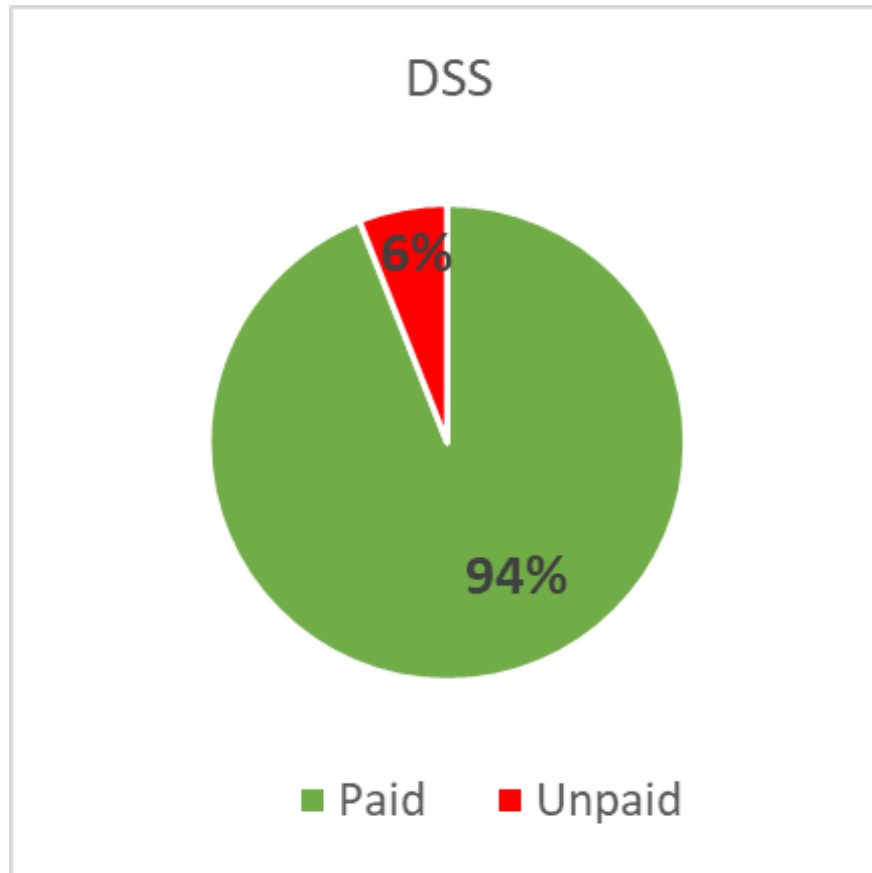
# Private Brokers Are Invoiced Less Per Trip



