



**FTA SECTION 5310 RCC-ALLOCATED FORMULA GRANT APPLICATION  
SFY 2016 (JULY 1, 2015 – JUNE 30, 2016)**

Region (RCC): Greater Derry-Salem RCC (Region 9)

Federal Funds Requested: \$30,112

Federal Funds Awarded: \_\_\_\_\_ (completed by NHDOT)

**1. LEAD AGENCY INFORMATION**

a. Legal Name of Applicant Agency

**Greater Derry-Salem Cooperative Alliance for Regional Transportation (CART)**

b. Address

**50 Nashua Road, Suite 102  
Londonderry, NH 03056**

c. Telephone/Fax/E mail

**PH: 603-437-9999  
FX: 603-437-9966  
Email: director@cart-rides.org**

d. Name and Title of Project Director

**Mark C. Nelson, Executive Director**

e. Agency Type (private nonprofit, local government, etc.)

**Public Transit Agency established under RSA 239-A**

**2. MANAGEMENT AND EXPERIENCE**

a. What experience does your agency have with transportation services?

**CART is a public transportation provider established by the NH State Legislature under RSA 239A. CART has provided public transit services since November 2006 through a contract with Easter Seals of New Hampshire (ESNH). These are funded with Federal Transit Administration Section 5307 Urban Formula funding and municipal, state and private sector matching funding. CART became a Designated Recipient of Section 5307 funding in early 2010.**

- b. Who are the project staff that will administer this grant? Describe their experience managing FTA grants, other Federal grants, and state funds.

**CART Executive Director Mark Nelson has extensive experience managing Federal and State funding in his 20+ year career with the U.S. Army Corps of Engineers and the Commonwealth of Massachusetts Division of Capital Asset Management. He will also be assisted by Timothy White, Principal Planner with the Southern NH Planning Commission and CART Board Secretary, who has managed Section 5310 project billing for the Region 8 and Region 9 RCCs for the past two years.**

3. **CIVIL RIGHTS INFORMATION**

- a. List minority population in the service area

**The 2010 Census identifies 10,303 individuals in the 10-town Greater Derry-Salem RCC region who self-identified as non-white and/or ethnically Hispanic. This corresponds to approximately 7.5% of the total population of the region. Note that this is likely an over-estimate, as it double counts ethnic Hispanics who are also non-white. The highest minority population in the region is in Salem at 3,545 (12%), and the lowest is in Hampstead at 287 (3.4%).**

- b. Describe any active lawsuits or complaints alleging discrimination on the basis of race, color, or national origin with respect to transportation service

**There are no active lawsuits or complaints against CART or affiliated organizations alleging discrimination on the basis of race, color, or national origin with respect to transportation services.**

- c. Describe civil rights compliance review activities of your agency that have been conducted in the past three years.

**CART completed its second FTA Triennial Review during 2014, and received one finding relative to Civil Rights, based on late filing of a DBE semi-annual report during FY2014 when CART was operating with part time staffing. All findings from the Triennial Review have been closed with FTA, and CART is now back to full time staffing. CART has worked annually with the FTA Region I Civil Rights Office in the development of its Disadvantaged Business Enterprise (DBE) analysis and goal. Otherwise CART has been subject to no special civil rights compliance review activities.**

- d. Describe your agency's Title VI (Civil Rights) notification process and complaint tracking procedure.

**Attachment 8 includes sections of CART's Title VI Civil Rights Program, including CART's Title VI notification process and complaint and investigation procedures.**

4. **TRAINING**

Provide a brief summary of training programs for transportation staff of all providers included in proposed purchase of service.

**Services provided under the proposed grant will be considered part of the CART regional transit system, and be consistent with the service standards for that system. Easter Seals NH and other contractors providing service must designate drivers who will participate in the provision of public transportation. It is mandatory that designated drivers must meet or participate in the following annual training: Passenger Assistance Training; Defensive Driving; Drug and Alcohol Awareness; Wheelchair Lift and Securement training (if operating a lift equipped vehicle). Additional training**

segments provided include **Emergency Evacuation, Winter Driving, and Road Evaluation training. Driver training is provided by Easter Seals NH as the CART Broker/Manager Contractor.**

5. **SAFETY**

Provide a brief summary of safety plans of all providers included in proposed purchase of service.

**Services provided under the proposed grant will be considered part of the CART regional transit system, and be consistent with the safety standards for that system. Easter Seals NH will provide oversight of contracted providers as part of their role as contracted Operations Manager for the CART system. For the Greater Derry-Salem region the threat probability is remote and the severity of the threat is marginal.**

**Vehicles used in CART service are equipped with first aid kits in accordance with public safety standards, fire extinguisher, bidirectional warning reflectors in readily accessible position to driver.**

6. **PROJECT DESCRIPTION**

Provide a detailed description of this project, including all the information listed below (no more than 3 pages total (8 ½ x 11):

- What is the need for this project? How did the Regional Coordination Council (RCC) identify the need?

**The Greater Derry-Salem RCC requests Section 5310 Formula funding to support several services that improve access to transportation for seniors and individuals with disabilities in the region. These projects include:**

- A. **Continuation of the CART Early Bird/Night Owl Taxi Voucher program, implemented in coordination with Green Cab Company of Derry and potentially other taxi companies. This service is designed to improve transportation access for seniors and individuals with disabilities in the RCC region during hours when CART service is not available, including early mornings, evenings and weekends. Eligible riders may use taxi vouchers for trips on weekdays from 5:00am-8:00am, 5:00pm-8:00pm, and Saturdays from 5:00am-8:00pm. Vouchers may be used for medical trips also during regular CART weekday service hours from 8:00am-5:00pm.**
- B. **Volunteer recruitment and marketing efforts to expand the volunteer driver corps for the Greater Salem Caregivers (GSC). This will focus particularly in the town of Salem, which is the largest consumer of GSC trips. Funds requested are for supplemental staff time for recruiting outreach and volunteer screening and training; as well as marketing expenses (materials development, printing, advertising). ADA trip requests received by GSC will be provided by CART, as GSC drivers primarily operate private vehicles that are not wheelchair accessible.**
- C. **Expanded transportation service to the Vic Geary Senior Center in Plaistow provided by Rockingham Nutrition Meals on Wheels. Funds are requested for an additional eight hours of service per week to support access to the center from Plaistow and surrounding towns.**

**The need for the proposed projects has been identified through an analysis of current transportation services and unmet transportation needs in the Greater Derry-Salem region, undertaken as part of the most recent update to the Coordinated Public Transit/Human Services Transportation Plan for the RCC region.**

- How did the RCC determine priorities for 5310 formula funding?

