

**ADDENDUM #3
TO
HENDERSON COUNTY, NORTH CAROLINA
REQUEST FOR PROPOSALS FOR MANAGEMENT AND OPERATIONS
APPLE COUNTRY PUBLIC TRANSIT SERVICES**

December 30, 2021

This is Addendum #3 to the Request for Proposal of management and operations of public transportation services issued by Henderson County, NC (“the RFP”) on December 1, 2021. The original RFP Documents remain in full force and effect, except as modified by this Addendum, which is hereby made part of the RFP. Proposers shall take this Addendum into consideration when preparing and submitting their Proposals.

The County received the following written questions before 5 pm on December 20, 2021, the deadline to submit written questions. The County hereby provides answers to the questions as follows:

1. Would a Proposer be disqualified if the financial statements are not audited, meaning can we submit unaudited financial statements?

Answer: Proposers shall provide audited financial statements if available. Submitting unaudited financial statements does not disqualify a proposer, but it will be taken into account in proposal evaluation.

2. Is there a 401K or government pension plan in place?

Answer: The County does not employ transit personnel directly. Any personnel hired as a result of the service contract would not be eligible for Henderson County government benefits. The service provider may implement a benefit plan for its employees.

3. In order for the successor to be successful in the implementation can you please provide a copy of all the current employees, their seniority, their wage scales, any accrued vacation and sick time?

Answer: The County does not employ transit personnel directly. The current Service Provider provides all operating, maintenance, and administrative personnel required to carry out its contractual obligations.

4. Can you please outline the number and wage rates for the following positions: Customer Service, Dispatcher Scheduler, Mechanics, Utility Workers, Vehicle Operators?

Answer: The County does not employ transit personnel directly. The current Service Provider provides all operating, maintenance, and administrative personnel required to carry out its contractual obligations.

5. How many drivers are currently employed, are there any part-timers?

Answer: There are six full time drivers and two part-time drivers.

6. Can you please provide the current organizational chart?

Answer: Attached (Appendix A).

7. How long are the driver shifts, meaning are they 8,10, 12 hours or do they comprise split shifts 8. Is the Service Provider responsible for procuring the Vault Probing equipment?

Answer: The current Service Provider has driver shifts 7 hours long with 6 hours on route. The future Service Provider will be responsible for and has the discretion in designing its driver shifts. The Service Provider will be responsible for procuring Vault Probing equipment if it determines the equipment is required to carry out its responsibilities under the contract.

8. In section 4.2.1 System Planning and Administration it says: “The COUNTY is responsible for all planning activities relative to Apple Country Public Transit bus routes, schedules ...”

Q: based on that what portion of operating the day-to-day schedule we be responsible for.

Q: If you have a scheduling system what is it and do you expect our system to tie into yours?

Answer: The Service Provider will be responsible for operating all Apple Country Public Transit services, including both fixed-route and paratransit services. The current Service Provider provides a scheduling system. The Service Provider will be responsible for providing its own scheduling system.

9. What type of vehicle communication equipment is currently in use?

Answer: The current Service Provider provides the vehicle communication equipment. The future Service Provider will be responsible for providing its own vehicle communication equipment.

10. What is the number and type of non-revenue vehicles currently in use?

Answer: The current Service Provider provides any non-revenue vehicles as required. The future Service Provider will be responsible for providing its own non-revenue vehicles.

11. What is your current bus and paratransit scheduling software?

Answer: The current Service Provider provides the bus and paratransit scheduling software. The future Service Provider will be responsible for providing its own bus and paratransit scheduling software.

12. Currently does the county maintain a spare vehicle ratio, if so, how many?

Answer: The County does not require a specific spare vehicle ratio. The Service Provider will be responsible for operating the services specified in the contract scope with the revenue vehicles identified in the RFP.

13. Paratransit rider certification – how is it done now?

Answer: Eligibility Guide and Application are attached (Appendix B)

14. Is the current contract and contractor performing all the services and independent functions that are being requested in this RFP?

Answer: Yes, with the exception of the answer to Question 15.

15. Under this current RFP are there any services being requested of the new service provider in which the county is doing? If so, what?

Answer: The requirement to develop and submit quarterly Route Evaluation Reports is new under this RFP.

16. In section 4.3.7.3, what is meant by Servicer should “produce” all tickets?

Answer: The Service Provider will be responsible for producing ticket booklets, monthly passes, transfer tickets, and any other fare products as necessary to implement the fare structure identified in Section 4.1.4 of the RFP.

17. Is the paratransit bus in service all day, every day?

Answer: The paratransit service shall be operated mirroring the fixed-route service as required by FTA.

18. Has the pandemic affected employee retention and recruiting?

Answer: The pandemic did not have a significant impact on retention and recruiting. Subsequent economic forces may have hindered recruitment.

19. What has been the accident frequency for the last two years?

Answer: There was one accident in the last two years. The stop where the accident occurred has since been eliminated.

20. What has been the complaint frequency for the last two years?

Answer: One paratransit complaint in the last two years and three fixed-route complaints in the last two years.

21. What has been the missed, and open runs for the last two years?

Answer: No.

22. What have you experienced for your on time performance for the last 12 months?

Answer: On time performance has been satisfactory. Before the APCs were installed, we did not have a way to account for timeliness.

23. Do the vehicles have drive Cam, if not are we able to install the camera system in the vehicles?

Answer: No. The future Service Provider may install a camera system in the vehicles.

24. Who is responsible for any deferred maintenance, and any major vehicle component failures such as transmissions engines and rear ends?

Answer: Service Provider will be responsible for any and all maintenance and repair needs for the duration of the contract, including any major vehicle component failures, such as transmission engines and rear ends. The Service Provider shall not defer maintenance for reasons of shortage of maintenance staff or operable buses. The Service Provider will be

responsible for returning all County-owned vehicles and equipment to the County without deferred maintenance or damage at the end of the contract or upon termination of the contract.

25. Can you please provide a copy of the contract that is currently in affect along with any addendums?

Answer: Attached (Appendix C).

26. Can you please provide a copy of the service provider invoices for the last 12 months?

Answer: Attached (Appendix D).

27. Can you please provide a copy for the last 6 months the following reports:

- a. Maintenance
- b. Operations Reports
- c. Safety Reports
- d. Revenue Reports
- e. Customer Service Monthly Reports
- f. Personal Reports

Answer: Attached are the Maintenance reports (Appendix E). Other reports requested cannot be provided at this time as they have not been submitted to the County. Revenues are shown on each invoice. Fare revenue is the only revenue source for the system.

28. Can we still schedule site visits between now and before the bid is due?

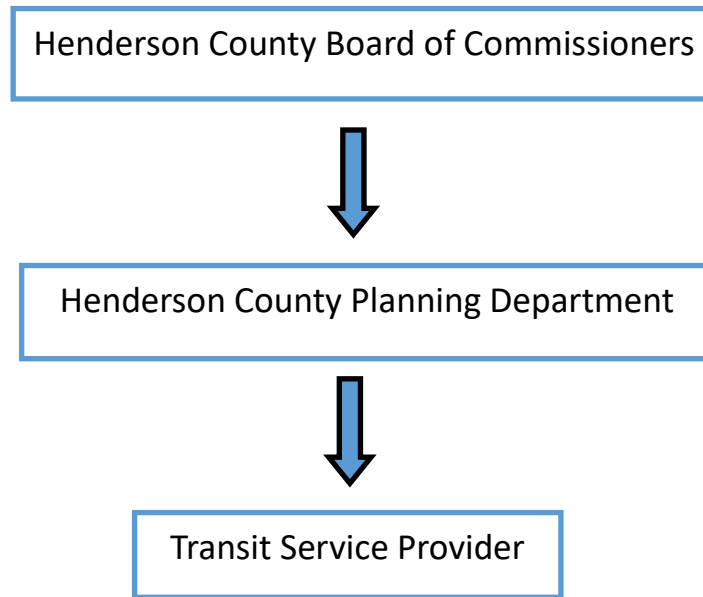
Answer: Henderson County does not provide any facilities for the transit system. This must be secured by the contractor. Potential proposers may schedule a time to view the provided revenue vehicles.

29. Due to the upcoming holidays will Henderson County consider a 2 week extension on the Bid Submission deadline?

Answer: Yes, the deadline is extended to **January 21, 2022 at 4:00 PM.**

END OF ADDENDUM

Apple Country Public Transit Organizational Chart





Paratransit Eligibility Application Packet

Thank you for your interest in applying to determine your eligibility for Apple Country Public Transit Americans with Disabilities Act (ADA) paratransit services.

Included in the Paratransit Eligibility Application is the Paratransit Eligibility Application. The Paratransit Eligibility Application is required and must be completed in full to be considered for paratransit services eligibility.

Appendix B

The ADA Paratransit Service Program

The Americans with Disabilities Act (hereinafter “ADA”) Paratransit Service program is a service of Apple Country Public Transit (hereinafter “ACPT”) providing a safe and reliable shared-ride public transit service for eligible persons with disabilities. The program serves only locations within ¾ mile of the ACPT fixed-route system (the service area).

ADA Paratransit Service Contracted Provider:

Western Carolina Community Action

PO Box 685

Hendersonville, NC 28793

828.698.8571

www.applecountrytransit.com

Operating Hours

Monday - Friday • 6:30 a.m. to 6:30 p.m.

Holidays

New Years Day, MLK Jr. Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Day

Eligibility and Applications

Eligibility

The ADA paratransit service program is restricted to eligible persons under the rules of ADA. Eligible persons include, but are not limited to, persons:

- Living within the program service area (within ¾ mile of the fixed-route transit system);
- Unable to navigate the fixed-route system; and
- With disabilities (mobility, cognitive and visual) that make it impossible to travel to/from the nearest ACPT public transit stop or independently travel using the fixed-route system.

Application for Certification of ADA Paratransit Program Eligibility

All applications are confidential. Persons may request an application by phone or mail or may download the form by visiting applecountrytransit.com. Should an applicant need an application in an alternative format, please contact ACPT to request the required format. Applicants may request in-person telephone assistance to complete an application.

Riders who are visitors to the area with an approved status from another transit agency may utilize ACPT paratransit services without the need for an additional application.

Application review may: (1) prove eligibility, (2) prove eligibility for some but not all trips, or (3) prove ineligibility based on a person’s capacity to use the fixed-route system. Approved applicants remain eligible for the program a specified period (from days or months, to a maximum of three (3) years). When the period of approval ends, ACPT may request re-evaluation to determine continued eligibility. The program information contained herein refers to approved applicants as customers.

Appendix B

Reservation Requests, Trip Scheduling, and Cancellations

Reservations

Reservation requests may be made up to 30 days before, but no later than 5:00 p.m. the day before the day of travel. Customers may make a reservation request by phone on regular operating days (Monday through Friday) between the hours of 8:00 a.m. and 5:00 p.m. On weekends, customers may reserve a trip by phone by leaving the required reservation information on the answering service.

Reservation requests must include the following information:

- Name (first and last) of customer
- Day and date of trip
- Exact street address of the origin location(s) and destination location(s) that includes applicable facility name(s) and apartment, building, or suite number(s)
- Destination phone number(s)
- Type of mobility aid(s) used/traveled with
- Type of life support equipment used/traveled with
- Service animal used/traveled with
- Number of persons traveling (include yourself, any PCA, and companion)
- Time(s) desired to arrive at the destination(s)
- Time(s) desired to be picked up from the destination(s)
- Phone number for ACPT to reach the customer to discuss the reservation

Reservation requests provided through the answering service and which are determined to be incomplete (those that do not include all of the above) will not be processed for a Monday trip.

ACPT cannot honor reservation requests or provide trips that either originate or have a destination outside the service area.

Trip Scheduling

ACPT schedules trips with multiple customers, meaning paratransit customers will be sharing trips with other customers. ACPT staff may ask paratransit customers to change requested pickup times to accommodate reservation requests. ADA rules allow ACPT negotiate a revised pickup time up to one hour before or after the original requested pickup time. Paratransit customers must be ready for pick up one (1) hour prior to a requested drop-off time.

Travel involving more than one (1) destination requires the paratransit customer request more than one (1) trip be scheduled. Paratransit customers must schedule each trip destination as a separate trip. A paratransit customer cannot change his/her destination once he/she has boarded the vehicle.

Program demand is heaviest between 7:30 a.m. and 9:30 a.m. and between 1:30 p.m. and 3:00 p.m. scheduling trips outside the heaviest periods of demand increases the likelihood ACPT can accommodate a trip without negotiated timing. ACPT attempts to accommodate trip requests with as direct a travel route as possible. Customers requiring medication or oxygen at regular intervals should be aware that travel time could be lengthy (as much as 90 minutes) depending on travel distances.

Subscription Service

Subscription service is available for regularly scheduled trips that occur at least two (2) times per week. During the reservation request, ACPT will alert the paratransit customer to the subscription status of the trips. ACPT staff establishes subscription service when either: (1) a paratransit customer requests the service, or (2) ACPT staff notes that a paratransit customer has a pattern of ridership indicative of a subscription service need and the paratransit customer agrees.

Appendix B

ACPT will establish the subscription service and indicate to the paratransit customer that additional reservation requests for the specified trips are unnecessary. A paratransit customer requesting a change in time, origination, or destination of trip may change subscription service eligibility.

ACPT may discontinue subscription service for a prearranged specific period under certain conditions (illness, vacation, or school break) when the paratransit customer requests the discontinuance. ACPT may reinstate the subscription service after the condition ends.

Customers can request and establish, temporarily discontinue, or cancel an established subscription service by phone. There may be a waiting list for subscription service because ADA rules limit subscription service (allowing no more than ½ of trips at any hour of any day be classified as subscription service trips).

Cancellations

Paratransit customers can submit cancellations 24 hours per day by phone. Customers must cancel trips no later than two (2) hours prior to the scheduled appointment time to avoid penalties that could lead to suspension of service. Should paratransit customers receive the answering service please leave the following information to cancel a trip:

- Name (first and last)
- Day and date of trip
- Appointment destination
- Appointment time
- Indication as to intention to cancel select trips or all trips

Expectations of the Service

Vehicle Arrivals and Late Arrivals

Vehicles arriving within 15 minutes before or 15 minutes after the scheduled pick-up time are on time and within the service window. The paratransit customer should be ready to depart when the vehicle arrives in this service window. Vehicles will wait no longer than five (5) minutes for customers (except when arriving earlier than the pickup window). Should a vehicle arrive early (before the 30-minute pickup window), customers are not required to board until 15 minutes before the scheduled time.

ACPT strives to provide on-time service; however, factors beyond control may result in a delayed pick-up. ACPT asks customers call only after the service window expires if a vehicle fails to arrive within the service window.

Door-to-Door Service

The program provides “door-to-door” service. Operators typically come to the door to notify the customer the vehicle has arrived. Some locations and/or situations may prevent the operator from leaving the vehicle. Customers who are able to wait at the curb or at the designated pick-up location are encouraged to do so whenever possible.

Passenger Guidelines

No weapons, open food or drink, profanity, eating, drinking, spitting or smoking, loud talking or music.

Identification

ACPT may request a customer present photo identification to verify the customer’s identity an approval for program use.

Fares

Appendix B

Customers can either pay cash fare or use pre-paid tickets or passes. All cash fare must be exact change as operators cannot make change for customers.

Table 1. Fares & Rates	
Fare	Rate
Cash Fare (one-way trip)	\$1.50
Companions (may be limited in number based on space available on the vehicle)	\$1.50
Personal Care Attendants (where a paratransit customer is certified as requiring a PCA)	Free

Personal Care Attendants & Companions

Personal Care Attendants (PCA) and companions may travel with a paratransit customer. ACPT certifies if a paratransit customer requires a PCA during the eligibility application process. A PCA traveling where the paratransit customer does not require a PCA travels as a companion and pays the cash fare. ACPT permits at least one (1) companion in addition to the required PCA. ACPT may permit paratransit customers to bring additional companions if vehicle capacity is available.

A paratransit customer may bring children. Children are counted among his/her companions and may also be limited. A legal guardian must sign an authorization form for the provision of transportation to children for children to board the paratransit vehicle and travel. ACPT prohibits children from riding in another individual's lap. Children under 8 years old: (1) must be accompanied by a responsible party, and (2) must be secured in an approved child safety seat provided by ACPT (other seats may not be used) should he/she weigh less than 80 pounds.

Customers must indicate if PCAs and companions are traveling, and the age/weight of any children traveling, during the reservation request.

Mobility Devices/Wheelchairs

Program vehicles are ADA accessible. Operators will assist customers in boarding/ disembarking as needed. ACPT requires mobility devices (wheelchairs, scooters, etc.) be secured in the vehicle. ACPT requires restraint system use unless the paratransit customer presents medical certification stating he/she cannot use restraints for medical reasons. Paratransit customers should report changes in use of mobility devices within 15 days to ensure ACPT sends the proper vehicle to provide program service. ACPT cannot provide service to otherwise paratransit customers whose overall weight with a mobility device is over 600 pounds.

Customers must indicate the type of mobility device used/traveled with during the reservation request.

Life Support Equipment

Paratransit customers may bring life-support equipment (respirator, portable oxygen, etc.) provided: (1) doing so does not violate hazardous materials transport regulations, and (2) the equipment fits in the vehicle along with other persons.

Customers must indicate the need for life support equipment during the reservation request.