- DSS = \$31.08
- Brokers = \$29.94
- Difference = **\$1.14**

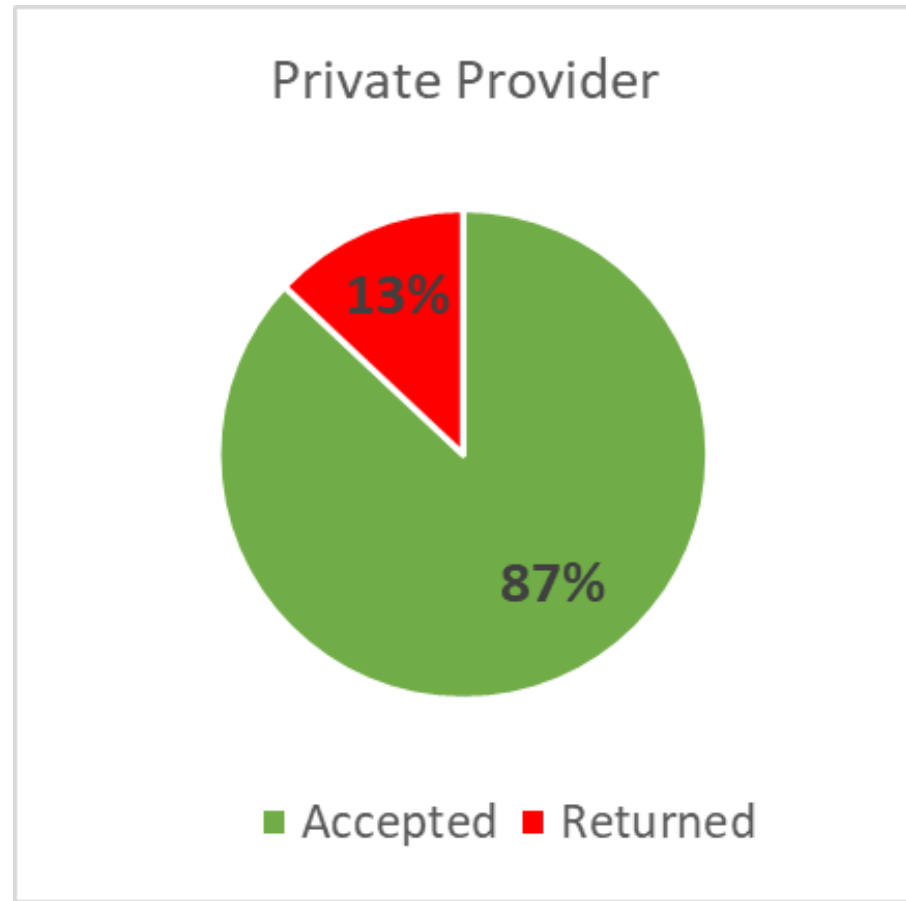
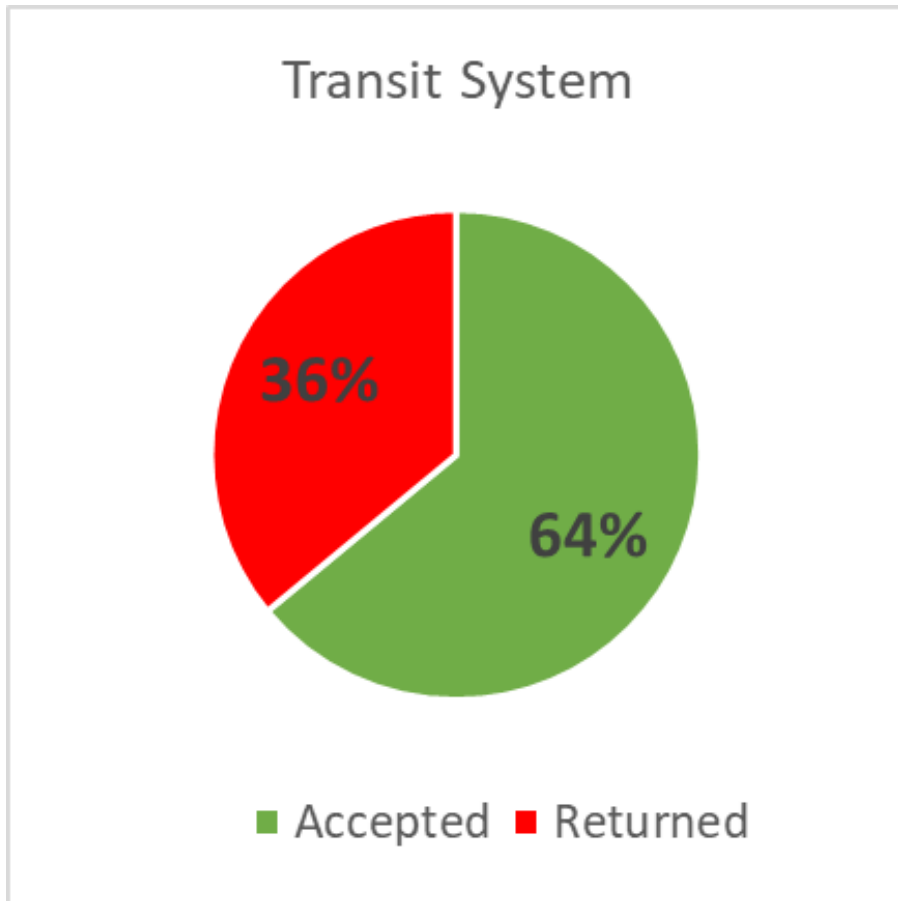
# Private Brokers Are Less Reliable Payers