**These priorities were established through the planning process for the updated Coordinated Public Transit/Human Services Transportation Plan for the region, adopted in July 2011. More recently these priorities were reconfirmed through meetings of the RCC in April and May 2014 focused on grant application development.**

- How will you know if the project is successful?

**The Lead Agency, through its contracted service providers, will track overall trip volume, as well as productivity for the Demand responsive Routes compared to past performance of CART open demand response service. CART, ESNH and RNMOV Meals on Wheels Program are working jointly to redesign the Derry-Londonderry shuttle service to better serve the needs of seniors and individuals with disabilities in those communities. We anticipate the new service will achieve higher productivity, while freeing up capacity on CART demand response vehicles for medical and other trips with less flexibility in scheduling. The revised design of the Demand responsive Route will also draw on input from current users of CART and Meals on Wheels transportation services to identify preferred stops and routing.**

- Identify which regional Coordinated Public Transit-Human Services Transportation Plan(s) this project is included in, as well as the Plan name, date of adoption, and page on which this project is listed.

**The proposed projects are identified in the Coordinated Public Transit Human Services Transportation Plan for the Greater Derry-Salem Region. The most recent update to this Plan was completed in 2011 by the Rockingham Planning Commission and Southern NH Planning Commission, with guidance from the Greater Derry-Salem (Region 9) Regional Coordination Council for Community Transportation (RCC). The plan was adopted by the Rockingham Planning Commission in July 2011 and by the Southern New Hampshire Planning Commission in August 2012. Specific Plan recommendations from which these projects are drawn are found on pages 6-4 (Coordination with RNMOV to leverage match, Taxi Voucher program, Volunteer Driver program expansion); and 6-5 (expand social recreational service).**

- How does this project meet the needs and strategies addressed in the locally developed Coordinated Public Transit-Human Services Transportation Plan(s) referenced above?

**The Taxi Voucher program is designed to offer an option for trips that cannot be carried by CART or other provider agencies in the region because of short notices or travel times outside of regular service hours. Access to this short notice or off-hours service will be available to riders, but at a higher cost, or User Side Subsidy. The Vic Geary Center service is intended to expand transportation access in central Rockingham County communities of Plaistow, Atkinson, Sandown and Danville that are not currently served by regular CART transit service. Support to strengthen and expand the Greater Salem Caregivers volunteer driver program will help to expand the range of travel options available to seniors and individuals with disabilities, and is a step toward better integration of volunteer driver programs with the regional coordination effort.**

- Describe any efforts to leverage funds from other sources to support this project.

**CART, Easter Seals of NH and the Rockingham Nutrition Meals on Wheels Program (RNMOV) have developed a collaborative relationship over the past several years, using municipal and non-USDOT federal funds managed by RNMOV to match new FTA Section 5310 funds for service improvements in the region. Similarly, Greater Salem Caregivers will use their municipal and private sector funds to match the supplemental FTA/NHDOT funds proposed here.**

**CART and the Rockingham Planning Commission worked with FTA Region I during 2012 to confirm that User Side Subsidy may be used as FTA match in the context of a Taxi Voucher program.**

**CART has continually sought new sources of non-federal matching funding for its services. CART has had success over the past several years in selling on-bus advertising to supplement municipal contributions that have been flat or slightly declining in recent years given the economy. CART has also reached out to local health care institutions such as Fresenius Medical Care as potential sources of match. Fresenius operates a dialysis center in Londonderry that is a major destination for CART riders and would be served by the proposed Demand responsive Routes. These last outreach efforts to private sector medical facilities have not yielded any funding.**

- Itemize the sources and amounts of matching funds for this request.

**Matching funds for the expanded service to the Vic Geary Center will come from the Rockingham Nutrition Meals on Wheels Program and total \$8,295. RNMOV has worked with CART to develop service options which serve the Plaistow senior meals site. Existing local and non-USDOT federal funds supporting the meal-site service are used as match for FTA funding for the service expansion.**

**Matching funding for the Salem Caregivers volunteer recruitment and marketing initiative are estimated at \$2,112 and will be provided by Greater Salem Caregivers.**

**Match for the Early Bird/Night Owl Taxi Voucher program is provided through User Side Subsidy – the user share of the Voucher purchase price, which is currently set at 50% of Voucher face value. \$10,000 in new matching funding is anticipated by User Side Subsidy, to match \$10,000 in new 5310 Formula funding. Match on Voucher program admin costs (estimated at \$842) is proposed to come from CART.**

Describe any eligibility limitations on passengers who will be served.

**Access to taxi vouchers will be limited to senior citizens and individuals with disabilities, consistent with the requirements of the Section 5310 program. Similarly, Greater Salem Caregivers and Rockingham Nutrition Meals on Wheels program services are targeted to seniors and individuals with disabilities.**

- Describe any trip purpose limitations or priorities for trips funded with requested 5310 formula funds.

**Trips for medical purposes and human service agency appointments will be prioritized for the Taxi Voucher program.**

- Estimated number of individuals per year that will receive transportation as a result of this project, including elderly & disabled and general public.
  - **The Taxi Voucher Program will be structured to help ensure relatively broad access, with monthly trip caps to ensure that a small number of individuals do not consume an inordinate share of available resources. As of February 2015 there are 38 unduplicated users of the Taxi Voucher program who use the service on a regular basis. We are projecting addition of another 15-25 users of the voucher system during SFY16-SFY17.**
  - **For the Vic Geary Center service expansion we anticipate approximately 25-30 unduplicated regular users from Plaistow, Atkinson, Danville, Sandown and Hampstead; based on a current pool of 40 unduplicated regular riders for RNMOV's current limited service to the Center.**
  - **For the Greater Salem Caregivers volunteer recruitment effort, the recruiting target is 18-20 new drivers.**

7. **SUPPLEMENTAL INFORMATION**

Provide any additional information that may help explain your project or elaborate on previous answers, up to two pages per project (regional scope of services).