Service Animals

ACPT permits service animals. Service animals must sit on the floor or on the customer's lap and may not occupy another seat during the trip. Service animals are subject to behavioral expectations.

Customers must indicate the need for the service animals during the reservation request.

Strollers

Appendix B

ACPT permits collapsible strollers for companion children. ACPT prohibits strollers that do not collapse.

Transporting Items

Due to space limitations and safety concerns, a paratransit customer can transport an item or items that: (1) he/she alone can carry, (2) he/she can hold, and (3) can travel in his/her lap. A paratransit customer with an item or items that cannot meet these limitations can: (1) leave the item or items behind in order to proceed with the trip, or (2) decline the trip and remain with the item or items. ACPT prohibits PCAs and companions from carrying additional items for the customer.

Items may be transported in packages and bags. ACPT prohibits shopping carts or any type of rolling or fixed equipment to transport items.

Unattended Passengers

Paratransit customers certified as unable to be left unattended (based on age, diminished mental capacity, or special request of the responsible party) may schedule trips and travel unattended; however, arrangements must be made to have an attendant meet the vehicle at each destination. The vehicle will only wait five (5) minutes for the attendant at the destination. If no one arrives, the operator will notify the dispatcher and continue on route. The dispatcher will attempt to reach the emergency contact person. If the emergency contact person cannot be reached or cannot meet the customer, the operator will return the customer to ACPT offices.

ACPT will not leave paratransit customers certified as "unable to be left unattended" without an attendant and will notify law enforcement of the failure to locate an attendant or emergency contact person so law enforcement may assist in locating a responsible party.

Service Operators

Operators

Operators must: (1) have clean criminal background checks, (2) pass initial and ongoing drug and alcohol screening, (3) have proper licenses, (4) have good driving records, (4) have pertinent driving experience, and (5) have familiarity with Henderson County and its roads.

Operators regularly receive training (ADA requirements, customer assistance, defensive driving, first aid, adult CPR, infant CPR, and customer sensitivity).

Operators will assist customers unable to maneuver independently from the customer's door to the dedicated paratransit vehicle provided it is safe for the operator to provide the assistance.

ACPT permits operators to:

- Maneuver manual wheelchairs if assistance is needed from the door to the paratransit vehicle, and
- Lend a steady arm as assistance to customers not in a mobility device.

ACPT prohibits operators from:

- Maneuvering electric mobility devices (i.e. electric wheelchairs or scooters)
- Maneuvering or pushing persons, equipment or shopping carts up or down stairs, steep inclines or driveways
- Entering residences
- Lifting or carrying paratransit customers
- Carrying packages or other items

Appendix B

Penalties, Suspension, Service Refusal, and Appeals

Failure to Show (“No Show”) Penalties

No Shows occur when a paratransit vehicle arrives at the designated pick-up location, waits the prescribed five (5) minute period, and the paratransit customer is not present to board the vehicle. No Shows may result in penalties that lead to suspension.

When a paratransit customer is a No Show for a trip, ACPT will cancel any additional trip(s) (including a return trip) scheduled for the customer for that day.

ACPT notifies paratransit customers by mail if a No Show for one of the customer’s trips results in ACPT assessing penalties.

ACPT uses the following point system to determine penalties for recurring no-shows:

1 point for:

- Limited Notice (Cancelled within 2 hours of the scheduled appointment time)

3 points for:

- Late Notice (Cancelled within 30 minutes of the scheduled pick-up window)

5 points for:

- Notice at Door (Cancelled by notice from the paratransit customer to the operator within the 30 minutes pick-up window (15 minutes before to 15 minutes after the pick-up time)).
- No Notice (Cancelled by phone from 30 minutes prior to the beginning of the pick-up window (15 minutes before to 15 minutes after the pick-up time))
- No Show (An authorized vehicle arrives at the designated pick-up location, waits the prescribed five (5) minute period, and the paratransit customer is not present to board the vehicle; or an authorized vehicle is unable to arrive at the designated pick-up location because of inability to access a gated community)

The program requires a paratransit customer provide access to his/her gated community by supplying a means of entry (gate code, approved vehicle entry, etc.). Where a vehicle is unable to arrive at the designated pick-up because it cannot enter a gated community, or where the paratransit customer fails to meet the vehicle outside the gated community, ACPT will designate the trip as a No Show.

Disruptive and Abusive Behavior Suspension and Service Refusal

Disruptive or abusive behavior endangering other persons (including ACPT operators and staff) will result in suspension. Disruptive and abusive behaviors include, but are not limited to:

- Intimidation, threats of physical harm, or verbal abuse to other persons (including ACPT operators and staff),
- Unwelcome verbal, non-verbal or physical behavior having sexual, violent, or racial connotations,
- Unlawful harassment (including any of the above),
- Violent behavior,
- Illegal behavior, and
- Unauthorized use of vehicle equipment.

Terms of suspension will be determined based on the abusive and disruptive behavior and may be permanent.

ACPT reserves the right to refuse service to anyone whose behavior is now or is historically obnoxious, offensive, intimidating, violent, disorderly, hazardous, or illegal. ACPT refuses service based on the

Appendix B

behavior potentially resulting in the disruption of vehicle operations or serious impairment to the health and safety of others.

Suspension for Unpaid Fares

Repeated unpaid fares will result in suspension. ACPT assesses a minimum of six (6) points for unpaid fares per one-way trip.

Suspension for Unattended Paratransit Customers

Paratransit customers who must continue on a route beyond the scheduled destination because an attendant failed to be present at the destination will be subject to suspension of services. ACPT assesses a minimum of 18 points for an attendant failing to be present at the destination.

Suspension from Penalties Assessments

Suspension results where ACPT assesses a series of penalties within a specified period (see Table 2, below).

Points Assessed	Service Period (Days)	Suspension Period (Days)
18	30	30
36	60	60
54	120	120
72	180	180

Appealing Eligibility Determinations or Suspension of Service

Individuals identified as ineligible and eligible persons suspended from the program are entitled to request an appeal relating to eligibility denial or the imposition of suspension. Ineligibility or suspension, under the terms of this policy, is stayed pending the outcome of the appeal [49CFR § 37.125 (h)(3)] except where appealing a suspension based illegal, seriously disruptive, or violent behaviors.

Individuals not in agreement with decisions made by ACPT regarding eligibility or suspension should request an informal administrative hearing by phone. Individuals dissatisfied after an informal administrative hearing can file a written appeal with the ADA Coordinator by phone at 828.694.6557. An appointed panel of two (2) transportation officials, two (2) medical/disability professionals, and (2) ADA paratransit customer representatives will review the circumstances for ineligibility or suspension. ACPT conducts appeals processes in accordance with ADA regulations.

Informal administrative hearings require a separation of function between those involved in the initial determination and those deciding appeals. The following is the process for an informal administrative hearing:

1. Individual requests appeal within 60 calendar days of denial of application or suspension.
2. Individual has an opportunity to speak in person to present information and arguments.
3. ACPT will issue written notification of the appeal decision, stating the reasons for the finding, within 30 days. Should ACPT fail to issue with written notification, the individual becomes eligible for the program until ACPT issues written notification stating otherwise.

Individuals disagreeing following informal administrative hearings may further appeal the decision to the appointed panel. The following outlines the process for an appeal hearing:

1. Individual submits a written appeal to the ADA Coordinator.
2. ADA coordinator schedules the appeal hearing.
3. At the appeals hearing there will be:

Appendix B

- a. An introduction of individual making the appeal, panel members, and presiding members.
 - b. An explanation of:
 - i. Conflict of interest shall be addressed should an individual have a professional or personal relationship with a decision-maker,
 - ii. The appeal policy and individual's rights to ensure a clear understanding of process, and
 - iii. The basis on which decisions will be reached (e.g., majority vote, etc.).
 - c. An overview of the policy (eligibility or suspension) to ensure the individual has an understanding of issues such as the functional and trip-by-trip nature of ADA paratransit.
 - d. A summary of findings of the initial determination and informal administrative hearing.
 - e. An opportunity for:
 - i. The individual or his/her representative to provide additional information or dispute the findings of the initial determination and informal administrative hearing, and
 - ii. The panel members and hearing officer to ask the individual or his/her representative questions as well as other persons involved.
4. The appointed panel will deliberate and decide a course of action and issue a written decision concerning the appeal, so the individual clearly understands what happens following the hearing.
 5. Individual receives decision regarding eligibility (eligible/ineligible) or suspension (upheld/removed).



Paratransit Eligibility Application

To Be Completed by the Applicant

Applicant Information

Name _____ Birth Date ____/____/____

Residential Street Address _____ Apt# _____

City _____ State _____ Zip _____

Phone _____ Email _____

Emergency Contact Person Information

Name _____ Relation _____

Phone (daytime) _____ Phone (evening) _____

Your Disability/Health Condition Details

1. Please explain your disability or health condition(s):

2. Is your disability or health condition (select one): Permanent _____ Temporary _____

3. Does the severity of your disability or health condition change from day to day, or after visiting a doctor? Yes _____ No _____ Please explain if "No":

4. Does your condition require use of the following (select all that apply):

Walker _____ Cane _____ Wheelchair _____ Oxygen Tank _____ Other Device _____

Please describe "Other Device" if selected _____

5. Does your condition require you to travel with an assistant (select all that apply):

Companion _____ Service Animal _____



Paratransit Eligibility Application

To Be Completed by the Applicant

Questions About Mobility

6. Can you use the fixed-route bus system without assistance? Yes _____ No _____ Sometimes _____

7. If you answered “No” or “Sometimes” (item 6 above), please explain what prevents you from independently using the fixed-route bus system:

8. For the following statements, please select yes, no or sometimes.

- I can tolerate very hot or very cold weather Yes _____ No _____ Sometimes _____
- I can read maps, schedules and signage Yes _____ No _____ Sometimes _____
- I can follow travel directions Yes _____ No _____ Sometimes _____
- I can adapt to bus detours and changes in schedules Yes _____ No _____ Sometimes _____
- I can identify the correct bus and bus stop Yes _____ No _____ Sometimes _____
- I can get on and off a bus, using a lift if necessary Yes _____ No _____ Sometimes _____
- I can use fareboxes and request necessary transfers Yes _____ No _____ Sometimes _____
- I am free from night blindness Yes _____ No _____ Sometimes _____
- I can hear and comprehend spoken information Yes _____ No _____ Sometimes _____
- I can communicate personal needs Yes _____ No _____ Sometimes _____
- I can recognize and navigate curb cuts or drop-offs Yes _____ No _____ Sometimes _____
- I can travel independently along walkways Yes _____ No _____ Sometimes _____
- I can cross a street independently Yes _____ No _____ Sometimes _____
- I can navigate steep hills or other difficult terrain Yes _____ No _____ Sometimes _____
- I can be left unattended Yes _____ No _____ Sometimes _____

If you answered “No” or “Sometimes” to any of (item 8 above), please explain your response:

Rider Agreement

_____ I certify that the information contained in this application is true and complete to the best of my knowledge. I understand that any falsification of information on this form may lead to disqualification for ADA paratransit service.

Office Use Only

Received Date ___/___/___ Reviewed Date ___/___/___ Approval Date ___/___/___

Status: Approved _____ Denied _____ If Denied Note Reason: _____



Optional Professional Verification Form

To Be Completed by the Applicant

I, _____, authorize the professional completing the Optional
(Printed Name of Applicant)

Professional Verification Form to release to Apple Country Public Transit and WCCA, Inc. any protected health information about my disability/health condition in order to verify of my eligibility for ADA paratransit service.

Signature _____ Date ____/____/____

To Be Completed by the Certifying Professional

Applicant's Name _____ Applicant's DOB ____/____/____

Description of applicant's disability/health condition(s) and how it affects mobility

Permanency of the applicant's disability/health condition: Permanent _____ Temporary _____

If temporary, please provide the expected duration: _____

In your professional opinion, does the applicant's disability/health condition make the applicant unable to ride the fixed-route bus or to get to/from bus stops without assistance or training? Yes _____ No _____

Please explain if "Yes" _____

Certifying Professional's Information

Name _____ Position/Title _____

Signature _____ Date ____/____/____

Name of Organization/Office _____

Address _____

Phone _____ Email _____

Instructions for Submitting This Form

If the applicant requests you return this form to them, please return it to the applicant in an official sealed envelope. You may submit the form directly by mail to Apple Country Public Transit c/o WCCA, Inc., PO Box 685, Hendersonville, NC 28793 or email to jroper@wcca.org or fax to 828.692.0685.

**STATE OF NORTH CAROLINA
COUNTY OF HENDERSON**

**HENDERSON COUNTY TRANSIT CONTRACT
APPLE COUNTRY TRANSIT**

This Agreement made and entered this the 28th Of June, 2016, by and between **Henderson County**, a body politic and corporate under the laws of the State of North Carolina (hereinafter the "COUNTY") and **Western Carolina Community Action** (hereinafter the "SERVICE PROVIDER"), a nonprofit organization is an agreement by the parties.

WITNESSETH

WHEREAS the County is desirous of providing Henderson County citizens with transit opportunities;

WHEREAS the Service Provider has the ability and expertise to provide transit services; and

WHEREAS the County and the Service Provider would like to work together to provide transit services in Henderson County;

NOW THEREFORE, for valuable consideration and mutual promises, the parties hereto agree as follows:

1. SCOPE OF WORK. The Scope of Work is outlined in the Request For Proposals dated March 9, 2016
2. DURATION. This contract shall be in effect the period of three (3) years of revenue service beginning July 1, 2016 and ending June 30, 2019. Both parties retain the option of renewing the contract for an additional three (3) year period; such an option will be exercised by both parties by written agreement at least one hundred and twenty (120) days prior to June 30, 2019 and depending upon available funds. The Service Provider's original price proposal in the solicitation, offer, and award will remain in effect in the event both parties exercise any options. Any contract renewals shall include all relevant provision of this solicitation.
3. COMPENSATION AND METHOD OF PAYMENT.
 - a. The County shall make payments to the Service Provider within forty-five days (45) after receipt of invoices and all required monthly reports. The monthly payments shall be based on vehicle revenue hours from the preceding month multiplied by the hourly rate set out in Attachment One.
 - b. The County may withhold payment or portions of the payment if the County determines that it has incurred partial liquidated damages which equate to hourly rates proposed by the provider. Partial liquidated damages shall be deducted by the County from monies owed the Service Provider in the subsequent month's invoice following the County's performance evaluation and the County supplying at least ten (10) days prior written notice of the County's intent to deduct liquidated damages, thereby affording the Service Provider an opportunity during said ten day period to provide information to the County challenging the factual basis for such previous month's intended deduction.

Appendix C

4. MAXIMUM PAYMENT. Payments under this Agreement are limited to those specified Attachment One in the WCCA Best and Final Offer (BAFO) submitted by the Service Provider on May 5, 2016. It is expressly understood and agreed to by the Service Provider and the County that in no event will the total compensation and reimbursement, if any, to be paid hereunder exceed the BAFO amount without a written amendment to this Agreement consented to by both parties in writing.
5. TRANSIT VEHICLE REPLACEMENT. The COUNTY will replace transit vehicles by the end of their useful life, as defined in requirements set forth by the Federal Transit Administration.
6. INDEMNIFICATION: Work to be performed as provided herein shall be done by the Service Provider as a separate and independent organization. The County shall not be liable for claims for damages or losses arising out of the performances of the Agreement by the Service Provider, its employees, officers, agents, and the Service Provider shall indemnify and hold harmless, to the extent allowed by law, the County, its officers, employees, and agents from all such claims arising under this Agreement.
7. NOTICES. All notices shall be sent to parties at the following addresses:

For WCCA

David White, Chief Executive
Officer
PO Box 685
Hendersonville, NC 28793-0685

For County of Henderson

Henderson County Planning Dept.
c/o Autumn Radcliff, Senior Planner
100 N. King Street
Hendersonville, North Carolina
28792

8. ASSIGNABILITY. This Agreement is expressly non-assignable without prior written consent and approval by the non-assigning party. The Project may not be continued by a successor to either party without the prior written consent of the non-moving party.
9. MISCELLANEOUS PROVISIONS. The singular of any term used in this Agreement shall include the plural, and the masculine shall include the feminine and vice versa.
10. GOVERNING LAW. The laws of the State of North Carolina shall govern the validity of this Agreement, its interpretation and performance, and any other claims related to it.