- 5 percentage point difference in invoiced amounts versus paid



# Transit Rejects Many Private Broker Trips

- 36 out of 100 trips offered to transit are returned



# Public Transit is Not Offered Trips First

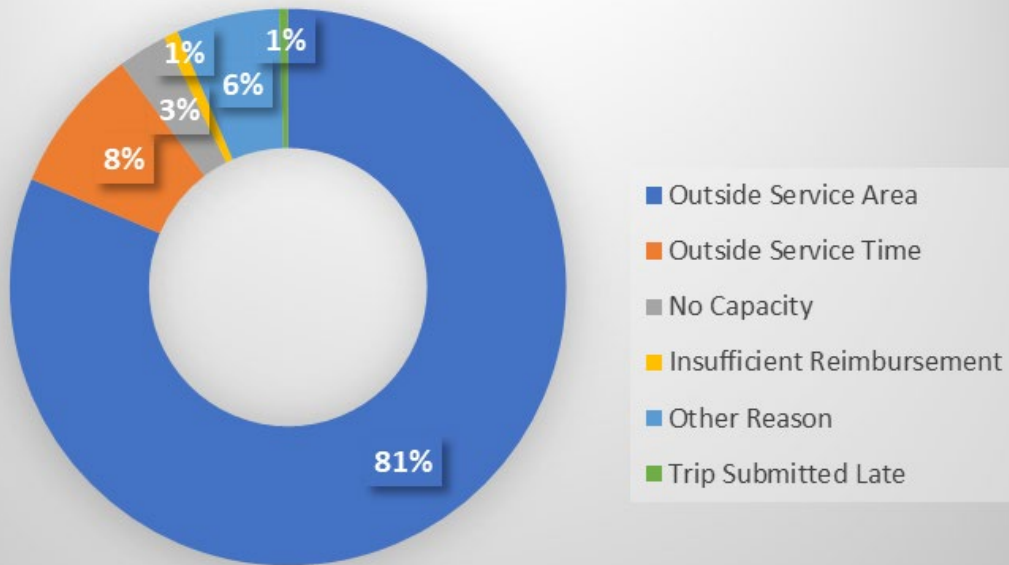
**Table 5. Trips Offered, Carried, and Returned by Provider Type**

<b>Provider Type</b>	<b>Trips Offered</b>	<b>Trips Carried</b>	<b>Trips Returned</b>	<b>Return Rate</b>
Public Transportation	10,093	6,421	3,672	36.4%
Private Providers	21,696	18,890	2,806	12.9%
<b>Total</b>	<b>31,789</b>	<b>25,311</b>	<b>6,478</b>	<b>20.4%</b>

