

# AGENDA



Andy Nickelston, Chairman  
Jimmy Walker, Vice Chairman  
Ronnie Mendenhall, Commissioner  
Rick Morris, Commissioner  
Jamie Yontz, Commissioner

## REGULAR MEETING OF THE BOARD OF COUNTY COMMISSIONERS

Monday, September 9, 2019

1014 MAIN STREET

DANBURY, NC 27016

6:00 PM

Call to Order

Invocation

Pledge of Allegiance

I. Approval of the Agenda

II. Comments - Managers/Commissioners

III. Public Hearing

a. Public Hearing regarding reinstating the DSS Board and Board of Health

IV. Public Comments

V. Consent Agenda

a. Budget Amendments

b. Minutes

VI. Information Agenda

VII. Discussion Agenda

a. Stokes County Planning and Inspections Fee Schedule

b. Tax Administration Monthly Report

c. Transportation Senior Services & DSS

d. Emergency Watershed Project

e. Sales Tax Referendum

## **VIII. Action Agenda**

- a. NC State Superintendent Needs-Based Public School Capital Fund 2019 Grant Application**
- b. Pine Hall Shelter-Trail update & fee proposal**
- c. Artists Way Lease**
- d. Walnut Cove Senior Center Advisory Council Appointment Request**
- e. Stokes County Jury Commission - Appointments**
- f. Danbury ETJ Appointments**
- g. Resolutions - DSS Board/Board of Health**
- h. Transportation Senior Services & DSS**

## **IX. Closed Session**

- a. Closed Session**

## **X. Adjournment**

\*Anyone with a disability(is) who needs an accommodation to participate in this meeting is requested to inform us 48 hours prior to the scheduled time of the affected group meeting

\*Attachments may be delivered before or at the time of the meeting

\*Times may vary due to times preset for agenda items



**Board of County Commissioners  
September 9, 2019  
6:00 PM**

**Item number: III.a.**

**Public Hearing regarding reinstating the DSS Board and Board of Health**

Contact: Shannon Shaver

**Summary:**

The Board will hold a public hearing regarding dissolving the current DSS Board and Board of Health as formed as the Board of Commissioners on June 10, 2013 and reestablishing the DSS Board and Board of Health. The Public Hearing will take place at the beginning of the Regular Meeting. There will be a sign in sheet available prior to the beginning of the meeting. Each individual signed up will be granted 3 minutes to address the Board. The Public Hearing will conclude when the last speaker has gone or when the 30 minute time limit for the hearing has been reached. A resolution concerning these Boards is on the Action Agenda at the meeting.



**Board of County Commissioners**  
**September 9, 2019**  
**6:00 PM**

**Item number: V.a.**

**Budget Amendments**

Contact: Julia E. Edwards

Summary:

**ATTACHMENTS:**

Description	Upload Date	Type
Budget Amendment #22, #23, #24,#25	9/4/2019	Cover Memo



## STOKES COUNTY-BUDGET AMENDMENT

BE IT ORDAINED by the Stokes County Board of Commissioners that the following amendment be made to the annual budget ordinance for the fiscal year ending June 30, 2020.

Section 1. To amend the General Fund, the expenditures are to be changed as follows:

Account Number	ACCOUNT DESCRIPTION	CURRENT BUDGETED AMOUNT	INCREASE (DECREASE)	AS AMENDED
	Administration			
100.4120.430	Rental of Equipment	\$ -	\$ 1,500.00	\$ 1,500.00
	Contingency			\$ -
100.9910.000	Contingency	\$ 138,911.00	\$ (1,500.00)	\$ 137,411.00
	Total	\$ 138,911.00	\$ -	\$ 138,911.00

This budget amendment is justified as follows:

To transfer funds for the rental of copier for the Human Resources Department.

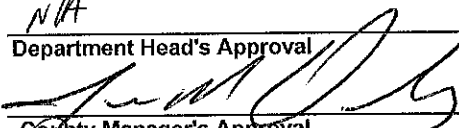
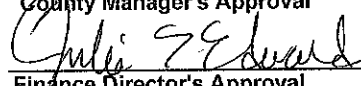
This will result in a net increase of \$.00 in the expenditures and other financial use to the County's annual budget. To provide the additional revenue for the above, the following revenues will increase. These revenues have already been received or are verified they will be received in this fiscal year.

Account Number	ACCOUNT DESCRIPTION	CURRENT BUDGETED AMOUNT	INCREASE (DECREASE)	AS AMENDED
	TOTALS	\$ -	\$ -	\$ -

SECTION 2. Copies of this amendment shall be furnished to the Clerk of the Board of Commissioners, Budget Officer and to the Finance Director.

Adopted this 9th day of September, 2019

Verified by the Clerk of the Board

N/A	
Department Head's Approval	Date
	9-4-19
County Manager's Approval	Date
	9/4/19
Finance Director's Approval	Date

## STOKES COUNTY-BUDGET AMENDMENT

BE IT ORDAINED by the Stokes County Board of Commissioners that the following amendment be made to the annual budget ordinance for the fiscal year ending June 30, 2020.

Section 1. To amend the General Fund, the expenditures are to be changed as follows:

Account Number	ACCOUNT DESCRIPTION	CURRENT BUDGETED AMOUNT	INCREASE (DECREASE)	AS AMENDED
	Emergency Medical Services			
100.4370.351	Maint. & Repairs Auto	\$ 143,625.00	\$ 7,500.00	\$ 151,125.00
	Total	\$ 143,625.00	\$ 7,500.00	\$ 151,125.00

This budget amendment is justified as follows:

To appropriate insurance claims funds to repair ambulance.

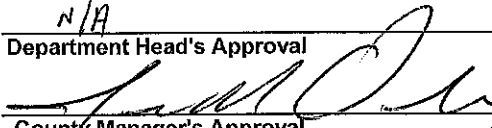
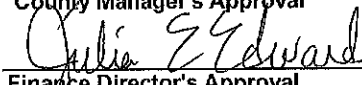
This will result in a net increase of \$13,625.00 in the expenditures and other financial use to the County's annual budget. To provide the additional revenue for the above, the following revenues will increase. These revenues have already been received or are verified they will be received in this fiscal year.

Account Number	ACCOUNT DESCRIPTION	CURRENT BUDGETED AMOUNT	INCREASE (DECREASE)	AS AMENDED
	GENERAL FUND			
100.3839.850	Insurance Claims	\$ 16,674.00	\$ 13,625.00	\$ 30,299.00
	TOTALS	\$ 16,674.00	\$ 13,625.00	\$ 30,299.00

SECTION 2. Copies of this amendment shall be furnished to the Clerk of the Board of Commissioners, Budget Officer and to the Finance Director.

Adopted this 9th day of September, 2019

Verified by the Clerk of the Board

<u>N/A</u>	_____	_____
Department Head's Approval		Date
		9-4-19
County Manager's Approval		Date
		9/4/19
Finance Director's Approval		Date

## STOKES COUNTY-BUDGET AMENDMENT

BE IT ORDAINED by the Stokes County Board of Commissioners that the following amendment be made to the annual budget ordinance for the fiscal year ending June 30, 2020.

Section 1. To amend the General Fund, the expenditures are to be changed as follows:

Account Number	ACCOUNT DESCRIPTION	CURRENT BUDGETED AMOUNT	INCREASE (DECREASE)	AS AMENDED
<b>GENERAL FUND</b>				
	Governing Body			
100.4110.180	Professional Services	\$ 1,600.00	\$ 45,000.00	\$ 46,600.00
	Total	\$ 1,600.00	\$ 45,000.00	\$ 46,600.00
<b>CAPITAL RESERVE FUND</b>				
201.4120.000	Administration	\$ 45,000.00	\$ (45,000.00)	\$ -
201.9810.000	Transfer to General Fund	\$ 306,484.00	\$ 45,000.00	\$ 351,484.00
		\$ 351,484.00	\$ -	\$ 351,484.00

This budget amendment is justified as follows:

To transfer funds from Capital Reserve Fund for the salary study.

This will result in a net increase of \$45,000.00 in the expenditures and other financial use to the County's annual budget. To provide the additional revenue for the above, the following revenues will increase. These revenues have already been received or are verified they will be received in this fiscal year.

Account Number	ACCOUNT DESCRIPTION	CURRENT BUDGETED AMOUNT	INCREASE (DECREASE)	AS AMENDED
<b>GENERAL FUND</b>				
100.3982.960	Transfer from Capital Reserve Fund	\$ 306,484.00	\$ 45,000.00	\$ 351,484.00
	TOTALS	\$ 306,484.00	\$ 45,000.00	\$ 351,484.00

SECTION 2. Copies of this amendment shall be furnished to the Clerk of the Board of Commissioners, Budget Officer and to the Finance Director.

Adopted this 9th day of September, 2019

Verified by the Clerk of the Board

*N/A*  
Department Head's Approval

Date

County Manager's Approval

Date

Finance Director's Approval

Date

## STOKES COUNTY-BUDGET AMENDMENT

BE IT ORDAINED by the Stokes County Board of Commissioners that the following amendment be made to the annual budget ordinance for the fiscal year ending June 30, 2020.

Section 1. To amend the General Fund, the expenditures are to be changed as follows:

Account Number	ACCOUNT DESCRIPTION	CURRENT BUDGETED AMOUNT	INCREASE (DECREASE)	AS AMENDED
	Debt Service			
100.9100.730	Jail-Principle	\$ 95,966.00	\$ 6,527,600.00	\$ 6,623,566.00
	Total	\$ 95,966.00	\$ 6,527,600.00	\$ 6,623,566.00

This budget amendment is justified as follows:

To appropriate proceeds from USDA loan to pay off interim loan for the Jail expansion.

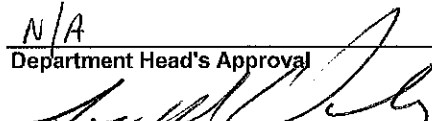
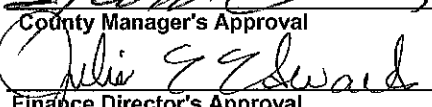
This will result in a net increase of \$6,527,600.00 in the expenditures and other financial use to the County's annual budget. To provide the additional revenue for the above, the following revenues will increase. These revenues have already been received or are verified they will be received in this fiscal year.

Account Number	ACCOUNT DESCRIPTION	CURRENT BUDGETED AMOUNT	INCREASE (DECREASE)	AS AMENDED
	GENERAL FUND			
100.3920.915	Proceeds from Other Financing	\$ -	\$ 6,527,600.00	\$ 6,527,600.00
	TOTALS	\$ -	\$ 6,527,600.00	\$ 6,527,600.00

SECTION 2. Copies of this amendment shall be furnished to the Clerk of the Board of Commissioners, Budget Officer and to the Finance Director.

Adopted this 9th day of September, 2019

Verified by the Clerk of the Board

N/A	
Department Head's Approval	Date
	9-4-19
County Manager's Approval	Date
	9/4/19
Finance Director's Approval	Date



**Board of County Commissioners  
September 9, 2019  
6:00 PM**

**Item number: V.b.**

**Minutes**

Contact: Shannon Shaver

Summary:

Minutes- Planning Meeting August 6, 2019

Minutes- Regular Meeting August 26, 2019

**ATTACHMENTS:**

Description	Upload Date	Type
August 6, 2019 Planning Meeting	9/5/2019	Cover Memo
August 26, 2019 Regular Meeting	9/5/2019	Cover Memo

**STATE OF NORTH CAROLINA )**  
**)**  
**COUNTY OF STOKES )**  
**)**

**REGULAR MEETING**  
**STOKES COUNTY GOVERNMENT**  
**DANBURY, NORTH CAROLINA**  
**TUESDAY AUGUST 6, 2019**

The Board of Commissioners of the County of Stokes, State of North Carolina, met for a regular session (Planning) in the Commissioners' Chambers of the Ronald Wilson Reagan Memorial Building (Administration Building) located in Danbury, North Carolina on Tuesday August 6, 2019 at 7:00 pm with the following members present:

Chairman Andy Nickelston  
Vice Chairman Jimmy Walker  
Commissioner Ronnie Mendenhall  
Commissioner Rick Morris  
Commissioner Jamie Yontz

County Personnel in Attendance:  
County Manager Jake Oakley  
Assistant County Manager / Clerk to the Board Shannon Shaver  
Planning Director David Sudderth

Chairman Nickelston called the Planning Meeting on Tuesday August 6, 2019 to order and welcomed those in attendance.

## **INVOCATION**

Chairman Nickelston delivered the invocation.

## **GENERAL GOVERNMENT-GOVERNING BODY-PLEDGE OF ALLEGIANCE**

Chairman Nickelston invited those in attendance to join the Board in the Pledge of Allegiance.

## **GENERAL GOVERNMENT - GOVERNING BODY - APPROVAL OF AGENDA**

Chairman Nickelston entertained a motion to approve or amend the agenda.

Commissioner Mendenhall moved to approve the agenda as presented.

Commissioner Morris seconded.

Chairman Nickelston opened the floor for any discussion/questions/comments.

With no further discussion the agenda was approved as presented with a 5-0 vote

## **PUBLIC COMMENTS**

Chairman Nickelston opened the floor for public comments.

There were no public comments.

Chairman Nickelston closed the time for public comments.

## **PUBLIC HEARING/PRESENTATION/DISCUSSION/ACTION AGENDAS**

Request by applicant Mark Hopkinson (Machine and Welding of Danbury Inc.) to rezone approximately **9.59 acres** of property owned by Joseph B. Moorefield and Wayne E. Moorefield from RA (Residential Agricultural) to M-1 (Light Manufacturing Conditional Zone) for a "Machine and Welding of Danbury Inc.". This request is concerning the relocation of an existing business in the county which currently operates in Walnut Cove.

## **STAFF REPORT**

**Mark Hopkinson (Machine and Welding of Danbury Inc.)  
RA to M-1-CZ #19-496**

**REQUEST:** Request by applicant Mark Hopkinson (Machine and Welding of Danbury Inc.) to rezone approximately **9.59 acres** of property owned by Joseph B. Moorefield and Wayne E. Moorefield from RA (Residential Agricultural) to M-1 (Light Manufacturing Conditional Zone) for a "Machine and Welding of Danbury Inc.". This request is concerning the relocation of an existing business in the county which currently operates in Walnut Cove.

**SITE OWNER:** Joseph P. Moorefield and Wayne E. Moorefield

**APPLICANT:** Mark Hopkinson (Machine and Welding of Danbury Inc.)

**SITE LOCATION:** The property is located at the corner of NC Hwy 89 E and Stewart Rd. (SR#1707) in the Meadows community.

**Map:** 6955    **Parcel:** a portion of 6955    **PIN #:** 6955256235

**Deed Book:** 357    **Page:** 437    **Township:** Meadows

**SITE INFORMATION:**

**TOTAL PARCEL SIZE:** Approximately 13.16 acres

**REZONING PARCEL SIZE:** Total tract approximately 9.59 acres

**ZONING DISTRICT:** RA (Residential Agricultural)

**PROPOSED DISTRICT:** M-1-CZ (Light Manufacturing Conditional Zoning)

**FLOOD HAZARD AREA:** N/A.

**FIRM MAP #:** N/A

**FIRM MAP ZONE:** Property is located in Zone X, area determined to be outside the 500-year floodplain.



**WATERSHED DISTRICT:** N/A

**SEPTIC/WATER APPROVAL:** The site will be served by the Danbury Sewer system.  
The site will be served by well water.

**SCHOOL DISTRICTS:** N/A

**EMERGENCY SERVICES:** FIRE – South Stokes (Station 40) EMS- Walnut Cove (101)

**EROSION CONTROL:** At the time of construction if more than one (1) acre of land is disturbed.

**ACCESS:** The applicant has applied for and received a commercial driveway access permit off of Stewart Rd. SR# 1707.

**SURROUNDING LAND USE:** The subject property is located at the corner of NC Hwy 89 E and Stewart Rd. (SR# 1707) in the Meadows Community. The surrounding land use consists of residential, mixed commercial and agricultural development.

**ISSUES TO CONSIDER:**

- Job creation
- Potential tax base increase due to commercial property.
- Utilization of new infrastructure (county's sewer line to Meadows)
- Support of business friendly objective.
- Retention of existing business
- Compatibility with surrounding development

**STAFF COMMENTS:** This rezoning request comes to the Board as a conditional rezoning from RA (Residential Agricultural) to M-1-CZ (Light Manufacturing Conditional Zoning) for a Machine and Welding Shop. The Board may discuss this application in detail. The applicant is requesting this rezoning to create a new location for the existing business Machine and Welding of Danbury, Inc. The applicant has stated that the company is ready to expand from their present location in Walnut Cove. The Planning staff sees no problem with this request and feels that the expansion of a commercial business in the county will help in increasing the tax base as well as assisting in creating employment opportunities. There are eight (8) commercial zoning districts, all zoned (H-B) Highway Business that are located within a .1 of a mile of the proposed site. The closest (M-1) Light Manufacturing district is located approximately .9 mile south of the proposed site on NC Hwy 89 E, (JT Outfitters). With the new welding program becoming available at the Stokes Campus of Forsyth Tech it should provide training and possible employment opportunities for the proposed facility if approved.

**PLANNING BOARD RECOMMENDATION:** The Planning Board recommended by a vote of 7 to 0 to approve rezoning petition #19-496 submitted by Mark Hopkinson (Danbury Machine and Welding Inc.) to be located on property currently owned by Joseph B. and Wayne E. Moorefield for a Machine and Welding Shop to be zoned M-1-CZ (Light Manufacturing Conditional Zone). The Planning Board felt that the site plan was adequate and that the request was consistent with the Stokes County 2035 Comprehensive Plan and was a reasonable request.

**STATEMENT OF CONSISTENCY AND REASONABLENESS:**

I have included example Statements of Consistency and Reasonableness supporting the request and opposing the request for your review. The Board must decide if the rezoning petition meets the requirements of the Stokes County 2035 Comprehensive Plan as to its consistency with the current development patterns and to the appropriateness of the request in regards to the guide. All decisions must be based on these standards. **Please make all motions for approval or disapproval referencing the petitions consistency or non-consistency with the Stokes County 2035 Comprehensive Plan.**

**PUBLIC INFORMATION MEETING:** The Public Information Meeting for this proposal was held on Monday, June 17, 2019 at 11:00 am at the proposed site at the corner of NC Hwy 89 E and Stewart Rd. (SR# 1707).

(See attachment for attendance and minutes of the meeting)

**STOKES COUNTY PLANNING & COMMUNITY DEVELOPMENT DEPARTMENT**

1014 MAIN STREET PO BOX 20 DANBURY, NC 27016

OFFICE 336-593-2439 OR 336-593-2444 FAX: 336-593-5434

**Conditional Rezoning Petition**

**Statement of Consistency and Reasonableness**

Case No. #19-496

Applicant: Mark Hopkinson –Machine & Welding of Danbury Inc.

Property Owner: Joseph B. Moorefield and Wayne E. Moorefield

Parcel ID# 6955256235

Location: Located at the corner of NC Hwy 89 E and Stewart Rd.  
(SR#1707)

Proposed Amendment: Rezone 9.59 acres from RA to M-1-CZ for a  
“Machine and Welding shop”

The Stokes County 2035 Comprehensive Plan identifies portions of the county through the Land Use Transect methodology, which shows transition zones between rural areas and more urbanized areas of the county. The proposed rezoning is best described in the transect zone identified as **G-3 Mixed-Use Centers and Corridors**. This (G-3) transect zone is established to encourage Medium to High Density development, Regional Centers and Industrial Districts. The Meadows Community near the intersection of NC Hwy 8 & 89 has been identified as a “Commercial Growth” node in the Stokes County 2035 plan. These commercial growth nodes have been designated because of the potential for long term growth as the county develops and also due to their proximity to utilities and location to major transportation routes in the county.