Appendix C

11. COMPLIANCE WITH APPLICABLE LAWS. The SERVICE PROVIDER shall comply with all applicable federal, state and local laws and regulations relating directly or indirectly to providing transit services.
 - a. All buses and other equipment shall be maintained and operated at all times in compliance with all applicable rules, regulations and codes governing the operation of vehicles of public conveyance of the COUNTY and its municipalities, and those of the State of North Carolina and the United States.
 - b. The COUNTY shall comply with all federal and state laws and regulations applicable to the COUNTY and related directly or indirectly to providing transit services.
11. TIME SCHEDULE. Both parties shall commence with their duties under the Agreement immediately upon the execution of same.
12. DOCUMENTS OF INCORPORATION. This Agreement includes terms and conditions described in the March 2016 Request for Proposals and the May 5, 2016 Best and Final Offer. The foregoing are hereby made part of this Agreement and incorporated herein by reference. In the event that any terms and conditions in these documents are inconsistent, this Agreement represents the final terms and conditions as of the date of execution.
13. SEVERABILITY. If any of the provision contained in this Agreement are held for any reason to be invalid, illegal, or unenforceable in any respect, such as invalidity, illegality or unenforceability will not affect any other provision, and this Agreement shall be construed as if such invalid, illegal, or unenforceable provision had never been contained herein.
14. PARTIES TO THIS AGREEMENT. This Agreement gives no rights or benefits to anyone other than the parties to this Agreement.
15. ORIGINAL. A signed copy of this Agreement shall be considered as an original.
16. BREACH, TERMINATION, AND REMEDY.
 - a. Termination for Convenience: the COUNTY may terminate this CONTRACT at any time for any reason upon ninety (90) days written notice to the SERVICE PROVIDER. Any notice to terminate this CONTRACT shall be given by certified mail, return receipt requested. The effective date of termination shall be ninety (90) days from the date of receipt as noted on the return receipt. The SERVICE PROVIDER may terminate this CONTRACT at any time for any reason upon one hundred eighty (180) days written notice to the COUNTY. Any notice to terminate this CONTRACT shall be given by certified mail, return receipt requested. The effective date of termination shall be ninety (90) days from the date of receipt as noted on the return receipt.
 - b. Termination for Cause: Either party may terminate this CONTRACT should either party default in the performance of any of the terms, covenants, obligations, or conditions of this CONTRACT and the non-defaulting party may proceed by following any of the options listed below in the Default section.
 - c. A written request by the COUNTY to the SERVICE PROVIDER, to reduce the level of fixed route service shall not be construed as a partial termination of the contract, unless the weekday scheduled revenue hours for fixed route service are reduced below seventy-five percent (85%) of the initial level.

Appendix C

17. AMENDMENTS. The terms of this Agreement may be amended by the mutual consent in writing by the parties hereto.
18. DEFAULT. Default shall mean a failure to comply with any of the provisions of this Agreement or any applicable County, State, or Federal laws, which do not fall within the force majeure provisions of this Agreement.
 - a. In the event of default under this Agreement, non-defaulting party shall send written notice of specific instances of failure to fulfill any of its obligations under the Agreement and, within ten (10) days of the date of notice is sent, such failure has not cured or otherwise remedied to the satisfaction of the non-defaulting party during this ten-day period, then the non-defaulting party may, at its election, terminate the Agreement in whole or in part, for default. Non-defaulting party may give written notice of termination; or
 - b. In the event of default under this Agreement, the non-defaulting party shall have the rights, but not the obligation, to cure such default and to charge the defaulting party for the costs of curing the default against any sums due or which become due to the defaulting party under this Agreement. The non-defaulting party shall use the most economically reasonable method of curing any such defaults; or
 - c. The SERVICE PROVIDER will be in default should the SERVICE PROVIDER become insolvent or unable to pay its debts as they mature or make an assignment for the benefit of creditors or should a bankruptcy petition under the Bankruptcy Code of 1978, as amended, be brought by or against the SERVICE PROVIDER; or
 - d. The SERVICE PROVIDER will be in default should a judgment or order for payment of money no longer subject to appeal or which judgment or order, in the opinion of the COUNTY, would be fruitless to appeal, be entered against the SERVICE PROVIDER by any court or other tribunal which exceeds \$100,000 in amount and (a) such judgment or order shall continue undischarged or unpaid for a period of 30 days and (b) an insurer acceptable to the COUNTY has not acknowledged that such judgment or order is fully covered by a relevant policy of insurance and (c) or the COUNTY is otherwise reasonably satisfied that the SERVICE PROVIDER would be able to satisfy the judgment without affecting its ability to provide those services.
19. FORCE MAJURE. Any delay or failure of performance by either party shall not constitute a default or give rise to any claims for damages if and to the extent the failure is primarily caused by any act, event or condition reasonably beyond that party's control and adversely affecting its ability to perform its obligations including but not limited to:
 - a. Acts of God, lightening, earthquake, fire, epidemic, landslide, drought, hurricane, tornado, storm, explosion, failure of utilities, flood, nuclear radiation, or any other act by third parties that interferes with operations.
 - b. Condemnation or other taking by any government body, change in any applicable law, rule, regulation, ordinance, or permit condition not in effect as of the date hereof.
 - c. Any order, judgment, action or determination of any federal or state court, administrative agency or government body.
20. EMERGENCIES. In the event of a declared civil disorder or natural catastrophe, the SERVICE PROVIDER shall direct the employees to operate as ordered by federal, state, and/or the County civil authorities. Compensation shall be based on actual hours of service performed.

Appendix C

21. TURNOVER PROCEDURE. The COUNTY has established a Turnover Procedure for return of Apple Country Transit vehicles and equipment at end of CONTRACT. This Turnover procedure shall be implemented toward the end of the current CONTRACT term and prior to the commencement of the new CONTRACT. At the COUNTY's option, a Turnover Inspection may be implemented with or without a change in SERVICE PROVIDER.
22. COUNTY AND SERVICE PROVIDER-SUPPLIED PROPERTY. The title to capital items provided by the COUNTY shall remain with the COUNTY.
 - a. The title to capital items provided by the COUNTY shall remain with the COUNTY. The SERVICE PROVIDER shall be required to maintain such items utilizing manufacturers' recommended maintenance standards, at a minimum, or those standards provided by the COUNTY, at the COUNTY's sole discretion. Furthermore, the SERVICE PROVIDER shall maintain adequate property control records of all the COUNTY-furnished property in accordance with sound industry practice and as approved by the COUNTY.
 - b. The COUNTY shall have the option, upon the expiration or termination of the CONTRACT, to purchase all or any part of non-revenue equipment not already purchased by the COUNTY and used by the SERVICE PROVIDER in the performance of the work specified in the CONTRACT at a price equal to that portion of the original cost of the equipment which has not yet been amortized as of the date the CONTRACT expires or is terminated. Amortization shall be deemed to be made in accordance with generally accepted accounting principles.
23. MEETINGS. Upon request of the COUNTY, the SERVICE PROVIDER shall, at its own expense, attend public, committee, or board meetings to provide information concerning the transit system. A representative of the SERVICE PROVIDER, shall attend, at a minimum, bi-weekly meetings or as requested with the COUNTY Transit staff at times and locations to be determined.
24. REMOVAL OF EMPLOYEES. Promptly upon the written demand of the COUNTY's Project Coordinator, SERVICE PROVIDER shall remove from activities associated with this CONTRACT any employees whom the COUNTY at its sole discretion considers unsuitable for such work.
25. APPROVAL OF PROCEDURES. The plans submitted in response to this Request for Proposals are hereby incorporated into this CONTRACT by reference. These plans, together with the requirements in the Request for Proposals, shall constitute the SERVICE PROVIDER's operating procedures, policies and practices, and, upon reasonable written request from the COUNTY, the SERVICE PROVIDER shall amend such procedures, policies and practices in accordance therewith. The SERVICE PROVIDER shall request the COUNTY's prior written approval for any change to these plans. Such procedures, policies and practices shall be deemed to include all operators' and other SERVICE PROVIDER's employees' training and orientation and SERVICE PROVIDER's employee performance codes and disciplinary procedures, dress codes, run cuts, timetables and other performance-related procedures or policies.
26. ADVERTISING. At this time, the COUNTY does not permit paid interior or exterior advertising on Apple Country Transit buses. However, the COUNTY shall have the right to determine interior and exterior advertising policies on revenue vehicles. All revenue received from advertising on buses shall be paid to the COUNTY. The SERVICE PROVIDER shall be responsible for the installation of advertising in the buses.

Appendix C

27. ERISA. The SERVICE PROVIDER shall comply with the provisions of the Employee Retirement Income Security Act of 1974, as amended with respect to each of its employee benefit plans. The SERVICE PROVIDER shall supply the COUNTY with such information concerning the status of each of the SERVICE PROVIDER's employee benefit plans, as the COUNTY shall reasonably request.
28. LICENSES, PERMITS, AND FILING FEES. SERVICE PROVIDER is solely responsible for obtaining any licenses or other authorization required by law to perform the services required in this CONTRACT.
- a. The cost of all licenses and permits necessary to operate each bus and other equipment under all such applicable laws and regulation shall be the responsibility of the SERVICE PROVIDER. These permits and licenses shall include, but not limited to, all necessary North Carolina motor vehicle licenses and certificates.
 - b. The SERVICE PROVIDER shall pay all federal, state and local taxes imposed on the SERVICE PROVIDER by reason of the ownership or leasing of any vehicle, equipment, purchase of fuel, inventory or operation of the transit system.
29. PROHIBITED USES. Unless expressly authorized in writing by the COUNTY, the SERVICE PROVIDER shall not use any bus or other equipment, which is part of the Apple Country Transit service other than in connection with the services required to be performed under the CONTRACT. The SERVICE PROVIDER shall not use any such bus or other equipment for any private charters or any purpose other than as may be specifically permitted by the COUNTY and in the COUNTY's sole discretion and under such terms as the COUNTY elects.
30. RISK OF LOSS OR DAMAGE.
- a. The SERVICE PROVIDER shall be responsible for the vehicles, equipment and supplies used in the performance of the services called for under the CONTRACT and shall be responsible for all loss or damage with respect to any such vehicles, equipment and supplies, excepting those losses or damages due to either intentional acts of the COUNTY or the COUNTY's gross negligence.
 - b. The SERVICE PROVIDER will be responsible for all losses and/or damages to buildings, structures, and facilities, whether owned or leased by the COUNTY, used in the performance of this CONTRACT, which are due to the negligence of the SERVICE PROVIDER, its agents, representatives, employees, or subcontractors.
31. INSURANCE. The SERVICE PROVIDER shall procure and maintain, or cause others to procure and maintain, for the duration of the CONTRACT insurance against claims for injuries to persons or damages to property, or theft which may arise from or in connection with the performance of the work hereunder by the SERVICE PROVIDER, its agents, representatives, employees, subcontractors or authorized the COUNTY transit staff, including but not limited to the procuring of insurance against claims for injuries to persons or damages to property including claims that may arise at the COUNTY owned or leased transfer centers, park and ride lots or bus stops, or theft, or property damage of any and all transit vehicles and equipment either owned by the COUNTY, or leased by the COUNTY, or otherwise used by the SERVICE PROVIDER or the COUNTY in connection with the operation of the transit system and the services described in the CONTRACT. The cost of such insurance shall be identifiable as separate items and included in the SERVICE PROVIDER's Cost Proposal:
- a. Minimum Limits of Insurance
SERVICE PROVIDER shall maintain limits no less than:
 - i. General Liability: \$1,000,000 combined single limit per occurrence for

Appendix C

bodily injury, personal injury and property damage. Subject to Policy aggregate limit of \$2,000,000.

- ii. Automobile Liability: \$1,000,000 combined single limit per accident for bodily injury, personal injury and property damage including passenger liability.
- iii. Umbrella Liability: \$15,000,000 per occurrence for bodily injury, personal injury, and property damage in excess of limits required under “i” and “ii” above and “iv” below.
- iv. Workers' Compensation and Employers Liability: Workers Compensation limits as required by the Labor Code of the State of North Carolina and Employers Liability limits of \$500,000 per accident.
- v. All Risk Fire and Extended Coverage for full replacement cost on all equipment, tools, supplies, and contents used in the performance of services under the CONTRACT. The COUNTY (and the City of Asheville in the case of vehicles) will be included as Loss Payees in this coverage for Apple Country Transit – owned equipment, tools, supplies, and contents.
- vi. Automobile Physical Damage coverage, including Collision coverage and Comprehensive coverage, each equal to actual cash value of all vehicles, including the fixed route buses, paratransit vans, and non revenue vehicles operated by SERVICE PROVIDER's employees. Deductible levels shall be determined by the SERVICE PROVIDER based upon SERVICE PROVIDER'S ability to cover deductible payments in the event of a claim. The SERVICE PROVIDER shall be responsible for all damages falling below the deductible. No blanket or per location limit should apply to this coverage under \$10,000,000. The COUNTY will be included as a Loss Payee in this coverage.
 - g. Employment Practice Liability: \$1,000,000 each occurrence and aggregate.

b. Deductibles and Self-Insured Retention

Any deductibles or self-insured retentions must be declared to and approved by the COUNTY. At the option of the COUNTY, either, the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects the deductibles or self-insured retentions as respects the COUNTY, the Board of Directors, their officials, agents, employees, and volunteers; or the SERVICE PROVIDER shall procure a bond guaranteeing payment of losses and related investigations, claim administration and defense expenses.

c. Other Insurance Provisions

The policies are to contain, or be endorsed to contain, the following provisions:

- i. General Liability, Automobile Liability, and Umbrella Liability Coverage
 - a. The COUNTY, its officials, agents, employees, and volunteers shall be covered as insured with respect to liability arising out of activities performed by or on behalf of the SERVICE PROVIDER; products and completed operations of the SERVICE PROVIDER; premises owned, occupied or used by the SERVICE PROVIDER; or vehicles owned, leased, hired or borrowed by the SERVICE PROVIDER. The coverage shall contain no special limitations on the scope of protection afforded to the COUNTY, its officials, agents, employees, and volunteers.
 - b. The SERVICE PROVIDER's insurance coverage shall be primary

Appendix C

insurance with respect to the COUNTY, its officials, agents, employees, and volunteers. Any insurance or self-insurance maintained by the COUNTY, its officials, agents, employees, and volunteers shall be in excess of the SERVICE PROVIDER's insurance and shall not contribute with it.

- c. Any failure to comply with reporting provisions of the policies shall not affect coverage provided to the COUNTY, its officers, officials, employees and volunteers.
- d. The SERVICE PROVIDER's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.

ii. Workers' Compensation and Employers Liability Coverage

The insurer shall agree to waive all rights of subrogation against the COUNTY, its officers, officials, employees and volunteers for losses arising from work performed by the SERVICE PROVIDER for the COUNTY.

iii. All Coverage

Each insurance policy required by this clause shall be endorsed to state that coverage shall not be suspended, voided, cancelled by either party, reduced in coverage or in limits except after sixty (60) days prior written notice by certified mail, return receipt requested, has been given to the COUNTY.

a. Acceptability of Insurers

Insurance is to be placed with insurers with a Best's rating of no less than A VII or acceptable to the COUNTY.

b. Verification of Coverage

The SERVICE PROVIDER shall furnish the COUNTY with certificates of insurance and with original endorsements effecting coverage required by this clause. The certificates and endorsements for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. The policies, certificates and endorsements are to be in a form acceptable to the COUNTY and are to be received and approved by the COUNTY 30 days after award or commencement of any mobilization activity, whichever is earlier. The SERVICE PROVIDER is to commence no activity with regard to performance of the CONTRACT until the required insurance has been obtained. The COUNTY reserves the right to require complete, certified copies of all required insurance policies, at anytime.

c. Subcontractors

The SERVICE PROVIDER shall include all subcontractors as insureds under its policies or shall furnish separate certificates and endorsements for each subcontractor. All coverage for subcontractors shall be subject to all of the requirements stated herein.

d. Rights Reserved

The COUNTY reserves the right to reject any and all insurance proposals, to waive any informality in PROPOSALS and, unless otherwise specified by the PROPOSER, to accept any item in the PROPOSAL. The COUNTY, solely at its option, may purchase any or all of the insurance coverage required in these specifications directly to cover its own and the SERVICE PROVIDER's interests, in lieu of the SERVICE PROVIDER providing such coverage. In such cases, the

Appendix C

COUNTY would delete applicable insurance coverage and cost(s) from its evaluation of PROPOSALS.

e. Claims Information and Loss Runs

The SERVICE PROVIDER shall make available to the COUNTY, through its records or the records of their insurer, information regarding a specific claim. Any loss run information available from the SERVICE PROVIDER or their insurer will be made available to the COUNTY upon their request.

32. LABOR DISPUTES. If the SERVICE PROVIDER has knowledge that any actual or potential labor dispute is delaying or threatens to delay the timely performance of this CONTRACT, the SERVICE PROVIDER immediately shall give notice, including all relevant information, to the COUNTY Project Coordinator.
33. MINIMUM BUS AVAILABILITY. The SERVICE PROVIDER shall provide a number of vehicles that equal that of the peak service requirement for both the fixed route and paratransit service in operable condition for revenue service in peak periods unless otherwise directed by the COUNTY. No vehicle shall be inoperable for a period longer than 5 business days unless by express written permission by the COUNTY.
34. CONFIDENTIALITY. Any and all reports, information or data of whatever nature provided to, or prepared, generated or assembled by the SERVICE PROVIDER in connection with the performance of the CONTRACT shall not be made available to any individual or organization outside the SERVICE PROVIDER without the prior written approval of the COUNTY, unless such is required by a court process. SERVICE PROVIDER shall promptly notify the COUNTY of any request for such information in a court proceeding.
35. EXAMINATION AND RETENTION OF RECORDS. SERVICE PROVIDER shall maintain all books, records, documents, accounting ledgers, data bases, and similar materials relating to work performed for the COUNTY under this CONTRACT on file for at least three (3) years following the date of final payment to the SERVICE PROVIDER by the COUNTY. All records stored on a computer database must be of an updated format compatible with the COUNTY's software systems. Any duly authorized representative(s) of the COUNTY shall have access to such records for the purpose of inspection, audit, and copying at reasonable times, during SERVICE PROVIDER's usual and customary business hours. SERVICE PROVIDER shall provide proper facilities to the COUNTY representative(s) for such access and inspection. Further, any duly authorized representative(s) of the COUNTY shall be permitted to observe and inspect any or all of SERVICE PROVIDER's facilities and activities during SERVICE PROVIDER's usual and customary business hours for the purposes of evaluating and judging the nature and extent of SERVICE PROVIDER's compliance with the provision of this CONTRACT. In such instances, the COUNTY representative(s) shall not interfere with or disrupt such activities.