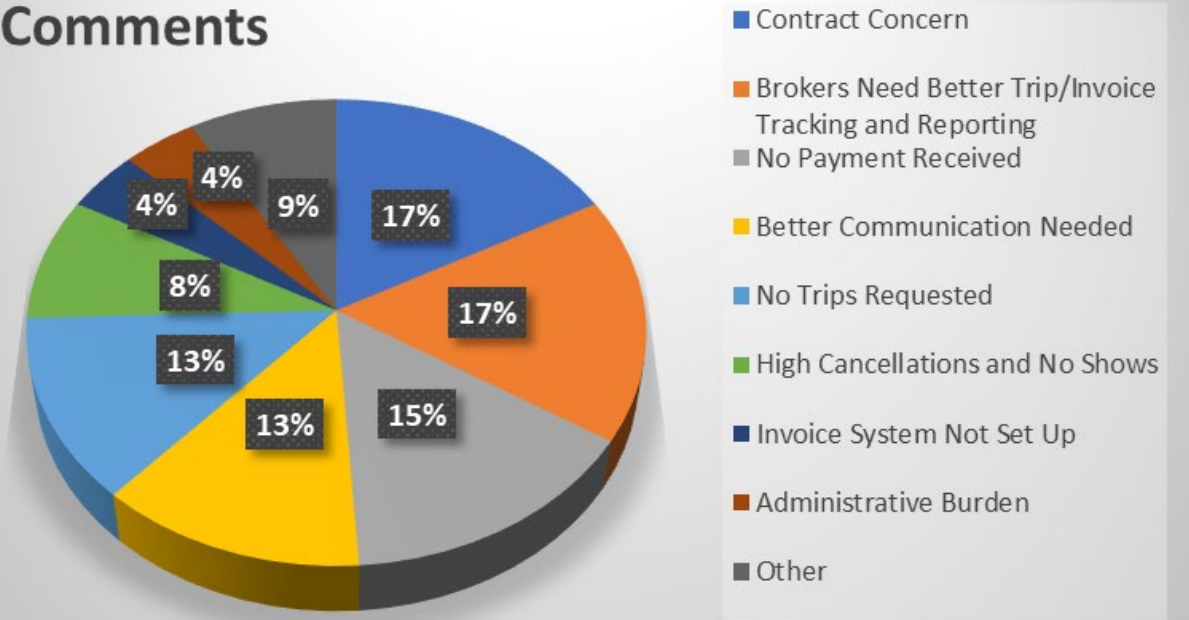
- Hard to know who received the trips first
- But, even if transit received all trips first, transit was only offered 10,000 out of 25,000 trips carried

# Returned Trips & Comments

## Reasons for Returned Trips



## Comments



- Outside service area the dominate reason for returned trips
- Comments address a wide-range of concerns

# Conclusions

1. Nearly 25% of the transit systems with DSS contracts were unable to agree on terms with the private brokers.
2. Total NEMT trips after Medicaid Transformation are slightly higher than 2020, but well below 2019 levels.
3. The impact of Medicaid Transformation on transit systems is uneven.
4. The per trip invoices to the private brokers are lower than for DSS.
5. DSS is more reliable at paying invoices on-time and in-full than the private brokers.
6. Transit systems reject over 1/3 of the trips offered to them by private providers.
7. Transit systems are not offered most trips first by private brokers.
8. Public transit systems expressed concerns about numerous topics related to Medicaid Transformation and NEMT provision.



# Next Steps

- Publish and share the report
- Fill out the survey for July to December 2022
- Repeat the analysis
- Enact informed policy changes
- [shorturl.at/adoS5](https://shorturl.at/adoS5) *or*
- <https://app.smartsheet.com/b/form/ec823bdc9b374db9995ba8f01b366c4e>

# TRANSIT VISIONING WORKSHOPS



Integrated Mobility Division  
N.C. DEPARTMENT OF TRANSPORTATION



Integrated Mobility Division  
N.C. DEPARTMENT OF TRANSPORTATION

## TRANSIT VISIONING WORKSHOPS

AUGUST -SEPTEMBER 2022

### Day 1 (60-minute virtual format)

- *Introduction*
- *Why Visioning?*
- *Why Now?*
- *Overview of Workshop*

### Day 2: (Six, one-hour modules)

- *How to Vision*
- *The User Experience*
- *Operations and Technology Strategies*
- *Funding Opportunities*
- *Partnerships and Staffing*
- *Creating Your Agency's Vision*



Integrated Mobility Division  
N.C. DEPARTMENT OF TRANSPORTATION

# TRANSIT VISIONING WORKSHOPS

## AUGUST -SEPTEMBER 2022

Region	Hosting City	Location	In-Person Workshop	In-Person Workshop
Southeast	Wilmington	Northeast Branch Library	August 10	August 11
Northeast	Greenville/Rocky Mount	Marriott Courtyard	August 17	August 18
Metrolina	Charlotte	Urban Design Center	August 24	August 25
Mountain South	Asheville	TBD*	September 13	September 14
Mountain North	Boone	TBD*	September 15	September 16
Piedmont	Greensboro	TBD*	September 20	September 21
Triangle	Raleigh	TBD*	September 22	September 23