8. ATTACHMENTS CHECKLIST

Purchase of Service requests require:

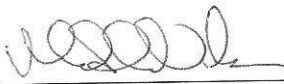
Label	Description
1	Evidence of agency's designation as the lead agency by the RCC
2	Summary budget that distinguishes between individual projects that are included in the regional scope of services <ul style="list-style-type: none"> <li>▪ Summary should list each project and include: Agency (subcontractor), type of project, brief description, total project funds, 5310 funds requested, matching funds.</li> <li>▪ Provide this budget on a separate page from other information. <i>Budgets included within narrative summaries will not be sufficient.</i> Budget shall be separately marked and presented for quicker review and approval.</li> <li>▪ More detailed individual project budgets should be available, at NHDOT's request, for all projects</li> </ul>
3	If the regional project (scope of services) includes "Operating" projects: <ul style="list-style-type: none"> <li>▪ Each individual Operating project <u>must</u> submit a more detailed NHDOT budget form (Attachment A)</li> </ul>
4	Source & verification of required matching funds <ul style="list-style-type: none"> <li>• Cash match requires letters noting match availability from the agency that will provide the cash match</li> <li>• In-Kind match requires that rate documentation must be provided in accordance with NHDOT In-Kind match guidance               <ul style="list-style-type: none"> <li>○ (i.e., Who is providing the match, rate, contributed service, how contributions will be tracked)</li> </ul> </li> </ul>
5	Public Notice of grant application
6	Service Area map with clear demarcation of towns & cities included in proposed project service area <b>OR</b> a listing of all town & cities to be included in service area
7	Transportation services that are proposed for funding: <ul style="list-style-type: none"> <li>▪ Include marketing materials that are used to notify potential customers/riders about the availability of service.</li> <li>▪ These materials may include brochures, advertisements, website screen shots, letters, etc.</li> </ul>

9. SIGNATURE

I certify that to the best of my knowledge the information in this application is true and accurate and that this organization has the necessary fiscal, legal and managerial capability to implement and manage the project associated with this application.

**Greater Derry-Salem Cooperative Alliance for Regional Transportation (CART)**  
**Mark C. Nelson, Executive Director**

\*\*Authorized Agency Representative & Title:

\*\*Signature: 

Date: February 17, 2015

\*\*Must be signed by someone with authority to sign contracts on behalf of your organization.

## **5310 FORMULA FUNDING GRANT APPLICATION**

### **Greater Derry-Salem Regional Coordinating Council for Community Transportation**

#### **Attachments**

Attachment 1 – Evidence of CART’s designation as Lead Agency by Region 9 RCC

Attachment 2 – Proposed Project Budget

Attachment 3 – Operating Budget Attachment A

Attachment 4 – Verification of Matching Funds

Attachment 5 – Public Notice of Grant Application

Attachment 6 – Listing of Towns Served by Proposed Projects

Attachment 7 – Marketing Materials for Existing Services

Attachment 8 – CART Title VI Civil Rights Public Notice and Complaint Tracking Procedures



## **5310 FORMULA FUNDING GRANT APPLICATION**

### **Greater Derry-Salem Regional Coordinating Council for Community Transportation**

#### **Attachment 1**

#### **Designation of Lead Agency**

The membership of the Greater Derry-Salem Regional Coordinating Council for Community Transportation (Region 9 RCC) voted unanimously at their meeting on February 12, 2015 to designate the Greater Derry-Salem Cooperative Alliance for Regional Transportation (CART) as the Lead Agency for managing Section 5310 funding for projects in the RCC region.

**Greater Derry-Salem Regional Coordinating Council for Community Transportation (RCC) (Region 9)  
SFY 2016 Section 5310 Formula Funding Budget**

**Proposed Formula Funding Project Budget**

						SFY 16 Proposed Amounts		
						Proposed SFY 16 Cost Total	Proposed SFY16 5310 Share	Proposed SFY16 Match Share
Project Element		Days/ Week	Hours/ Day	Rate	Weeks			
<u>CART/Taxi</u>	<u>Regional Taxi Voucher Program - (50/50 with User Side Subsidy as match)</u>					\$ 20,000	\$ 10,000	\$ 10,000
1. <u>Companies</u>								
<u>CART/</u>	<u>Mobility Management cost for Taxi Voucher Program (80/20)</u>					\$ 4,211	\$ 3,369	\$ 842
2. <u>Contractor</u>								
<u>Salem</u>	<u>Vol Driver Program Mob Mgt (recruiting, training, checks) (80/20)</u>					\$ 10,560	\$ 8,448	\$ 2,112
3. <u>Caregivers</u>								
4. <u>RNMOW</u>	<u>Service Enhancement for Vic Geary Center (POS 80/20)</u>		10.4	\$ 32.00	50	\$ 16,590	\$ 8,295	\$ 8,295
<b>Total</b>						<b>\$ 51,361</b>	<b>\$ 30,112</b>	<b>\$ 21,249</b>
						100%	59%	41%

Available Section 5310 Formula Funds for SFY16 **\$ 30,112**

**Budget Justification Notes:**

1. A cap of \$100/month in voucher value is proposed to ensure broad availability of vouchers. Proposed budget is assumed to provide for approximately 978 trips based on average CART trip distance of 5.3 miles, and \$3.80 pickup/\$3.20 per mile. Match to be provided through User
2. Voucher Program Mobility Management - Estimate based on assumptions of: registration of 25 new riders in FY2016 at 2 hour/rider, up to 10
3. Mobility Management funds are requested for a combination of staff time (\$4,560) and marketing expenses (\$6,000) to expand the volunteer driver pool for the Greater Salem Caregivers. Match to be provided by Caregivers.
4. Expanded transportation service to the Vic Geary Senior Center in Plaistow from surrounding communities is estimated at \$32/hour for 10.4 hours/week, to be provided by the Rockingham Nutrition Meals on Wheels program (RNMOW). Match to be provided by RNMOW.

NHDOT -- Attachment A -- Operating Assistance Budget  
 SFY 2016-2017 (July 1, 2015 - June 30, 2017)