The SERVICE PROVIDER shall maintain, and the COUNTY and its representatives shall have the right to examine, all books, records, documents, accounting procedures and practices and other evidence sufficient to reflect properly all direct and indirect costs of whatever nature claimed to have been incurred and anticipated to be incurred for the performance of the CONTRACT. The materials described above as well as any relevant database and computer tapes or disks containing such information shall be made available at the COUNTY office of the SERVICE PROVIDER at all reasonable times for

Appendix C

inspection, audit, and reproduction during the term of the CONTRACT, and for three years from the final date of settlement or payment under the CONTRACT.

36. FEDERAL REGULATIONS AND REQUIREMENTS.

The SERVICE PROVIDER will comply or implement programs meeting regulations and requirements of the Federal Government. These requirements include:

National Transit Database

The SERVICE PROVIDER will submit to the COUNTY (monthly) information pertaining to the NTD requirements (Section 4).

Should FTA request revisions or explanations for any portion of the annual NTD report, SERVICE PROVIDER will provide data for follow-up report in a timely manner – at least five (5) days prior to FTA deadline. If data is not provided in a timely manner or is inaccurate, SERVICE PROVIDER will reimburse the COUNTY for any costs associated with compiling the data.

Disadvantaged Business Enterprise Program

The SERVICE PROVIDER or subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this CONTRACT. The SERVICE PROVIDER shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of US DOT assisted CONTRACTS. Failure by the SERVICE PROVIDER to carry out these requirements is a material breach of this CONTRACT, which may result in the termination of this CONTRACT or such other remedy, as the recipient deems appropriate.

The COUNTY has specified a DBE goal of seven percent (7%) for the work to be performed under this CONTRACT. The SERVICE PROVIDER must make good faith efforts to meet this goal throughout the CONTRACT.

Drug and Alcohol Testing

The SERVICE PROVIDER agrees to establish and implement a Drug and Alcohol Testing Program that complies with 49 CFR Parts 653 and 654, and permit any authorized representative of the United States Department of Transportation or its operating administrations, or the COUNTY, to inspect the facilities and records associated with the implementation of the Drug and Alcohol Testing Program as required under 49 CFR Parts 653 and 654 and review the testing process. The SERVICE PROVIDER agrees further to certify annually its compliance with Parts 653 and 654 before December 31st of every year and to submit the Management Information System (MIS) reports not later than February 15th of every year to the COUNTY. To certify compliance, the SERVICE PROVIDER shall use the Substance Abuse Certifications in the Annual List of Certifications and Assurances for Federal Transit Administration Grants and Cooperative Agreements, which is published annually in the Federal Register.

Additional Federal Requirements

Exhibit A outlines additional Federal Transit Administration requirements pertaining to this CONTRACT. These clauses are incorporated into this CONTRACT with the same force and effect as if they were included in the main text of the CONTRACT.

It is understood and agreed that the SERVICE PROVIDER may be obligated by and to the COUNTY for any specifications or documentation required of the COUNTY under these clauses.

37. PERFORMANCE STANDARDS.

The SERVICE PROVIDER will perform all transit services required by the CONTRACT according to the performance standards set forth below. The SERVICE PROVIDER's plans and procedures, submitted with the PROPOSAL, shall incorporate actions necessary to provide service according

Appendix C

to these standards. The performance standards shall apply to the Fixed Route, Paratransit, and the Special Events services.

The COUNTY has developed these standards with which the SERVICE PROVIDER is expected to comply to insure that Apple Country Transit services, employee performance and vehicles meet the COUNTY standards. Failure by the SERVICE PROVIDER to meet these standards could result in the COUNTY assessing an appropriate liquidated damage amount for each incident of non-compliance. The COUNTY has established specific performance standards related to the following:

Vehicle Maintenance

- Operating requirements
- Vehicle cleanliness
- ADA compliance
- Safety Reporting requirements

Vehicle Maintenance Standards

Proper maintenance directly affects operating costs and is closely related to the COUNTY's operating performance standards. The COUNTY maintenance requirements do not refer solely to the task of performing normal preventive maintenance tasks on a specified schedule, but rather that the task is done well and that the operation of the bus and all equipment on board the bus is in fact operable and reliable when in-service. The SERVICE PROVIDER is responsible for performing the following maintenance on a bus by bus basis (fixed route and paratransit buses):

- a. Completing all preventive maintenance inspections within the scheduled interval.
- b. Maintaining the heating systems: The heating systems must be fully operable from November 1 to March 1.
- c. Maintaining the air conditioning systems: The air conditioning system must be fully operable from March 1 to November 1.
- d. Repairing major vehicle body damage (interior or exterior) within twenty-one (21) days of occurrence.
- e. Repairing minor vehicle body damage (interior or exterior) such as scratches or damaged decals within thirty (30) days of occurrence;
- f. Replacing or repairing seat damage within forty-eight (48) hours of occurrence; and,
- g. Repairing ADA required equipment within forty-eight (48) hours of occurrence. This equipment includes:
 - Public address (PA) system
 - Destination sign
 - Stop Request signs
 - Passenger signal tape or buttons
 - Wheelchair lift equipment
 - Wheelchair tie-down and securement equipment; and
 - Required ADA signage and decals
- h. Ensuring that all buses placed in revenue service meet safety standards. This includes the following systems:
 - brakes
 - steering components
 - air conditioning in the period March 1 through November 1
 - heating in the period November 1 through March 1
 - emergency exits/doors/windows
 - two-way radios
 - other conditions required by Federal or State regulations

Operating Standards

Appendix C

The SERVICE PROVIDER shall make every effort to cover scheduled service. The SERVICE PROVIDER is responsible for complying with the following requirements:

The following performance requirements apply to the Fixed Route Bus Operations:

- a. Maintaining on-time performance within zero (0) minutes early and five (5) minutes late of scheduled times, except for in cases of inclement weather or other uncontrollable circumstances.
- b. Completing scheduled trips in their entirety.
- c. Operating routes in accordance with the established routes (operating according to the correct route, serving all designated stops).

The following performance requirements are used in defining operating requirements for Paratransit bus services:

- a. Achieving a level of on-time performance equaling or exceeding ninety five percent (95%) of pick-ups within sixty (60) minutes of the scheduled pick- up time.
- b. Notifying applicants about their eligibility for paratransit service within twenty-one (21) days of receipt of their application.
- c. Maintaining written daily logs, reported by month, which detail telephone communications from registered and potential new clients as per ADA requirements.

Vehicle Cleanliness

SERVICE PROVIDER shall maintain Apple Country Transit vehicles in a clean and neat condition at all times. The SERVICE PROVIDER is responsible for the following:

- a. Daily cleaning of the interior of the vehicles
- b. Regular cleaning of the exterior of the vehicles (washing and or spraying dirt off of vehicles at least every two days)
- c. Major detailed interior cleaning every fourteen (14) days
- d. Quarterly upholstery cleaning

ADA Compliance

SERVICE PROVIDER shall meet the ADA requirements. The SERVICE PROVIDER is responsible for the following:

- a. The use of mobility devices to board passengers;
- b. Properly boarding passengers who are required to stand on the wheelchair lift platform to be lifted into the bus;
- c. Properly securing wheelchair passengers in the wheelchair tie-down positions;
- d. Making the required announcements of stops on the bus PA system;
- e. Daily Testing light,
- f. No bus may depart from maintenance facility without operational lights Safety

Requirements

The SERVICE PROVIDER is responsible for complying with all of the following:

Reporting all passenger or vehicle accidents to the COUNTY promptly within one (1) hour of occurrence and following up with required detailed written accident report within three (3) to five (5) days.

Reporting

Appendix C

Submitting required monthly reports and documentation within ten (10) working days of the end of the month.

Customer Service

Completing investigation and follow-up response on customer complaints within seven (7) working days of complaint receipt.

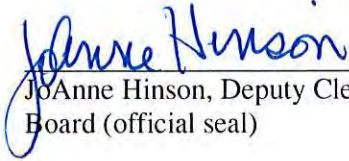
38. DISCLAIMERS AND WAIVERS. This Agreement is to be regarded as an agreement for the purposes described in the Preamble clauses and provisions herein. It is the responsibility of each party to seek independent professional advice, to review, and to negotiate any changes prior to execution of this Agreement. County hereby disclaims the use of any contract interpretation principles against it as the drafter of this Agreement, and the Service Provider hereby waives any and all use of said principles in any dispute or action based on the terms of this Agreement.
39. BINDING AGREEMENT. The parties agree that this Agreement is binding on their heirs, assigns, transferees, or successors in obligation or interest, except that, to the extent that performance requires the qualifications set forth above, and if the heirs, assigns, transferees, or successors do not possess such qualifications, then specific performance shall not be required, however all other remedies shall remain in full force and effect.
40. ENTIRE AGREEMENT. This Agreement contains the full, final and exclusive statement of the Agreement between the parties and cannot be amended, altered or changed except by a written instrument signed by the parties hereto.

Appendix C

IN WITNESS WHEREOF, each party has caused this Agreement to be duly executed on the day and year first above written and if corporate, by their duly authorized representative.

On this the 28th day of June, 2016


Attest:



JoAnne Hinson, Deputy Clerk to the
Board (official seal)

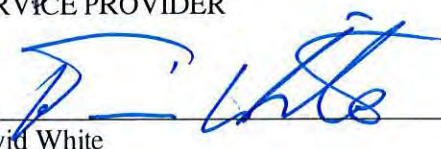


HENDERSON COUNTY

By: 

Steve Wyatt, County Manager
Henderson County Manager

SERVICE PROVIDER

By: 

David White
Executive Director, WCCA, Inc.

Appendix C

STATE OF NORTH CAROLINA
COUNTY OF HENDERSON

I, Notary Public of the County and State aforesaid certify that JoAnne Hinson, personally came before me this day and acknowledged that she is the Deputy Clerk to the Henderson County Board of Commissioners, a corporation and body politic, and that by authority duly given and as the act of the corporation the foregoing instrument was signed in its name by the Board of Commissioner's Chairman and attested by herself as its Clerk.

WITNESS my hand and notarial seal this 28th day of June, 2016.

Notary Public: Kathryn L. Finotti
Print or type name: Kathryn L. Finotti
My Commission Expires: 3-23-18

STATE OF NORTH CAROLINA
COUNTY OF HENDERSON

I, Notary Public of the County and State aforesaid certify that David White personally came before me this day and acknowledged that he is the Executive Director of Western Carolina Community Action (WCCA), Inc. a lawful corporation under the regulations of North Carolina, and that by authority duly given and as the act of the corporation the foregoing instrument was signed in its name by himself as its Executive Director.

WITNESS my hand and notarial seal this 28th day of June, 2016.

Notary Public: Nancy J Berry
Print or type name: Nancy J Berry
My Commission Expires: 12/21/18

Appendix C

PRE-AUDIT CERTIFICATION

This instrument has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act N.C.G.S. 159-28(a)

By: Carey McLelland
Carey McLelland
Henderson County Finance Director

Date: 4/23/14

Attachment One

**WCCA Proposed Annual Costs and Hourly Rates for Fixed Route Transit
(Best and Final Offer dated May 5, 2016)**

	<u>Year 1</u> <u>FY 2017</u>	<u>Year 2</u> <u>FY2018</u>	<u>Year 3</u> <u>FY2019</u>	<u>Option</u> <u>Year 4</u> <u>FY2020</u>	<u>Option</u> <u>Year 5</u> <u>FY2021</u>	<u>Option</u> <u>Year 6</u> <u>FY2022</u>
Not to Exceed Annual Cost	\$580,160	\$613,565	\$639,459	\$661,331	\$683,750	\$707,520
Service Hours	9,180	9,180	9,180	9,180	9,180	9,180
Hourly Rate	\$63.20	\$66.84	\$69.66	\$72.04	\$74.48	\$77.07

**WCCA Proposed Annual Costs and Hourly Rates for Paratransit Program
(Best and Final Offer dated May 5, 2016)**

	<u>Year 1</u> <u>FY 2017</u>	<u>Year 2</u> <u>FY2018</u>	<u>Year 3</u> <u>FY2019</u>	<u>Option</u> <u>Year 4</u> <u>FY2020</u>	<u>Option</u> <u>Year 5</u> <u>FY2021</u>	<u>Option</u> <u>Year 6</u> <u>FY2022</u>
Not to Exceed Annual Cost	\$107,990	\$115,730	\$119,470	\$124,464	\$130,005	\$137,460
Service Hours	1,850	1,850	1,850	1,850	1,850	1,850
Hourly Rate	\$58.37	\$62.56	\$64.58	\$67.28	\$70.27	\$74.30

Appendix D

Western Carolina Community Action

526 Seventh Avenue East
Hendersonville, NC 28792

Invoice Date	09/21/20
Invoice Number	2761

Henderson County Paratransit Service Invoice

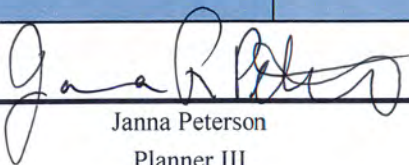
Operations and Management Period:
August 1, 2020 to August 31, 2020

Paratransit Services	
Number of Service Days (Days)	21
Total Number of Trips (Number)	167
Total Paratransit Revenue Hours (Hours)	44.25
Total Paratransit Revenue Miles (Miles)	531.00
Total Paratransit Passengers (Number)	164
Total Fares Collected (Dollars)	\$143.25
Contract Rate in Cost Per Revenue Hour (Dollars)	\$70.27
Average Cost Per Revenue Mile (Dollars)	\$5.86
Average Passengers Per Revenue Hour (Number)	3.71
Total Cost (Total Paratransit Revenue Hours x Rate)	\$3,109.45
Total Fare Revenue	\$143.25
Total Due this Invoice (Total Paratransit Revenue Hours x Rate - Fare)	\$2,966.20

Amount Billable Under Contract Cap	\$2,966.20
---	-------------------

Remit To: WCCA, P.O. Box 685, Hendersonville, NC 28793

County Use Only	Amount
335497-539019-3310 (FTA 5307) (80% of 40%) Cost of 3rd Party Contracting	\$995.02
335497-539019-3350 (SMAP)	\$0.00
335497-539019 (County) Contract Services Operations	\$1,971.17
Total Payment	\$2,966.20

Approved By: 
Janna Peterson
Planner III

Appendix D

Western Carolina Community Action

526 Seventh Avenue East
Hendersonville, NC 28793

Invoice Date	09/21/20
Invoice Number	2763

Henderson County Transit Service Invoice

Operations and Management Period:
August 1, 2020 to August 31, 2020

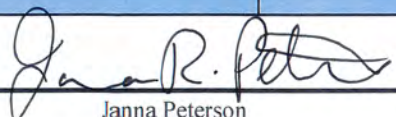
Fixed Route Services by Transit Route	Route 1	Route 2	Route 3	All Routes
Miles Per Operating Hour (Miles)	14.85	15.80	25.50	56.15
Number of Full Service (12 Hour) Days (Days)	21			
Full Service Operational Hours (Hours)	252	252	252	756.00
Number of Reduced Service Days* (Days)				
Reduced Service Operational Hours (Hours)				
Reason for Reduced Service				
Reduced Service Operational Hours (Hours)	0	0	0	0
Total Service Days in Period (Days)	21			
Total Fixed Route Revenue Hours (Hours)	252	252	252	756
Total Fixed Route Revenue Miles (Miles)	3,742	3,982	6,426	14,150
Total Fixed Route Passengers (Number)	1,722	1,071	909	3,702
Total Fares Collected on Route (Dollars)	\$530.03	\$426.23	\$444.13	\$1,400.39
Total Fares Collected in Office (Dollars)	\$130.00			
Contract Rate in Cost per Revenue Hour (Dollars)	\$74.48			

Total Cost (Total Fixed Route Revenue Hours x Rate)	\$56,306.88
Total Fare Revenue	\$1,530.39
Total Due this Invoice (Total Fixed Route Revenue Hours x Rate - Fare Revenue)	\$54,776.49

Amount Billable Under Contract Cap	\$54,776.49
---	--------------------

Remit To: WCCA, P.O. Box 685, Hendersonville, NC 28793

County Use Only	Amount
335497-539019-3310 (FTA 5307) (80% of 40%) Capital Cost of 3rd Party Contract	\$18,018.20
335497-539019-3350 (SMAP)	\$0.00
335497-539019 (County) Contract Services Operations	\$36,758.29
Total Payment	\$54,776.49

Approved By: 
Janna Peterson
Planner III

Appendix D

Western Carolina Community Action

526 Seventh Avenue East
Hendersonville, NC 28792

Invoice Date	08/10/20
Invoice Number	2757

Henderson County Paratransit Service Invoice

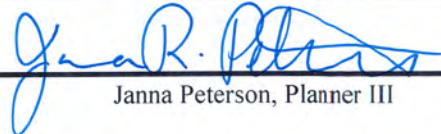
Operations and Management Period:
July 1, 2020 to July 31, 2020