For more information, contact Bryan Lopez at [balopez@ncdot.gov](mailto:balopez@ncdot.gov)

# OpStats Training Webinars

**Registration is still available for all webinars, please register using the [links provided in the chat](#) if you have not already.**

- CT FY22 Operating Statistics Report Updates
  - July 26<sup>th</sup> @ 10:30am and July 28th @ 2:00pm**
- Urban FY22 Operating Statistics Report Updates
  - July 26<sup>th</sup> @ 2:00pm and July 28th @ 11:00am**

# UPDATES

- New form on the NCDOT-IMD website as of July 15<sup>th</sup> (link in chat)
- Emergency Funds Reporting 
- If you are operating Microtransit service, please contact us for separate reporting of this mode

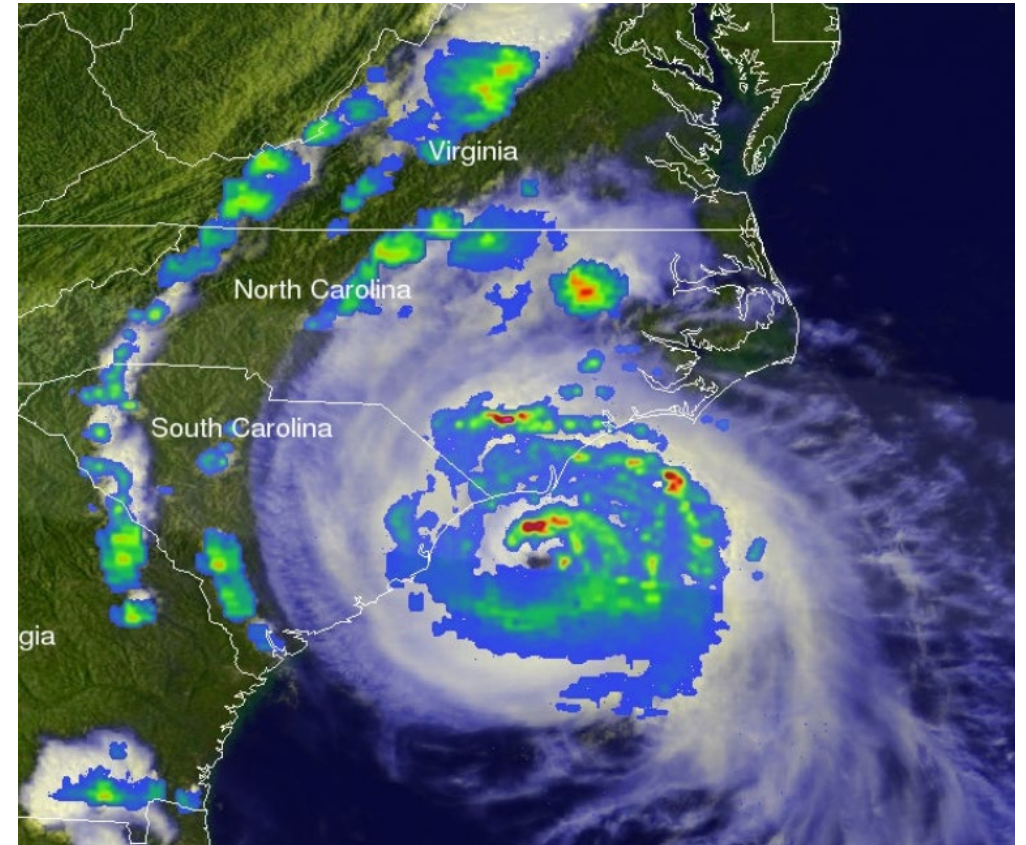
Operating Modes		Operating Modes	Route types
<a href="#">Demand Response Directly Operated (DR DO)</a>	<input type="checkbox"/>		
<a href="#">Demand Response Purchased (DR PT)</a>	<input type="checkbox"/>		
<a href="#">Fixed Route Directly Operated (MB DO)</a>	<input type="checkbox"/>		
<a href="#">Fixed Route Purchased (MB PT)</a>	<input type="checkbox"/>		
<a href="#">Microtransit Directly Operated (MT DO)</a>	<input type="checkbox"/>		
<a href="#">Microtransit Purchased (MT PT)</a>	<input type="checkbox"/>		