The proposed development is for an M-1-CZ (Light Manufacturing operation for a “**Machine and Welding Shop**”).

The use of the property for the development of a commercial Light Manufacturing business should fit into this **G-3 Mixed-Use Centers and Corridors** Transect Zone as identified in the Stokes County 2035 Comprehensive plan.

This proposed amendment **is consistent** with the Stokes County 2035 Comprehensive Plan and other adopted plans in that: The parcel is currently zoned RA (Residential Agricultural) and the requested zoning district is M-1-CZ (Light Manufacturing Conditional Zoning). The request for a “**Machine and Welding Shop**” is a permitted use in the M-1-CZ (Light Manufacturing Conditional Zoning District). The vacant properties in this area of the Meadows Community are more likely to be developed for commercial uses rather than residential uses. The availability of public sewer and a potential for public water in the Meadows Community should lead to commercial growth in the coming years. The location of the Stokes Campus of Forsyth Tech in the Meadows community should also be considered as a factor in the potential commercial growth of this area of the county.

The proposed use of this property is consistent with the Medium to High Density development, Regional Centers and Industrial Districts development described in the transect zone **G-3 Mixed-Use Centers and Corridors** as identified in the Stokes County 2035 Comprehensive Plan.

This proposed amendment **is reasonable and in the public interest** in that: **The property is currently zoned RA (Residential Agricultural) and is being proposed to be rezoned to an M-1-CZ (Light Manufacturing Conditional Zoning) district. This property is located in an area with mixed development and is located along NC Hwy 89 which is a major corridor in the county. The parcel also has the available infrastructure to support the use requested.**

Commissioner Mendenhall motioned to approve the request as presented and noted that this was a reasonable request and was consistent with the Stokes County 2035 Comprehensive Plan.

Commissioner Morris seconded.

Chairman Nickelston opened the floor for any discussion/questions/comments.

Travis Campbell from the Meadows Community was in attendance and asked for permission to speak to the Board.

Chairman Nickelston explained that the public comment period held at the beginning of the meeting had passed but with concurrence of the Board Mr. Campbell addressed the Board of Commissioners with brief comments concerning the request presented at tonight’s meeting.

With no further discussion the request was approved with a 5-0 vote.

### **General Discussion of Updating Planning and Inspections Fee Schedule**

Planning Director David Sudderth requested that the Board provide direction in updating the Planning and Inspections Fee Schedule due to many of the fees do not cover the costs associated with the services provided. He stated they are short a couple of hundred dollars each time they advertise. He noted that the County is not looking to make money but need to cover the cost. He also noted that there had not been a change in the fee schedule since 2001. He stated he was looking at surrounding counties fee schedules. He also noted that there are things that need to be added due to they did not exist 20 years ago such as solar farms.

Commissioner Yontz noted that he was comfortable with looking at surrounding counties and getting in line with those. He also noted that he realized there are some areas where we are lacking.

Commissioner Morris noted that he would be open to looking at this but maybe not until the next budget cycle. He stated that he would like to look at the fees schedule in all departments. He noted that he is in favor of user fees in which the people receiving the services are paying for it.

Chairman Nickelston asked if there was something that could be presented at the next Board meeting regarding the proposed changes.

Vice Chairman Walker noted that he wants to be fair to all citizens and that if there are items needing attention before the next budget cycle he would not be opposed to looking at that.

Commissioner Mendenhall was in agreement with the other Board members comments and also noted that he would like to see something regarding proposed fee changes at a meeting in the future.

### **Adjournment**

With no further business to come before the Board, Chairman Nickelston entertained a motion to adjourn.

Commissioner Mendenhall moved to adjourn the Planning Meeting.

Vice Chairman Walker seconded the motion.

---

Shannon Shaver  
Clerk to the Board

---

Andy Nickelston  
Chairman

**STATE OF NORTH  
CAROLINA  
  
COUNTY OF STOKES**

)  
)  
)  
)

**OFFICE OF THE  
COMMISSIONERS  
STOKES COUNTY  
GOVERNMENT  
DANBURY, NORTH  
CAROLINA  
MONDAY AUGUST 26, 2019**

### **CALL TO ORDER**

Chairman Nickelston called the Regular Meeting of the Board of Commissioners to order.

### **INVOCATION**

Vice Chairman Walker delivered the invocation.

### **PLEDGE OF ALLEGIANCE**

Chairman Nickelston lead the Board in the Pledge of Allegiance and invited those in attendance to join.

### **APPROVAL OF AGENDA**

County Manager requested that Budget Amendment #20, and #21 be added to the agenda. Commissioner Mendenhall moved to to approve the amended agenda with the addition of Budget Amendments #20, and #21.

Commissioner Morris seconded the motion. The motion Passed.

### **COMMENTS - Managers/Commissioners**

Commissioner Morris welcomed those in attendance and those watching at home through YouTube and noted that he recently attended the NCACC Annual Conference at the Grandover in Greensboro where he picked up a lot of good information. Commissioner Morris also noted that he attended the ground breaking ceremony for FTCC at Smith Reynolds Airport for the new airplane maintenance facility that they are building that is state of the art. Commissioner Morris noted that he added a blog post for the meeting the Board recently had with LifeBrite as the Hospital Board.

Vice Chairman Walker welcomed those in attendance and those watching at home and noted that he also attended the NCACC Annual Conference and attended a variety of seminars with lots of good information. He noted that one in particular caught his attention and although he thought it would have nothing to do with Stokes County he found it very interesting and realized that the topic which was human trafficking could be happening anywhere as well as in Stokes County. He stated that he always feels this conference helps him to be more aware and be a better Commissioner. He also expressed his gratitude to Melissa Bunker with Cardinal and wished her well, and welcomed her replacement Reid Thornburg.

Commissioner Yontz welcomed those in attendance and watching at home and noted that he was

enjoying the nice weather and appreciated those joining them and hoped to have a productive meeting and move the county forward.

Commissioner Mendenhall welcomed those in attendance and those watching at home and noted that he always likes to see people participate in local government. Commissioner Mendenhall noted that he also attended the NCACC Annual Conference and that he attended many good breakout sessions including one with Guilford County and how they are handling the opioid crisis. He noted that this year had some of the best sessions in the three years he has attended. Commissioner Mendenhall also expressed his gratitude to Melissa Bunker with Cardinal and wished her well, and welcomed her replacement Reid Thornburg. Commissioner Mendenhall announced to the Board that they will be receiving an invitation to Dr. Janet Spriggs FTCC President's Inauguration Ceremony.

Chairman Nickelston welcomed those in attendance and those watching at home.

County Manager Oakley welcomed those in attendance and those watching at home. County Manager Oakley let the Board know that the Animal Shelter received another favorable inspection and noted that he appreciates the work of the Sheriff and Chris Lawson and all the hard work they and the staff have put in at the shelter and bringing it up to state standards.

## **PUBLIC COMMENTS**

Ellen Peric  
1095 Wheeler Smith Road  
Lawsonville, NC 27022

RE: Arts Update

Ellen Peric provided the Upcoming Events:

Aug 27 | 4th Tuesday Paint Series - "Painting a Waterfall"  
Arts Place Studio Loft | 6p - 8p | \$30

Aug 29 | The Danbury Songwriters: Richard Boyd & Todd Verts  
The Arts Place | 7pm | \$5

Aug 31 | Children's Mask Workshop | The Arts Place  
10a-12p | \$25

Sept 1 | Trivia Night | The Arts Place  
6:30pm | Free

Sep 16 | Apple Gallery Reception: Amanda Gordon | Apple Gallery  
5:30—7:30pm | Free

Sept 6-7 | Musical Theater Auditions: Broadway Comes to Danbury  
Sept 6 - 5-8pm | Sept 7 - 2-5pm | The Arts Place

Sept 7-8 | Beginner Pottery Workshop | The Arts Place  
9a-1p Sat & Sun | \$85

Sept 7 | Once Upon a Saturday Children's Theatre: "Animal Tails"  
11a - 12p | The Arts Place | Free

Sept 14 | 45th Annual Stokes Stomp Festival on the Dan | Moratock Park  
One Fret Over, The Allen Boys, Dori Freeman,  
Larry Sigmon & Martha Spencer, Laurelyn Dossett & Molly McGinn  
9a - 7p | Free

## **CONSENT AGENDA**

All attachments presented on the Agenda are available in the attachments of the Agenda on the County Website and are available upon request from the Clerk, with the exception of the minutes approved which are located on the County Website under the minutes tab.

Minutes

Budget Amendments

Budget Amendment #20

Budget Amendment #21

Tax Administration

Commissioner Mendenhall moved to to approve the Consent Agenda as presented..

Commissioner Yontz seconded the motion. The motion Passed.

## **INFORMATION AGENDA**

### **Cardinal -Quarterly Update**

Senior Community Executive Melissa Bunker with Cardinal Innovation provided a quarterly update. Melissa Bunker introduced Reid Thornburg to the Board and announced that he would be taking over her territory as they were making changes in locations covered. The Board expressed their gratitude for the service provided by Melissa Bunker and noted they were looking forward to working with Mr. Thornberg.

## **DISCUSSION AGENDA**

### **Walnut Cove Senior Center Advisory Council Appointment Request**

Chairman Nickelston opened the floor for nominations.

Commissioner Mendenhall nominated Linda Brown and moved to close the floor for nominations.

Commissioner Morris seconded.



The motion carried and this item was moved to the Action Agenda at the next meeting.

### **Stokes County Jury Commission - Appointments**

Chairman Nickelston opened the floor for nominations.

Vice Chairman Walker nominated Durward Bennett and moved to close the floor for nominations.

Commissioner Mendenhall seconded.

The motion carried and this item was moved to the Action Agenda at the next meeting.

### **Pine Hall Shelter-Trail update & fee proposal**

Support Services Supervisor Glenda Pruitt presented the Board with information regarding the new Pine Hall Shelter and rental fee schedule. The recommendation to the Board was to adopt the same fee schedule as the rental of the Pine Hall Building which is a \$100.00 refundable security deposit and \$50.00 rental fee per 4 hour block of time.

After some discussion by the Board and full consensus this item was moved to the Action Agenda at the next meeting.

### **Danbury ETJ Appointments**

Chairman Nickelston opened the floor for nominations.

Commissioner Mendenhall nominated Donnie Mabe and moved to close the floor for nominations.

Commissioner Morris seconded.

The motion carried.

## **ACTION AGENDA**

### **The American Legion- Department of N.C.**

Chairman Nickelston entertained a motion on the item presented.

Commissioner Morris moved to to approve the donation in the amount of \$1,000.00 to the American Legion -Department of N.C. with funds being appropriated in Budget Amendment #21..

Commissioner Mendenhall seconded the motion. The motion Passed.

## **CLOSED SESSION**

Chairman Nickelston asked Assistant County Manager/Clerk to the Board Shannon Shaver to state the rationale for entering into Closed Session.

Rationale for entering Closed Session:

- To consider the initial employment or appointment of an individual to any office or position, other than a vacancy in the Board of County Commissioners or any other public body, or to consider the qualifications, competence, performance, character, and fitness of any public officer or employee, other than a member of the Board of Commissioners or of some other public body pursuant to G.S. 143-318.11(a)(6)

Commissioner Mendenhall moved to to enter Closed Session..

Vice Chairman Walker seconded the motion. The motion Passed.

**Adjournment**

Commissioner Mendenhall moved to to adjourn.

Vice Chairman Walker seconded the motion. The motion Passed.

---

**Shannon Shaver**  
**Clerk to the Board**

---

**Andy Nickelston**  
**Chairman**



**Board of County Commissioners  
September 9, 2019  
6:00 PM**

**Item number: VII.a.**

**Stokes County Planning and Inspections Fee Schedule**

Contact: David Sudderth

**Summary:**

At the Planning Meeting on August 6, 2019, Planning Director David Sudderth spoke with the Board regarding Planning and Inspections Fees and was instructed by the Board to bring suggested changes to the Board that he deemed necessary before the next budget cycle.

**ATTACHMENTS:**

Description	Upload Date	Type
Planning and Inspections Fee Schedule Modification Request	9/5/2019	Cover Memo

# STOKES COUNTY PLANNING & COMMUNITY DEVELOPMENT

PO. BOX 20 • DANBURY, NC 27016 • (336) 593-2811 • FAX (336) 593-5434

## Board of Commissioners:

This proposal for modification to the Stokes County Planning & Inspections fee schedule is being requested to address deficiencies in the current fee schedule. This request does not propose a modification of the entire fee schedule. The current fee schedule does not include certain functions that the department performs on a regular basis and on two items, Utility Scale Solar Photovoltaic facilities (Solar Farms) and commercial plan review creates fee schedules that currently do not exist. There are three (3) items that the department would like to propose. The first item concerns permitting for utility scale solar photovoltaic power facilities, the second item is commercial plan review and the third item is planning fees for rezoning petitions.

1. Utility Scale Solar Photovoltaic (PV) facilities (Solar Farms) – Defined as any Commercial or Utility Scale Solar Photovoltaic Panel or Modules not classified as a residential solar panel or module installation.

Required inspections for Utility Scale Solar Photovoltaic facilities include but are not limited to a separate building and electrical inspection for each solar panel or module.

### Proposed Fee

.17/per solar panel or module – Building fee  
.03/per solar panel or module – Electrical fee

Minimum fee per Commercial Solar Photovoltaic (PV) facility – \$250.00

2. Commercial Plan Review – Commercial buildings only

Under 4000 square feet – \$125.00  
4000 – 15,000 square feet - \$250.00  
15,001 – 40,000 square feet - \$325.00  
Over 40,001 square feet - \$800.00

Condominiums/Apartments/Townhomes - \$65.00 per unit

Utility Scale Solar Photovoltaic (PV) facilities (Solar Farms) - \$125.00

3. Rezoning Fees – Current fee for rezoning is \$300.00 for district rezoning and \$375.00 for Conditional Rezoning. Based on zoning regulation requirements 99%

of all rezoning petitions are Conditional Rezoning requests. There is also a charge of \$6.00 per surrounding property owner for the certified letter notification. The cost of advertising the rezoning petitions in the newspaper of record is averaging between \$400.00 and \$600.00 based on the amount of rezoning petitions being requested. This does not include staff time for creating the notices or posting the property.

Proposed fee - \$650.00 for all rezoning petitions

David N. Sudderth  
Stokes County Planning Department



**Board of County Commissioners  
September 9, 2019  
6:00 PM**

**Item number: VII.b.**

**Tax Administration Monthly Report**

Contact: Richard Brim, Tax Administrator

Summary:

**Discussion:**

1. Monthly Reports for the month of August 2019.
  - a. Tax Collections Status Report FY 2019-2020.
  - b. Real and Personal Releases less than \$100.00 per N.C.G.S. 105-3 81
  - c. Real and Personal Refunds less than \$100.00 per N.C.G.S. 105-381(b).
2. Real and Personal Releases more than \$100.00.
3. Real and Personal Refunds more than \$100.00.
4. Present-Use Value Late Application.
5. Late Application for Elderly Exemption.
6. Business Personal Property Discovery.
7. 2% Discount, Prior to September 1, (Information only).

**Items for Approval on September 23, 2019.**

1. Real and Personal Releases more than \$100.00.
2. Real and Personal Refunds more than \$100.00.
3. Present-Use Value Late Application.
4. Late Application for Elderly Exemption.
5. Business Personal Property Discovery

**ATTACHMENTS:**

Description	Upload Date	Type
Tax	9/5/2019	Cover Memo

**TAX COLLECTION STATUS REPORT**  
**TOTAL AMOUNT COLLECTED BY MONTH FY 2019-2020**

<b>CURRENT 2019 TAX</b>	<b>COUNTY REG &amp; MV</b>	<b>SCHOOL OPERATING EXP</b>	<b>USE VALUE TAX BILLS</b>	<b>INTEREST PEN &amp; FEES</b>	<b>DOGS</b>	<b>KING (FIRE)</b>	<b>RURAL HALL (FIRE)</b>	<b>WALNUT COVE (FIRE)</b>	<b>SERVICE (FIRE)</b>	<b>CITY OF KING</b>	<b>TOWN OF WALNUT COVE</b>	<b>DANBURY</b>	<b>EDU DEBT BLDG FUND</b>
JULY	282,215.69	325,652.79	1,530.57	279.41	1,386.05	12,334.01	1,895.81	8,413.77	39,265.03	80,279.63	7,484.45	346.96	39,343.75
AUGUST	5,178,996.08	5,971,424.56	7,933.01	1,607.82	10,186.12	212,846.56	39,283.66	131,170.32	738,352.98	1,391,764.90	270,990.78	15,659.86	720,015.09
SEPTEMBER	-	-	-	-	-	-	-	-	-	-	-	-	-
OCTOBER	-	-	-	-	-	-	-	-	-	-	-	-	-
NOVEMBER	-	-	-	-	-	-	-	-	-	-	-	-	-
DECEMBER	-	-	-	-	-	-	-	-	-	-	-	-	-
JANUARY	-	-	-	-	-	-	-	-	-	-	-	-	-
FEBRUARY	-	-	-	-	-	-	-	-	-	-	-	-	-
MARCH	-	-	-	-	-	-	-	-	-	-	-	-	-
APRIL	-	-	-	-	-	-	-	-	-	-	-	-	-
MAY	-	-	-	-	-	-	-	-	-	-	-	-	-
JUNE	-	-	-	-	-	-	-	-	-	-	-	-	-
SUB TOTAL	\$ 5,461,211.77	\$ 6,297,077.35	CONT'D	CONT'D	\$ 11,572.17	\$ 225,180.57	\$ 41,179.47	\$ 139,584.09	\$ 777,618.01	\$ 1,472,044.53	\$ 278,475.23	\$ 16,006.82	CONT'D
BUDGET AMT	\$ 10,048,919.00	\$ 11,584,170.00	CONT'D	CONT'D	\$ 30,000.00	\$ 331,879.00	\$ 64,745.00	\$ 235,082.00	\$ 1,668,185.00				CONT'D
BALANCE	\$ 4,587,707.23	\$ 5,287,092.65			\$ 18,427.83	\$ 106,698.43	\$ 23,565.53	\$ 95,497.91	\$ 890,566.99				
PERCENTAGE	54.35%	54.36%			38.57%	67.85%	63.60%	59.38%	46.61%				
<b>PRIOR</b>	<b>COUNTY REG &amp; MV</b>	<b>SCHOOL OPERATING EXP</b>	<b>USE VALUE TAX BILLS</b>	<b>INTEREST PEN &amp; FEES</b>	<b>DOGS</b>	<b>KING (FIRE)</b>	<b>RURAL HALL (FIRE)</b>	<b>WALNUT COVE (FIRE)</b>	<b>SERVICE (FIRE)</b>	<b>CITY OF KING</b>	<b>TOWN OF WALNUT COVE</b>	<b>TOWN OF DANBURY</b>	<b>EDU DEBT BLDG FUND</b>
JULY	60,343.17	30,668.90	-	15,141.58	50.95	1,181.15	109.03	878.80	7,486.00	8,164.23	1,351.27	166.91	6,554.82
AUGUST	35,896.66	18,139.79	-	11,518.68	202.09	619.12	175.34	578.84	4,021.48	7,315.81	1,076.03	-	3,970.14
SEPTEMBER	-	-	-	-	-	-	-	-	-	-	-	-	-
OCTOBER	-	-	-	-	-	-	-	-	-	-	-	-	-
NOVEMBER	-	-	-	-	-	-	-	-	-	-	-	-	-
DECEMBER	-	-	-	-	-	-	-	-	-	-	-	-	-
JANUARY	-	-	-	-	-	-	-	-	-	-	-	-	-
FEBRUARY	-	-	-	-	-	-	-	-	-	-	-	-	-
MARCH	-	-	-	-	-	-	-	-	-	-	-	-	-
APRIL	-	-	-	-	-	-	-	-	-	-	-	-	-
MAY	-	-	-	-	-	-	-	-	-	-	-	-	-
JUNE	-	-	-	-	-	-	-	-	-	-	-	-	-
SUB TOTAL	\$ 96,239.83	\$ 48,808.69	\$ 9,463.58	\$ 28,547.49	\$ 253.04	\$ 1,800.27	\$ 284.37	\$ 1,457.64	\$ 11,507.48	\$ 15,480.04	\$ 2,427.30	\$ 166.91	\$ 769,883.80
BUDGET AMT	\$ 400,000.00	\$ 200,000.00	\$ 40,000.00	\$ 198,490.00	\$ 1,000.00	\$ 5,000.00	\$ 600.00	\$ 6,000.00	\$ 42,000.00				\$ 1,395,683.00
BALANCE	\$ 303,760.17	\$ 151,191.31	\$ 30,536.42	\$ 169,942.51	\$ 3,199.73	\$ 315.63	\$ 4,542.36	\$ 30,492.52					\$ 625,799.20
PERCENTAGE	24.06%	24.40%	23.66%	14.38%	25.30%	36.01%	47.40%	24.29%	27.40%				55.16%