Paratransit Services	
Number of Service Days (Days)	22
Total Number of Trips (Number)	136
Total Paratransit Revenue Hours (Hours)	36.50
Total Paratransit Revenue Miles (Miles)	509.00
Total Paratransit Passengers (Number)	137
Total Fares Collected (Dollars)	\$297.00
Contract Rate in Cost Per Revenue Hour (Dollars)	\$70.27
Average Cost Per Revenue Mile (Dollars)	\$5.04
Average Passengers Per Revenue Hour (Number)	3.75
Total Cost (Total Paratransit Revenue Hours x Rate)	\$2,564.86
Total Fare Revenue	\$297.00
Total Due this Invoice (Total Paratransit Revenue Hours x Rate - Fare)	\$2,267.86

Amount Billable Under Contract Cap	\$2,267.86
---	-------------------

Remit To: WCCA, P.O. Box 685, Hendersonville, NC 28793

County Use Only	Amount
335497-539019-3310 (FTA 5307) (80% of 40%) Cost of 3rd Party Contracting	\$820.75
335497-539019-3350 (SMAP)	\$0.00
335497-539019 (County) Contract Services Operations	\$1,447.10
Total Payment	\$2,267.86

Approved By: 
Janna Peterson, Planner III

Appendix D

Western Carolina Community Action

526 Seventh Avenue East
Hendersonville, NC 28793

Invoice Date	08/10/20
Invoice Number	2759

Henderson County Transit Service Invoice

Operations and Management Period:
July 1, 2020 to July 31, 2020

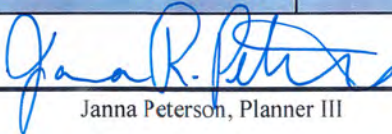
Fixed Route Services by Transit Route	Route 1	Route 2	Route 3	All Routes
Miles Per Operating Hour (Miles)	14.85	15.80	25.50	56.15
Number of Full Service (12 Hour) Days (Days)				22
Full Service Operational Hours (Hours)	264	264	264	792.00
Number of Reduced Service Days* (Days)				
Reduced Service Operational Hours (Hours)				
Reason for Reduced Service				
Reduced Service Operational Hours (Hours)	0	0	0	0
Total Service Days in Period (Days)				22
Total Fixed Route Revenue Hours (Hours)	264	264	264	792
Total Fixed Route Revenue Miles (Miles)	3,920	4,171	6,732	14,824
Total Fixed Route Passengers (Number)	1,818	1,135	1,017	3,970
Total Fares Collected on Route (Dollars)	\$580.36	\$247.18	\$439.69	\$1,267.23
Total Fares Collected in Office (Dollars)				\$415.00
Contract Rate in Cost per Revenue Hour (Dollars)				\$74.48

Total Cost (Total Fixed Route Revenue Hours x Rate)	\$58,988.16
Total Fare Revenue	\$1,682.23
Total Due this Invoice (Total Fixed Route Revenue Hours x Rate - Fare Revenue)	\$57,305.93

Amount Billable Under Contract Cap	\$57,305.93
---	--------------------

Remit To: WCCA, P.O. Box 685, Hendersonville, NC 28793

County Use Only	Amount
335497-539019-3310 (FTA 5307) (80% of 40%) Capital Cost of 3rd Party Contract	\$18,876.21
335497-539019-3350 (SMAP)	\$0.00
335497-539019 (County) Contract Services Operations	\$38,429.72
Total Payment	\$57,305.93

Approved By: 
Janna Peterson, Planner III

Appendix D

Western Carolina Community Action

526 Seventh Avenue East
Hendersonville, NC 28792

Invoice Date	10/08/20
Invoice Number	2765

Henderson County Paratransit Service Invoice

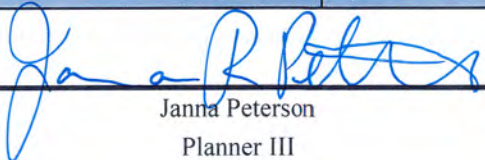
Operations and Management Period:
September 1, 2020 to September 30, 2020

Paratransit Services	
Number of Service Days (Days)	21
Total Number of Trips (Number)	189
Total Paratransit Revenue Hours (Hours)	52.75
Total Paratransit Revenue Miles (Miles)	828.00
Total Paratransit Passengers (Number)	188
Total Fares Collected (Dollars)	\$331.00
Contract Rate in Cost Per Revenue Hour (Dollars)	\$70.27
Average Cost Per Revenue Mile (Dollars)	\$4.48
Average Passengers Per Revenue Hour (Number)	3.56
Total Cost (Total Paratransit Revenue Hours x Rate)	\$3,706.74
Total Fare Revenue	\$331.00
Total Due this Invoice (Total Paratransit Revenue Hours x Rate - Fare)	\$3,375.74

Amount Billable Under Contract Cap	\$3,375.74
---	-------------------

Remit To: WCCA, P.O. Box 685, Hendersonville, NC 28793

County Use Only	Amount
335497-539019-3310 (FTA 5307) (80% of 40%) Cost of 3rd Party Contracting	\$1,186.16
335497-539019-3350 (SMAP)	\$0.00
335497-539019 (County) Contract Services Operations	\$2,189.58
Total Payment	\$3,375.74

Approved By: 
Janna Peterson
Planner III

Appendix D

Western Carolina Community Action

526 Seventh Avenue East
Hendersonville, NC 28793

Invoice Date	10/08/20
Invoice Number	2767

Henderson County Transit Service Invoice

Operations and Management Period:
September 1, 2020 to September 30, 2020

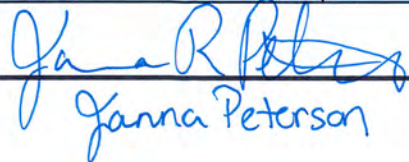
Fixed Route Services by Transit Route	Route 1	Route 2	Route 3	All Routes
Miles Per Operating Hour (Miles)	14.85	15.80	25.50	56.15
Number of Full Service (12 Hour) Days (Days)				21
Full Service Operational Hours (Hours)	252	252	252	756.00
Number of Reduced Service Days* (Days)				
Reduced Service Operational Hours (Hours)				
Reason for Reduced Service				
Reduced Service Operational Hours (Hours)	0	0	0	0
Total Service Days in Period (Days)				21
Total Fixed Route Revenue Hours (Hours)	252	252	252	756
Total Fixed Route Revenue Miles (Miles)	3,742	3,982	6,426	14,150
Total Fixed Route Passengers (Number)	1,914	1,037	936	3,887
Total Fares Collected on Route (Dollars)	\$914.31	\$360.71	\$571.74	\$1,846.76
Total Fares Collected in Office (Dollars)				\$227.50
Contract Rate in Cost per Revenue Hour (Dollars)				\$74.48

Total Cost (Total Fixed Route Revenue Hours x Rate)	\$56,306.88
Total Fare Revenue	\$2,074.26
Total Due this Invoice (Total Fixed Route Revenue Hours x Rate - Fare Revenue)	\$54,232.62

Amount Billable Under Contract Cap	\$54,232.62
---	--------------------

Remit To: WCCA, P.O. Box 685, Hendersonville, NC 28793

County Use Only	Amount
335497-539019-3310 (FTA 5307) (80% of 40%) Capital Cost of 3rd Party Contract	\$18,018.20
335497-539019-3350 (SMAP)	\$0.00
335497-539019 (County) Contract Services Operations	\$36,214.42
Total Payment	\$54,232.62

Approved By: 
Janna Peterson

Appendix D

Western Carolina Community Action

526 Seventh Avenue East
Hendersonville, NC 28792

Invoice Date	01/12/21
Invoice Number	2788

Henderson County Paratransit Service Invoice

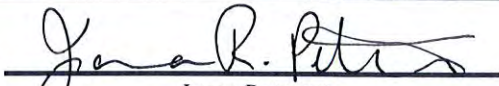
Operations and Management Period:
December 1, 2020 to December 31, 2020

Paratransit Services	
Number of Service Days (Days)	20
Total Number of Trips (Number)	110
Total Paratransit Revenue Hours (Hours)	34.25
Total Paratransit Revenue Miles (Miles)	522.00
Total Paratransit Passengers (Number)	132
Total Fares Collected (Dollars)	\$144.05
Contract Rate in Cost Per Revenue Hour (Dollars)	\$70.27
Average Cost Per Revenue Mile (Dollars)	\$4.61
Average Passengers Per Revenue Hour (Number)	3.85
Total Cost (Total Paratransit Revenue Hours x Rate)	\$2,406.75
Total Fare Revenue	\$144.05
Total Due this Invoice (Total Paratransit Revenue Hours x Rate - Fare)	\$2,262.70

Amount Billable Under Contract Cap	\$2,262.70
---	-------------------

Remit To: WCCA, P.O. Box 685, Hendersonville, NC 28793

County Use Only	Amount
335497-539019-3310 (FTA 5307) (80% of 40%) Cost of 3rd Party Contracting	\$770.16
335497-539019-3350 (SMAP)	\$0.00
335497-539019 (County) Contract Services Operations	\$1,492.54
Total Payment	\$2,262.70

Approved By: 
Janna Peterson
Planner III

Appendix D

Western Carolina Community Action

526 Seventh Avenue East
Hendersonville, NC 28793

Invoice Date	01/12/21
Invoice Number	2784

Henderson County Transit Service Invoice

Operations and Management Period:
December 1, 2020 to December 31, 2020

Fixed Route Services by Transit Route	Route 1	Route 2	Route 3	All Routes
Miles Per Operating Hour (Miles)	14.85	15.80	25.50	56.15
Number of Full Service (12 Hour) Days (Days)	19			
Full Service Operational Hours (Hours)	228	228	228	684.00
Number of Reduced Service Days* (Days)	1			
Reduced Service Operational Hours (Hours)	11			
Reason for Reduced Service				
Reduced Service Operational Hours (Hours)	11	11	11	33
Total Service Days in Period (Days)	20			
Total Fixed Route Revenue Hours (Hours)	239	239	239	717
Total Fixed Route Revenue Miles (Miles)	3,549	3,776	6,095	13,420
Total Fixed Route Passengers (Number)	1,764	994	776	3,534
Total Fares Collected on Route (Dollars)	\$221.55	\$569.94	\$271.59	\$1,063.08
Total Fares Collected in Office (Dollars)	\$97.50			
Contract Rate in Cost per Revenue Hour (Dollars)	\$74.48			

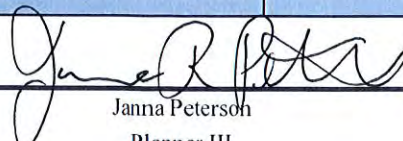
Total Cost (Total Fixed Route Revenue Hours x Rate)	\$53,402.16
Total Fare Revenue	\$1,160.58
Total Due this Invoice (Total Fixed Route Revenue Hours x Rate - Fare Revenue)	\$52,241.58

Amount Billable Under Contract Cap	\$52,241.58
---	--------------------

Remit To: WCCA, P.O. Box 685, Hendersonville, NC 28793

County Use Only	Amount
335497-539019-3310 (FTA 5307) (80% of 40%) Capital Cost of 3rd Party Contract	\$17,088.69
335497-539019-3350 (SMAP)	\$0.00
335497-539019 (County) Contract Services Operations	\$35,152.89
Total Payment	\$52,241.58

Approved By: _____


 Janna Peterson
 Planner III

Appendix D

Western Carolina Community Action

526 Seventh Avenue East
Hendersonville, NC 28792

Invoice Date	12/11/20
Invoice Number	2775

Henderson County Paratransit Service Invoice

Operations and Management Period:
November 1, 2020 to November 30, 2020

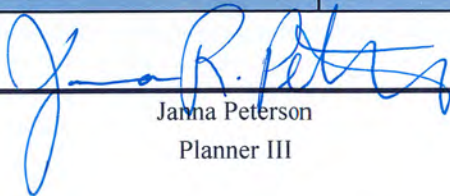
Paratransit Services	
Number of Service Days (Days)	20
Total Number of Trips (Number)	131
Total Paratransit Revenue Hours (Hours)	38.75
Total Paratransit Revenue Miles (Miles)	636.00
Total Paratransit Passengers (Number)	141
Total Fares Collected (Dollars)	\$221.75
Contract Rate in Cost Per Revenue Hour (Dollars)	\$70.27
Average Cost Per Revenue Mile (Dollars)	\$4.28
Average Passengers Per Revenue Hour (Number)	3.64
Total Cost (Total Paratransit Revenue Hours x Rate)	\$2,722.96
Total Fare Revenue	\$221.75
Total Due this Invoice (Total Paratransit Revenue Hours x Rate - Fare)	\$2,501.21

Amount Billable Under Contract Cap	\$2,501.21
---	-------------------

Remit To: WCCA, P.O. Box 685, Hendersonville, NC 28793

County Use Only	Amount
335497-539019-3310 (FTA 5307) (80% of 40%) Cost of 3rd Party Contracting	\$871.35
335497-539019-3350 (SMAP)	\$0.00
335497-539019 (County) Contract Services Operations	\$1,629.86
Total Payment	\$2,501.21

Approved By:



Janna Peterson
Planner III

Appendix D

Western Carolina Community Action

526 Seventh Avenue East
Hendersonville, NC 28793

Invoice Date	12/11/20
Invoice Number	2776

Henderson County Transit Service Invoice

Operations and Management Period:
November 1, 2020 to November 30, 2020

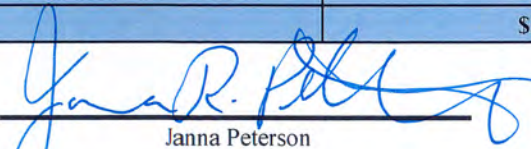
Fixed Route Services by Transit Route	Route 1	Route 2	Route 3	All Routes
Miles Per Operating Hour (Miles)	14.85	15.80	25.50	56.15
Number of Full Service (12 Hour) Days (Days)	20			
Full Service Operational Hours (Hours)	240	240	240	720.00
Number of Reduced Service Days* (Days)	0			
Reduced Service Operational Hours (Hours)	0			
Reason for Reduced Service	0			
Reduced Service Operational Hours (Hours)	0	0	0	0
Total Service Days in Period (Days)	20			
Total Fixed Route Revenue Hours (Hours)	240	240	240	720
Total Fixed Route Revenue Miles (Miles)	3,564	3,792	6,120	13,476
Total Fixed Route Passengers (Number)	1,922	1,081	768	3,771
Total Fares Collected on Route (Dollars)	\$818.51	\$326.58	\$433.87	\$1,578.96
Total Fares Collected in Office (Dollars)	\$115.00			
Contract Rate in Cost per Revenue Hour (Dollars)	\$74.48			

Total Cost (Total Fixed Route Revenue Hours x Rate)	\$53,625.60
Total Fare Revenue	\$1,693.96
Total Due this Invoice (Total Fixed Route Revenue Hours x Rate - Fare Revenue)	\$51,931.64

Amount Billable Under Contract Cap	\$51,931.64
---	--------------------

Remit To: WCCA, P.O. Box 685, Hendersonville, NC 28793

County Use Only	Amount
335497-539019-3310 (FTA 5307) (80% of 40%) Capital Cost of 3rd Party Contract	\$17,160.19
335497-539019-3350 (SMAP)	\$0.00
335497-539019 (County) Contract Services Operations	\$34,771.45
Total Payment	\$51,931.64

Approved By: 
 Janna Peterson
 Planner III

Appendix D

Western Carolina Community Action

526 Seventh Avenue East
Hendersonville, NC 28792

Invoice Date	11/09/20
Invoice Number	2770

Henderson County Paratransit Service Invoice

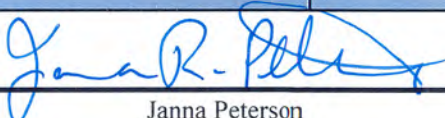
Operations and Management Period:
October 1, 2020 to October 31, 2020

Paratransit Services	
Number of Service Days (Days)	22
Total Number of Trips (Number)	173
Total Paratransit Revenue Hours (Hours)	49.50
Total Paratransit Revenue Miles (Miles)	707.00
Total Paratransit Passengers (Number)	173
Total Fares Collected (Dollars)	\$203.59
Contract Rate in Cost Per Revenue Hour (Dollars)	\$70.27
Average Cost Per Revenue Mile (Dollars)	\$4.92
Average Passengers Per Revenue Hour (Number)	3.49
Total Cost (Total Paratransit Revenue Hours x Rate)	\$3,478.37
Total Fare Revenue	\$203.59
Total Due this Invoice (Total Paratransit Revenue Hours x Rate - Fare)	\$3,274.78

Amount Billable Under Contract Cap	\$3,274.78
---	-------------------

Remit To: WCCA, P.O. Box 685, Hendersonville, NC 28793

County Use Only	Amount
335497-539019-3310 (FTA 5307) (80% of 40%) Cost of 3rd Party Contracting	\$1,113.08
335497-539019-3350 (SMAP)	\$0.00
335497-539019 (County) Contract Services Operations	\$2,161.70
Total Payment	\$3,274.78

Approved By: 