Resource
ADMINISTRATIVE
FEDERAL
<a href="#">Urbanized Area Formula Funding-Section 5307</a>
<a href="#">CARES Act-Section 5307</a>
<a href="#">CRRSA Act-Section 5307</a>
<a href="#">ARP Act-Section 5307</a>
<a href="#">FTA Capital Program Funds-Section 5309</a>
<a href="#">Elderly and Disabled-Section 5310</a>
<a href="#">Capital Assistance Spent on Operations-Section 5310</a>
<a href="#">CARES Act-Section 5310</a>
<a href="#">CRRSA Act-Section 5310</a>
<a href="#">ARP Act-Section 5310</a>
<a href="#">CTP Funds - Administrative/Capital-Section 5311</a>
<a href="#">CTP Funds - Operating-Section 5311</a>
<a href="#">Capital Assistance Spent on Operations-Section 5311</a>
<a href="#">Appalachian-Section 5311</a>
<a href="#">Tribal Federal Assistance-Section 5311</a>
<a href="#">ARRA Assistance-Section 5311</a>
<a href="#">ARRA Tribal Assistance-Section 5311</a>
<a href="#">CARES Act-Section 5311</a>
<a href="#">CRRSA Act-Section 5311</a>
<a href="#">ARP Act-Section 5311</a>
<a href="#">JARC Funds-Section 5316</a>



# Emergency Preparedness Response

- Updating Contacts, including Emergency Contacts will Begin next week.
- Keeping your contact info up to date is very important so that the State can provide resources.
- Emergencies do not only happen on the coast! They can also include flooding, forest fires, ice storms, etc.



## FTA's Emergency Relief Program:

Should your agency be affected by a declared emergency, it is important that **all expenses related to disaster response before, during, and after the event be documented** so that they can be evaluated for reimbursement eligibility if disaster or emergency relief funding is made available. The major data points that should be tracked include:

- the type of any emergency transportation services being provided, including the number and type of vehicles, the number of trips provided, the number of passengers transported, the dates and hours of service, and any fares collected for emergency transportation services
- emergency protective measures put in place to protect transit assets and/or personnel
- damages to vehicles, facilities, or equipment
- any temporary or permanent repairs made to damaged vehicles, facilities, or equipment

Additionally, FTA has established an [Emergency Relief Docket](#) for calendar year 2022 so that grantees and subgrantees affected by national or regional emergencies may request temporary relief from FTA administrative and statutory requirements.

## FEMA Public Assistance Program

The FEMA Public Assistance (PA) program reimburses state and local governments, federally recognized tribes and certain private nonprofit organizations in designated counties for eligible expenses incurred before, during and after an emergency on a cost-share basis. This money helps pay for efforts to protect people and property, restore power, repair roads and clean up neighborhoods.



Transit providers are advised that any emergency related expenses reimbursed by FEMA are not eligible for reimbursement by FTA's Emergency Relief Program should funding be made available. If funding is made available for FTA's Emergency Relief Program, FTA assumes primary responsibility for reimbursing transit related emergency relief expenses.


You will receive an email from SmartSheets that will ask you to update the following:

- Your contact info (name, title, email and phone)
- System info (website address, physical address, etc.)
- Transit System's Emergency Contact's info
- County EOC Contact's Info
- Operations Contact, City/County's Finance Director's info and City/County Manager's Info

You will receive an email that looks like this:

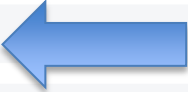
[External] Update Request: IMD Systems Contact Update Database

 Timothy Blair Chambers, Jr. via Smartsheet <user@app.smartsheet.com>  
To  Chambers, Blair

 If there are problems with how this message is displayed, click here to view it in a web browser.  
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

**CAUTION: External email. Do not click links or open attachments unless you verify. Send all suspicious email as an attachment to [Report Spam](#).**

Please update my online sheet.