# STOKES COUNTY TAX ADMINISTRATION RELEASE REPORT FOR AUGUST, 2019

## REAL AND PERSONAL PROPERTY RELEASES LESS THAN \$100 PER NCGS 105-381(b)

<u>NAME</u>	<u>ADDRESS</u>	<u>BILL NUMBER</u>	<u>AMOUNT</u>
HINCHER, DARRELL GLEN HINCHER, RITA LAWSON	1025 EASLEY RD, WALNUT COVE, NC 27052	311251-2019-2019	\$34.04
PENCE, CHRISTOPHER KARL	105 TWELVE OAKS DR, APT D, KING NC, 27021	853435-2019-2019	\$59.43
PENCE, CHRISTOPHER KARL	105 TWELVE OAKS DR, APT D, KING NC, 27021	853435-2018-2018	\$58.18
TALLY, JACK MASTEN JR	3568 NC 8 & 65 HWY, GERMANTON, NC 27019	854498-2019-2019	\$4.07
TALLY, JACK MASTEN JR	3568 NC 8 & 65 HWY, GERMANTON, NC 27019	854498-2018-2018	\$4.08
TALLY, JACK MASTEN JR	3568 NC 8 & 65 HWY, GERMANTON, NC 27019	854498-2017-2017	\$4.44
TALLY, JACK MASTEN JR	3568 NC 8 & 65 HWY, GERMANTON, NC 27019	854498-2016-2016	\$5.30
RATCLIFF, LISA DIANNE	110 LAUREL LN, KING, NC 27021	8076-2019-2019	\$54.65
MOORE, CHARLIE W	1144 VENABLE RD, PILOT MOUNTAIN, NC 27041	282450-2019-2019	\$52.74
GORDON, DERRICK C	1942 VOLUNTEER RD, PINNACLE, NC 27043	2192-2019-2019	\$18.34
WALL, ROBERT CHESTER	1297 JACK JOYCE RD, PILOT MOUNTAIN, NC 27041	853412-2019-2019	\$49.68
SMITH, CLIFTON HANES	1511 OLDTOWN RD, WALNUT COVE, NC 27052	278-2019-2019	\$3.70
JOSLYN, LISA MARIE	1210 BOWEN RD, PINNACLE, NC 27043	858390-2019-2019	\$23.09

---

TOTAL AMOUNT \$371.74

  
RICHARD T. BRIM  
TAX ADMINISTRATOR

9/5/19  
DATE



# STOKES COUNTY TAX ADMINISTRATION REFUND REPORT FOR AUGUST, 2019

## REAL AND PERSONAL PROPERTY REFUNDS LESS THAN \$100 PER NCGS 105-381(b)

<u>NAME</u>	<u>ADDRESS</u>	<u>BILL NUMBER</u>	<u>LEDGER</u>	<u>AMOUNT</u>
FAGG, MARK ANTHONY FAGG, RHONDA W	1409 FAGG RD WALNUT COVE, NC 27052	283232-2019-2019	100.3100.160	\$1.69
			112.3100.160	\$1.95
			208.3100.160	\$0.47
			211.3100.160	\$0.23
WALL, ROBERT CHESTER	1297 JACK JOYCE RD PILOT MOUNTAIN, NC 27041	853412-2018-2018	100.4140.390	\$21.04
			112.3100.160	\$21.04
			209.3100.160	\$5.43
			211.3100.160	\$2.71
WALL, ROBERT CHESTER	1297 JACK JOYCE RD PILOT MOUNTAIN, NC 27041	853412-2017-2017	100.4140.390	\$41.99
			209.3100.160	\$5.42
			211.3100.160	\$2.71
			100.3839.012	\$5.01
COLLINS, DAVID	2158 SIZEMORE RD GERMANTON, NC 27019	1844-2019-2019	100.3100.160	\$2.82
			112.3100.160	\$3.25
			209.3100.160	\$0.79
			211.3100.160	\$0.39

TOTAL AMOUNT \$116.94

Richard T. Brim  
RICHARD T. BRIM  
TAX ADMINISTRATOR

9/5/19  
DATE

Julia Edwards  
JULIA EDWARDS  
FINANCE DIRECTOR

9/5/19  
DATE

## STOKES COUNTY TAX ADMINISTRATION RELEASE REPORT FOR AUGUST, 2019 (1 OF 2)

### REAL AND PERSONAL PROPERTY RELEASES MORE THAN \$100

<u>NAME</u>	<u>ADDRESS</u>	<u>BILL NO.</u>	<u>AMOUNT</u>	<u>REASON</u>
CARMICHAEL, NATHAN LYNN CARMICHAEL, CHRISTINE	6016 JEANNINE DR LEWISVILLE, NC 27023	856083-2019-2019	\$352.24	LATE FARM USE TAX DEFERMENT FOR 2019
MIDDLETON, RODNEY MIDDLETON, NORMA-KAY S	10008 HWY 67 EAST BEND, NC 27018	288018-2019-2019	\$1,272.06	LATE FARM USE TAX DEFERMENT FOR 2019
BILL HANKS LUMBER COMPANY INC	PO BOX 190, DANBURY, NC 27016	308753-2019-2019	\$1,478.52	DELETION OF BLDG DUE TO FIRE
HINCHER, DARRELL GLEN HINCHER, RITA LAWSON	1025 EASLEY RD WALNUT COVE, NC 27052	311252-2019-2019	\$130.98	CORRECTION OF CLERICAL ERROR
HINCHER, DARRELL GLEN HINCHER, RITA LAWSON	1025 EASLEY RD WALNUT COVE, NC 27052	856098-2019-2019	\$461.02	CORRECTION OF CLERICAL ERROR
HEPLER, ANNABEL FLINCHUM	1035 COUNTRY MEADOWS DR WALNUT COVE, NC 27052	314849-2019-2019	\$241.98	DELETION OF BLDG DUE TO FIRE
HUNTER, ROBERT A	PO BOX 36 PILOT MOUNTAIN, NC 27041	287350-2019-2019	\$474.34	LATE FARM USE TAX DEFERMENT FOR 2019

(CONTINUED)

## STOKES COUNTY TAX ADMINISTRATION RELEASE REPORT FOR AUGUST, 2019 (2 OF 2)

### REAL AND PERSONAL PROPERTY RELEASES MORE THAN \$100

<u>NAME</u>	<u>ADDRESS</u>	<u>BILL NO.</u>	<u>AMOUNT</u>	<u>REASON</u>
HOWLIN MAD AVIATION LLC	1085 ROBY STEWART RD KING, NC 27052	858135-2019-2019	\$170.20	BILLED IN SURRY CO
WHITENER, BEATRICE T	109 AMELIA DR HENDERSONVILLE, NC 28792	10734-2019-2019	\$232.28	DOUBLE-WIDE MH LISTED AS REAL PROP FOR 2019
MITCHELL, DAVID	1030 OXFORD LN, KING, NC 27021	296734-2019-2019	\$100.64	WATERCRAFT SOLD IN YEAR 2018
JOSLYN, LISA MARIE	1210 BOWEN RD PINNACLE, NC 27043	859163-2019-2018	\$151.27	GAP BILL REVERSE TAXED IN ARIZONA

TOTAL AMOUNT \$5,065.53

Richard T. Brim 9/5/19  
RICHARD T. BRIM DATE  
TAX ADMINISTRATOR

\_\_\_\_\_  
ANDY NICKELSTON DATE  
CHAIRMAN-STOKES COUNTY  
BOARD OF COMMISSIONERS

## STOKES COUNTY TAX ADMINISTRATION REFUND REPORT FOR AUGUST, 2019

### REAL AND PERSONAL PROPERTY REFUNDS MORE THAN \$100 PER NCGS 105-381(b)

<u>NAME</u>	<u>ADDRESS</u>	<u>BILL NUMBER</u>	<u>LEDGER</u>	<u>AMOUNT</u>	<u>REASON</u>
JONES, SAMUEL BRYAN	121 WORTHINGWAY CT KING, NC 27021	34532482	100.3100.113	\$76.10	VEHICLE SOLD
			100.2130.068	\$51.79	
			211.3100.001	\$4.91	
TILLEY, PAUL JAVAN JR TILLEY, ROGER STEVE	1120 MADISON RD MADISON, NC 27025	49242961	100.3100.113	\$95.33	DUPLICATION
			112.3100.001	\$109.89	
			209.3100.112	\$26.48	
			211.3100.001	\$13.24	

TOTAL AMOUNT

\$377.74

Richard T. Brim  
RICHARD T. BRIM  
TAX ADMINISTRATOR

9/15/19  
DATE

ANDY NICKELSTON  
CHAIRMAN-STOKES COUNTY  
BOARD OF COMMISSIONERS

DATE

## COUNTY OF STOKES

**Richard T. Brim**  
Tax Administrator



**Phone** (336) 593-2811      **TAX ADMINISTRATION**      **Fax** (336) 593-4019  
Post Office Box 294 • 1014 Main Street • Government Center • Danbury, NC 27016

September 9, 2019

**To:** Stokes County Commissioners  
**From:** Richard T. Brim, Tax Administrator  
**Subject:** Present-Use Value Late Application

Per NCGS 105-277.4(a1), "Late Application.....an application may be approved by the board of equalization and review or, if that board is not in session, by the board of county commissioners."

We have (2) Present-Use Value late applications for Year 2019 on which the Tax Office is recommending approval:

<u>Taxpayer</u>	<u>Parcel</u>	<u>Acreage</u>	<u>Reason</u>
Gladys H. Dodson	6989-00-22-4455	40.08	Late Delivery of Forestry Use Value Application
	6989-00-23-6600	1.00	
APPROVAL _____ DENIAL _____			

William Rex Gibson	5988-00-32-5177	16.48	Late Delivery of Forestry Use Value Application
	5988-00-42-3366	29.80	
	5988-00-53-3060	2.10	
APPROVAL _____ DENIAL _____			

Date 9/5/19

Richard T. Brim

Richard T. Brim  
Tax Administrator

Date \_\_\_\_\_

\_\_\_\_\_

Andy Nickelston, Chairman  
Stokes County Board of Commissioners



# COUNTY OF STOKES

**Richard Brim**  
Tax Administrator



**Jackie Hostetter**  
Business Personal Property  
Appraiser

Phone (336) 593-2811

**TAX ADMINISTRATION**

Fax (336) 593-4019

Post Office Box 294 • 1014 Main Street • Government Center • Danbury, NC 27016

August 1, 2019

To: Board of Commissioners

From: Richard Brim

Re: Janie D. Watts  
Late application for elderly exemption for 2019

Abstract No: 315758  
Parcel No: 696800155552

The above taxpayer owns 2.15 acres of land and a dwelling located at 3016 Sheppard Mill Rd, Sandy Ridge. She is requesting acceptance of a late application for the year 2019 for the elderly exemption. A review of her application and accompanying documents indicate that she qualify for the exemption.

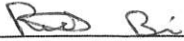
North Carolina General Statute 105-282.1(a1) states "...Upon a showing of good cause by the applicant for failure to make a timely application, an application for exemption or exclusion filed after the close of the listing period may be approved by...the board of county commissioners...as appropriate. An untimely application for exemption or exclusion approved under this subsection applies only to the property tax levied by the county or municipality in the calendar year in which the untimely application is filed."

Due to the circumstances of this request, and discussion with Ms. Watts, the Tax Administration recommends approval by the Board of this late application.

Approval\_\_\_\_\_

Denial\_\_\_\_\_

Date\_\_\_\_\_

  
Richard Brim  
Stokes County Tax Administrator

\_\_\_\_\_  
Andy Nickelston  
Chairman, Board of Commissioners

# COUNTY OF STOKES

**Richard Brim**  
Tax Administrator



Phone (336) 593-2811

**TAX ADMINISTRATION**

Fax (336) 593-4019

Post Office Box 294 • 1014 Main Street • Government Center • Danbury, NC 27016

---

**Date: September 4, 2019**

**To: Stokes County Board of Commissioners**

**From: Richard Brim, Tax Administrator**

**Reference: Just Plain Country, Business Personal Property Discovery**

The Tax Office, as part of its Business Personal Property Compliance Review Process, determined that Just Plain Country, located at 405 N Main St., in Walnut Cove, had not been listing their Business Personal Property. Our office reached out to Mrs. Kathy Dix, owner and operator of Just Plain Country, and informed her of the annual process of listing Business Personal Property. Mrs. Dix was unaware of her obligation to list Business Personal Property. The Tax Office processed a 5 year Discovery and billed the Business Personal Property in accordance with NCGS 105-312.

Upon receiving the Discovery Bills, Mrs. Dix contacted the Tax Office. Mrs. Dix and I discussed the Discovery process in detail. Mrs. Dix is a model taxpaying citizen and has a history of paying her taxes in a timely manner. Mrs. Dix asked the Tax Office to go before the BOC on her behalf and ask for the penalty portion of the Discovery Bills to be released. It has been common practice of the BOC to forgive the penalty portion of discovery bills for model taxpayers. This action is allowed per NCGS 105-312k.

It is my opinion that Mrs. Dix wants to fulfill her duties and pay her taxes; but, was just unaware of the requirements to list Business Personal Property annually. Mrs. Dix has already paid the entire original levy amount of \$509.91 associated with the Discovery Bills. All that remains due is \$186.46, the penalty portion of the Discovery Bills. Now that Mrs. Dix understands the process, she assured the Tax Office that she will submit her Business Personal Property Listing Form annually during the regular listing period. If you need any additional information, please let me know.

Sincerely,

**Richard Brim**

Approval \_\_\_\_\_

Denial \_\_\_\_\_

Date \_\_\_\_\_

\_\_\_\_\_  
**Andy Nickelston**  
Chairman, Board of Commissioners



# COUNTY OF STOKES

**Richard T. Brim**  
Tax Administrator



Phone (336) 593-2811

**TAX ADMINISTRATION**

Fax (336) 593-4019

Post Office Box 294 • 1014 Main Street • Government Center • Danbury, NC 27016

**Date: September 4, 2019**

**To: Stokes County Board of Commissioners**

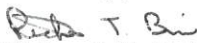
**From: Richard T. Brim, Tax Administrator**

**Reference: 2% Discount, Prior to September 1**

**For your information, 2% discount taken on all Tax Codes for early payment of Taxes:**

Tax Code	2014 Tax Bills	2015 Tax Bills	2016 Tax Bills
County (G01)	\$212,322.31	\$213,809.19	\$220,393.82
School Operating Expense (G02)	\$0.00	\$0.00	\$0.00
New School/F-Tech Fund (E01)	\$14,152.99	\$13,792.77	\$14,216.97
Service Fire District (S01)	\$11,899.41	\$12,702.91	\$13,958.09
King Fire District (F01)	\$3,408.70	\$3,534.83	\$3,941.55
Walnut Cove Fire District (F03)	\$2,315.81	\$2,235.60	\$2,440.16
Rural Hall Fire District (F02)	\$631.19	\$648.62	\$748.91
Dogs (D01)	\$345.48	\$0.00	\$0.00
City of King (C01)	\$26,113.76	\$26,086.32	\$26,219.64
Town of Danbury (C04)	\$290.78	\$316.87	\$303.62
Town of Walnut Cove (C03)	\$4,477.96	\$3,985.32	\$4,843.50
<b>Total</b>	<b>\$275,958.39</b>	<b>\$277,112.43</b>	<b>\$287,066.26</b>
Tax Code	2017 Tax Bills	2018 Tax Bills	2019 Tax Bills
County (G01)	\$236,567.85	\$117,432.17	\$114,775.62
School Operating Expense (G02)	\$0.00	\$117,431.85	\$132,300.41
New School/F-Tech Fund (E01)	\$15,260.54	\$15,150.65	\$15,938.98
Service Fire District (S01)	\$15,743.09	\$15,967.23	\$16,220.19
King Fire District (F01)	\$4,492.51	\$4,529.59	\$4,703.32
Walnut Cove Fire District (F03)	\$2,741.89	\$2,498.11	\$2,899.07
Rural Hall Fire District (F02)	\$855.37	\$833.75	\$864.71
Dogs (D01)	\$0.00	\$0.00	\$0.00
City of King (C01)	\$29,777.52	\$28,802.92	\$31,848.88
Town of Danbury (C04)	\$484.28	\$358.44	\$335.48
Town of Walnut Cove (C03)	\$5,225.66	\$5,071.66	\$5,774.14
<b>Total</b>	<b>\$311,148.71</b>	<b>\$308,076.37</b>	<b>\$325,660.80</b>

Sincerely,

  
Richard T. Brim





**Board of County Commissioners  
September 9, 2019  
6:00 PM**

**Item number: VII.c.**

**Transportation Senior Services & DSS**

Contact: Glenda Pruitt

Summary:

Please see the attached for Transportation for Senior Services & DSS

**ATTACHMENTS:**

Description	Upload Date	Type
Transportation Senior Services & DSS	9/4/2019	Cover Memo



*Stokes County  
Purchasing Department*

Memorandum

To: Stokes County Board of Commissioners

From: Glenda Pruitt, Support Services Supervisor

Date: September 4, 2019

Re: Transportation DSS & Senior Services

JD Cruise will be ceasing operations with Stokes County on September 30, 2019. Proposals have been received for additional transportation vendors to come on board with YVEDDI. The proposals received are as follows:

Gentle Care Transportation	Ambulatory/Wheelchair Rate	\$2.50 per mile
Casey Joyce	Minimum Trip Rate	\$23.00 per trip
155 Kout Lane		
Madison, NC 27025		
Capital Transit	Single Trip (5 miles included)	\$55.00
Shiraz Mir	Mileage rate (After 5 miles)	\$3.25 per mile
187 Dnieper River Way	Dry run/ No Show	\$30.00
Sacramento CA 95834		

Stacey Elmes, Vicky East, and myself have met and discussed the proposals that were received. The RFP was sent out twice trying to get more response, but had no luck. After our discussion we would like to propose to contract with both companies to provide addition transportation options for the county.