Rev: 2/13/15

AGENCY: **Greater Derry-Salem Cooperative Alliance for Regional Transportation**

FTA PROGRAM/PROJECT DETAILS: **SFY2016 Section 5310 Formula Funding**

A. ADMINISTRATION

Obj. Code	Description	Total Funds				REMARKS
		Actual SFY 2014	Budgeted SFY 2015	Projected SFY 2016	Projected SFY 2017	
<b>501</b>	<b>Labor</b>					
501.04	Administrative Salaries & Wages					
501.99	Other Salaries & Wages					
<b>502</b>	<b>Fringe Benefits</b>					
502.01	FICA					
502.02	Pension Plans					
502.03	Hospital, Medical, and Surgical Plans					
502.04	Dental Plans					
502.05	Life Insurance Plans					
502.06	Short-Term Disability Insurance Plans					
502.07	Unemployment Insurance					
502.08	Worker's Compensation					
502.09	Sick Leave					
502.10	Holiday					
502.11	Vacation					
502.12	Other Paid Absence					
502.13	Uniform and Work Clothing Allowance					
502.99	Other Fringe Benefits					
<b>503</b>	<b>Services</b>					
503.01	Management Services					
503.02	Advertising Services					
503.03	Professional & Technical Services					
503.04	Temporary Services					
503.06	Custodial Services					
503.07	Security Services					
503.08	Office & Communications Equipment Repair					
503.10	Training					
503.99	Other Services					
<b>504</b>	<b>Materials &amp; Supplies Consumed</b>					
504.03	Inventory Purchases					
504.04	Office Supplies & Materials					
504.05	Educational & First Aid Supplies					
504.99	Other Materials & Supplies					
<b>505</b>	<b>Utilities</b>					
505.02	Telephone					
505.99	Utilities - Other					
<b>506</b>	<b>Casualty &amp; Liability Costs</b>					
506.01	Physical Damage Insurance					
506.03	Liability & Property Insurance					
506.04	Uninsured Settlements					
506.05	Provisions for Uninsured Settlements					
506.06	Recoveries of Settlements					
506.08	Other Corporate Insurance					
506.99	Other Insurance					
<b>507</b>	<b>Taxes</b>					
507.04	Licensing & Registration Fees					
507.99	Other Taxes					
<b>509</b>	<b>Miscellaneous Expenses</b>					
509.01	Dues & Subscriptions					
509.02	Travel & Meetings					
509.08	Advertising/Promotion Media			6,000.00		
509.90	Mobility Management			8,771.00		
509.99	Other Misc. Expenses (Indirect Costs)					
<b>512</b>	<b>Leases &amp; Rentals</b>					
512.12	Other Administrative Facilities					
<b>530</b>						
530.00	Contributed Services ("In-kind match")					
<b>Admin Summary</b>	Sub-Total	<b>0.00</b>	<b>0.00</b>	<b>14,771.00</b>	<b>0.00</b>	
	Cash-Based Expenses (less Cont. services)	<b>0.00</b>	<b>0.00</b>	<b>14,771.00</b>	<b>0.00</b>	
	Eligible Grant Amount - Maximum 80%	<b>0.00</b>	<b>0.00</b>	<b>11,816.80</b>	<b>0.00</b>	
	Reimbursable Amount (lesser of cash or eligible)	<b>0.00</b>	<b>0.00</b>	<b>11,816.80</b>	<b>0.00</b>	
	Minimum Cash Match Amount Required	<b>0.00</b>	<b>0.00</b>	<b>2,954.20</b>	<b>0.00</b>	

**B. CAPITAL - PREVENTIVE MAINTENANCE**

Obj. Code	Description	Total Funds				REMARKS
		Actual SFY 2014	Budgeted SFY 2015	Projected SFY 2016	Projected SFY 2017	
<b>501</b>	<b>Labor</b>					
501.05	Maintenance Wages & Salaries					
501.99	Other Salaries & Wages					
<b>502</b>	<b>Fringe Benefits</b>					
502.01	FICA					
502.02	Pension Plans					
502.03	Hospital, Medical, and Surgical Plans					
502.04	Dental Plans					
502.05	Life Insurance Plans					
502.06	Short-Term Disability Insurance Plans					
502.07	Unemployment Insurance					
502.08	Worker's Compensation					
502.09	Sick Leave					
502.10	Holiday					
502.11	Vacation					
502.12	Other Paid Absence					
502.13	Uniform and Work Clothing Allowance					
502.99	Other Fringe Benefits					
<b>503</b>	<b>Services</b>					
503.05	Contract Maintenance Services					
503.09	Building Repair & Maintenance					
503.10	Training					
<b>504</b>	<b>Materials &amp; Supplies Consumed</b>					
504.01	Fuels & Lubricants					
504.02	Tires & Tubes Consumed					
504.03	Inventory Purchases					
504.05	Educational and First Aid Supplies					
504.99	Other Materials & Supplies					
<b>509</b>						
509.99	Indirect Costs					
<b>530</b>						
530.00	Contributed Services ("In-kind match")					
<b>Capital - PM Summary</b>	<b>Sub-Total</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	
	<b>Cash-Based Expenses (less Cont. services)</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	
	<b>Eligible Grant Amount - Maximum 80%</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	
	<b>Reimbursable Amount (lesser of cash or eligible)</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	
	<b>Minimum Cash Match Amount Required</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	

**C. CAPITAL - ADA**

Obj. Code	Description	Total Funds				REMARKS
		Actual SFY 2014	Budgeted SFY 2015	Projected SFY 2016	Projected SFY 2017	
<b>501</b>	<b>Labor</b>					
501.01	Operator's Salaries & Wages					
501.03	Dispatcher's Salaries & Wages					
501.05	Maintenance Wages & Salaries					
501.99	Other Salaries & Wages					
<b>502</b>	<b>Fringe Benefits</b>					
502.01	FICA					
502.02	Pension Plans					
502.03	Hospital, Medical, and Surgical Plans					
502.04	Dental Plans					
502.05	Life Insurance Plans					
502.06	Short-Term Disability Insurance Plans					
502.07	Unemployment Insurance					
502.08	Worker's Compensation					
502.09	Sick Leave					
502.10	Holiday					
502.11	Vacation					
502.12	Other Paid Absence					
502.13	Uniform and Work Clothing Allowance					
502.99	Other Fringe Benefits					
<b>503</b>	<b>Services</b>					
503.04	Temporary Services					
503.05	Contract Maintenance Services					
503.09	Building Repair & Maintenance					
503.10	Training					
<b>504</b>	<b>Materials &amp; Supplies Consumed</b>					
504.01	Fuel & Lubricants Consumed					
504.02	Tires & Tubes Consumed					
504.03	Inventory Purchases					
504.05	Educational and First Aid Supplies					
504.99	Other Materials & Supplies					
<b>505</b>	<b>Utilities</b>					
505.02	Telephone					
<b>507</b>						
507.04	Licensing & Registration Fees					
<b>508</b>						
508.00	Purchased Transportation					
<b>509</b>						
509.99	Indirect Costs					
<b>530</b>						
530.00	Contributed Services ("In-kind match")					
	<b>Sub-Total</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	

Capital - ADA  
Summary

Cash-Based Expenses (less Cont. services)	0.00	0.00	0.00	0.00	
Eligible Grant Amount - Maximum 80%	0.00	0.00	0.00	0.00	
Reimbursable Amount (lesser of cash or eligible)	0.00	0.00	0.00	0.00	

<b>Minimum Cash Match Amount Required</b>	0.00	0.00	0.00	0.00
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**D. OPERATING**