[Open Update Form](#) 

Primary Column	
System Name	Sample System
Primary Contact Name	
Primary Contact Title	
Primary Contact Email	
Primary Contact Office Phone #	
Primary Contact Cell Phone #	
Became Director on	



# Transit Communication Hub

IMD Calendar (Website) (View Only) : smartsheet Report Abuse Help

Calendar View Filter

July - 2022 3 Weeks

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
July 10	11 Mandatory FT	12	13	14	15 Charter Report Annual Facility Transit Asset M Training Repor Vehicle and Lif Program Incon Transportation	16
17	18	19	20 Transit System	21	22	23
24	25	26 FY22 OpStats FY22 OpStats	27 Multimodal Up	28 FY22 OpStats FY22 OpStats	29 Monthly Claim Quarterly Clair Final Year-End ROAP Report* DAMIS #1 Surv	30 Emergency Co Monthly ROAP

**View Detail** ▾

**Event Name**  
Transit System Meeting @ 1pm

**Date**  
07/20/22

**End Date**  
07/20/22

**Time**  
1pm

**Link**  
<https://global.gotomeeting.com/join/202588895>

**Point of Contact**  
Blair Chambers

**Contact Email**  
tbchambers@ncdot.gov

**Description**

# Transit Communication Hub

Due in the Last 30 Days & the Next 45 Days (View in [smartsheet](#))

2022 Board of Transportation	07/07/22
Mandatory FTA COVID-19 Impact Update Due (5311 Subrecipients to NCDOT Only)	07/11/22
Charter Reports Due - FFY22 Q3 (Apr-Jun)	07/15/22
Annual Facility Maintenance Checklist (CT Federal and State Funded Facilities)	07/15/22
Transit Asset Management (TAM) Certified Inventory (CT, Tier II Providers)	07/15/22
Training Reports (CT) - FY22 Q4 (Apr-Jun)	07/15/22
Vehicle and Lift Preventative Maintenance Data (EAM)	07/15/22
Program Income (CT) - FY22 Q4 (Apr-Jun)	07/15/22
Transportation Demand Management (TDM) Claims/Progress - FY22 Q4	07/15/22
Transit System Meeting @ 1pm	07/20/22
FY22 OpStats Training - Rural Reporters Option #1	07/26/22
FY22 OpStats Training - Urban Reporters Option #1	07/26/22
Multimodal Updates Meeting	07/27/22

## Communications

✓ Date Sent	📎 Name	Subject
7/5/2022	 Program Income - 07052022	Announcements
7/1/2022	 FY24 EBS Grant Applications Open	Announcements
6/27/2022	 IMD Multimodal Updates Webinar - July 27	Announcements
6/20/2022	 FY22 OpStats Forms & Training	Training
6/14/2022	 NCDOT Vendor Payments	Announcements
6/6/2022	 IMD Training - Drug & Alcohol Program Management & Compliance Training Workshop & Reasonable Suspicion Determination Training	Training
6/2/2022	 IMD Visioning Webinar Visioning for Transit Agencies Best Practices and Case Studies	Announcements
6/1/2022	 Unified Grant Application Pre-Application Training Webinar and Quick Reference Guide	Announcements
5/16/2022	 TCRP-F29_ Mental Health, Wellness, and Resilience for Transit System Workers (Interview Interest Form)	Announcements



# QUESTIONS

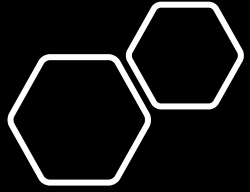


Previous slides, recordings and FAQs:

<https://connect.ncdot.gov/business/Transit/Pages/Transit-Meeting-Resources.aspx>

Provide feedback and ideas for topics:

<https://app.smartsheet.com/b/form/f626a9fbbd7649e4ba4dd45b3bedbcfd>



# EBS New Features Preview