# Transportation Services to the Stokes County Senior Services Department

Prepared for: Glenda Pruitt: The Stokes County Support Services Supervisor

Prepared By: Casey Joyce: Gentle Care Transportation L.L.C.



Casey Joyce (336)932-1610 [www.Gentlecare1.com](http://www.Gentlecare1.com) [Gentlecare1@yahoo.com](mailto:Gentlecare1@yahoo.com)

08/14/2019

Thank you for your consideration and the possible opportunity to provide transportation services to Stokes County. We specialize in assisting people to and from several different types of appointments and also to other types of events that may require assistance with wheelchair bound or walking patients. Building my own transportation company has always been a dream of mine. I seen the need for it several years back, while in various public safety roles, and believe the exist is even greater today. I enjoy the challenge of trying to advertise, grow, and run my business. My company is different from some others in regards to my approach. I use very nice reliable equipment and am very patient about learning and going about each step correctly. My company is very new, just being established within the last year. However, I have started proceeding in a good direction and look to grow and expand to more vehicles and employee's in the near future. This contract would help with that expansion even sooner. Patient care and customer satisfaction is my goal at the end of every day.

-Casey Joyce

## *Table of Contents*


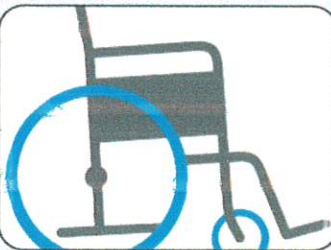

➤ Title Page.....	1
➤ Cover Page.....	2
➤ Table of Contents.....	3
➤ Executive Summary.....	4
➤ Cost.....	5
➤ Exceptions.....	6
➤ Insurance Proof.....	7
➤ Vehicle Information.....	8
➤ References.....	9



## *Executive Summary*

*Our mission is to transport customers safely in a timely manner to and from their destinations. Although I only have the one van right now, I can still help to decrease the number of needed transports in Stokes County. My hours are normal business hours Mon.-Fri. however I will do weekends, holidays, and after hour trips as well. I believe we could both benefit and grow as a team to help the county residents in need of transportation. My company is based in Madison, Rockingham County. I serve Rockingham, Stokes, and Guilford right now. I do have everything that's needed to do business as a Non-Emergency Medical Transportation company in place. If I do receive the opportunity to help with this contract, my primary focus would be Stokes County.*

## Cost

		
Per mile Ambulatory \$2.50	Per mile Wheelchair 2.50	Minimum Amount of \$23.00 per trip

*Mileage will begin at the pickup location and will end at the drop off location. Return trips will include mileage from pick up location to drop off location as well. I use Google maps for trips so you can assure mileage is to that accuracy. All trips mileage and data will be recorded. I would like to add a minimum amount for those trips that are far out and are only a few miles in distance.*



## *Exceptions*



*In the event I purchase a large enough van or shuttle bus and I am used for the large group transports; I have included a price for that transportation service.*





# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

08/14/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b>  Piedmont Triad Insurance Agency 7 Battleground Ct, Suite 224 Greensboro, NC 27408	<b>CONTACT NAME:</b> Leigh Griffin	<b>PHONE (A/C, No, Ext):</b> (336)282-6555	<b>FAX (A/C, No):</b> (336)282-6781
	<b>E-MAIL ADDRESS:</b> leigh@ptlagency.com		
<b>INSURED</b>  Gentle Care Transportation LLC Casey Joyce 195 Running Cedar Road Madison, NC 27025	<b>INSURER(S) AFFORDING COVERAGE</b>		<b>NAIC #</b>
	<b>INSURER A:</b> Scottsdale Insurance Co		
	<b>INSURER B:</b> Jackson Sumner Assoc		
	<b>INSURER C:</b>		
	<b>INSURER D:</b>		
	<b>INSURER E:</b>		

**COVERAGES**

CERTIFICATE NUMBER: 00000000-74453


REVISION NUMBER: 1

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDITIONAL SUBROGATION	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:		CPS9264310	08/14/2019	08/14/2020	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Per occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
B	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY		AUT5986381	07/02/2019	07/02/2020	COMBINED SINGLE LIMIT (Per accident) \$ 1,500,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$	<input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE				EACH OCCURRENCE \$ AGGREGATE \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	<input type="checkbox"/> Y/N <input checked="" type="checkbox"/> N/A				PER STATUTE <input type="checkbox"/> OTHER <input type="checkbox"/> E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

**CERTIFICATE HOLDER****CANCELLATION**

Stokes County Senior Services 700 Main Street Danbury, NC 27016	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE  (LFG)
---	--

## Vehicle Information

*I currently have one 2015 Ford Transit XLT handicap equipped van. It is a very reliable van with 60k current miles. It will hold a driver, a front passenger, a bench seat in the middle capable of holding 3 passengers, and a hatch door in the back with a fold out ramp in a lowered floor for a wheelchair patient. It has the "Q-Straint" Tie down system with seatbelt security, air vents and even a cup holder for that rear handicap passenger. It has professional decals clearly stating the company name and its handicap function. I feel pretty confident that if I am awarded a contract that I would be able to get one to two regular passenger vans within the next month.*

**Vin # NM0GE9F1198931**



## *References*

*I do not have many Customer Reference's because I have been only accepting them for that past month.*

*Lynn Knight, I have assisted two different family members of hers (one in Lawsonville and one in Stokesdale) on several different occasions. (336)686-2297*

*Jim Parramore, He is the director of Respiratory Care Department at Sovah Health Hospital in Martinsville Va. I worked there as a Respiratory Therapist until recent and he is familiar with my work effort. (336)409-6050*

*Shawn Jorman, He works as a mentor for SCORE. A small business service in the triad area. He helped to guide me and also knows how hard I work at being successful with my business. (336)314-3494*

*Thank you for your time and consideration.*

**BID PROPOSAL FORM ATTACHMENT A**

Project: Senior Services Transportation Needs

**Bid Date:** 8-15-19

To: County of Stokes  
PO Box 20  
Danbury, NC 27016

From: W. Casey Joyce  
Name of Bidder

The undersigned as bidder, proposes to provide the Stokes County Department of Social Services:  
With various transportation services with the fees of:

May attach proposal to form if needed make note to see Attachment and sign form.

Attached

A copy of the bid specifications is included with this proposal. Any and all exceptions taken have been noted on the exception form.

I, (WE), the undersigned as bidder, agree to indemnify and save harmless the County of Stokes from any lawsuits, actions, damages, and cost in every name and description resulting from infringement of any patent, trademark, copyright, or alleged negligence.

I, (WE), the undersigned as bidder, certify that this bid proposal is made without connection with any other person, company or parties bidding on this contract, or with any officer or employee of the County of Stokes, and it is in all respects fair and in good faith without collusion or fraud.

I (WE), the undersigned as bidder, certify that I, (WE) will adhere to all provisions of the Civil Rights Act of 1964, as amended, the Americans With Disabilities Act and other equal opportunity requirements established by laws and regulations.

I (WE), the undersigned as bidder, agree not to discriminate against any employee or applicant for employment because of race, religion, color, sex, age, handicap, political affiliation or national origin.

Submitted this 15<sup>th</sup> day of August, 2019.

Gentle Care Transportation LLC

Name

By W. Casey Joyce Title Owner/manager

Address: 155 Kout Ln Madison NC 27025 Telephone Number 336-932-1610

Federal ID/Social Security Number 82-4747671

# Transportation Services to the Stokes County Department of Social Services

Prepared for: Glenda Pruitt: The Stokes County Support Services Supervisor

Prepared By: Casey Joyce: Gentle Care Transportation L.L.C.



Casey Joyce (336)932-1610 [www.Gentlecare1.com](http://www.Gentlecare1.com) [Gentlecare1@yahoo.com](mailto:Gentlecare1@yahoo.com)

08/14/2019

Thank you for your consideration and the possible opportunity to provide transportation services to Stokes County. We specialize in assisting people to and from several different types of appointments and also to other types of events that may require assistance with wheelchair bound or walking patients. Building my own transportation company has always been a dream of mine. I seen the need for it several years back, while in various public safety roles, and believe the exist is even greater today. I enjoy the challenge of trying to advertise, grow, and run my business. My company is different from some others in regards to my approach. I use very nice reliable equipment and am very patient about learning and going about each step correctly. My company is very new, just being established within the last year. However, I have started proceeding in a good direction and look to grow and expand to more vehicles and employee's in the near future. This contract would help with that expansion even sooner. Patient care and customer satisfaction is my goal at the end of every day.




-Casey Joyce

## *Executive Summary*

*Our mission is to transport customers safely in a timely manner to and from their destinations. Although I only have the one van right now, I can still help to decrease the number of needed transports in Stokes County. My hours are normal business hours Mon.-Fri. however I will do weekends, holidays, and after hour trips as well. I believe we could both benefit and grow as a team to help the county residents in need of transportation. My company is based in Madison, Rockingham County. I serve Rockingham, Stokes, and Guilford right now. I do have everything that's needed to do business as a Non-Emergency Medical Transportation company in place. If I do receive the opportunity to help with this contract, my primary focus would be Stokes County.*



## Cost

		
Per mile Ambulatory \$2.50	Per mile Wheelchair 2.50	Minimum Amount of \$23.00 per trip

*Mileage will begin at the pickup location and will end at the drop off location. Return trips will include mileage from pick up location to drop off location as well. I use Google maps for trips so you can assure mileage is to that accuracy. All trips mileage and data will be recorded. I would like to add a minimum amount for those trips that are far out and are only a few miles in distance.*



## *Exceptions*



Large group such at  
Nutrition visits  
\$4.50 per mile

*In the event I purchase a large enough van or shuttle bus and I am used for the large group transports; I have included a price for that transportation service.*



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

08/14/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME: Leigh Griffin PHONE (A/C, No, Ext): (336)282-5555 E-MAIL: leigh@ptlagency.com ADDRESS: INSURER(S) AFFORDING COVERAGE INSURER A: Scottsdale Insurance Co INSURER B: Jackson Sumner Assoc INSURER C: INSURER D: INSURER E: INSURER F: NAIC #
INSURED	Piedmont Triad Insurance Agency 7 Battleground Ct, Suite 224 Greensboro, NC 27408  Gentle Care Transportation LLC Casey Joyce 195 Running Cedar Road Madison, NC 27025

COVERAGES CERTIFICATE NUMBER: 00000000-75353 REVISION NUMBER: 1

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:  B		CPS3264310	08/14/2019	08/14/2020	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
	AUTOMOBILE LIABILITY ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY		AUT5986381	07/02/2019	07/02/2020	COMBINED SINGLE LIMIT (Ea accident) \$ 1,500,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	UMBRELLA LIAB EXCESS LIAB DED RETENTION \$					EACH OCCURRENCE \$ AGGREGATE \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N W/A				PER STATUTE <input type="checkbox"/> OTH ER <input type="checkbox"/> E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES: (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

## CERTIFICATE HOLDER

## CANCELLATION

Stokes County Social Services 1010 Main Street Danbury, NC 27016	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE  (LFG)
--	--

## Vehicle Information

*I currently have one 2015 Ford Transit XLT handicap equipped van. It is a very reliable van with 60k current miles. It will hold a driver, a front passenger, a bench seat in the middle capable of holding 3 passengers, and a hatch door in the back with a fold out ramp in a lowered floor for a wheelchair patient. It has the "Q-Straint" Tie down system with seatbelt security, air vents and even a cup holder for that rear handicap passenger. It has professional decals clearly stating the company name and its handicap function. I feel pretty confident that if I am awarded a contract that I would be able to get one to two regular passenger vans within the next month.*

**Vin # NM0GE9F1198931**



## *References*

*I do not have many Customer Reference's because I have been only accepting them for that past month.*

*Lynn Knight, I have assisted two different family members of hers (one in Lawsonville and one in Stokesdale) on several different occasions. (336)686-2297*

*Jim Parramore, He is the director of Respiratory Care Department at Sovah Health Hospital in Martinsville Va. I worked there as a Respiratory Therapist until recent and he is familiar with my work effort. (336)409-6050*

*Shawn Jorman, He works as a mentor for SCORE. A small business service in the triad area. He helped to guide me and also knows how hard I work at being successful with my business. (336)314-3494*

*Thank you for your time and consideration.*

**BID PROPOSAL FORM      Attachment A**

Project: Stokes County Department of Social Services Transportation Needs

**Bid Date:** 8-15-19

To:                      County of Stokes  
                            PO Box 20  
                            Danbury, NC 27016

From:                  W. Casey Joyce  
                            Name of Bidder

The undersigned as bidder, proposes to provide the Stokes County Department of Social Services:  
With various transportation services with the fees of:

May attach proposal to form if needed make note to see Attachment and sign form.

Attached & Included  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

A copy of the bid specifications is included with this proposal. Any and all exceptions taken have been noted on the exception form.

I, (WE), the undersigned as bidder, agree to indemnify and save harmless the County of Stokes from any lawsuits, actions, damages, and cost in every name and description resulting from infringement of any patent, trademark, copyright, or alleged negligence.

I, (WE), the undersigned as bidder, certify that this bid proposal is made without connection with any other person, company or parties bidding on this contract, or with any officer or employee of the County of Stokes, and it is in all respects fair and in good faith without collusion or fraud.

I (WE), the undersigned as bidder, certify that I, (WE) will adhere to all provisions of the Civil Rights Act of 1964, as amended, the Americans With Disabilities Act and other equal opportunity requirements established by laws and regulations.

I (WE), the undersigned as bidder, agree not to discriminate against any employee or applicant for employment because of race, religion, color, sex, age, handicap, political affiliation or national origin.

Submitted this 15<sup>th</sup> day of August, 2019.

Gentle Care Transportation LLC  
Name

By W. Casey Joyce Title Owner/manager

Address: 155 Kout Ln, Madison Nc, 27025 Telephone Number 336-932-1610  
Federal ID/Social Security Number 82-4747671

August 18, 2019

Stokes County

Dear Ms. Glenda Pruitt,

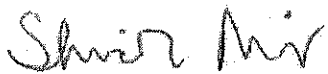
Capital Transit is pleased to submit its proposal in response to the patient/ passenger transportation services for the Stokes County. It is Capital Transit's mission to provide highest quality and compassionate passenger transportation services. Within our proposal, we have demonstrated our ability to successfully implement an excellent transportation program with a special focus on safe and on-time transportation services provided with highest level of customer service. As a small company, we place great emphasis on quality for each and every ride and expect the routine processes we employ will translate into significantly improved services at reasonable rates.

We have read, understood, and agree to perform all contractor responsibilities and will comply with all requirements and terms set forth in the RFP, and modifications of the RFP, the Contract and Addenda. We are confident in our ability to provide excellent and unmatched services for the Stokes County.

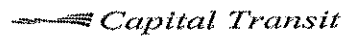
For your information I, Shiraz Mir, am the owner of Capital Transit and legally authorized to commit the organization contractually, including services and prices, contained in this proposal. My contact information is included below. Please feel free to contact me with any questions.

I look forward to working with you through the RFP process.

Sincerely,



Shiraz Mir  
President/ Owner  
Capital Transit  
Phone: (916) 470-0476  
Email: [Shirazmir916@gmail.com](mailto:Shirazmir916@gmail.com)



**Price Proposal**

**Stokes County**

**Passenger transportation service**

Description	Unit	Rate
Single trip (5 miles included)	Trip	\$55.00
Mileage rate (After 5 miles)	Mile	\$3.25 per mile

Dry run/ No Show: \$30.00

**Yearly Audit**

Capital Transit uses subcontractors to provide transportation. Capital Transit will get the listed documents from our subcontractors and mail them to Stokes County. Capital Transit is also willing to open a local office in King, NC should it be needed.

**Pricing clarification**

Capital Transit will not be able to completely drop the trip fee however we have provided a large discount. This fee is in-line with the industry practice. The trip fee includes 5 miles which should cover all local/ within city transports.

Capital Transit will also provide wheelchair transports.

We are very excited about this opportunity and look forward to providing Stokes County with the highest quality transportation service.





# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
08/12/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	Integrated Transportation 1041 Peruque Crossing Cou Suite A O'Fallon MO 63366-2362	CONTACT NAME: Integrated Transportation Resources, Inc. PHONE (A/C, No., Ext): (636) 561-0048 FAX (A/C, No.): (636) 625-0909 E-MAIL: cbaumann@itr-inc.net ADDRESS:
INSURED	Capital Transit 4617 Carrigan Lane Carmichael CA 95608-	INSURER(S) AFFORDING COVERAGE INSURER A: Atain Specialty Insurance NAIC # 17159 INSURER B: Lloyd's London INSURER C: State Compensation Insurance Fund INSURER D: INSURER E: INSURER F:

## COVERAGES

CERTIFICATE NUMBER: 0001

REVISION NUMBER: 0001

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVR	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:		PLS02888	07/10/2019	07/10/2020	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$4,000,000 PRODUCTS - COMP/OP AGG \$1,000,000 Sexual/Physical Abuse \$100,000/300,000
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY					COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$					EACH OCCURRENCE \$ AGGREGATE \$ \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	9236772-19	08/15/2019	08/15/2020	PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/> E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000
B	Cyber Liability		RPS-P-0672359M	07/18/2019	07/18/2020	All Coverages 1,000,000

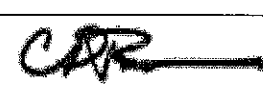
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

The Certificate Holder is listed as an Additional Insured on the above Auto & General Liability Policy.

## CERTIFICATE HOLDER

## CANCELLATION

AI 002714

Department of Public Health Office of Contract Management and Compliance 101 Grove St. Rm. 410 San Francisco CA 94102-	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE 
---	---

**BID PROPOSAL FORM ATTACHMENT A**

Project: Senior Services Transportation Needs

Bid Date: 8/18/2019

To: County of Stokes  
PO Box 20  
Danbury, NC 27016

From: Capital Transit  
Name of Bidder

The undersigned as bidder, proposes to provide the Stokes County Department of Social Services:  
With various transportation services with the fees of:  
May attach proposal to form if needed make note to see Attachment and sign form.

Attached

A copy of the bid specifications is included with this proposal. Any and all exceptions taken have been noted on the exception form.

I, (WE), the undersigned as bidder, agree to indemnify and save harmless the County of Stokes from any lawsuits, actions, damages, and cost in every name and description resulting from infringement of any patent, trademark, copyright, or alleged negligence.

I, (WE), the undersigned as bidder, certify that this bid proposal is made without connection with any other person, company or parties bidding on this contract, or with any officer or employee of the County of Stokes, and it is in all respects fair and in good faith without collusion or fraud.

I (WE), the undersigned as bidder, certify that I, (WE) will adhere to all provisions of the Civil Rights Act of 1964, as amended, the Americans With Disabilities Act and other equal opportunity requirements established by laws and regulations.

I (WE), the undersigned as bidder, agree not to discriminate against any employee or applicant for employment because of race, religion, color, sex, age, handicap, political affiliation or national origin.

Submitted this 18 day of August, 2019.