Obj. Code	Description	Total Funds				REMARKS
		Actual SFY 2014	Budgeted SFY 2015	Projected SFY 2016	Projected SFY 2017	
<b>501</b>	<b>Labor</b>					
501.01	Operator's Salaries & Wages					
501.02	Other Salaries & Wages					
501.03	Dispatcher's Salaries & Wages					
501.05	Maintenance Wages & Salaries					
501.99	Other Salaries & Wages					
<b>502</b>	<b>Fringe Benefits</b>					
502.01	FICA					
502.02	Pension Plans					
502.03	Hospital, Medical, and Surgical Plans					
502.04	Dental Plans					
502.05	Life Insurance Plans					
502.06	Short-Term Disability Insurance Plans					
502.07	Unemployment Insurance					
502.08	Worker's Compensation					
502.09	Sick Leave					
502.10	Holiday					
502.11	Vacation					
502.12	Other Paid Absence					
502.13	Uniform and Work Clothing Allowance					
502.99	Other Fringe Benefits					
<b>503</b>	<b>Services</b>					
503.04	Temporary Services					
503.05	Contract Maintenance Services					
503.09	Building Repair & Maintenance					
503.10	Training					
<b>504</b>	<b>Materials &amp; Supplies Consumed</b>					
504.01	Fuel & Lubricants Consumed					
504.02	Tires & Tubes Consumed					
504.03	Inventory Purchases					
504.05	Educational and First Aid Supplies					
504.99	Other Materials & Supplies					
<b>505</b>	<b>Utilities</b>					
505.02	Telephone					
<b>508</b>						
508.00	Purchased Transportation			36,590.00		
<b>509</b>	<b>Miscellaneous Expenses</b>					
509.03	Bridge, Highway & Tunnel Tolls					
509.99	Indirect Costs					
<b>511</b>						
511.01	Long Term Debt Obligation					
511.02	Short Term Debt Obligation					
<b>512</b>	<b>Leases &amp; Rentals</b>					
512.04	Passenger Revenue Vehicles					
512.05	Service/Supervisory Vehicles					
512.06	Operating Yards or Stations					
512.07	Maintenance Facilities					
<b>530</b>						
530.00	Contributed Services ("In-kind match")					
<b>Operating Summary</b>	<b>Sub-Total</b>	0.00	0.00	36,590.00	0.00	
	<b>Less Projected Farebox Revenue</b>	0.00	0.00	0.00	0.00	
	<b>Net Operating</b>	0.00	0.00	36,590.00	0.00	
	<b>Cash-Based Expenses (less Cont. services)</b>	0.00	0.00	36,590.00	0.00	
	<b>Eligible Grant Amount - Maximum 50%</b>	0.00	0.00	18,295.00	0.00	
	<b>Reimbursable Amount (lesser of cash or eligible)</b>	0.00	0.00	18,295.00	0.00	

<b>Minimum Cash Match Amount Required</b>	<b>0.00</b>	<b>0.00</b>	<b>18,295.00</b>	<b>0.00</b>
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**E. REVENUE**

**IN-KIND Include all sources of eligible In-Kind match (be specific)**

	Description	FY 2014 Actual Amount	FY 2015 Budgeted Amt	FY 2016 Projected Amt	FY 2017 Budgeted Amt	REMARKS
Admin		0.00	0.00	0.00	0.00	
Capital PM		0.00	0.00	0.00	0.00	
Capital - ADA		0.00	0.00	0.00	0.00	
Operating		0.00	0.00	0.00	0.00	
<b>Total In-Kind Match</b>		<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	

**CASH MATCH Include all sources of revenue including State match (be specific)**

	Description	FY 2014 Actual Amount	FY 2015 Budgeted Amt	FY 2016 Projected Amt	FY 2017 Projected Amt	REMARKS
	RNMOW match on Plaistow Vic Geary Service			8,295.00		
	CART match on Taxi Voucher Program Mob Mgt			842.20		
	User Side Subsidy on Taxi Voucher Program			10,000.00		
	Salem Caregivers match on Mob Mgt			2,112.00		
<b>Total Cash Match</b>		<b>0.00</b>	<b>0.00</b>	<b>21,249.20</b>	<b>0.00</b>	

**F. SUMMARY**

Note: In-kind match is applied only to the total budget amount below

Category		SFY 2014 Actual Amount	SFY 2015 Budgeted Amt	SFY 2016 Projected Amt	SFY 2017 Projected Amt
<b>Administration (80/20)</b>	Sub-Total	0.00	0.00	14,771.00	0.00
	Cash-Based Expenses (less Cont. services)	0.00	0.00	14,771.00	0.00
	Eligible Grant Amount - Maximum 80%	0.00	0.00	11,816.80	0.00
	Reimbursable Amount (lesser of cash or eligible)	0.00	0.00	11,816.80	0.00
	Minimum Cash Match Amount Required	0.00	0.00	2,954.20	0.00
<b>Capital PM (80/20)</b>	Sub-Total	0.00	0.00	0.00	0.00
	Cash-Based Expenses (less Cont. services)	0.00	0.00	0.00	0.00
	Eligible Grant Amount - Maximum 80%	0.00	0.00	0.00	0.00
	Reimbursable Amount (lesser of cash or eligible)	0.00	0.00	0.00	0.00
	Minimum Cash Match Amount Required	0.00	0.00	0.00	0.00
<b>Capital ADA (80/20)</b>	Sub-Total	0.00	0.00	0.00	0.00
	Cash-Based Expenses (less Cont. services)	0.00	0.00	0.00	0.00
	Eligible Grant Amount - Maximum 80%	0.00	0.00	0.00	0.00
	Reimbursable Amount (lesser of cash or eligible)	0.00	0.00	0.00	0.00
	Minimum Cash Match Amount Required	0.00	0.00	0.00	0.00
<b>Operating (50/50)</b>	Sub-Total	0.00	0.00	36,590.00	0.00
	Less Projected Farebox Revenue	0.00	0.00	0.00	0.00
	Net Operating	0.00	0.00	36,590.00	0.00
	Cash-Based Expenses (less Cont. services)	0.00	0.00	36,590.00	0.00
	Eligible Grant Amount - Maximum 50%	0.00	0.00	18,295.00	0.00
	Reimbursable Amount (lesser of cash or eligible)	0.00	0.00	18,295.00	0.00
	Minimum Cash Match Amount Required	0.00	0.00	18,295.00	0.00
<b>In-Kind Cash Revenue</b>	Budget Amount	0.00	0.00	0.00	0.00
	Budget Amount	0.00	0.00	21,249.20	0.00
<b>TOTAL</b>	Budget Amount (including Contributed services)	0.00	0.00	51,361.00	0.00
	In-kind match (contributed services)	0.00	0.00	0.00	0.00
	Cash-Based Expenses (less Cont. services)	0.00	0.00	51,361.00	0.00
	Eligible Grant Amount	0.00	0.00	30,111.80	0.00
	Reimbursable Amount (lesser of cash-based or eligible)	0.00	0.00	30,111.80	0.00
	Minimum Cash Match Required	0.00	0.00	21,249.20	0.00
	Cash Match Available	0.00	0.00	21,249.20	0.00
	<b>Match Still Needed</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>