 Janna Peterson
 Planner III

Appendix D

Western Carolina Community Action

526 Seventh Avenue East
Hendersonville, NC 28793

Invoice Date	11/09/20
Invoice Number	2771

Henderson County Transit Service Invoice

Operations and Management Period:
October 1, 2020 to October 31, 2020

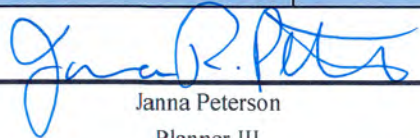
Fixed Route Services by Transit Route	Route 1	Route 2	Route 3	All Routes
Miles Per Operating Hour (Miles)	14.85	15.80	25.50	56.15
Number of Full Service (12 Hour) Days (Days)	22			
Full Service Operational Hours (Hours)	264	264	264	792.00
Number of Reduced Service Days* (Days)	0			
Reduced Service Operational Hours (Hours)	0			
Reason for Reduced Service	0			
Reduced Service Operational Hours (Hours)	0	0	0	0
Total Service Days in Period (Days)	22			
Total Fixed Route Revenue Hours (Hours)	264	264	264	792
Total Fixed Route Revenue Miles (Miles)	3,920	4,171	6,732	14,824
Total Fixed Route Passengers (Number)	1,991	1,214	1,085	4,290
Total Fares Collected on Route (Dollars)	\$760.71	\$252.13	\$411.48	\$1,424.32
Total Fares Collected in Office (Dollars)	\$1,955.00			
Contract Rate in Cost per Revenue Hour (Dollars)	\$74.48			

Total Cost (Total Fixed Route Revenue Hours x Rate)	\$58,988.16
Total Fare Revenue	\$3,379.32
Total Due this Invoice (Total Fixed Route Revenue Hours x Rate - Fare Revenue)	\$55,608.84

Amount Billable Under Contract Cap	\$55,608.84
---	--------------------

Remit To: WCCA, P.O. Box 685, Hendersonville, NC 28793

County Use Only	Amount
335497-539019-3310 (FTA 5307) (80% of 40%) Capital Cost of 3rd Party Contract	\$18,876.21
335497-539019-3350 (SMAP)	\$0.00
335497-539019 (County) Contract Services Operations	\$36,732.63
Total Payment	\$55,608.84

Approved By: 
Janna Peterson
Planner III

Appendix D

Western Carolina Community Action

526 Seventh Avenue East
Hendersonville, NC 28792

Invoice Date	02/08/21
Invoice Number	2790

Henderson County Paratransit Service Invoice

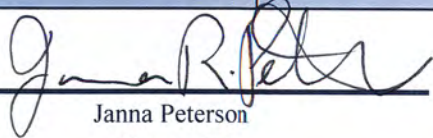
Operations and Management Period:
January 1, 2021 to January 31, 2021

Paratransit Services	
Number of Service Days (Days)	19
Total Number of Trips (Number)	127
Total Paratransit Revenue Hours (Hours)	41.25
Total Paratransit Revenue Miles (Miles)	613.00
Total Paratransit Passengers (Number)	131
Total Fares Collected (Dollars)	\$186.00
Contract Rate in Cost Per Revenue Hour (Dollars)	\$70.27
Average Cost Per Revenue Mile (Dollars)	\$4.73
Average Passengers Per Revenue Hour (Number)	3.18
Total Cost (Total Paratransit Revenue Hours x Rate)	\$2,898.64
Total Fare Revenue	\$186.00
Total Due this Invoice (Total Paratransit Revenue Hours x Rate - Fare)	\$2,712.64

Amount Billable Under Contract Cap	\$2,712.64
---	-------------------

Remit To: WCCA, P.O. Box 685, Hendersonville, NC 28793

County Use Only	Amount
335497-539019-3310 (FTA 5307) (80% of 40%) Cost of 3rd Party Contracting	\$927.56
335497-539019-3350 (SMAP)	\$0.00
335497-539019 (County) Contract Services Operations	\$1,785.07
Total Payment	\$2,712.64

Approved By: 
Janna Peterson
Planner III

Appendix D

Western Carolina Community Action

526 Seventh Avenue East
Hendersonville, NC 28793

Invoice Date	02/08/21
Invoice Number	2791

Henderson County Transit Service Invoice

Operations and Management Period:
January 1, 2021 to January 31, 2021

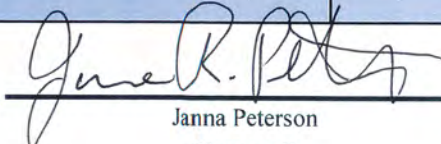
Fixed Route Services by Transit Route	Route 1	Route 2	Route 3	All Routes
Miles Per Operating Hour (Miles)	14.85	15.80	25.50	56.15
Number of Full Service (12 Hour) Days (Days)				19
Full Service Operational Hours (Hours)	228	228	228	684.00
Number of Reduced Service Days* (Days)				
Reduced Service Operational Hours (Hours)				
Reason for Reduced Service				
Reduced Service Operational Hours (Hours)	0	0	0	0
Total Service Days in Period (Days)				19
Total Fixed Route Revenue Hours (Hours)	228	228	228	684
Total Fixed Route Revenue Miles (Miles)	3,386	3,602	5,814	12,802
Total Fixed Route Passengers (Number)	1,586	873	804	3,263
Total Fares Collected on Route (Dollars)	\$522.91	\$280.04	\$330.10	\$1,133.05
Total Fares Collected in Office (Dollars)				\$1,119.50
Contract Rate in Cost per Revenue Hour (Dollars)				\$74.48

Total Cost (Total Fixed Route Revenue Hours x Rate)	\$50,944.32
Total Fare Revenue	\$2,252.55
Total Due this Invoice (Total Fixed Route Revenue Hours x Rate - Fare Revenue)	\$48,691.77

Amount Billable Under Contract Cap	\$48,691.77
---	--------------------

Remit To: WCCA, P.O. Box 685, Hendersonville, NC 28793

County Use Only	Amount
335497-539019-3310 (FTA 5307) (80% of 40%) Capital Cost of 3rd Party Contract	\$16,302.18
335497-539019-3350 (SMAP)	\$0.00
335497-539019 (County) Contract Services Operations	\$32,389.59
Total Payment	\$48,691.77

Approved By: 
Janna Peterson
Planner III

Appendix D

Western Carolina Community Action

526 Seventh Avenue East
Hendersonville, NC 28792

Invoice Date	03/10/21
Invoice Number	2794

Henderson County Paratransit Service Invoice

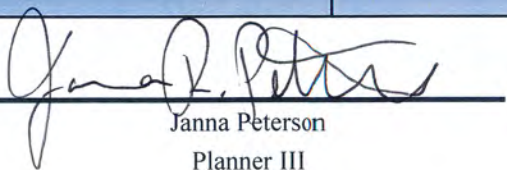
Operations and Management Period:
February 1, 2021 to February 29, 2021

Paratransit Services	
Number of Service Days (Days)	20
Total Number of Trips (Number)	102
Total Paratransit Revenue Hours (Hours)	32.50
Total Paratransit Revenue Miles (Miles)	478.00
Total Paratransit Passengers (Number)	104
Total Fares Collected (Dollars)	\$180.00
Contract Rate in Cost Per Revenue Hour (Dollars)	\$70.27
Average Cost Per Revenue Mile (Dollars)	\$4.78
Average Passengers Per Revenue Hour (Number)	3.20
Total Cost (Total Paratransit Revenue Hours x Rate)	\$2,283.78
Total Fare Revenue	\$180.00
Total Due this Invoice (Total Paratransit Revenue Hours x Rate - Fare)	\$2,103.78

Amount Billable Under Contract Cap	\$2,103.78
---	-------------------

Remit To: WCCA, P.O. Box 685, Hendersonville, NC 28793

County Use Only	Amount
335497-539019-3310 (FTA 5307) (80% of 40%) Cost of 3rd Party Contracting	\$730.81
335497-539019-3350 (SMAP)	\$0.00
335497-539019 (County) Contract Services Operations	\$1,372.97
Total Payment	\$2,103.78

Approved By: 
Janna Peterson
Planner III

Appendix D

Western Carolina Community Action

526 Seventh Avenue East
Hendersonville, NC 28793

Invoice Date	03/10/21
Invoice Number	2795

Henderson County Transit Service Invoice

Operations and Management Period:
February 1, 2021 to February 29, 2021

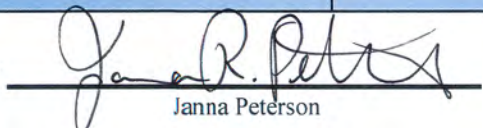
Fixed Route Services by Transit Route	Route 1	Route 2	Route 3	All Routes
Miles Per Operating Hour (Miles)	14.85	15.80	25.50	56.15
Number of Full Service (12 Hour) Days (Days)				19
Full Service Operational Hours (Hours)	228	228	228	684.00
Number of Reduced Service Days* (Days)				1
Reduced Service Operational Hours (Hours)				11
Reason for Reduced Service	2/18/21 - Driver not feeling well			
Reduced Service Operational Hours (Hours)	11	11	11	33
Total Service Days in Period (Days)				20
Total Fixed Route Revenue Hours (Hours)	239	239	239	717
Total Fixed Route Revenue Miles (Miles)	3,549	3,776	6,095	13,420
Total Fixed Route Passengers (Number)	1,503	793	813	3,109
Total Fares Collected on Route (Dollars)	\$570.23	\$294.40	\$334.57	\$1,199.20
Total Fares Collected in Office (Dollars)	\$280.00			
Contract Rate in Cost per Revenue Hour (Dollars)				\$74.48

Total Cost (Total Fixed Route Revenue Hours x Rate)	\$53,402.16
Total Fare Revenue	\$1,479.20
Total Due this Invoice (Total Fixed Route Revenue Hours x Rate - Fare Revenue)	\$51,922.96

Amount Billable Under Contract Cap	\$51,922.96
---	--------------------

Remit To: WCCA, P.O. Box 685, Hendersonville, NC 28793

County Use Only	Amount
335497-539019-3310 (FTA 5307) (80% of 40%) Capital Cost of 3rd Party Contract	\$17,088.69
335497-539019-3350 (SMAP)	\$0.00
335497-539019 (County) Contract Services Operations	\$34,834.27
Total Payment	\$51,922.96

Approved By: 
Janna Peterson
Planner III

Appendix D

Western Carolina Community Action

526 Seventh Avenue East
Hendersonville, NC 28792

Invoice Date	04/13/20
Invoice Number	2799

Henderson County Paratransit Service Invoice

Operations and Management Period:
June 1, 2021 to June 30, 2021

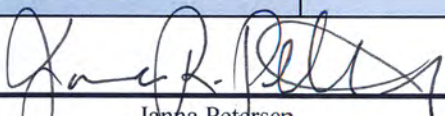
Paratransit Services	
Number of Service Days (Days)	23
Total Number of Trips (Number)	153
Total Paratransit Revenue Hours (Hours)	44.50
Total Paratransit Revenue Miles (Miles)	662.00
Total Paratransit Passengers (Number)	153
Total Fares Collected (Dollars)	\$215.50
Contract Rate in Cost Per Revenue Hour (Dollars)	\$70.27
Average Cost Per Revenue Mile (Dollars)	\$4.72
Average Passengers Per Revenue Hour (Number)	3.44
Total Cost (Total Paratransit Revenue Hours x Rate)	\$3,127.02
Total Fare Revenue	\$215.50
Total Due this Invoice (Total Paratransit Revenue Hours x Rate - Fare)	\$2,911.52

Amount Billable Under Contract Cap	\$2,911.52
---	-------------------

Remit To: WCCA, P.O. Box 685, Hendersonville, NC 28793

County Use Only	Amount
335497-539019-3310 (FTA 5307) (32/68 match)	\$0.00
335497-539021-3310 (FTA CARES)	\$2,911.52
335497-539019-3350 (SMAP)	\$0.00
335497-539019 (County Match)	\$0.00
Total Payment	\$2,911.52

Approved By:



Janna Peterson
Planner III

Appendix D

Western Carolina Community Action

526 Seventh Avenue East
Hendersonville, NC 28793

Invoice Date	04/13/20
Invoice Number	2800

Henderson County Transit Service Invoice

Operations and Management Period:
March 1, 2021 to March 31, 2021

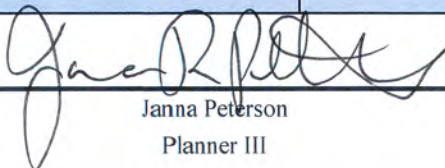
Fixed Route Services by Transit Route	Route 1	Route 2	Route 3	All Routes
Miles Per Operating Hour (Miles)	14.85	15.80	25.50	56.15
Number of Full Service (12 Hour) Days (Days)				23
Full Service Operational Hours (Hours)	276	276	276	828.00
Number of Reduced Service Days* (Days)				
Reduced Service Operational Hours (Hours)				
Reason for Reduced Service				
Reduced Service Operational Hours (Hours)	0	0	0	0
Total Service Days in Period (Days)				23
Total Fixed Route Revenue Hours (Hours)	276	276	276	828
Total Fixed Route Revenue Miles (Miles)	4,099	4,361	7,038	15,497
Total Fixed Route Passengers (Number)	1,785	1,090	905	3,780
Total Fares Collected on Route (Dollars)	\$722.86	\$313.35	\$568.87	\$1,605.08
Total Fares Collected in Office (Dollars)	\$133.50			
Contract Rate in Cost per Revenue Hour (Dollars)				\$74.48

Total Cost (Total Fixed Route Revenue Hours x Rate)	\$61,669.44
Total Fare Revenue	\$1,738.58
Total Due this Invoice (Total Fixed Route Revenue Hours x Rate - Fare Revenue)	\$59,930.86

Amount Billable Under Contract Cap	\$59,930.86
---	--------------------

Remit To: WCCA, P.O. Box 685, Hendersonville, NC 28793

County Use Only	Amount
335497-539019-3310 (FTA 5307) (32/68 match)	\$0.00
335497-539021-3310 (FTA CARES)	\$59,930.86
335497-539019-3350 (SMAP)	\$0.00
335497-539019 (County Match)	\$0.00
Total Payment	\$59,930.86

Approved By: 
Janna Peterson
Planner III

Appendix D

Western Carolina Community Action

526 Seventh Avenue East
Hendersonville, NC 28792

Invoice Date	05/10/21
Invoice Number	2803

Henderson County Paratransit Service Invoice

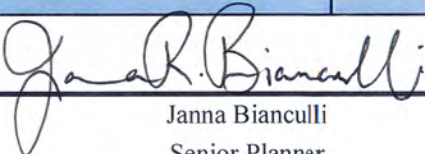
Operations and Management Period:
April 1, 2021 to April 30, 2021

Paratransit Services	
Number of Service Days (Days)	21
Total Number of Trips (Number)	108
Total Paratransit Revenue Hours (Hours)	31.75
Total Paratransit Revenue Miles (Miles)	480.00
Total Paratransit Passengers (Number)	116
Total Fares Collected (Dollars)	\$150.00
Contract Rate in Cost Per Revenue Hour (Dollars)	\$70.27
Average Cost Per Revenue Mile (Dollars)	\$4.65
Average Passengers Per Revenue Hour (Number)	3.65
Total Cost (Total Paratransit Revenue Hours x Rate)	\$2,231.07
Total Fare Revenue	\$150.00
Total Due this Invoice (Total Paratransit Revenue Hours x Rate - Fare)	\$2,081.07

Amount Billable Under Contract Cap	\$2,081.07
---	-------------------

Remit To: WCCA, P.O. Box 685, Hendersonville, NC 28793

County Use Only	Amount
335497-539019-3310 (FTA 5307) (32/68 match)	\$0.00
335497-539021-3310 (FTA CARES)	\$2,081.07
335497-539019-3350 (SMAP)	\$0.00
335497-539019 (County Match)	\$0.00
Total Payment	\$2,081.07

Approved By: 
 Janna Bianculli
 Senior Planner

Appendix D

Western Carolina Community Action

526 Seventh Avenue East
Hendersonville, NC 28793

Invoice Date	05/10/21
Invoice Number	2804

Henderson County Transit Service Invoice

Operations and Management Period:
April 1, 2021 to April 30, 2021

Fixed Route Services by Transit Route	Route 1	Route 2	Route 3	All Routes
Miles Per Operating Hour (Miles)	14.85	15.80	25.50	56.15
Number of Full Service (12 Hour) Days (Days)				21
Full Service Operational Hours (Hours)	252	252	252	756.00
Number of Reduced Service Days* (Days)				
Reduced Service Operational Hours (Hours)				
Reason for Reduced Service				
Reduced Service Operational Hours (Hours)	0	0	0	0
Total Service Days in Period (Days)				21
Total Fixed Route Revenue Hours (Hours)	252	252	252	756
Total Fixed Route Revenue Miles (Miles)	3,742	3,982	6,426	14,150
Total Fixed Route Passengers (Number)	1,796	1,064	949	3,809
Total Fares Collected on Route (Dollars)	\$613.99	\$499.62	\$488.91	\$1,602.52
Total Fares Collected in Office (Dollars)	\$155.00			
Contract Rate in Cost per Revenue Hour (Dollars)				\$74.48