Capital Transit  
Name

By Shiraz Mir Title President

Address: 187 Dnieper River Way Telephone Number (916) 470-0476  
Federal ID/Social Security Number 800768616

**Technical Proposal**  
**Patient/ Passenger Transportation Services**  
**to the**  
**Stokes County**  
**Senior Services Department and the Department of Social Services**

**Submitted by**  
**Capital Transit**

*Our Mission is to provide quality and  
compassionate service*

August 18, 2019  
Duns / CCR: 078309594  
Tax ID: 800768616  
RFP: Transportation Services

Shiraz Mir, President  
Capital Transit  
187 Dnieper River Way  
Sacramento, CA 95834  
Ph: (916) 470-0476  
Email: shirazmir916@gmail.com

## **Table of Contents**

### **Corporate Qualifications and Experience**

- A. Organization Status
  - 1. Organization Chart
  - 2. Company Summary
- B. What makes us Unique
- C. History

### **Tasks and Technical Approach**

- A. Approach
- B. Benefits of our model
- C. Customer Service
- D. Dispatch Center
- E. Policies and Procedures
- F. Startup Plan

### **Staffing**

- A. Staffing Plan
- B. Staff Qualifications and Resumes

### **DBE Participation**

### **References**

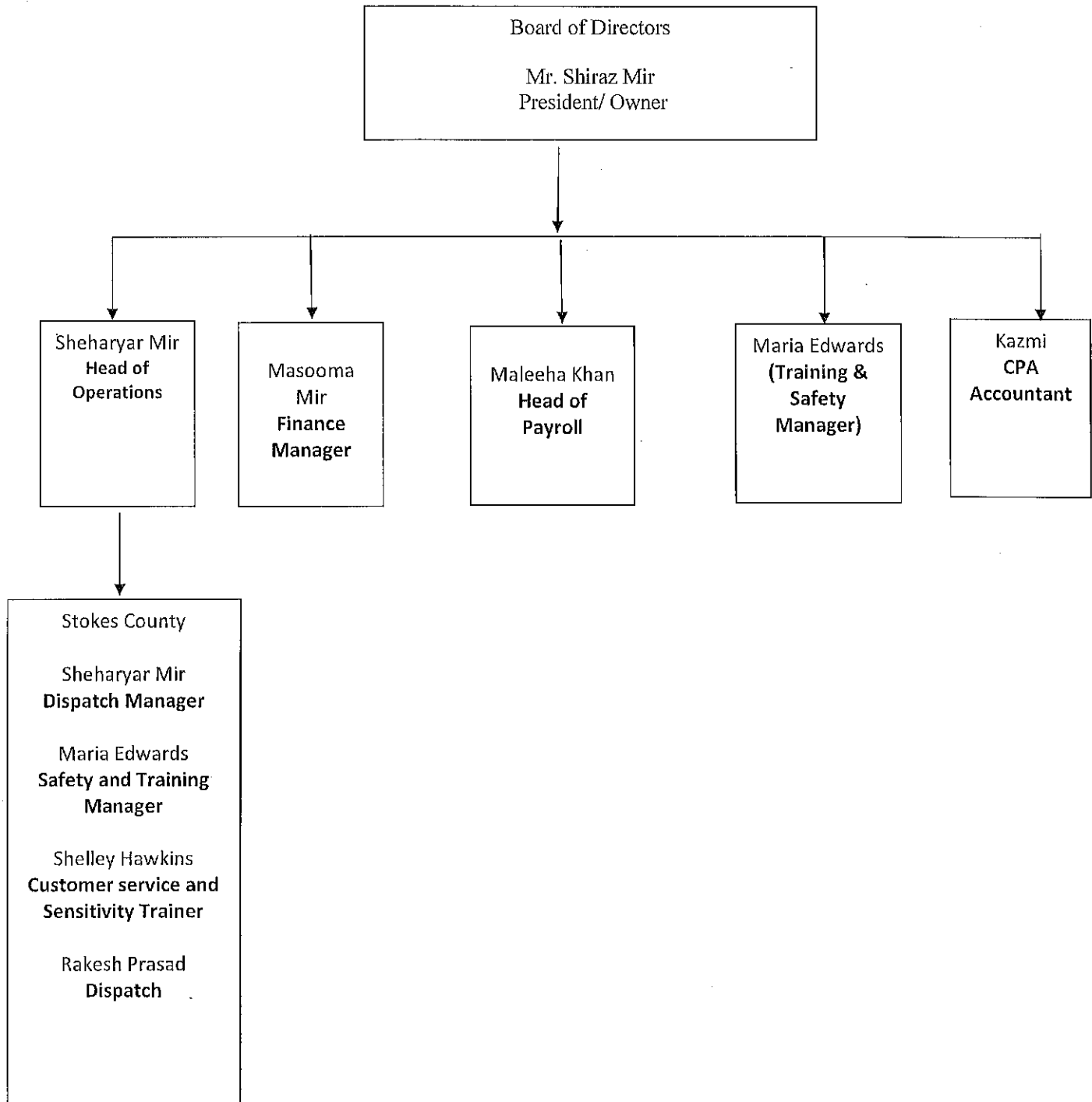
### **Price Proposal**

### **Signed Addendum**

### **Signed Exhibits**

## Organization Status

### Corporate Organizational Chart



## **Company Summary**

The following will serve to introduce our company, Capital Transit. Capital Transit was formed in 2011 and provides non-emergency patient transportation services to government agencies and private entities.

Capital Transit is a patient transportation brokerage with extensive experience, as demonstrated in the proposal. The trips will be provided by Capital Transit's subcontractors (Transportation Providers). Capital Transit will manage, schedule, track, and dispatch all trips. Our office will be responsible for submitting managing and submitting all reports including on-time performance reports to Stokes County. Furthermore, we have experience operating a similar patient transportation contracts for other counties.

### **Business type and size**

Capital Transit is a Minority-Owned Small Business.

### **Ownership**

Shiraz Mir President/ owner

### **Mission Statement**

Our mission is to provide quality and compassionate transportation service.

### **Company Location**

Capital Transit is headquartered in Sacramento, CA with dispatch offices in west coast and east coast.

### **What Makes Capital Transit Unique**

- **Our Team** is experienced in starting new brokerage operations within 45 days of award by building a coalition of transportation providers.
- We serve communities that are diverse in age, sexual preferences, and ethnic background that present with a wide variety of health and mobility needs. Our customer feedback is consistently positive, with special note regarding our personalized service, driver courtesy and customer service.
- **Relevant Experience:**
  - ❖ *Our Teams has 15 years' experience in operating similar and larger brokerage contracts for government agencies.*
  - ❖ *Experienced with covering very large catchment areas under our contracts.*
- **Safety / Quality Assurance:**
  - ❖ Capital Transit has a dedicated Safety / Quality Assurance team that focuses solely on ensuring that the Company's safety and Quality Assurance policies and program are being executed properly by Capital Transits employees and its transportation providers.
- **Dispatch:**
  - ❖ We believe on-time service depends on proper scheduling and live dispatching. We bring the highest quality of service by closely monitoring each and every ride in real time.
- **Safety**
  - ❖ Capital Transit has an extensive safety and training program for drivers.
- **Management:** Our management team is well educated and versatile with years of hands-on experience in a variety of service areas meeting a wide range of customer needs. We are well versed in transporting shuttle, ambulatory and wheel-chair bound persons; young men and women to people of advanced age. Besides having a wide range of mobility issues, this population also presents with a variety of mental health needs, as well.
- **Dedicated fleet:** We will not use these providers/ vehicles for any other customer/ client in Stokes County. These transportation providers will be solely designated for Stokes County.

## *Capital Transit*

- **Feedback surveys:** We conduct formal feedback surveys via phone from riders on a daily basis. Each day we call and gain feedback from some riders we transported that day.

### **History**

Capital Transit was formed in 2011 and provides non-emergency patient transportation services to government agencies and private entities.

Our President, **Shiraz Mir** has 18+ years of experience in the industry, managing various government non-emergency transportation contracts. He completed his undergraduate studies at the University of California, Davis and has a Masters in Business Administration (MBA) from the University of Santa Clara.

### **Timeliness**

Our teams track record shows we have consistently performed above 97% on-time performance.

We believe proper dispatching, scheduling, communication and management of transportation providers is the key to on-time performance.

We assure the Stokes that Capital Transit will bring the highest quality of service and highest standard of on-time performance and customer service.

### **Financial Stability**

Capital Transit is a private small business that is well position to start this contract.

## **Technical Approach**

**Approach:** Capital Transit will be the contractor and provide all transports for the Stokes County. Capital Transit will begin its operations for Stokes County by building and maintaining a robust network of transportation providers (subcontractors) which is sufficient in size, scope, and geographic dispersion to meet the needs of Stokes County. This allows us to put as many vehicles on the road as needed at any given time, resulting in highest level of on-time performance, quickest response times and customer experience. Other companies normally have a limited fleet of their own which this caps their capacity. Capital Transit will have as many vehicles as needed at any given time. We assure Stokes County that we will provide the quickest response times for will-call returns as we have done for other cities. We have used our model to solve the long-standing transportation issues for our other County clients. We encourage Stokes County to speak to our other current county clients for recommendations and feedback. Our providers will only use vehicles which are less than 5 years old. The number of vehicles will depend on the need of Stokes County, however we expect that around 5+ vehicles will satisfy the need.

### **Benefits of our brokerage model for Stokes County:**

- One shop-stop for Stokes County: Capital Transit will be the prime contractor and provide all transports for Stokes County, ensuring quality and safety for each and every ride. Stokes County can call, email, fax one office to schedule all rides. *All trips will be guaranteed to be accepted.*
- Flexibility to accommodate a high number of trips and increasing demand levels over time: More vehicles can be easily added to accommodate high number of trips or varying demand levels. This is especially crucial if there are a large number of trips during the same time of the day.
- Better On-Time performance: More vehicles and transportation providers result in better on-time performance and quick pickups for non-scheduled trips. Further improves patient satisfaction.
- Double the oversight: This approach provides double management and oversight. The subcontractor/ Transportation provider manages their own performance. Capital Transit provides an additional layer of management and oversight to ensure timely and safe transportation is provided for each and every ride.
- Highest quality and safety: We work with transportation providers and develop them to implement the best policy and procedures to ensure quality and safe transportation for every ride.
- Cover large catchment area: By having subcontractors/ transportation providers in different areas we are able to provide services over a large catchment areas.
- Reduced risk: The risk of labor strikes and contingencies is reduced. If one subcontractor has a labor strike then we can divert those rides to another subcontractor.

### **Customer Service and Integrity - our Core Values**

As evidenced by our mission statement, Capital Transit places the highest importance on passenger safety and customer service. Our management team strives to be the “Best Service Provider” and promotes a culture of safety and excellence. We believe that customer service is not just a department, but the responsibility of every employee. The office staff and transportation providers of Capital Transit are trained to be sensitive to riders needs while providing the highest level of customer service. We include a passenger feedback loop where all passengers are able to provide input on our services. We use their feedback to influence changes to our customer support policies. Analyzing survey results effectively allows us to integrate customer ratings and comments so that we may provide the best possible passenger experience. We believe that by creating and maintaining a customer feedback loop we not only can produce more satisfied passengers, but also improve employee morale and work force retention.

Client feedback is important. We want to ensure that clients have the opportunity to communicate as easily as they see fit. An effective communication effort from the client may be in all forms: social media, email, text, phone, letter, etc. Our organization will have tool and resource in place to track these inquiries/concerns and assign it to appropriate parties to handle. All customer input information should be addressed in a timely manner and follow up should be provided to the customer within 48 hours.



## *Capital Transit*

Integrity and ethics are also core values of our company. Capital Transit and all its owners are known in the industry for dealing with all partners honestly, fairly, and with respect.

### **Dispatch Center**

1. Capital Transit will establish a Quality Management Committee (QMC), the membership of which will include Capital Transit's General Manager, Directors of Operations, Provider Liaison and Capital Transit's Quality Assurance Manager. All meetings shall require a quorum be present prior to conducting business. Meeting will be held at least quarterly, with agendas provided to all members at least 2 weeks in advance. During the first 6 months of the contract, meetings may be held as often as monthly to support speedy resolution to any start-up issues which may present themselves.
2. Capital Transit stands ready to support Stokes County with any inquiries and will provide timely response to any request for assistance.
3. Our Technology includes:
  - a. Telephone and Fax
  - b. Scheduling and Dispatching Software ZOLL
  - c. ZOLL provides electronic platform to the hospitals and facilities to enter rides
  - d. ZOLL monitors all rides and creates monthly billing

Capital Transit is very willing to exploring any technology with Stokes County that would integrate the systems for seamless interface to schedule and track requests. We have experience with Trapeze.

4. Dispatch office and service  
Our dispatcher's office is open 24/7 and 365 days. Transportation is provided between 4:00am and 7:00pm and 365 days. All calls will be answered by the 3<sup>rd</sup> ring and no caller will be kept on hold longer than 90 seconds.

#### Staff audits

- System reports by each call center staff
- Live call monitoring will be conducted on 2 calls per dispatching staff per month

5. Schedule and Assign Trips
  - a. Trips can be scheduled via dispatch system electronic platform, phone and email during 24/7 365 days a year. Trips can be also scheduled on weekends.

#### Scheduling: Zoll features pertaining to scheduling:

- a. Scheduling and/or dispatching of trips
- b. Electronic platform for hospitals and facilities to enter rides
- c. Database management and record-keeping.
- d. Billing
- e. Provision of training to drivers on service delivery requirements and sensitivity to client needs. Driver training records and renewals are tracked.
- f. Follow-up and resolution of any complaints or concerns regarding service

### **Call Center Performance Standards**

- Capital Transit will run daily reports to ensure highest quality service and ensure we consistently meet contract requirements.

Proprietary Information

## **Policies and Procedures**

### **Emergency preparedness/ Contingency Plan**

We will have an Emergency Preparedness Committee – these individuals will have to go over best practices in case of a major disruption and how to handle it.

Our system is backed-up, in case of a disaster in the area our backup call center will resume operations without a delay. Our office in Sacramento, CA and Charlottesville, VA are both equipped to manage transportation without a delay.

### **Extreme Weather**

In extreme weather we continue providing services especially for patients who have critical treatments such as dialysis and radiation.

We have a responsibility of ensuring service is on the road. If the government declares a state of emergency and states that ALL vehicles are to be off the road – we will ensure that all our passengers have been brought home safely before we close our doors. No passengers are to be abandoned.

**Scheduled Trip(s):** Trips scheduled by 3:30 pm the prior business day.

Scheduled Trips are trips requested in advance by a schedule, telephone, encrypted email, or fax; and are requested before 3:30 pm on the prior day. The contractor has a 20 minute window to pick-up the patient and be considered on time (5 minutes before and 15 minutes after the requested pickup time)

- The dispatcher/ office will accept the call through electronic system, email, phone and fax.
- The office confirms the receipt of trips
- The request will be noted in the system immediately with the following details:
  1. Mode of transportation required such as wheelchair, gurney or ambulatory
  2. Required date & time.
  3. Name of beneficiary.
  4. Pick-up & delivery point.
  5. One way or Return trip.
  6. Special instructions, if any, such as need for oxygen.
  7. Type of equipment required.
- All calls received under this category will be accepted for the time & date requested. Any exception will be negotiated.
- In any case of delay in pick-up time of more than 15 minutes, the Stokes County staff will be informed.

**On Demand, Unscheduled and Will-call Return Trips:** These are Trips are those trips required on an as-needed basis where advance notice is not given. An unscheduled trip is any trip in which the service is requested for the same day. Response time is within sixty (60) minutes of notification of need.

- The dispatcher/ office will accept the call through electronic platform, email, phone/ fax.
- The office confirms the receipt of fax to the Stokes County
- The following details will be needed
  1. Mode of transportation required.
  2. Required date & time.
  3. Name of beneficiary.
  4. Pick-up & delivery point.
  5. One way or Return trip.
  6. Special instructions, if any.

## 7. Type of equipment required.

- All calls received under this category will be accepted for ASAP pickup unless otherwise stated.
- In any case of delay in pick-up time of more than 15 minutes, the Stokes County staff will be informed.

### **Transportation Providers (Subcontractors)**

Capital Transit subcontractors in Stokes County will be ambulatory and wheelchair transportation (NEMT) companies. We will provide the highest quality and quickest on-time response service to Stokes County. All trips will be guaranteed to be accepted and no trips will be rejected.

### **On-time performance**

Capital Transit guarantees a minimum 95% on-time performance. However, our past track record shows that we consistently perform above 97%. Please speak to our other highly satisfied county clients for recommendation and feedback.

### **Response Time**

**Timeliness report** will be submitted to Stokes County for each month. The report shall be submitted by the 5th day after the end of the month.

**Scheduled Trips** are trips requested in advance by a schedule, telephone, encrypted email, or fax; and are requested before 3:30 pm on the prior day. The contractor has a 20 minute window to pick-up the patient and be considered on time (5 minutes before and 15 minutes after the requested pickup time)

**Unscheduled Trips** are those trips required on an as-needed basis where advance notice is not given. An unscheduled trip is any trip in which the service is requested for the same day. Response time is within sixty (60) minutes of notification of need.

### **Trip accuracy**

Structured scripts and confirmations are used for efficient reservations and to avoid mistakes. Our rigorous training material and confirmation practices help eliminate those instances.

We will have a structured script and training process. When a rider provides information via phone or online the representative will provide a clear confirmation on what is being put into the system. It is important to ensure all information is up to date with the riders.

### **Shortages and Equipment failure**

In the case of vehicle breakdowns or accidents, passengers can be transferred to other vehicles in the area. Dispatchers having an overview of the routes and operation as a whole, are able to make sound judgements to transfer trips to perform timely deliveries.

Appropriate staff levels must be maintained during peak times, non-peak times, weekend. This goes back to analyzing the data and seeing where the need is. Dependent on the number of trips, and the number of vehicles needed to provide those trips on an hourly basis – having the appropriate number of vehicles, dispatchers is needed. Having operations managers overseeing these times is also important.

### **Daily Call Center Operations Management**

Proper training and understanding within the scheduling department. The scheduling department is a key piece in running a successful operation. Scheduling staff monitors all rides within the scheduling software to ensure all our passengers are being picked up and dropped off in a timely manner. Utilizing the scheduling team to know how many runs per day and per hour will have performance standards met.

Reports, KPIs, and daily operation's reports. Analyzing trends and what occurs each day allows us to make adjustments to turn a negative trend into a positive one. Seeing a specific time of the day hurting the OTP, this will cause for some action plans such as proper staffing, reducing system speed, reviewing load & unload times, dwell times, and analyzing the number of trips on each vehicle to see if the load can be distributed more efficiently.

The boarding trends are reviewed and studied for major locations.

### **Back up vehicles**

Each day there will be backup providers who used in case there is an issue. NEMT is a flexible system in which trips can be moved and optimized based on cancellations on live-day that may allow a normally tight schedule to free up and to allow for additional trips. This allows the operation as a whole to ensure that service is covered throughout the day.

Backup provider is used in case of a driver being pulled out of service. For driver calling out sick, or to take over routes for any situation.

### **Vehicles and Equipment**

All vehicles will be less than 5 years old. We will primarily use wheelchair van for the services. These include minivans with wheelchair *ramps* and bubble top wheelchair vans with a wheelchair hydraulic *Lifts*. We will also use sedans when appropriate.

The minivans have capacity to seat one wheelchair passenger and one ambulatory passenger.

The Bubble top vans have capacity to seat two wheelchair passengers and two ambulatory passengers.

Sedans have capacity to seat three ambulatory passengers.

We also have experience to providing first/last mile connections to public transit. Traditionally we have use buses for this type of transport but can also provide these services using vans and sedans.

### **Provider Drivers**

We believe safety starts from the driver hiring process including: Provider drivers requirement.