(If match still needed is negative number you are overmatching and have adequate match identified)  
 (If match still needed font is red & cell is yellow then you have NOT provided sufficient match for project)

## 5310 FORMULA FUNDING GRANT APPLICATION

### Greater Derry-Salem Regional Coordinating Council for Community Transportation

#### Attachment 4

#### Verification of Matching Funds

##### Salem Caregivers Volunteer Recruitment Initiative

Matching funding for the Salem Caregivers volunteer recruitment and marketing initiative are estimated at \$2,112 and will be provided by Greater Salem Caregivers.

##### Plaistow Expanded Service to Vic Geary Center

Matching funds for the expanded service to the Vic Geary Center will come from the Rockingham Nutrition Meals on Wheels Program and total \$8,295. RNMOW has worked with CART to develop service options which serve the Plaistow senior meals site. Existing local and non-USDOT federal funds supporting the meal-site service are used as match for FTA funding for the service expansion.

##### Taxi Voucher Program (continuation using SFY14 funding)

Match for the Early Bird/Night Owl Taxi Voucher program is provided through User Side Subsidy – the user share of the Voucher purchase price, which is currently set at 50% of Voucher face value. \$10,000 in new matching funding is anticipated by User Side Subsidy, to match \$10,000 in new 5310 Formula funding. Match on Voucher program admin costs (estimated at \$842) is proposed to come from CART.





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Chester \* Derry \* Hampstead \* Londonderry \* Salem

February 17, 2015

Fred Butler, Public Transportation Administrator  
Bureau of Rail and Transit  
NH Department of Transportation  
John O. Morton Building  
7 Hazen Drive, PO Box 483  
Concord, NH 03302-0483

***RE: Non-Federal Matching Funding for SFY 2016 Region 9 5310 Formula Funding Application***

Dear Mr. Butler,

Please accept this letter as an indication of the Greater Derry-Salem CART transit system's commitment to provide the required 20 percent local match of up to \$842 for mobility management expenses associated with management of the CART Early Bird/Night Owl Taxi Voucher program. Support for the Voucher program itself, as well as program management, are identified in the Section 5310 Formula Funding application CART is submitting on behalf of the Greater Derry-Salem Regional Coordinating Council for Community Transportation (Region 9 RCC). This amount will come from a combination of municipal and private funds generated by CART.

If you have any questions or require further information, please contact me at 603-437-9999 or [director@cart-rides.org](mailto:director@cart-rides.org).

Sincerely,

A handwritten signature in black ink, appearing to read "Mark C. Nelson", is written over a light blue horizontal line.

Mark C. Nelson  
Executive Director  
Greater Derry Salem Cooperative Alliance for Regional Transportation

CC: George Sioras, Chair, Greater Derry-Salem RCC  
Tim White, Southern NH Planning Commission  
Scott Bogle, Rockingham Planning Commission

## **5310 PURCHASE OF SERVICE GRANT APPLICATION**

### **Greater Derry-Salem Regional Coordinating Council for Community Transportation**

#### **Attachment 5**

##### **Public Notice of Grant Application**

##### **FTA Section 5310 Purchase of Service & 5310 Formula Funding Programs**

The Greater Derry-Salem Cooperative Alliance for Regional Transportation (CART), acting on behalf of the Greater Derry-Salem (Region 9) Regional Coordinating Council for Community Transportation (RCC), has applied to the NH Department of Transportation for \$162,752 in Federal Transit Administration (FTA) Section 5310 Purchase of Service (POS) funding and \$30,112 in FTA Section 5310 Formula Funding to support expansion of access to transportation services for senior citizens and individuals with disabilities within the Greater Derry-Salem area of Southern New Hampshire.

Funds will support multiple transportation services in the region: 1) two CART demand responsive shuttle services, including a senior shopping shuttle within the towns of Derry and Londonderry, and a similar service for residents of Hampstead connecting to medical and shopping destinations in Derry and Londonderry; 2) the CART Early Bird/Night Owl Taxi Voucher program expanding transportation access for seniors and individuals with disabilities in the region beyond CART, and supplemental demand response transportation for eligible riders; 3) expansion of Rockingham Nutrition Meals on Wheels transportation service to the Vic Geary Senior Center in Plaistow; and 4) a volunteer recruiting and marketing campaign to build the capacity of the Greater Salem Caregivers volunteer driver program. If the grant proposal is funded, funding will be available for service beginning in July 2015.

The identified projects have been selected by the RCC based on priorities established in the Coordinated Public Transit Human Services Transportation Plan for the Greater Derry-Salem Region.

Copies of the grant application will be available at the offices of CART:

Greater Derry-Salem CART  
50 Nashua Road, Suite 102  
Londonderry, NH 03053

For more information contact Mark C. Nelson, CART Executive Director at (603) 437-9999 or at [director@cart-rides.org](mailto:director@cart-rides.org).

(END)

**5310 FORMULA FUNDING GRANT APPLICATION**

**Greater Derry-Salem Regional Coordinating Council for Community Transportation**

**Attachment 6**

**Listing of Towns Served by Proposed Projects  
(5310 Purchase of Service & 5310 Formula Funding)**

CART Derry-Londonderry and Hampstead Shuttles

- Derry
- Londonderry
- Hampstead

Vic Geary Center Service

- Plaistow
- Danville
- Sandown
- Atkinson
- Hampstead

Salem Caregivers Volunteer Recruiting

- Salem

Taxi Voucher Program

- Atkinson
- Chester
- Danville
- Derry
- Londonderry
- Plaistow
- Salem
- Sandown
- Windham

**5310 FORMULA FUNDING GRANT APPLICATION**

**Greater Derry-Salem Regional Coordinating Council for Community Transportation**

**Attachment 7**

**Marketing Materials for 5310 Funded Services**



To Schedule a Ride, call 603-434-3569

CART serves the towns of Chester, Derry, Hampstead, Londonderry and Salem.