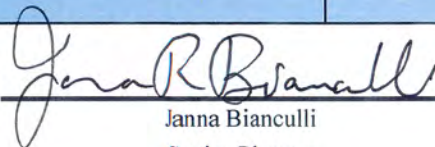
Total Cost (Total Fixed Route Revenue Hours x Rate)	\$56,306.88
Total Fare Revenue	\$1,757.52
Total Due this Invoice (Total Fixed Route Revenue Hours x Rate - Fare Revenue)	\$54,549.36

Amount Billable Under Contract Cap	\$54,549.36
---	--------------------

Remit To: WCCA, P.O. Box 685, Hendersonville, NC 28793

County Use Only	Amount
335497-539019-3310 (FTA 5307) (32/68 match)	\$0.00
335497-539021-3310 (FTA CARES)	\$54,549.36
335497-539019-3350 (SMAP)	\$0.00
335497-539019 (County Match)	\$0.00
Total Payment	\$54,549.36

Approved By:


Janna Bianculli
Senior Planner

Appendix D

Western Carolina Community Action

526 Seventh Avenue East
Hendersonville, NC 28792

Invoice Date	06/09/21
Invoice Number	2807

Henderson County Paratransit Service Invoice

Operations and Management Period:
May 1, 2021 to May 31, 2021

Paratransit Services	
Number of Service Days (Days)	20
Total Number of Trips (Number)	119
Total Paratransit Revenue Hours (Hours)	33.25
Total Paratransit Revenue Miles (Miles)	454.00
Total Paratransit Passengers (Number)	133
Total Fares Collected (Dollars)	\$196.50
Contract Rate in Cost Per Revenue Hour (Dollars)	\$70.27
Average Cost Per Revenue Mile (Dollars)	\$5.15
Average Passengers Per Revenue Hour (Number)	4.00
Total Cost (Total Paratransit Revenue Hours x Rate)	\$2,336.48
Total Fare Revenue	\$196.50
Total Due this Invoice (Total Paratransit Revenue Hours x Rate - Fare)	\$2,139.98

Amount Billable Under Contract Cap	\$2,139.98
---	-------------------

Remit To: WCCA, P.O. Box 685, Hendersonville, NC 28793

County Use Only	Amount
335497-539019-3310 (FTA 5307) (32/68 match)	\$0.00
335497-539021-3310 (FTA CARES)	\$2,139.98
335497-539019-3350 (SMAP)	\$0.00
335497-539019 (County Match)	\$0.00
Total Payment	\$2,139.98

Approved By: Janna R. Bianculli
Janna Bianculli
Senior Planner

Appendix D

Western Carolina Community Action

526 Seventh Avenue East
Hendersonville, NC 28793

Invoice Date	06/08/21
Invoice Number	2808

Henderson County Transit Service Invoice

Operations and Management Period:
May 1, 2021 to May 31, 2021

Fixed Route Services by Transit Route	Route 1	Route 2	Route 3	All Routes
Miles Per Operating Hour (Miles)	14.85	15.80	25.50	56.15
Number of Full Service (12 Hour) Days (Days)				20
Full Service Operational Hours (Hours)	240	240	240	720.00
Number of Reduced Service Days* (Days)				
Reduced Service Operational Hours (Hours)				
Reason for Reduced Service				
Reduced Service Operational Hours (Hours)	0	0	0	0
Total Service Days in Period (Days)				20
Total Fixed Route Revenue Hours (Hours)	240	240	240	720
Total Fixed Route Revenue Miles (Miles)	3,564	3,792	6,120	13,476
Total Fixed Route Passengers (Number)	1,814	1,301	843	3,958
Total Fares Collected on Route (Dollars)	\$601.28	\$436.56	\$470.61	\$1,508.45
Total Fares Collected in Office (Dollars)				\$43.50
Contract Rate in Cost per Revenue Hour (Dollars)				\$74.48

Total Cost (Total Fixed Route Revenue Hours x Rate)	\$53,625.60
Total Fare Revenue	\$1,551.95
Total Due this Invoice (Total Fixed Route Revenue Hours x Rate - Fare Revenue)	\$52,073.65

Amount Billable Under Contract Cap	\$52,073.65
---	--------------------

Remit To: WCCA, P.O. Box 685, Hendersonville, NC 28793

County Use Only	Amount
335497-539019-3310 (FTA 5307) (32/68 match)	\$0.00
335497-539021-3310 (FTA CARES)	\$52,073.65
335497-539019-3350 (SMAP)	\$0.00
335497-539019 (County Match)	\$0.00
Total Payment	\$52,073.65

Approved By: Janna R. Bianculli
Janna Bianculli
Senior Planner

Appendix D

Western Carolina Community Action

526 Seventh Avenue East
Hendersonville, NC 28792

Invoice Date	07/08/21
Invoice Number	2813

Henderson County Paratransit Service Invoice

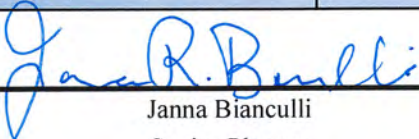
Operations and Management Period:
June 1, 2021 to June 30, 2021

Paratransit Services	
Number of Service Days (Days)	22
Total Number of Trips (Number)	120
Total Paratransit Revenue Hours (Hours)	34.25
Total Paratransit Revenue Miles (Miles)	436.00
Total Paratransit Passengers (Number)	126
Total Fares Collected (Dollars)	\$205.00
Contract Rate in Cost Per Revenue Hour (Dollars)	\$70.27
Average Cost Per Revenue Mile (Dollars)	\$5.52
Average Passengers Per Revenue Hour (Number)	3.68
Total Cost (Total Paratransit Revenue Hours x Rate)	\$2,406.75
Total Fare Revenue	\$205.00
Total Due this Invoice (Total Paratransit Revenue Hours x Rate - Fare)	\$2,201.75

Amount Billable Under Contract Cap	\$2,201.75
---	-------------------

Remit To: WCCA, P.O. Box 685, Hendersonville, NC 28793

County Use Only	Amount
335497-539019-3310 (FTA 5307) (32/68 match)	\$0.00
335497-539021-3310 (FTA CARES)	\$2,201.75
335497-539019-3350 (SMAP)	\$0.00
335497-539019 (County Match)	\$0.00
Total Payment	\$2,201.75

Approved By: 
 Janna Bianculli
 Senior Planner

Appendix D

Western Carolina Community Action

526 Seventh Avenue East
Hendersonville, NC 28793

Invoice Date	07/08/21
Invoice Number	2814

Henderson County Transit Service Invoice

Operations and Management Period:
June 1, 2021 to June 30, 2021


Fixed Route Services by Transit Route	Route 1	Route 2	Route 3	All Routes
Miles Per Operating Hour (Miles)	14.85	15.80	25.50	56.15
Number of Full Service (12 Hour) Days (Days)				22
Full Service Operational Hours (Hours)	264	264	264	792.00
Number of Reduced Service Days* (Days)				
Reduced Service Operational Hours (Hours)				
Reason for Reduced Service				
Reduced Service Operational Hours (Hours)	0	0	0	0
Total Service Days in Period (Days)				22
Total Fixed Route Revenue Hours (Hours)	264	264	264	792
Total Fixed Route Revenue Miles (Miles)	3,920	4,171	6,732	14,824
Total Fixed Route Passengers (Number)	2,040	1,190	914	4,144
Total Fares Collected on Route (Dollars)	\$780.97	\$436.00	\$452.18	\$1,669.15
Total Fares Collected in Office (Dollars)	\$274.75			
Contract Rate in Cost per Revenue Hour (Dollars)				\$74.48

Total Cost (Total Fixed Route Revenue Hours x Rate)	\$58,988.16
Total Fare Revenue	\$1,943.90
Total Due this Invoice (Total Fixed Route Revenue Hours x Rate - Fare Revenue)	\$57,044.26

Amount Billable Under Contract Cap	\$57,044.26
---	--------------------

Remit To: WCCA, P.O. Box 685, Hendersonville, NC 28793

County Use Only	Amount
335497-539019-3310 (FTA 5307) (32/68 match)	\$0.00
335497-539021-3310 (FTA CARES)	\$57,044.26
335497-539019-3350 (SMAP)	\$0.00
335497-539019 (County Match)	\$0.00
Total Payment	\$57,044.26

Approved By: 
Janna Bianculli
Senior Planner

Work Order Closed by Equipment with Detail

Appendix E



All Locations

Equipment Unit(s): WCCA-700, WCCA-701, WCCA-702, WCCA-703, WCCA-704, WCCA-705

Closed Date from 6/1/2021 to 6/30/2021

All Tasks

Location: 19151 - WESTERN CAROLINA COMMUNITY ACT

Equip: (WCCA-700) 2019 - FORD E-450 TRANSIT CNG VAN WITH LIFT

Work Order	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
19151-2021-248		Date Opened: 6-30-2021		Date Finished: 6-30-2021		Date Closed: 6-30-2021	
Job Type: REPAIR							
Task: (35-000) MULTI-FUNCTION ELECTRONIC/ELECTRICAL DEVICES DIAGNOSIS	0.00	0.00	0.00	68.88	0.00	0.00	\$68.88
Work Order Totals:	0.00	0.00	0.00	68.88	0.00	0.00	\$68.88
Equipment Totals:	0.00	0.00	0.00	68.88	0.00	0.00	\$68.88

Equip: (WCCA-704) 2019 - FORD E-450 TRANSIT CNG VAN WITH LIFT

Work Order	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
19151-2021-244		Date Opened: 6-4-2021		Date Finished: 6-14-2021		Date Closed: 6-14-2021	
Job Type: REPAIR							
(16-000) SUSPENSION DIAGNOSIS	0.00	0.00	0.00	231.32	0.00	0.00	\$231.32
Work Order Totals:	0.00	0.00	0.00	231.32	0.00	0.00	\$231.32
19151-2021-245		Date Opened: 6-18-2021		Date Finished: 6-18-2021		Date Closed: 6-18-2021	
Job Type: PM							
(A) PM SERVICE A	0.00	0.00	0.00	123.58	0.00	0.00	\$123.58
Work Order Totals:	0.00	0.00	0.00	123.58	0.00	0.00	\$123.58
Equipment Totals:	0.00	0.00	0.00	354.90	0.00	0.00	\$354.90

Equip: (WCCA-705) 2019 - FORD E-450 TRANSIT CNG VAN WITH LIFT

Work Order	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
19151-2021-240		Date Opened: 5-28-2021		Date Finished: 6-7-2021		Date Closed: 6-7-2021	
Job Type: REPAIR							

Work Order Closed by Equipment with Detail

Appendix E

Equip: (WCCA-705) 2019 - FORD E-450 TRANSIT CNG VAN WITH LIFT							
Work Order	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
19151-2021-240	Job Type: REPAIR	Date Opened: 5-28-2021	Date Finished: 6-7-2021	Date Closed: 6-7-2021			
(16-000) SUSPENSION DIAGNOSIS	0.00	0.00	0.00	125.72	0.00	0.00	\$125.72
Work Order Totals:	0.00	0.00	0.00	125.72	0.00	0.00	\$125.72
Equipment Totals:	0.00	0.00	0.00	125.72	0.00	0.00	\$125.72

Grand Totals:	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
	0.00	0.00	0.00	549.50	0.00	0.00	\$549.50

Work Order Closed by Equipment with Detail

Appendix E



All Locations
 Equipment Unit(s): WCCA-700, WCCA-701, WCCA-702, WCCA-703, WCCA-704, WCCA-705
 Closed Date from 7/1/2021 to 7/31/2021
 All Tasks

Location: 19151 - WESTERN CAROLINA COMMUNITY ACT

Equip: (WCCA-700) 2019 - FORD E-450 TRANSIT CNG VAN WITH LIFT

Work Order	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
19151-2022-5							
Job Type: PM	Date Opened: 6-10-2021	Date Finished: 7-12-2021		Date Closed: 7-12-2021			
Task: (A) PM SERVICE A	0.00	0.00	0.00	107.82	0.00	0.00	\$107.82
Work Order Totals:	0.00	0.00	0.00	107.82	0.00	0.00	\$107.82
Equipment Totals:	0.00	0.00	0.00	107.82	0.00	0.00	\$107.82

Equip: (WCCA-701) 2019 - FORD E-450 TRANSIT CNG VAN WITH LIFT

Work Order	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
19151-2022-4							
Job Type: PM	Date Opened: 7-9-2021	Date Finished: 7-12-2021		Date Closed: 7-12-2021			
(A) PM SERVICE A	0.00	0.00	0.00	122.52	0.00	0.00	\$122.52
Work Order Totals:	0.00	0.00	0.00	122.52	0.00	0.00	\$122.52
Equipment Totals:	0.00	0.00	0.00	122.52	0.00	0.00	\$122.52

Equip: (WCCA-702) 2019 - FORD E-450 TRANSIT CNG VAN WITH LIFT

Work Order	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
19151-2022-1							
Job Type: REPAIR	Date Opened: 7-6-2021	Date Finished: 7-8-2021		Date Closed: 7-8-2021			
(17-006) TIRES ROTATED	0.00	0.00	0.00	53.38	0.00	0.00	\$53.38
Work Order Totals:	0.00	0.00	0.00	53.38	0.00	0.00	\$53.38
19151-2022-18							
Job Type: PM	Date Opened: 7-26-2021	Date Finished: 7-27-2021		Date Closed: 7-27-2021			
(B) PM SERVICE B	0.00	0.00	0.00	141.11	0.00	0.00	\$141.11

Equipment Unit WCCA-702 continues on next page...

Work Order Closed by Equipment with Detail

Equip: (WCCA-702) 2019 - FORD E-450 TRANSIT CNG VAN WITH LIFT							
Work Order	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
Work Order Totals:	0.00	0.00	0.00	141.11	0.00	0.00	\$141.11
19151-2022-8	Job Type: REPAIR	Date Opened: 7-15-2021	Date Finished: 7-15-2021	Date Closed: 7-15-2021			
(16-000) SUSPENSION DIAGNOSIS	0.00	0.00	0.00	167.36	0.00	0.00	\$167.36
Work Order Totals:	0.00	0.00	0.00	167.36	0.00	0.00	\$167.36
Equipment Totals:	0.00	0.00	0.00	361.85	0.00	0.00	\$361.85

Equip: (WCCA-703) 2019 - FORD E-450 TRANSIT CNG VAN WITH LIFT							
Work Order	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
Work Order Totals:	0.00	0.00	0.00	107.82	0.00	0.00	\$107.82
19151-2022-13	Job Type: PM	Date Opened: 7-10-2021	Date Finished: 7-23-2021	Date Closed: 7-23-2021			
(B) PM SERVICE B	0.00	0.00	0.00	107.82	0.00	0.00	\$107.82
Work Order Totals:	0.00	0.00	0.00	107.82	0.00	0.00	\$107.82
Equipment Totals:	0.00	0.00	0.00	107.82	0.00	0.00	\$107.82

Equip: (WCCA-704) 2019 - FORD E-450 TRANSIT CNG VAN WITH LIFT							
Work Order	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
Work Order Totals:	0.00	0.00	0.00	107.82	0.00	0.00	\$107.82
19151-2022-21	Job Type: PM	Date Opened: 7-28-2021	Date Finished: 7-29-2021	Date Closed: 7-29-2021			
(B) PM SERVICE B	0.00	0.00	0.00	107.82	0.00	0.00	\$107.82
Work Order Totals:	0.00	0.00	0.00	107.82	0.00	0.00	\$107.82
Equipment Totals:	0.00	0.00	0.00	107.82	0.00	0.00	\$107.82

Equip: (WCCA-705) 2019 - FORD E-450 TRANSIT CNG VAN WITH LIFT							

Equipment Unit WCCA-705 continues on next page...