1. Background check including criminal background check.
2. DL-51 for physical capabilities.
3. DMV record - We allow a maximum 2 points in 5 years and only hire drivers who have not been involved in any accidents in the last 2 years.
4. Pre-employment drug and alcohol test.
5. CPR and First Aid training with certification

Provider Drivers, will be provided a minimum 8 hours of classroom training. Topics will include, but not be limited to:

- a. Capital Transit Procedures
- b. Securement of wheelchair
- c. Passenger assistance
- d. Passenger safety requirements
- e. Seating capacity of different vehicles,
- f. Proper seatbelt use,
- g. Safe embarkation and disembarkation,

### *Capital Transit*

- h. Emergency Procedures (including unsafe passenger behavior or medical condition, accident or other incident),
- i. HIPAA, and
- j. Customer service,
- k. Patient sensitivity.

### **Incident Policy**

All incidents are verbally reported to Stokes County immediately when they happen. Within 24 hours a written and complete incident report will be submitted to the Stokes County.

A proper investigation/Interview with the provider will be conducted. We determine whether the incident was preventable, using the current training manual, policies and procedures manual, state driving law, Smith System Defensive Driving curriculum, and Passenger Assistance Technique. Retraining on any of these curriculums, policies or procedures occurs prior to an operator being released back to revenue service. All preventable incidents can lead to progressive discipline up to and including termination. Repeated Incidents of the same nature can have Immediate escalated consequences.

Non-Preventative incidents can also require training and or create new procedures or policies to be placed into practice.

All Dispatcher take incoming radio communication from providers, when there is a reported emergency, they use a checklist to direct the provider. The dispatcher taking this call now becomes the dispatch incident command. This allows dispatchers of other routes to go on without disruption, this also gives the route in distress a direct communication with dispatch. Per unit 8 of the training Manuel.

### **Handling of Customer Complaint**

- Any complaint received verbally or in writing is logged in the log book
- The Operations Manager attempts to resolve the complaint and ensure customer satisfaction.
- The complaints that could not be resolved are passed on to the General Manager of the company.
- The complainant receives a response from the GM within 24 hours and the complaint gets resolved.
- All major complaints are reviewed by the company President, Shiraz Mir.
- All complaints are fully investigated and measures are taken to avoid any future reoccurrence. The investigation is conducted by Operations Manager with help of Safety and Training Manager.
- The providers involved is retrained and may be disciplined.

### **Personal Belongings**

Patients may bring a reasonable amount of equipment, such as any wheelchair, electric cart or prosthetic devices, consumable medical supplies, and suitcases that can be safely secured during transport.

### **Wait time**

Waiting Grace Period: The waiting grace period is defined as fifteen (15) minutes prior to the time waiting charges commence. The base rate for Wheelchair Van services shall include a fifteen (15) minute waiting grace period at origin and destination. There is no charge during the grace period. After the grace period, it will be considered a no-show.

If the Contractor waits any longer than 15 minutes at either end of the transport, wait time will be charged in 15 minutes increments.

### **Dry Run/ No show**

### *Capital Transit*

For cancellation on-site or within 30 minutes of pickup time, the Stokes County will be charged a no-show/dry run.

### **Startup Plan**

With our teams 15 years of experience in providing non-emergency medical transportation for government contracts, we are well positioned to provide superior services. We will assume services within 45 days of contract.

## Staffing

### A. Call Center/ Operations Staff

Position	Number of full-time employees
<b>Regional Manager/ General Manager</b>	0.2
Operations Manager	0.2
Dispatchers/ Customer Service Reps (CSRs)	1
Subcontractor Liaison/ Compliance Auditor	0.2
Accounting Manager	0.2
Customer Service – Shelly Hawkins	0.2
Safety and Training Manager- Maria Edwards	0.2
Total full-time management Staff	2-3
Subcontractors	5+
Vehicles	Per need (estimated 15 vans)

### Position Descriptions

General Manager – Sheharyar Mir  
Reports to the President

- Maintain client contact routinely to meet or exceed expectations.
- Identify, select, train and mentor location staff.
- Conduct periodic departmental audits.
- Daily, weekly and monthly review of key operational metrics.
- Ensure that all location financial metrics are managed continuously,
- Manage customer relations through both direct contact and outreach programs.
- Ensures fleet availability
- Oversee safety and training programs
- Implement, promote and adhere to company policies and procedures.
- Participate in locations labor and provider relations activities.
- Manage location budget.

**Percent of time on assigned to contract: 30%**

**Experienced with startups: Yes**

Operations Manager -Rakesh Prasad  
Reports to the General Manager

- The Operations Manager provides oversight to the day to day operations.
- Effectively manage all call center functions.
- Identify, select, train and mentor location staff.
- Assist in overseeing safety and training programs, plans and processes to ensure
- Manage on-time performance, efficiency and driver availability.
- Manage customer relations through both direct contact and outreach programs.
- Ensure compliance with company, contract and regulatory requirements.
- Contributes to maintain the safety of the division.
- Maintain client contact routinely to meet or exceed expectations.
- Assist with conducting periodic departmental audits.

Proprietary Information

### ~~Capital Transit~~

- Daily, weekly and monthly review of key operational metrics.
- Implement, promote and adhere to company policies and procedures.

**Percent of time on assigned to contract: 30%**

**Experienced with startups: Yes**

Provider Liaisons/ Safety and Training Manager: Maria Edwards  
Reports to President

- Provider Liaison works directly with all network transportation providers to ensure they understand and meet all requirements.
- She assist with certification, credentialing and training of the providers.
- She will conduct random checks on vehicles and driver files.
- Also will conduct monthly meetings with providers to address any performance issues.

**Percent of time on assigned to contract: 20%**

**Experienced with startups: Yes**

Dispatcher – Sara Wilder  
Reports to Operations Manager

- They take incoming calls, eligibility, schedule, dispatch and provide excellent customer service.
- Sara has extensive experience as a Dispatcher for various NEMT contracts.

**Percent of time on assigned to contract: 100%**

**Experienced with startups: Yes**

Customer Service and Sensitivity Trainer – Shelley Hawkins  
Reports to Operations Manager

- Provides training on customer service, sensitivity and disability awareness

### **Staff Qualifications and Resumes attached for**

Implementation Team includes by not limited to:

- Shiraz Mir- President
- Sheharyar Mir – General Manager
- Rakesh Prasad – Dispatch Manager
- Maria Edwards – Provider Liaison/ Safety and Training Manager
- Shelley Hawkins - Customer Service



**SHIRAZ MIR**

President  
Capital Transit

**Education**

- Santa Clara University, Leavey School of Business, Santa Clara, CA  
**Masters in Business Administration (MBA); Finance and Marketing**
- University of California, Davis, CA  
**Bachelors of Science, Managerial Economics**

**Work Experience**

**Capital Transit, CA**

**November 2011 to Present**

*President*

- Manage and look over Capital Transits offices.
- Performance monitoring, tracking, analysis, evaluation and reporting.
- Policies and procedures and contract compliance.
- Financial Management.
- Educating employees on customer service standards and safety.
- Bid evaluation and proposal development.
- Evaluate new business opportunities and implement growth strategy.
- Maintain client contact routinely to meet or exceed expectations.

**SHEHARYAR MIR**

**Education**

- University of California, Santa Barbara, CA  
*Bachelors of Arts, Business Accounting*
- Emergency Vehicle Operating Course
- American River College, Sacramento, CA  
*Emergency Medical Technician (EMT) course*

**Work Experience**

**Capital Transit, San Francisco, CA**

*General Manager*

- Maintain client contact routinely to meet or exceed expectations.
- Identify, select, train and mentor location staff.
- Conduct periodic departmental audits.
- Daily, weekly and monthly review of key operational metrics.
- Ensure that all location financial metrics are managed continuously,
- Ensures fleet availability
- Implement, promote and adhere to company policies and procedures.

**California Ambulance, Martinez, CA**

**April 2011 – 2017**

*Basic Life Support (BLS) Ambulance Company*

*Project Manager*

- Started operations of this company in Martinez, CA
- Manage daily operations and employees
- Hired EMTs and trained them according to company's policies and procedures
- Daily receive calls, including emergency (code 3) calls and dispatched EMT's
- Served the County Hospital in Martinez, CA
- Authored policy and procedures for the operations

**Laurels Medical Services DBA Chariot, Martinez, CA**

**January 2009 - 2016**

*Director/ Head of Operations*

- Directly monitored service quality
- Started operations of Chariot's office in Martinez, CA
- Hired and trained Operations Managers and dispatchers
- Manage office manager and dispatchers
- Bid evaluation and proposal development
- Authored policy and procedures for the Martinez division
- Ensure compliance with policy and procedures

**Laurels Medical Services DBA Chariot, Sacramento, CA**

**Nov 2002 - February 2008**

*Dispatcher/ Office Manager*

- Schedule and dispatch drivers
- Hired, trained and managed drivers and subcontractors
- Managed daily operations and drivers
- Overlook vehicle maintenance

**Advanced Equities Inc, San Francisco, CA**

**February 2008 – December 2008**

*Late Stage Venture Capital Bank, Investment Associate*

**Rakesh Prasad**  
**5370 Jacinto Ave, Sacramento CA 95823**  
**Operations Manager**

**Call Center Operations Manager**

December 2015- November 2017

Chariot

*Cabulnce, NMT and NEMT transportation company*

- Manage NMT and NEMT call center operations for various contracts across 3 states.
- Provide oversight to scheduling and dispatching
- Manage all subcontractors according to company policy and procedures
- Responsible to OTP of 95%
- Responsible for efficiency
- Manage the company budget
- Responsible for all reporting

**Operations Manager**

January 2008 – December 2015

NCCI, West Sacramento, CA

*Courier company*

- Manage all drivers and a team of dispatchers
- Responsible for all reporting and billing
- Create routes and update routes in real-time to maximize efficient
- Responsible for meeting all performance metrics

## **Maria Edwards**

**Safety and Training Manager**  
Capital Transit

### **Work Experience**

#### **Capital Transit**

**2011 to Present**

##### *Safety and Training instructor*

- Look over and manage Safety and Training Program.
- Train all drivers of the company.
- Training includes patient assistance and securement and patient sensitivity.
- Provide defensive driving training to all drivers both in-class and behind the wheel.
- Work directly with Operations Manager and Safety and Field Supervisor.
- Evaluate driver skills.
- Ensure driver compliance with policy and procedures.
- Conduct driver safety meetings and retrain all drivers every 3 months on passenger assistance and securement.

#### **Solid Ground Transportation, Seattle, WA**

**January 2004 to November 2011**

##### *Safety and Training Supervisor*

- Serving a contract with King County Metro Accessible services for Paratransit Services.
- Looked over the Safety and Training Program.
- Responsible for training and maintain approximately 130 Paratransit drivers.
- Provided training for defensive driving.
- Provided training on assistance and securement for handicapped and disabled population.

#### **Puget Sound Educational Service District**

**January 2000 to June 2003**

##### *School Bus Driver Trainer*

- Trained all the school bus drivers.
- Training included driving, student assistance and securement.

#### **Highline School District**

**October 1996 to January 2000**

##### *School Bus Driver Trainer*

- Trained all the school bus drivers.
- Training included driving, student assistance and securement.

### **Education and Certifications include**

- *1999 Graduate of Pupil Transportation Management*
- *1999 Washington State OSPI Driver Trainer*
- *2000 Child Occupant Securement Trainer*
- *2004 Passenger Assistance and Sensitivity Trainer with Metro Accessible Services*
- *2006 Smith System Defensive Driving Trainer*
- *2006 Q'Straint Securement and Occupant Trainer*
- *2006 Medic One Pediatric First Aid and CPR Trainer*

## **PASSENGER ASSISTANCE**

### ***PASSENGER SERVICE OVERVIEW***

our passengers depend on you for their comfort and safety. While this can be said of all organizations that provide transportation, our passengers are especially dependent on you for their comfort and safety. It is important therefore to present yourself to your passenger in a positive and professional manner. Your professional conduct will help your passenger have confidence in you.

Introduce yourself to your passenger by first telling them your name and the company you represent. Tell the passenger what you understand your instructions to be.

- Passenger name
- Passenger destination
- Destination due time

Help your passenger have confidence in you. Do not make the passenger guess whether or not you know what you are doing.

### ***PROFESSIONAL FOCUS- TEN BASIC SERVICE STEPS***

Professional operators provide a consistent level of service to each passenger. They are friendly in greeting their passenger, but not so friendly that they become casual about the service they provide. Professional operators are also consistent in the respect given to each passenger, regardless of their situation or their need. The items below define our service at its most basic level. Every passenger, every ride, every day receives this basic level of service.

- 1. Introduce yourself to your passenger by name.**
- 2. Ensure you have the correct passenger.**
- 3. Confirm their destination**
- 4. Ask your passenger how you may assist them.**
- 5. Assist or escort your passenger to the vehicle**
- 6. Assist or escort all passengers to the vehicle seat.**
- 7. Offer to assist with seat belt and wait for their answer.**
- 8. Check on your passengers comfort.**
- 9. Check on your passengers comfort after they have been on the vehicle for about five minutes and then periodically thereafter.**
- 10. Let your passenger know if your schedule takes you off route.**

Operators are responsible for assisting or escorting passengers both in and out of the vehicle. No passenger is allowed to disembark the vehicle unassisted or unescorted at any time. If a passenger stumbles and falls you could be held responsible.

## **A NOTE ABOUT GROOMING AND HYGIENE**

Most of us keep a “personal space” of about 18 inches between others and ourselves. When being served by professionals (Doctors, dentists, hair stylists, etc.) who work within our personal space, we expect a higher level of grooming. Our passengers expect and deserve the same treatment from us.

As professionals we follow these standards for grooming and dress.

- Wear a complete uniform that is clean and pressed
- Wear your ID badge
- Wear your assigned radio
- Hair must be short and neat at all times
- Men should shave each day, mustaches must be neat and trimmed
- Do not wear cologne or perfume while on duty as some people are allergic or are made uncomfortable by these products
- Be mindful of your breath

For further information regarding uniforms or personal hygiene and appearance please refer to your Chariot policy and procedure manual. (pages 19 and 20)

## **ESCORTING PASSENGERS**

Always assume that your passenger needs assistance. Walk next to a passenger and be prepared to provide “stand by” assistance. We want to encourage independence as much as possible, but never if there is a question of safety. A passenger should never have to ask for assistance.

## **BODY MECHANICS**

Most experts would agree that your chance of injury is greater from a muscle strain than from a vehicle collision. Sadly, these injuries are just as preventable as collisions. The following *section discusses safe lifting procedures; the specifics of how to assist passengers will follow.*

Safe lifting is a skill that can be learned. Picking up loads by exerting the arms and shoulders may feel natural. By doing “what comes naturally” is a leading cause of spinal strains and sprains that account for 88 percent of all industrial back injuries. The legs are many times more powerful than the back and far less open to injury.

As an operator you should not try to catch a falling passenger. Break the fall only, give them the softest possible ride to the ground. Please consider the following guidelines:

- Plan the lift
- Spread your feet to a width that feels comfortable, about 10 to 20 inches for men and 8 to 12 inches for most women. Place one foot, whichever you prefer forward and alongside the load. Place the other foot slightly behind to provide support and to give thrust to the lifting motion. Place your feet close enough to the load so that your legs (not your back) become the "levers."
- Keep the center of gravity low and close to your body. This will help protect your weaker muscles from injury.
- Bend your knees to a right angle and extend them forward. Squat down, keeping your back nearly vertical. Do not stoop over.
- Get a good grip, make sure you are in control
- Keep your back straight. Lifting with your back straight distributes pressure evenly over the spine. Lifting even a light weight with a bent back throws uneven and dangerous pressure on spinal discs and lower back muscles. Now tighten your core and back muscles so that your spine is ridged and supported.
- Tuck your chin in and raise your head so that the entire spinal column not just the neck, is straightened. This will automatically raise your chest and put your shoulders in a better position for arm action. Keep your chin tucked throughout the lifting movement, then let it return to normal as you reach a standing position.
- Make a smooth lift, keeping your body weight in proper balance. The thrust of your feet and the leverage of your knees will move your body forward and upward. Thus the load will actually be pushed by your leg muscles. For a split second you may feel off balance but you can quickly regain balance by bringing your rear leg forward as the lift is completed. Always use a smooth motion(do not jerk) to lift the load to its carrying position. Keep the load close to your body, one leg may be used to help support the load if necessary.
- Turn by changing the position of your feet, never twist your body. This would stress the lower back.
- Keep your back straight and bend your knees when lowering the load as well.

In the real world of vehicles and passengers, you may find that you do not have ideal working conditions. For example you may not be able to bend your knees because you have to lean over a seat, etc. These are the kinds of situations you should call dispatch for help know your limits and be safe.

## ***PROVIDING SUPPORT FOR AMBULATORY PASSENGERS***

Even if a passenger is fully ambulatory and refuses your offer of assistance, you must stand close by ("stand by") and watch for signs of poor balance. Approved methods for ambulatory assistance include offering a firm arm to hold onto, or, when minimal assistance is required, placing your hand behind a passenger's back. Do not grip a passenger's upper arm, as this could easily break a bone or dislocate a shoulder.

Whatever the method of assistance, ask your passenger which side they prefer you to be on. Someone with an arm sling or holding a cane may want you on the opposite side.

## ***PROVIDING SUPPORT FOR SEMI-AMBULATORY PASSENGERS***

Many passenger will need assistance while walking. Offer your arm to your passengers. They will grasp or link their arm in yours. By placing your hand over theirs, you help them maintain a steady contact. This position gives the passenger a sense of control (they are holding on to you), but it also gives you control (because you are responsible for their safety). If a passenger is very unstable and you think you may need some assistance, contact dispatch immediately. Recommendations may need to be made to the rider to ensure their safety and yours.

Remember always ask your passenger how you may assist them. Wait for your passengers response. Never grab a passenger, instead offer your arm to them you become the mobility aid.

## ***ASSISTIVE DEVICES***

- Quad cane
- Stick cane
- Walker
- Walker with seat and wheels
- Forearm crutch
- Crutch

## ***PROVIDING ASSISTANCE INTO AND OUT OF THE VEHICLE FOR AMBULATORY AND SEMI-AMBULATORY PASSENGERS***

operator must always assist all passengers (hands on) in and out of vehicles. Operators are expected to steady and boost passengers but are not expected to lift passengers in or out of the vehicle.

When escorting an ambulatory or semi-ambulatory passenger up and down stairs, such as in and out of the vehicle, it is better to stay on the down hill side where you are better able to assist, or where you could break a fall if necessary.



A hemiplegic person (such as stroke patients who have weakness or paralysis on one side) should go up steps with the strongest leg first. The weaker leg will follow supported by the stronger one. On the way down a set of steps, have the weak leg go down first, and use the strong leg to support body weight. Remember up with the good down with the bad.

Whenever possible, have the passenger grab the handrail as you stand to the side (in the middle of the steps).

Spasticity of the weak leg may cause it to swing behind cross the other leg when weight is taken off it; you can prevent this by guiding the leg to its proper position. Some people may also have perception difficulties, so watch to see that their feet are fully on the steps. On level ground, someone with one-sided weakness may benefit from your standing slightly behind the weak side, as they would more likely fall toward that side.

The operator has to use good judgment helping people who are weak on stairs getting into the vehicle. Sometimes it is safer to let a passenger ride the lift onto the vehicle, or ride the lift in a boarding chair. In most cases, the operator should always ride the lift with a standing passenger, provided it is safe to do so.

### ***ASSISTING PASSENGERS TO SIT OR STAND***

When someone needs assistance to sit down or stand up, there two methods you can offer them.