CONTACT US



SERVICES

SHUTTLES

CONNECTOR

TAXI VOUCHER

FARES

HOME

ABOUT CART

RIDER POLICIES

ACCESSIBILITY

SCHEDULE A RIDE

NEWS AND EVENTS

SURVEYS/FEEDBACK

LINKS

BUSINESS CENTER

### THE EARLY BIRD / NIGHT OWL - TAXI VOUCHER PROGRAM

#### WHAT IS THE TAXI VOUCHER PROGRAM AND HOW DOES IT WORK?

CART's **Early Bird/Night Owl** service is designed to improve access to transportation for senior citizens 62+ and individuals with disabilities by extending service beyond CART's regular weekday hours.

**When would you use a taxi voucher?** Say you have a late afternoon medical appointment which CART can get you to, but not back. The Night Owl is for you!

The program is a 50/50 cost share. . . riders pay half and CART pays half of the fare. A book of ten \$5 vouchers, with a total face value of \$50, is available to eligible riders for \$25. At the time of the ride, redeem as many of the \$5 vouchers as you need to pay for the taxi fare.

#### ARE THERE RESTRICTIONS ON PURCHASE AND USE OF VOUCHERS?

Taxi vouchers may be purchased and used by senior citizens with proof of age 62+, and individuals with disabilities with no restrictions on travel purpose. Vouchers may be used for travel during these designated times when CART does not operate regular service:

- Monday - Friday, 5:00 to 8:00 a.m.
- Monday - Friday, 5:00 to 8:00 p.m.
- Saturday - 8:00 a.m. to 8:00 p.m.
- Beginning March 1, 2013, taxi vouchers may be used by eligible riders for medical and employment trips during regular CART business hours - Monday - Friday 8:00 a.m. to 5:00 p.m.
- There is a \$100 cap on the value of vouchers an individual may purchase in a single month.

#### WHAT TAXI COMPANIES ARE PARTICIPATING?

The Early Bird/Night Owl Taxi Voucher program is being launched on a pilot basis as a partnership between CART and Green Cab Company of Londonderry. Green Cab serves Derry, Londonderry, Windham, Salem, Chester and Hampstead. Following the pilot period, we anticipate the addition of other taxi companies to expand the reach of the program.

#### WHERE DO I BUY VOUCHERS?

To register for the voucher program, contact **Green Cab Company at 603-432-7800** or print, fill-out and mail the program application form to Green Cab Company, PO Box 1399, Derry, NH 03038.

[Click here for a VOUCHER PROGRAM APPLICATION \(pdf file\)](#)

Once you're registered in the program, you can purchase vouchers directly from CART by mail or from Green Cab Company at 603-432-7800.

#### HOW IS THE PROJECT FUNDED?

CART has secured grant funding from the Federal Transit Administration (FTA) and the New Hampshire Department of Transportation (NHDOT) to support this pilot program, with a goal of improving transportation access especially for senior citizens and individuals with disabilities in the Greater Derry-Salem area. Purchase of vouchers helps offset operating cost.





**EARLY BIRD/NIGHT OWL SERVICE VOUCHER APPLICATION**  
**& MOBILITY NEEDS ASSESSMENT**

Early Bird/Night Owl transportation service is provided beyond the regular weekday demand response shared ride service hours and on Saturday mornings. Transportation privileges are extended to:

- **Individuals who are 62 years of age and older**  
(proof of meeting age requirement must be provided)
- **Disabled individuals**  
(Eligibility affidavit must be signed by a health care professional)

To obtain the Taxi Vouchers fill out the Taxi Voucher Order form.  
For more information please call **GREEN CAB 603-432-7800**

**Applicant Information**

Applicant Name: \_\_\_\_\_

Residence Address: \_\_\_\_\_ Town \_\_\_\_\_ Zip \_\_\_\_\_

Phone: \_\_\_\_\_ Date of Birth \_\_\_\_\_

Please provide a copy of driver's license or other picture ID with application.

***\*Preferred Mailing Address if different from Residence:***

**MOBILITY NEEDS ASSESMENT QUESTIONNAIRE**

1. Can you walk safely without the assistance of another person? Yes\_\_\_ No\_\_\_
2. Do you require a Personal Care Assistance (PCA) for travel? Yes\_\_\_ No\_\_\_ Sometimes\_\_\_
3. Can you enter a vehicle without a Ramp or a Lift? Yes\_\_\_ No\_\_\_ Sometimes\_\_\_
4. Do you use a mobility device? Yes\_\_\_ No\_\_\_ Sometimes\_\_\_
5. If question 4 is yes or sometimes then please specify

I certify that the information given above is correct to the best of my knowledge.

APPLICANT'S SIGNATURE

## Affidavit of Disability to qualify for Voucher Program

Is your disability permanent \_\_\_\_ or temporary \_\_\_\_?

I hereby authorize my Human Service or Health Care Professional to release any information necessary to determine Taxi Voucher eligibility to CART.

**Applicant's Signature X** \_\_\_\_\_ **Date** \_\_\_\_\_

**TO BE COMPLETED BY HUMAN SERVICE OR HEALTH CARE PROFESSIONAL** (Medical Doctor, Social Worker (Level III), Psychiatrist, Psychologist, Rehabilitation Professionals-Physical/Occupational Therapist, Mobility Instructor, Physicians Assistant, Nurse Practitioner, Registered Nurse)

Please provide a functional assessment of the Applicants disability in their use of regular public transportation.

*PLEASE TYPE / PRINT CLEARLY*

Applicant's Name \_\_\_\_\_

Applicant's Address \_\_\_\_\_

Relationship to the Applicant \_\_\_\_\_

Please provide a brief narrative assessment of the applicant's functional level of mobility, describing any other effects of the disability and the applicants ability to use public transportation services.

\_\_\_\_\_  
\_\_\_\_\_

Is the Applicant able to?(If NO, please explain further)

Give information such as address and telephone number upon request? Yes \_\_\_ No \_\_\_

Recognize a destination or landmark? Yes \_\_\_ No \_\_\_

Deal with unexpected situations or unexpected change in routine? Yes \_\_\_ No \_\_\_

Ask for, understand and follow directions? Yes \_\_\_ No \_\_\_

Safely travel through crowded and/or complex facilities? Yes \_\_\_ No \_\_\_

**Explanation:** \_\_\_\_\_

I certify that the information given above is correct to the best of my knowledge.