Work Order Closed by Equipment with Detail

Appendix E

Equip: (WCCA-705) 2019 - FORD E-450 TRANSIT CNG VAN WITH LIFT							
Work Order	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
19151-2022-14	Job Type: PM	Date Opened: 7-7-2021	Date Finished: 7-23-2021	Date Closed: 7-23-2021			
(A) PM SERVICE A	0.00	0.00	0.00	107.82	0.00	0.00	\$107.82
Work Order Totals:	0.00	0.00	0.00	107.82	0.00	0.00	\$107.82
19151-2022-3	Job Type: REPAIR	Date Opened: 6-30-2021	Date Finished: 7-8-2021	Date Closed: 7-8-2021			
(17-006) TIRES ROTATED	0.00	0.00	0.00	133.44	0.00	0.00	\$133.44
Work Order Totals:	0.00	0.00	0.00	133.44	0.00	0.00	\$133.44
Equipment Totals:	0.00	0.00	0.00	241.26	0.00	0.00	\$241.26

Grand Totals:	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
	0.00	0.00	0.00	1,049.09	0.00	0.00	\$1,049.09

Work Order Closed by Equipment with Detail

Appendix E



Location(s): 19151

Equipment Unit(s): WCCA-700, WCCA-701, WCCA-702, WCCA-703, WCCA-704, WCCA-705

Closed Date from 8/1/2021 to 8/31/2021

All Tasks

Location: 19151 - WESTERN CAROLINA COMMUNITY ACT

Equip: (WCCA-701) 2019 - FORD E-450 TRANSIT CNG VAN WITH LIFT

Work Order	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
19151-2022-26		Date Opened: 8-4-2021		Date Finished: 8-5-2021		Date Closed: 8-5-2021	
Job Type: PM							
Task: (A) PM SERVICE A	0.00	0.00	0.00	144.13	0.00	0.00	\$144.13
Work Order Totals:	0.00	0.00	0.00	144.13	0.00	0.00	\$144.13
19151-2022-46		Date Opened: 8-24-2021		Date Finished: 8-25-2021		Date Closed: 8-25-2021	
Job Type: REPAIR							
(17-000) TIRES DIAGNOSIS	0.00	0.00	0.00	32.03	0.00	0.00	\$32.03
(17-001) FLAT TIRE	0.00	0.00	0.00	32.03	0.00	0.00	\$32.03
Work Order Totals:	0.00	0.00	0.00	64.06	0.00	0.00	\$64.06
Equipment Totals:	0.00	0.00	0.00	208.19	0.00	0.00	\$208.19

Equip: (WCCA-702) 2019 - FORD E-450 TRANSIT CNG VAN WITH LIFT

Work Order	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
19151-2022-22		Date Opened: 8-3-2021		Date Finished: 8-4-2021		Date Closed: 8-4-2021	
Job Type: REPAIR							
(13-002) REAR BRAKES	0.00	0.00	0.00	690.23	0.00	0.00	\$690.23
Work Order Totals:	0.00	0.00	0.00	690.23	0.00	0.00	\$690.23
Equipment Totals:	0.00	0.00	0.00	690.23	0.00	0.00	\$690.23

Equip: (WCCA-704) 2019 - FORD E-450 TRANSIT CNG VAN WITH LIFT

Work Order	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
19151-2022-25		Date Opened: 8-4-2021		Date Finished: 8-4-2021		Date Closed: 8-4-2021	
Job Type: REPAIR							

Work Order Closed by Equipment with Detail

Appendix E

Equip: (WCCA-704) 2019 - FORD E-450 TRANSIT CNG VAN WITH LIFT							
Work Order	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
19151-2022-25	Job Type: REPAIR	Date Opened: 8-4-2021	Date Finished: 8-4-2021	Date Closed: 8-4-2021			
(13-001) FRONT BRAKES OVERHAUL	0.00	0.00	0.00	71.47	0.00	0.00	\$71.47
Work Order Totals:	0.00	0.00	0.00	71.47	0.00	0.00	\$71.47
Equipment Totals:	0.00	0.00	0.00	71.47	0.00	0.00	\$71.47

Grand Totals:	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
	0.00	0.00	0.00	969.89	0.00	0.00	\$969.89

Work Order Closed by Equipment with Detail

Appendix E



All Locations

Equipment Unit(s): WCCA-700, WCCA-701, WCCA-702, WCCA-703, WCCA-704, WCCA-705

Closed Date from 9/1/2021 to 9/30/2021

All Tasks

Location: 19151 - WESTERN CAROLINA COMMUNITY ACT

Equip: (WCCA-700) 2019 - FORD E-450 TRANSIT CNG VAN WITH LIFT

Work Order	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
19151-2022-56							
Job Type: REPAIR	Date Opened: 9-3-2021	Date Finished: 9-6-2021		Date Closed: 9-6-2021			
Task: (52-000) ELECTRICAL ACCESSORIES DIAGNOSIS	0.00	0.00	0.00	357.61	0.00	0.00	\$357.61
Work Order Totals:	0.00	0.00	0.00	357.61	0.00	0.00	\$357.61
Equipment Totals:	0.00	0.00	0.00	357.61	0.00	0.00	\$357.61

Equip: (WCCA-701) 2019 - FORD E-450 TRANSIT CNG VAN WITH LIFT

Work Order	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
19151-2022-48							
Job Type: REPAIR	Date Opened: 8-24-2021	Date Finished: 9-9-2021		Date Closed: 9-9-2021			
(17-001) FLAT TIRE	0.00	0.00	0.00	26.69	0.00	0.00	\$26.69
(17-000) TIRES DIAGNOSIS	0.00	0.00	0.00	26.69	0.00	0.00	\$26.69
Work Order Totals:	0.00	0.00	0.00	53.38	0.00	0.00	\$53.38
19151-2022-53							
Job Type: PM	Date Opened: 9-2-2021	Date Finished: 9-2-2021		Date Closed: 9-2-2021			
(B) PM SERVICE B	0.00	0.00	0.00	122.78	0.00	0.00	\$122.78
Work Order Totals:	0.00	0.00	0.00	122.78	0.00	0.00	\$122.78
19151-2022-59							
Job Type: REPAIR	Date Opened: 9-7-2021	Date Finished: 9-8-2021		Date Closed: 9-8-2021			
(35-000) MULTI-FUNCTION ELECTRONIC/ELECTRICAL DEVICES DIAGNOSIS	0.00	0.00	0.00	357.60	0.00	0.00	\$357.60
Work Order Totals:	0.00	0.00	0.00	357.60	0.00	0.00	\$357.60
Equipment Totals:	0.00	0.00	0.00	533.76	0.00	0.00	\$533.76

Work Order Closed by Equipment with Detail

Equip: (WCCA-702) 2019 - FORD E-450 TRANSIT CNG VAN WITH LIFT							
Work Order	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
19151-2022-69	Job Type: REPAIR	Date Opened: 9-20-2021	Date Finished: 9-21-2021	Date Closed: 9-21-2021			
(13-000) BRAKES DIAGNOSIS	0.00	0.00	0.00	529.28	0.00	0.00	\$529.28
Work Order Totals:	0.00	0.00	0.00	529.28	0.00	0.00	\$529.28
19151-2022-71	Job Type: PM	Date Opened: 9-20-2021	Date Finished: 9-22-2021	Date Closed: 9-22-2021			
(A) PM SERVICE A	0.00	0.00	0.00	104.69	0.00	0.00	\$104.69
Work Order Totals:	0.00	0.00	0.00	104.69	0.00	0.00	\$104.69
19151-2022-73	Job Type: REPAIR	Date Opened: 9-24-2021	Date Finished: 9-24-2021	Date Closed: 9-24-2021			
(43-000) EXHAUST SYSTEM DIAGNOSIS	0.00	0.00	0.00	92.82	0.00	0.00	\$92.82
Work Order Totals:	0.00	0.00	0.00	92.82	0.00	0.00	\$92.82
19151-2022-75	Job Type: REPAIR	Date Opened: 9-27-2021	Date Finished: 9-27-2021	Date Closed: 9-27-2021			
(17-004) REPLACE NEW TIRE	0.00	0.00	0.00	1,564.48	0.00	0.00	\$1,564.48
Work Order Totals:	0.00	0.00	0.00	1,564.48	0.00	0.00	\$1,564.48
Equipment Totals:	0.00	0.00	0.00	2,291.27	0.00	0.00	\$2,291.27

Equip: (WCCA-703) 2019 - FORD E-450 TRANSIT CNG VAN WITH LIFT							
Work Order	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
19151-2022-51	Job Type: REPAIR	Date Opened: 9-1-2021	Date Finished: 9-8-2021	Date Closed: 9-8-2021			
(00-011) SHOP MISCELLANEOUS	0.00	0.00	0.00	51.77	0.00	0.00	\$51.77
Work Order Totals:	0.00	0.00	0.00	51.77	0.00	0.00	\$51.77
19151-2022-63	Job Type: REPAIR	Date Opened: 9-8-2021	Date Finished: 9-8-2021	Date Closed: 9-8-2021			
(35-000) MULTI-FUNCTION ELECTRONIC/ELECTRICAL DEVICES DIAGNOSIS	0.00	0.00	0.00	299.98	0.00	0.00	\$299.98
Work Order Totals:	0.00	0.00	0.00	299.98	0.00	0.00	\$299.98

Equipment Unit WCCA-703 continues on next page...

Work Order Closed by Equipment with Detail

Appendix E

Equip: (WCCA-703) 2019 - FORD E-450 TRANSIT CNG VAN WITH LIFT							
Work Order	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
19151-2022-65		Date Opened: 9-8-2021		Date Finished: 9-8-2021		Date Closed: 9-8-2021	
(A) PM SERVICE A	0.00	0.00	0.00	108.07	0.00	0.00	\$108.07
Work Order Totals:		0.00	0.00	108.07	0.00	0.00	\$108.07
Equipment Totals:		0.00	0.00	459.82	0.00	0.00	\$459.82

Equip: (WCCA-704) 2019 - FORD E-450 TRANSIT CNG VAN WITH LIFT							
Work Order	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
19151-2022-61		Date Opened: 9-7-2021		Date Finished: 9-8-2021		Date Closed: 9-8-2021	
(35-000) MULTI-FUNCTION ELECTRONIC/ELECTRICAL DEVICES DIAGNOSIS	0.00	0.00	0.00	371.57	0.00	0.00	\$371.57
Work Order Totals:		0.00	0.00	371.57	0.00	0.00	\$371.57
19151-2022-67		Date Opened: 9-15-2021		Date Finished: 9-17-2021		Date Closed: 9-17-2021	
(17-000) TIRES DIAGNOSIS	0.00	0.00	0.00	1,044.65	0.00	0.00	\$1,044.65
Work Order Totals:		0.00	0.00	1,044.65	0.00	0.00	\$1,044.65
19151-2022-77		Date Opened: 9-22-2021		Date Finished: 9-27-2021		Date Closed: 9-27-2021	
(35-000) MULTI-FUNCTION ELECTRONIC/ELECTRICAL DEVICES DIAGNOSIS	0.00	0.00	0.00	779.22	0.00	0.00	\$779.22
Work Order Totals:		0.00	0.00	779.22	0.00	0.00	\$779.22
Equipment Totals:		0.00	0.00	2,195.44	0.00	0.00	\$2,195.44

Equip: (WCCA-705) 2019 - FORD E-450 TRANSIT CNG VAN WITH LIFT							
Work Order	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
19151-2022-55		Date Opened: 9-3-2021		Date Finished: 9-3-2021		Date Closed: 9-3-2021	
(B) PM SERVICE B	0.00	0.00	0.00	122.78	0.00	0.00	\$122.78

Equipment Unit WCCA-705 continues on next page...

Work Order Closed by Equipment with Detail

Appendix E

Equip: (WCCA-705) 2019 - FORD E-450 TRANSIT CNG VAN WITH LIFT							
Work Order	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
Work Order Totals:	0.00	0.00	0.00	122.78	0.00	0.00	\$122.78
19151-2022-70	Job Type: REPAIR	Date Opened: 9-21-2021	Date Finished: 9-21-2021	Date Closed: 9-21-2021			
(13-000) BRAKES DIAGNOSIS	0.00	0.00	0.00	792.68	0.00	0.00	\$792.68
Work Order Totals:	0.00	0.00	0.00	792.68	0.00	0.00	\$792.68
Equipment Totals:	0.00	0.00	0.00	915.46	0.00	0.00	\$915.46

Grand Totals:	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
	0.00	0.00	0.00	6,753.36	0.00	0.00	\$6,753.36

Work Order Closed by Equipment with Detail

Appendix E



All Locations

Equipment Unit(s): WCCA-700, WCCA-701, WCCA-702, WCCA-703, WCCA-704, WCCA-705

Closed Date from 10/1/2021 to 10/31/2021

All Tasks

Location: 19151 - WESTERN CAROLINA COMMUNITY ACT

Equip: (WCCA-701) 2019 - FORD E-450 TRANSIT CNG VAN WITH LIFT

Work Order	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
19151-2022-84							
Job Type: PM	Date Opened: 10-2-2021	Date Finished: 10-12-2021		Date Closed: 10-12-2021			
Task: (A) PM SERVICE A	0.00	0.00	0.00	136.57	0.00	0.00	\$136.57
Work Order Totals:	0.00	0.00	0.00	136.57	0.00	0.00	\$136.57
19151-2022-88							
Job Type: REPAIR	Date Opened: 10-13-2021	Date Finished: 10-14-2021		Date Closed: 10-14-2021			
(17-000) TIRES DIAGNOSIS	0.00	0.00	0.00	1,564.48	0.00	0.00	\$1,564.48
Work Order Totals:	0.00	0.00	0.00	1,564.48	0.00	0.00	\$1,564.48
Equipment Totals:	0.00	0.00	0.00	1,701.05	0.00	0.00	\$1,701.05

Equip: (WCCA-704) 2019 - FORD E-450 TRANSIT CNG VAN WITH LIFT

Work Order	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
19151-2022-89							
Job Type: PM	Date Opened: 10-14-2021	Date Finished: 10-14-2021		Date Closed: 10-14-2021			
(A) PM SERVICE A	0.00	0.00	0.00	124.36	0.00	0.00	\$124.36
Work Order Totals:	0.00	0.00	0.00	124.36	0.00	0.00	\$124.36
19151-2022-91							
Job Type: REPAIR	Date Opened: 10-14-2021	Date Finished: 10-15-2021		Date Closed: 10-15-2021			
(13-000) BRAKES DIAGNOSIS	0.00	0.00	0.00	225.18	0.00	0.00	\$225.18
Work Order Totals:	0.00	0.00	0.00	225.18	0.00	0.00	\$225.18
Equipment Totals:	0.00	0.00	0.00	349.54	0.00	0.00	\$349.54

	Internal Costs		Commercial Costs			Task Total	
	Labor Hours	Labor Cost	Parts Cost	Labor	Parts		Misc
Grand Totals:	0.00	0.00	0.00	2,050.59	0.00	0.00	\$2,050.59

Work Order Closed by Equipment with Detail

Appendix E



All Locations
 Equipment Unit(s): WCCA-700, WCCA-701, WCCA-702, WCCA-703, WCCA-704, WCCA-705
 Closed Date from 11/1/2021 to 11/30/2021
 All Tasks

Location: 19151 - WESTERN CAROLINA COMMUNITY ACT

Equip: (WCCA-700) 2019 - FORD E-450 TRANSIT CNG VAN WITH LIFT

Work Order	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
19151-2022-106	Job Type: PM	Date Opened: 11-19-2021		Date Finished: 11-23-2021		Date Closed: 11-23-2021	
Task: (B) PM SERVICE B	0.00	0.00	0.00	118.93	0.00	0.00	\$118.93
Work Order Totals:	0.00	0.00	0.00	118.93	0.00	0.00	\$118.93
Equipment Totals:	0.00	0.00	0.00	118.93	0.00	0.00	\$118.93

Equip: (WCCA-701) 2019 - FORD E-450 TRANSIT CNG VAN WITH LIFT

Work Order	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
19151-2022-100	Job Type: REPAIR	Date Opened: 11-16-2021		Date Finished: 11-17-2021		Date Closed: 11-17-2021	
(35-000) MULTI-FUNCTION ELECTRONIC/ELECTRICAL DEVICES DIAGNOSIS	0.00	0.00	0.00	251.53	0.00	0.00	\$251.53
Work Order Totals:	0.00	0.00	0.00	251.53	0.00	0.00	\$251.53
19151-2022-101	Job Type: PM	Date Opened: 11-13-2021		Date Finished: 11-17-2021		Date Closed: 11-17-2021	
(A) PM SERVICE A	0.00	0.00	0.00	69.95	0.00	0.00	\$69.95
Work Order Totals:	0.00	0.00	0.00	69.95	0.00	0.00	\$69.95
Equipment Totals:	0.00	0.00	0.00	321.48	0.00	0.00	\$321.48

Equip: (WCCA-702) 2019 - FORD E-450 TRANSIT CNG VAN WITH LIFT

Work Order	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
19151-2022-97	Job Type: PM	Date Opened: 11-9-2021		Date Finished: 11-15-2021		Date Closed: 11-15-2021	

Work Order Closed by Equipment with Detail

Appendix E

Equip: (WCCA-702) 2019 - FORD E-450 TRANSIT CNG VAN WITH LIFT							
Work Order	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
19151-2022-97		Date Opened: 11-9-2021		Date Finished: 11-15-2021		Date Closed: 11-15-2021	
(A) PM SERVICE A	0.00	0.00	0.00	55.43	0.00	0.00	\$55.43
Work Order Totals:		0.00	0.00	55.43	0.00	0.00	\$55.43
Equipment Totals:		0.00	0.00	55.43	0.00	0.00	\$55.43

Equip: (WCCA-703) 2019 - FORD E-450 TRANSIT CNG VAN WITH LIFT							
Work Order	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
19151-2022-96		Date Opened: 11-13-2021		Date Finished: 11-15-2021		Date Closed: 11-15-2021	
(13-000) BRAKES DIAGNOSIS	0.00	0.00	0.00	189.96	0.00	0.00	\$189.96
Work Order Totals:		0.00	0.00	189.96	0.00	0.00	\$189.96
Equipment Totals:		0.00	0.00	189.96	0.00	0.00	\$189.96

Equip: (WCCA-704) 2019 - FORD E-450 TRANSIT CNG VAN WITH LIFT							
Work Order	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
19151-2022-108		Date Opened: 11-24-2021		Date Finished: 11-30-2021		Date Closed: 11-30-2021	
(13-000) BRAKES DIAGNOSIS	0.00	0.00	0.00	626.45	0.00	0.00	\$626.45
Work Order Totals:		0.00	0.00	626.45	0.00	0.00	\$626.45
Equipment Totals:		0.00	0.00	626.45	0.00	0.00	\$626.45

Grand Totals:	Labor Hours	Internal Costs		Commercial Costs			Task Total
		Labor Cost	Parts Cost	Labor	Parts	Misc	
	0.00	0.00	0.00	1,312.25	0.00	0.00	\$1,312.25