The one arm assist begins with you standing in front of the seated person with your feet apart, knees bent, and back straight. Reach toward them with one arm holding your arm firm. With your other arm hold their arm behind their elbow while they grasp your other arm as a grab bar. Let them pull themselves up, while you offer stability and balance. You should not be lifting them or pulling them, as there may be a risk of pulling their arm or shoulder out of socket. This is a good method when the person has only one arm they can pull with.

The two arm-armed assist is more stable when someone can pull with both arms. Grasp your wrist with your opposite hand, turning one forearm into a "horizontal bar" for them to pull on. Hold this bar at about shoulder height of the seated person, now stand in front of them with your feet apart, knees bent and back straight. To help balance a person that is heavier than you, it helps to step back as they rise.

In both methods they can prepare to get up by putting their feet back underneath their seat and leaning forward. You can help block their feet, which may skid on a slippery floor, by placing your foot in front of theirs. It is also possible to block weak knees from buckling by bracing your knee in front of theirs. When they have reached a standing position do not move them too quickly, as some people become faint. Wait until they are stable and clear headed before walking. Similar assistance may be needed to lower them safely back into a seat.

These two methods are better than the natural handhold that we may offer our friends. Squeezing a hand can be painful for a person with arthritis when their knuckles are compressed.

## ***TRANSFERING PASSENGERS FROM A WHEELCHAIR***

Normally a passenger will remain in the wheelchair during the trip. Sometimes, however a person only uses a wheelchair to board a vehicle or unable to walk for long distance

### ***Unassisted Transfers***

If a passenger is strong enough to transfer on their own power by standing up, sliding or lifting themselves, make sure the chair does not move. That will be your main responsibility. Make certain that you set the brakes, hold on to the wheelchair's push handles with both hands and wedge your foot in behind the large wheel.

### ***Assisted Transfers***

For people who cannot make the transfer independently, the standing transfer is the first and most desired method. This maneuver entails bringing the passenger to their feet, pivoting them and then lowering them to their seat. This method requires a good deal of participation from the passenger. As with an unassisted transfer ensure the brakes are set on the wheelchair, that the wheelchair is positioned alongside as close to the transfer seat as possible. Offer your passenger either one-arm or two-armed assistance to stand. Once they are balanced on their feet, pivot (do not cross your feet) then offer resistance as they lower themselves to the transfer seat. If a passenger can not assist in the transfer and needs you to totally lift them, call dispatch for direction. Your safety and that of your passenger's is of ultimate importance.

## ***MOBILITY AIDS AND WHEELCHAIR LIFTS***

### ***Assisting Passengers who use wheelchairs***

Wheelchairs and other mobility aids are personal and important to your passengers. As a rule, treat mobility aids as an extension of a passengers personal space. Ask permission or similarly announce your intentions before you adjust or assist passengers with their mobility aids. For instance when it is necessary to apply brakes or turn off the power to a motorized wheelchair, you can either ask them to do it, or ask their permission for you to do it for them.

Wheelchairs come in a variety of sizes and designs, the basic components are the same. Standard and power wheelchairs are measured and prescribed to fit individual body size. Chair widths are 24 inch, 26 inch, 28-31 inches and average length is 40 inches.

## ***Wheelchair Components***

1. Push handle
2. Brake
3. Tilt bar ( on manual wheelchairs only)
4. Armrest
5. Footrests
6. Caster
7. Battery ( on power chairs only)
8. Hand control
9. Clutch

## ***GUIDELINES FOR ASSISTING PASSENGERS USING MANUAL WHEELCHAIRS***

Despite the variety of sizes and designs, basic guidelines apply to all manual and power wheelchairs.

- **Grips-** Always check the grips on the chair push handles to make sure they are tight. If they are loose, you could lose control of the chair. Consider taking loose grips off, if it will allow you to get a better grip of the wheelchair.
- **Set the brakes-** Set the brakes when you do not have your hands on the push handles. Always set the brakes when the wheelchair is on a moving lift and when it is secured inside the vehicle. Never leave a passenger alone on an incline or a ramp.
- **Lock the wheelchair into position-** When a person attempts to stand, sit or transfer to or from a wheelchair, you should make sure the chair cannot move. In addition to the brakes, wedge your foot in behind the large wheel.
- **Do not lift the wheelchair- Wheelchairs should never be lifted in order to position them in the vehicle.** If you are unable to properly position the wheelchair for securement, contact dispatch before you proceed.
- **Stand below-** Always stay on the downhill side of a wheelchair when going up or down curbs, steps or ramps. Inclines and drop offs are a hazards that are better controlled by being below the passenger.
- **Be aware of slopes-** Passengers in wheelchairs are vulnerable on the gentlest of slopes. Operators must always guide wheelchairs with passengers facing up the slope.
- **Keep your hands free-** Handling a wheelchair takes both hands. Do not try and hold onto manifests, pens or other items while assisting passengers in wheelchairs.
- **Sensible shoes-** Non-skid soles will help you avoid the chance of slipping, falling or losing control of the chair. Chariot policy requires operators to wear black boots with "postal approved, slip resistant" traction.

## **GUIDELINES FOR ASSISTING PASSENGERS USING POWER WHEELCHAIRS**

- **Turn off the power-** Ask your passenger to turn off the power after boarding the lift and when the wheelchair is being secured. Most power wheelchairs have automatic brakes that are applied when the power is turned off.
- **Use the manual override-** Not all passenger have the ability to accurately board a lift platform or maneuver their wheelchairs into the appropriate station for securement. All wheelchairs have the ability to "freewheel" by disengaging the drive motors. If your passenger is having difficulty maneuvering the wheelchair, ask him or her if you can help by pushing the wheelchair.
- **Do not attempt to catch or guide a wheelchair under power-** You cannot catch or attempt to limit the motion of a power wheelchair. It will not work and you could be injured.

## **ASSISTING PASSENGERS USING WHEELCHAIRS UP AND DOWN CURBS**

When helping a passenger in a wheelchair up or down a curb, it is safer to ask the person using the wheelchair how you can assist. The best way to move a wheelchair up or down a curb is with the passenger facing up the curb. This position is safest for the driver.

1. With the casters just touching the curb, slowly push the tilt bar with your foot, while pulling back on the push handles. Pull back far enough that the chair is balanced on its rear wheels and the caster wheels are higher than the curb.
2. Roll the wheel chair forward until the caster wheels are over the curb. Lower the caster wheels to the ground, then push the wheelchair forward until the wheels are against the curb.
3. With your dominate leg behind you and your foot braced at an angle, place your thigh against the back of the wheelchair. Bend at the knees and with the large wheels against the curb, push and lift, using the wheels as a fulcrum.

***The same technique can be applied when moving a wheelchair over any obstruction, such as a doorway threshold or the lip of a platform. Be aware that a small bump at slow speeds could actually stop a wheelchair at faster speeds, causing the passenger to pitch forward out of his or her wheelchair. GO SLOWLY.***

## **ASSISTING PASSENGERS USING WHEELCHAIRS UP OR DOWN STAIRS**

Operators should not assist wheelchairs up or down more than one step when attending a passenger alone. **If you see that more than one step is required Call for a lift assist.** Even if you feel strong enough to handle the maneuver on your own, **DO NOT ATTEMPT IT. PLEASE REFER TO CHARIOT POLICY AND PROCEEDURE MANUAL PAGES 37 THROUGH 52**

## **LIFT AND SECUREMENT SAFETY**

Operating a lift is potentially hazardous to you and your passengers. Safety features incorporated into the lift and vehicle help reduce risks, but the knowledgeable and conscientious operator is the single most important part of lift safety.

### ***Lift Components***

Although the lift we use could vary by manufacture, they all have similar operation and safety features. Each has a lift platform, protected by a inboard and outboard safety barriers called "Roll Stops". The Braun Manufactured lift has a large outboard roll stop and consequently does not use a safety belt. All lifts have safety rails for your passenger to grasp while in motion up or down. All lifts stow and deploy in similar manner and are controlled by a handset with toggle switches to deploy, stow and operate the lift.

### ***Preparing The Lift***

When you arrive at your destination, stop on level ground. Be sure there is room for the platform to deploy and descend. It is important that the surface around the platform entrance is smooth and accessible to wheelchairs and cots.

It is usually preferable to leave the lift stowed with the doors closed until the passenger is located and brought to the vehicle. This maintains vehicle security and assures the comfort of passengers already on board. When there are no passengers on board and the weather is inclement, it is acceptable to deploy the lift first, eliminating the need for your passenger to wait for you to prepare the lift.

Be aware that an unattended lift on the ground can be a tripping hazard for other pedestrians. Please consider this when deciding whether to deploy your lift before contacting your passenger.

### ***PREPARING TO BOARD PASSENGERS WHO USE WHEELCHAIRS***

The following are essential safety steps that should be taken when preparing to board passengers using wheelchairs. A practiced routine in performing these steps can be invaluable. A routine permits the operator to work without wasted effort or fear of forgetting a essential detail.

1. Place the vehicle in park
2. Set the parking brake
3. Turn off the air conditioner and other accessories
4. Turn on safety equipment
  - 4-way flashers
  - overhead flashing lights
  - interior lights
  - lift switch (if equipped)
5. Prepare necessary securement devices
6. clear floor of trip hazards
7. open passenger service door and exit vehicle
8. Locate passenger follow "the ten basic service steps"
9. Standing clear of the lift platform, deploy the lift and lower it to the ground

## ***BOARDING AMBULATORY PASSENGERS (STANDEES) ON THE LIFT***

Boarding ambulatory passengers (standees) on the lift is potentially hazardous for both passenger and operators, however some ambulatory passengers must use the lift to board. We are happy to assist them in this way, but we must be careful to assess the risks involved and to follow accepted procedures.

When assisting a passenger using a wheelchair or scooter, it is often better to prepare the lift after you make contact with the passenger. However when you assist a standee, it is better to prepare the lift first. Doing so allows you to assist your standee directly onto the lift platform when you arrive.

### ***Guidelines for assisting a standee on the lift***

1. Place the vehicle in park
2. Set the parking brake
3. Turn off the air conditioner and other accessories
4. Turn on safety equipment
  - 4-way flashers
  - overhead flashing lights
  - interior lights
  - lift switch (if equipped)
5. Clear floor of trip hazards
6. Open passenger service door and exit vehicle
7. Standing clear of the lift platform, deploy the lift and lower it to the ground
8. Locate passenger follow "the ten basic service steps"
9. Assist your standee onto the lift platform
10. Ask the standee to grasp the lift handrails. Standee passengers often use walkers or other walking aids, while they are on the lift platform they should grasp the handrails.
11. Grasp the lift handset control, then board the lift platform behind your passenger.
12. Move inboard on the lift platform (away from the outboard edge) as much as possible.
13. Secure the safety belt behind you if so equipped.
14. Grasp the handrail with one hand while holding the handset with the other hand.
15. Steady yourself and your standee. Ask if they are ready, if so give them a verbal cue before you raise the platform. Such as On Three, One, Two, and Three.
16. Once the lift platform is raised and docked, escort the standee off the lift platform onto the vehicle and to a seat.

***Procedural Exceptions:*** you may discover there is not enough room for both you and your standee on the lift platform. In this case, you may elevate the standee alone, provided both you and your standee are confident in your standee's ability to ride the lift alone safely. **If you have any doubts about the safety of this maneuver, contact your dispatcher immediately.**

### ***Disembarking Standees on the Lift***

1. Caution the passenger that he/she must remain seated with seat belt fastened while you prepare the lift.
2. Prepare the lift and then return to your passenger.
3. Escort or assist your passenger to the lift platform
4. inspect the lift platform for hazards before boarding
5. Assist the standee onto the lift platform from behind only. Do Not lead a standee out of a vehicle from in front.
6. Ask the standee to grasp the handrail.
7. Steady yourself and the standee. When they are ready give a verbal cue and start the decent.
8. Escort or assist your standee off and clear of the lift platform, once it is fully descended.

### ***Boarding Passengers Using Wheelchairs***

Driver distraction is the single most common reason for securement incidents. Radios, passengers and others boarding the vehicle can all distract you from your work. Keep your focus, complete your securement then check your work. Again establishing and practicing a set routine is important here. A routine helps you keep your focus and it assures that all points are covered.

There are two methods for boarding passengers using a lift. The Passenger Assistance Techniques (PAT) method calls for both the operator and the passenger to ride on the lift together as the lift is being raised. The Passenger Service and Safety (PASS) method, the passenger rides on the lift platform alone, while the operator stays on the ground.

The PASS method is the preferred method for boarding passengers. It is safer for both passengers and operators.

1. Escort the passenger to the vehicle and prepare the lift for boarding.
2. Maneuver the passenger's wheelchair onto the lift platform. With manual wheelchairs passengers are safer when they board with the large wheel towards the vehicle. In this position the roll stop can more easily stop the wheelchair caster. The passengers feet are also safely able to extend past the lift platform if necessary. Board your passenger on the lift platform by backing the wheelchair to the edge of the lift platform. Then move to the front of the wheelchair and push the wheelchair backwards onto the lift platform. Motorized wheelchairs with equal sized wheels may be boarded facing forward. Passengers may drive aboard the lift themselves. Or with the passengers permission, the operator may disengage the clutch, putting the chair into "freewheel" and push the wheelchair onto the lift platform.
3. Apply the brakes Or turn off the power on a power chair.
4. Ask the passenger to grasp the handrails to lessen the chance of injury.
5. Ask the passenger if they are ready to board, hold the wheelchair with one hand as you give the verbal cue "On three One, two, three", raise the lift platform.
6. When the platform is fully raised and docked ask your passenger to remain on the lift platform with brakes on and or power off while you enter the vehicle to assist them.

7. Release the wheelchair brakes from inside the vehicle. Then ask your passenger to place his or her hands in his or her lap to avoid possible injury while the wheelchair is taken off the lift and positioned for securement.

**When positioning a wheelchair in the vehicle, be careful that you do not attempt to lift the wheelchair. Take your time and roll the wheelchair back and forth until you get it in the correct position.**

## ***WHEELCHAIR SECUREMENT PRINCIPLES***

The common manual wheelchair is relatively simple to secure. It has easily accessible solid-frame members that are located at about a 45 degree angle from the securement point on the floor. More sophisticated wheelchairs however have fewer accessible securement points and they are often not at the ideal 45 degree angle.

### ***Basic Practices for Wheelchair Securement***

No matter how unconventional a wheelchair may be, these basic practices should always be applied to all wheelchair securements.

- Securement devices must be in proper working order,
- with belts in good condition free of cuts, frays damage or contaminated by polishes, oils or chemicals.
- Check that metal parts are not worn, broken or cracked.
- Wheelchair brakes must be applied
- Power chairs must be turned off
- Occupied wheelchairs must be positioned facing forward in the vehicle
- Wheelchairs must be secured using all four securement devices
- Unoccupied wheelchairs and scooters must be secured as if they were occupied
- use only authorized securement devices
- Do not mix securement devices from different manufactures
- Test all floor mounts before securing the wheelchair
- Securement devices are required to be attached to a solid and non removable portion of the wheelchair
- Securement devices are required to be attached directly to the floor without bending around wheels or other objects
- All passengers must be secured in the wheelchair with approved lap and shoulder belts

Wheelchairs vary in design. If you are ever uncertain about your ability to safely secure a wheelchair or any other mobility device, call for assistance.



## ***Securing a Wheelchair Inside the Vehicle***

1. Once the wheelchair is on board the vehicle, position it in the wheelchair station facing straight forward.
2. Set the wheelchair brakes and turn off the power to power chairs.
3. While you are handling the wheelchair, begin looking for appropriate attachment points on the chair
4. Remember they must be on rigid frame members and near the level of the seat if possible.
5. Attach the front retractors to the L track on the floor, the front retractors should be wider than the wheelchair, this assists in stabilizing the chair.
6. Pull the belts from each front retractor and place the hook on the selected attachment point on the wheelchair. The two front tie-downs when attached to their anchorages should have a belt angle of 40 to 60 degrees.
7. Attach the rear retractors to the L track on the floor, the retractors should be placed inside of the rear wheels.
8. Pull the belts from each rear retractor and place hook on selected attachment points on the wheelchair. The angle of the rear securement belts should make a 30 to 45 degree angle with the floor.
9. Remember the belts must take a direct path from the wheelchair securement point to the floor anchorage, without going around or through wheels or other parts that would prevent the straight line.
10. Tighten all belts
11. recheck all track fitting to ensure they are locked into place use your hand pull forward backward and side to side.
12. Once all the securement belts have been attached, unlock the wheelchair brakes and try to move the chair forward and backward. Reapply the wheelchair brakes.

## ***Passenger Securement Principles***

Passenger securement is a crucial part of the securement process. All passengers are required by law to wear a lap and shoulder belt unless authorized exempt by a physician or health care professional.

- Use only those passenger restraint systems authorized by the securement manufacturer.
- Always place the female lap belt section with the release button on the aisle side of the passenger.
- Begin by threading the lap belt through the opening between the seat back and bottom or between the seat back and the arm rests.
- Remember the lap belt must never pass over or around armrests, side panels or other devices that will prevent the belt from lying directly on the body of the passenger. Also the lap belt should take a direct path from the passenger to the rear tie-down anchorage.
- The lap belt must bear on the bony structure of the body and worn as low as possible across the front of the pelvis.
- After the two sections of the lap belt have been properly threaded around the passenger attach the ends to the pin connectors on the top of the two rear retractors.

- Now bring the shoulder belt over the center of the shoulder of the passenger and attach the loose end to the pin connector on the male portion of the lap belt.
- The junction of the lap belt should be located near the passenger's hip.
- The best way to describe the junction point is to remember how the lap and shoulder belt meet in your own driver's seat and strive for that same location on your wheelchair passenger.
- Adjust the shoulder belt, leaving a gap of about two fingers between the passengers chest and belt.
- Always consider user comfort and safety when adjusting lap and shoulder belts.
- You may experience problems with shoulder belts coming across the face or neck of the passenger, on shoulder belts that have a permanent anchorage point.
- Sometimes you may be able to solve the problem by adjusting the wheelchair forward or backward or slightly side to side.

### ***De-Boarding Passengers using Wheelchairs***

1. Select a site that allows easy egress from the vehicle
2. Announce your arrival to your passenger, explain that you will leave the vehicle to prepare the lift. **Do Not release the wheelchair securements** until after the lift has been prepared.
3. When you have prepared the lift you must then reverse the procedure of UN-securing the passenger and wheelchair.
4. First ensure the wheelchair brakes are applied and or the power is off.
5. Then remove the the shoulder belt and set it aside. Be careful with the loose ends of the belt, that you do not strike your passenger or another near-by person.
6. Next remove the lap belt by pressing the release button to separate the two sections and remove them individually and place them to the side.
7. Now you may remove the four tie-downs.
8. Press and hold the red release lever on each retractor with either your hand or the toe or your shoe.
9. Disconnect the hooks and fully retract the belts into the retractors.
10. Remove any of the retractors that may present a tripping hazard or will impede a clear path for removal of the chair
11. Now unlock the brakes and escort your passenger to the lift platform.
12. Once the passenger is safely on the lift platform, re lock the brakes and or turn the power off.
13. Instruct your passenger to grasp the handrails. Explain that you will be stepping outside the vehicle to the ground in order to lower the lift.
14. From ground level grasp the wheelchair frame with one hand and with the other grasp the hand set give a verbal cue and lower the lift.
15. Escort your passenger into their destination.

## **SCOOTERS**

Scooters have a high center of gravity and few available frame members to use as securement points. Under most circumstances, passenger will transfer from the scooter to a passenger seat, where they are safer and more comfortable. Some passengers will exercise the right to remain on the scooter while being transported. Scooters are not secured in the same way as wheelchairs and power chairs for two reasons. First, they have a high center of gravity and a narrow footprint that makes it easy for them to tip over.