\_\_\_\_\_  
Signature of Licensed Health Care of Human Service Professional

\_\_\_\_\_  
Date

**Print clearly your contact info below:**

**NAME** \_\_\_\_\_ **BOARD LICENSE #** \_\_\_\_\_

**BUSINESS #** \_\_\_\_\_ **FAX #** \_\_\_\_\_

**BUSINESS ADDRESS** \_\_\_\_\_



**TAXI VOUCHER ORDER FORM**

**Taxi Vouchers may be used by Disabled Individuals and Individuals who are 62 years of age and older.**

- Vouchers are sold at 1/2 price the face value and sold in booklets of 5 vouchers per booklet.
- Each voucher is has a face value of \$5.00 per voucher with each booklet having a total value of \$25.00.
- There is a \$100.00 cap on the value of vouchers an individual may purchase in a single month.
- Vouchers are not transferrable and do not have an expiration date.
- Beginning March 1, 2013, taxi vouchers may be used by eligible riders for medical and employment trips during regular CART business hours – Monday - Friday 8:00 a.m.- 5:00 p.m.
- Vouchers may be used for transportation service only during the following hours:

**Time Restrictions – Vouchers may used during the following days and times.**

Mornings	Monday – Friday (including holidays)	5:00 a.m. – 8:00 a.m.
Evenings	Monday – Friday (including holidays)	5:00 p.m. – 8:00 p.m.
Saturdays	8:00 a.m. – 8:00 p.m.	

**To schedule a trip call 603-432-7800.**

To obtain the Taxi Vouchers fill out the order form below and return with a check in the amount of:

One (1) Booklet = \$12.50                      Two (2) Booklets = \$25.00

For more information please call: **GREEN CAB 603-432-7800**

**Applicant Information**

Applicant Id \_\_\_\_\_

Applicant Name: \_\_\_\_\_

Residence Address: \_\_\_\_\_ Town \_\_\_\_\_ Zip \_\_\_\_\_

Phone: \_\_\_\_\_

**\*Preferred Mailing Address if different from Residence:**

\_\_\_\_\_

Make check payable to: **CART Voucher Program**

Send payment to:        GREEN CAB  
                                  PO BOX 1399  
                                  DERRY, NH 03038



**5310 FORMULA FUNDING GRANT APPLICATION**

**Greater Derry-Salem Regional Coordinating Council for Community Transportation**

**Attachment 8**

**CART Civil Rights Notification &  
Complaint Tracking Procedures**

Attachment 8 includes two documents from CART's Title VI Civil Rights Program:

- A. Title VI Notice to Public**
- B. Title VI Complaint and Investigation Procedures**

## **APPENDIX B**

### **CART Title VI Notice to Public**

The Greater Derry Salem Cooperative Alliance for Regional Transportation (CART) hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964, The Civil Rights Restoration Act of 1987, and all related statutes. Title VI and related statutes prohibiting discrimination in Federally assisted programs and require that no person in the United States of America, shall on the grounds of race, color, national origin, sex, age or disability be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal assistance.

Any person who believed they have been aggrieved by an unlawful discriminatory practice regarding CART's programs has a right to file a formal complaint with CART. Any such complaint must be in writing and submitted to the CART Title VI Coordinator with one hundred eighty (180) days following the date of the alleged occurrence. For more information regarding civil rights complaints, please contact:

CART Title VI Coordinator  
50 Nashua Road, Suite 102, Londonderry, NH 03053  
(603) 437-9999

### **NOTICE IN SPANISH TRANSLATION**

#### **CART Título VI Aviso al Público**

El Gran Derry-Salem Alianza Cooperativa de Transporte Regional (CART) decide da aviso público de su política de mantener y asegurar el pleno cumplimiento con el Título VI del Acta de Derechos Civiles de 1964, la Ley de Restauración de Derechos Civiles de 1987, y todas las leyes relacionadas. Título VI y los estatutos que prohíben la discriminación en los programas de asistencia federal y que requieren que ninguna persona en los Estados Unidos de América, será por motivos de raza, color, origen nacional, sexo, edad o discapacidad ser excluido de la participación en, ser negado el beneficios de, o ser otra wise sujeto a discriminación bajo cualquier programa o actividad que reciba asistencia federal.

Cualquier persona que cree que han sido perjudicados por una práctica ilegal discriminatoria respecto a los programas de CART tiene derecho a presentar una queja formal con CART. Cualquier queja debe ser por escrito y presentada al Coordinador del Título VI de CART con ciento ochenta (180) días siguientes a la fecha de la supuesta aparición. Para obtener más información con respecto a las quejas de derechos civiles, por favor póngase en contacto con:

CART Title VI Coordinator  
50 Nashua Road, Suite 102, Londonderry, NH 03053  
(603) 437-9999

## **APPENDIX C**

### **Title VI Complaint and Investigation Procedures**

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, for alleged discrimination in any program or activity administered by the Cooperative Alliance for Regional Transportation (CART).

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and CART may be utilized for resolution. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a written complaint to the following address:

**Title VI Coordinator  
Cooperative Alliance for Regional Transportation  
50 Nashua Road, Suite 102  
Londonderry, NH 03053  
Phone: (603) 437-9999  
Fax: (603) 437-9966**

The following measures will be taken to resolve Title VI complaints:

- 1.) A formal complaint must be filed within 180 days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the complainant's name, address and telephone number; name of alleged discriminating official, basis of complaint (race, color, national origin, sex, disability, age), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.
- 2.) In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the CART Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the Title VI Coordinator will assist the Complainant in converting the verbal allegations to writing.
- 3.) When a complaint is received, the Title VI Coordinator will provide written acknowledgment to the Complainant, within ten (10) days by registered mail.
- 4.) If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided 60 business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.

- 5.) Within 15 business days from receipt of a complete complaint, CART will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) days of this decision, the Executive Director or his/her authorized designee will notify the Complainant and Respondent, by registered mail, informing them of the disposition.
  - a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
  - b. If the complaint is to be investigated, the notification shall state the grounds of CART's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
- 6.) When CART does not have sufficient jurisdiction, the Executive Director or his/her authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.
- 7.) If the complaint has investigative merit, the Executive Director or his/her authorized designee will assign an investigator. A complete investigation will be conducted, and an investigative report will be submitted to the Executive Director within 60 days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the investigator will notify the appropriate authorities, and an extension will be requested.
- 8.) The Executive Director or his/her authorized designee will issue letters of finding to the Complainant and Respondent within 90 days from receipt of the complaint.
- 9.) If the Complainant is dissatisfied with CART's resolution of the complaint, he/she has the right to file a complaint with the:

**Departmental Office of Civil Rights  
U.S. Department of Transportation  
400 7th Street, S.W., Room #10215, S-30  
Washington D.C. 20590**

**(202) 366-4648  
(202) 366-5992  
TTY Access: (202) 366-9696  
DC Relay: (202) 855-1000**