The cross tie securement method was developed to address both of these factors. In the cross tie method, the operator does not attach securement devices directly to the attachment points on the scooter. Instead, the operator links the securement devices in pairs and places them across the front and the rear scooter platform, holding it hard against the floor. In order to secure the passenger in the scooter seat you will need two additional floor retractors for the lap and shoulder belts to attach to.



**Board of County Commissioners**  
**September 9, 2019**  
**6:00 PM**

**Item number: VII.d.**

**Emergency Watershed Project**

Contact: Commissioner Rick Morris

**Summary:**

There has been a request for the County to send a letter requesting Federal assistance under the provisions of the Emergency Watershed Protection Program. The sample letter is attached with the documentation.

**ATTACHMENTS:**

Description	Upload Date	Type
Emergency Watershed Protection	9/5/2019	Cover Memo

## Sponsor Letterhead

Mr. Timothy Beard  
State Conservationist  
U.S. Department of Agriculture  
Natural Resources Conservation Service  
4407 Bland Road, Suite 117  
Raleigh, North Carolina 27609

DATE: August 1, 2019

Mr. Beard:

Stokes County requests Federal assistance under the provisions of the Emergency Watershed Protection (EWP) program (Section 216 of the Flood Control Act of 1950, Public Law 81-516 or Section 403 of the Agricultural Credit Act of 1978, Public Law 95-334), to restore damages caused by Hurricane Florence/Michael, which made landfall in the fall of 2018. That event caused severe flooding throughout our region over the following weeks and specifically debris blockages and streambank erosion along the Dan River for our constituents. This assistance is needed to remove watershed impairments that threaten lives, public health, or developed property from an imminent hazard of debris in Dan River and streambank erosion in the area of the Riverview Golf Course. Copies of maps and photos depicting the most severe impairments (blockage) and threat situations are attached on the EWP Field Data Report.

We understand, as a sponsor of an Emergency Watershed Protection project that we would enter into an agreement in which our responsibilities will include acquiring land rights and any permits needed to construct, and if required, to operate and maintain the proposed measures. We are also prepared to provide not less than 25% of the cost of construction work in dollars or in-kind services. Other sources of funds have either been exhausted or are insufficient to provide adequate recovery from the problems described above.

The names, addresses, and telephone numbers of the administrative and technical contact persons in our organization are as follows:

Jake Oakley, County Manager  
P.O. Box 20  
1014 Main Street Danbury, North Carolina 27016  
Phone : (336) 593-2811 Fax : (336) 593-2346

Please contact me for any additional information that you might need in assessing our request.

Sincerely,

Jake Oakley, Stokes County Manager

CC: James Kjelgaard, NC NRCS EWP Program Manager, Raleigh  
Eric Mack, Administrative Specialist, Raleigh

## EWP Field Data Report:

### EVENT:

Report Date: 10-15-2018

Local Sponsor Name: Stokes County

Site ID: Stokes County 1

Investigator(s): Stokes County

Obtain and Transmit Digital Photos of the watershed impairment with this form. Y N

### LOCATION:

County: Stokes

Location/Address: 1185 Joe Ayers Road  
Pine Hall, NC 27042

Drainage Name: Dan River

Lat.(or UTM Y) 38.522

Long. (or UTM X) -84.087

### BACKGROUND:

Describe the damage at this location as a consequence of the natural disaster event:

Streambank Stabilization & Debris Removal

Describe the Watershed Impairment:

Channel Debris Removal, Erosion, Turbidity

How does the watershed impairment *currently* impair the watershed's hydrologic or ecological functions?

Debris is blocking channel flow, debris on banks can float and block road crossings. Turbidity in river & erosion effecting aquatic habitat.

How does the watershed impairment *currently* create an imminent or immediate threat<sup>1</sup> to life, property<sup>2</sup>, or health?

Threat to property due to erosion, Movement of debris can cause blockages of culverts under roads and bridges.

What is the evidence that there has not been an ongoing watershed problem at this site, and that the impairment suddenly arises as a result of the natural disaster event?

Obvious downed trees during Florence & Michael and the undercutting of banks due to the volume and energy from the amount of rainfall causing eroded banks.

Summarize what will be protected from damage by the proposed work:

Private Property:

Business Property: Protection of the Riverview Golf Course along the Dan River

Public Property, including public buildings, infrastructure and utilities:

Protection of roads and bridges downstream

<sup>1</sup>The potential for a threat to life, health, or property may be at the site, upstream of the site, or downstream of the site (e.g., sedimentation deposited downstream, flooding upstream, etc.).

<sup>2</sup>Property is considered any artificial structure permanently affixed to the land such as, but not limited to, houses, buildings, roads, utilities, structures, dams, etc. Standing timber, orchards, growing crops, other agronomic crops, etc. are not considered property under the EWP Program.

## EWP Field Data Report:

EVENT:

### RANKING:

What is likely to happen if the damage is left untreated?

Continued erosion and stream turbidity, debris will continue to float during storm events and cause blockages to culverts, stream banks being unstable will continue to fall off into the Dan River.

Has any loss of life been caused by this watershed impairment? No

Explain if and how this watershed impairment:

- creates a potential for loss of life.
- has interfered with access to a medical facility.
- impairment has interfered with normal operation of public infrastructure or public services.
- raises a public safety risk?

Are any special environmental circumstances likely to occur (or known to occur) at, or close to this location, such as:

Special Environmental Concern (SEC)	P	NP	MPHE	Comments
•Clean Air Act	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
•Clean Water Act / Waters of the U.S.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
•Coastal Zone Management	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Coral Reefs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
•Cultural Resources / Historic Properties	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
•Endangered and Threatened Species	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Environmental Justice	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
•Essential Fish Habitat	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Floodplain Management	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Invasive Species	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
•Migratory Birds/Bald and Golden Eagle Protection Act	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Natural Areas	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Prime and Unique Farmlands	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Riparian Area	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Scenic Beauty	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
•Wetlands	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
•Wild and Scenic Rivers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
NC Only- National Food Security Act (HEL/WC)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
NC Only- Hazardous Materials	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Present (P), Not Present (NP), May Potentially Have an Effect (MPHE)

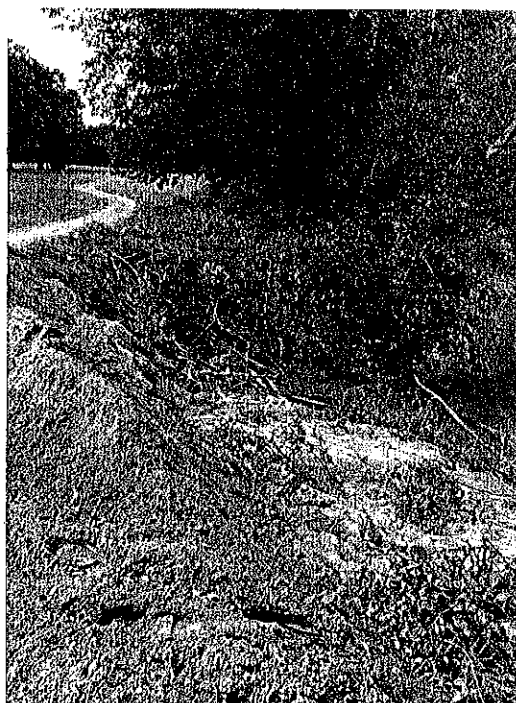
**EWP Field Data Report:****EVENT:****SCREENING for PRELIMINARY EWP ELIGIBILITY**

<input checked="" type="radio"/> TRUE <input type="radio"/> FALSE	There has been an unusual event that has caused watershed impairment (blockage or channel migration) that is causing an immediate or imminent threat to life, public health, and property including houses, buildings, structures, roads, utilities.						
<input checked="" type="radio"/> TRUE <input type="radio"/> FALSE	The threat to life and property significantly exceeds that which existed prior to the impairment.						
<input checked="" type="radio"/> TRUE <input type="radio"/> FALSE	Recovery measures would be for runoff retardation or soil erosion prevention.						
<input checked="" type="radio"/> TRUE <input type="radio"/> FALSE	EWP funds have NOT been utilized <u>twice</u> within the past TEN years to repair damage (as opposed to removing storm debris) at the exact location.						
<input checked="" type="radio"/> TRUE <input type="radio"/> FALSE	The damages are NOT considered typical O&M activities.						
<input checked="" type="radio"/> TRUE <input type="radio"/> FALSE	The damaged area is NOT part on a pre-existing or ongoing problem.						
<input checked="" type="radio"/> TRUE <input type="radio"/> FALSE	EWP Funds will NOT be used to repair, rebuild or maintain private or public transportation facilities, utilities or similar facilities.						
<input checked="" type="radio"/> TRUE <input type="radio"/> FALSE	The site is NOT on Federal Land.						
<table border="0"> <tr> <td><b>May Be Eligible</b></td> <td><b>Is Not Eligible</b></td> <td><b>NOTE:</b> If any of the responses are FALSE, then the initial determination is that the site is NOT eligible. Sites that may be eligible will undergo further review by NRCS before a final eligibility decision is made.</td> </tr> <tr> <td>(Circle One)</td> <td></td> <td></td> </tr> </table>		<b>May Be Eligible</b>	<b>Is Not Eligible</b>	<b>NOTE:</b> If any of the responses are FALSE, then the initial determination is that the site is NOT eligible. Sites that may be eligible will undergo further review by NRCS before a final eligibility decision is made.	(Circle One)		
<b>May Be Eligible</b>	<b>Is Not Eligible</b>	<b>NOTE:</b> If any of the responses are FALSE, then the initial determination is that the site is NOT eligible. Sites that may be eligible will undergo further review by NRCS before a final eligibility decision is made.					
(Circle One)							



**EWP Field Data Report:**  
**EVENT:**

**SKETCH of DAMAGE:**



**Engineering Cost Estimate for Repair Measures**

Description of <b>Proposed</b> Recovery Measure (including mitigation measures)		
Practices/Components	Estimated Qty.	Units
Practices/Components: Debris Removal and bank stabilization for approximately 1,800 feet. Estimated project cost is \$450,000, Estimated cost includes soil lifts to stabilize the banks as well as mobilization/demobilization	1,800	ft

Description of <b>Alternative</b> Recovery Measure (including mitigation measures)		
Practices/Components	Estimated Qty.	Units



**Board of County Commissioners  
September 9, 2019  
6:00 PM**

**Item number: VII.e.**

**Sales Tax Referendum**

Contact: Jake Oakley

**Summary:**

During the budget process the Board discussed a sales tax referendum. I am requesting guidance from the Board on this subject. Deadlines are approaching depending on the direction the Board wishes to take.

If the Board wants this on the primary election ballot the process needs to begin immediately as the state board needs to be notified by December 20, 2019 with all documents being received.

If the Board wants this on the general election ballot in November, 2020 we will have until after the first of the year to begin the process.



**Board of County Commissioners  
September 9, 2019  
6:00 PM**

**Item number: VIII.a.**

**NC State Superintendent Needs-Based Public School Capital Fund 2019 Grant  
Application**

Contact: Jake Oakley

**Summary:**

There is an opportunity for the school system to receive a grant for capital projects. The deadline for the submission is September 13, 2019 and will need Board approval at this meeting to move forward. There will be no additional county funds required as the project being submitted in the application has already been approved in last years budget. The West Stokes addition was selected due to all requirements of the grant application can be met in time. If the grant is received any additional funds not used can be used for additional capital projects.

**ATTACHMENTS:**

Description	Upload Date	Type
NC Grant Application	9/5/2019	Cover Memo
Approved Budget Excerpt	9/5/2019	Cover Memo

# North Carolina State Superintendent

## Needs-Based Public School Capital Fund

### 2019 Grant Application

**Application Deadline: September 13, 2019**

**Grant Award Announcements: October 1, 2019 (or later)\***

**Submit Application to: [nathan.maune@dpi.nc.gov](mailto:nathan.maune@dpi.nc.gov)**

\* Announcement of Grant Awards will occur following certification of the 2019-21 State Budget

## Description of NBPSCF Grant Program

The Needs-Based Public School Capital Fund was established by S.L. 2017-57, Sec. 5.3., modified by S.L. 2017-212, Sec. 1.1, and modified by S.L. 2018-5, Sec. 5.3. The purpose of the Fund is to assist lower wealth counties (development tier one and tier two counties) with their critical public school building capital needs. Grant funds must be used for construction of new school buildings only, and cannot be used for real property acquisition.

	FY 2019-20	FY 2020-21
<b>Timeline:</b>		
<b>Guidance Issued</b>	Aug. 2, 2019	+/- Aug. 1, 2020
<b>Application Deadline</b>	Sep. 13, 2019	+/- Aug. 31, 2020
<b>Awards Announced</b>	Oct. 1, 2019 (or later)	+/- Oct. 1, 2020
<b>County Eligibility:</b> <sup>1</sup>	Tier 1 Counties	Tier 1 Counties
	Tier 2 Counties	Tier 2 Counties
	County cannot have received an aggregate amount greater than \$8.75 M from the Public School Building Capital Fund from FY 2012-13 to FY 2016-17, inclusive. <sup>2</sup>	
	No county may receive Needs-Based Capital Grant Funds more than once every five (5) years.	
<b>Project Eligibility:</b>	Projects must be “new school buildings,” defined as new facility construction.	
	Only projects that address critical deficiencies will be considered.	
<b>Available Funding:</b>	\$75 M <sup>3</sup>	\$75 M <sup>4</sup>
<b>Maximum Award:</b>	\$15 M (Tier 1) / \$10 M (Tier 2)	\$15 M (Tier 1) / \$10 M (Tier 2)
<b>Matching Funds Required:</b>	Tier 1 --- \$1 in local funds for every \$3 in grant funds	
	Tier 2 --- \$1 in local funds for every \$1 in grant funds	

<sup>1</sup> Tier 2 Counties are eligible beginning in 2018-19, per S.L. 2018-5, Sec. 5.3.

<sup>2</sup> For purposes of this determination, the total funding of the county LEA plus the city LEA(s) will be calculated. Records of these allotments are available on the School Planning website at: [https://www.schoolclearinghouse.org/otherinf/ADMFund/Monthly County Report FY Totals.pdf](https://www.schoolclearinghouse.org/otherinf/ADMFund/Monthly%20County%20Report%20FY%20Totals.pdf).

<sup>3</sup> Anticipated total available grant funding for FY 2019-20.

<sup>4</sup> Anticipated total available grant funding for FY 2020-21.

**NOTE:** If a county receives a grant fund award from the Needs-Based Public School Capital Fund, that county will be ineligible to receive allocations from the Public School Building Capital Fund that are appropriated during a five-year period beginning with the fiscal quarter following grant award. For FY 2019-20 Grant Recipients, this five-year period will run from Oct. 1, 2019 through Sep. 30, 2024.

## Program Criteria and Guidelines

For 2019-20, projects will be evaluated based on narrative and budget detail submitted by the applicant and based on the following measures of county characteristics:

Measures	Definition/Calculation/Data Source
Ability to Generate Tax Revenue	Total revenue generated by a one-cent per \$100 valuation increase in the county property tax rate, based on FY 2017-18 tax rates and assessment valuation.  (Source: State Treasurer, Analysis of Debt of North Carolina Counties 6-30-2018, Revised: 01/17/2019)
Ratio of Existing Debt to Tax Revenue	<u>Debt</u> : Sum of County Debt from [General Obligation Bonds, Installment Purchase Debt, Special Obligation Bonds, QZABs and QSCBs, Certificates of Participation]  (Source: State Treasurer, Analysis of Debt of North Carolina Counties 6-30-2018, Revised: 01/17/2019)  <u>Revenue</u> : Sum of County Revenues from Property Taxes, Other Taxes, and Sales Tax, FY 2017-18  (Source: State Treasurer, County Revenues and Expenditures Financial Profile, 6/30/2018)
Critical deficiency	Project addresses a deficiency identified in the 2015-16 School Needs Survey in the five-year horizon, or other equivalent documentation and an explanation as to why the project was not included in the 2015-16 School Needs Survey

### Required Reporting

Grant recipients are required to submit a report by April 1 each year, with each grant funds distribution request, and upon completion of the project, detailing: the use of grant funds, progress on the project, and impact of the project on the county's school capital plan.

Grant funds will be disbursed in a series of payments based on the progress of the project. To receive a distribution, the grant recipient must submit a request for distribution, along with documentation of the expenditures for which the distribution is requested, and evidence that the matching requirement has been met. DPI will provide grant recipients with Reporting and Distribution Request forms following announcement of awards.

### Required Agreement

A county receiving Needs-Based grant funds is required to enter into an agreement with the Department of Public Instruction detailing the use of grant funds, in accordance with S.L. 2018-5. DPI will provide grant recipients with Agreement forms following announcement of awards.

**APPLICATION – CONTACT INFORMATION**  
**NEEDS-BASED PUBLIC SCHOOL CAPITAL FUND**

Date: \_\_\_\_\_

SUBMIT ONE APPLICATION PER SCHOOL CAMPUS – A PROJECT MAY INCLUDE MULTIPLE BUILDINGS

County: \_\_\_\_\_

Primary Contact: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

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

email: \_\_\_\_\_

School Unit: \_\_\_\_\_

Primary Contact: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

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

email: \_\_\_\_\_

**Required Application Materials**

Completed applications must include the below-listed materials and be submitted by 5:00 p.m. on Friday, September 13, 2019 via email to:

Nathan Maune | School Planning Section Chief | 919-807-3560 | [nathan.maune@dpi.nc.gov](mailto:nathan.maune@dpi.nc.gov)

**Application Materials Checklist**

- Contact Information
- Application Form
- Project Narrative
- Budget Estimate
- Additional Documentation (as appropriate)
- Signed Assurance Page

## Date: \_\_\_\_\_

[illegible]

\_\_\_\_\_

\_\_\_\_\_

1. **NAME** \_\_\_\_\_  
 2. **DATE** \_\_\_\_\_  
 3. **TIME** \_\_\_\_\_  
 4. **LOCATION** \_\_\_\_\_  
 5. **WEATHER** \_\_\_\_\_  
 6. **MOON** \_\_\_\_\_  
 7. **STARS** \_\_\_\_\_  
 8. **PLANETS** \_\_\_\_\_  
 9. **OTHER** \_\_\_\_\_  
 10. **REMARKS** \_\_\_\_\_  
 11. **SKETCH** \_\_\_\_\_  
 12. **DESCRIPTION** \_\_\_\_\_  
 13. **DETAILS** \_\_\_\_\_  
 14. **CONCLUSION** \_\_\_\_\_  
 15. **SIGNATURE** \_\_\_\_\_  
 16. **INITIALS** \_\_\_\_\_  
 17. **DATE** \_\_\_\_\_  
 18. **TIME** \_\_\_\_\_  
 19. **LOCATION** \_\_\_\_\_  
 20. **WEATHER** \_\_\_\_\_  
 21. **MOON** \_\_\_\_\_  
 22. **STARS** \_\_\_\_\_  
 23. **PLANETS** \_\_\_\_\_  
 24. **OTHER** \_\_\_\_\_  
 25. **REMARKS** \_\_\_\_\_  
 26. **SKETCH** \_\_\_\_\_  
 27. **DESCRIPTION** \_\_\_\_\_  
 28. **DETAILS** \_\_\_\_\_  
 29. **CONCLUSION** \_\_\_\_\_  
 30. **SIGNATURE** \_\_\_\_\_  
 31. **INITIALS** \_\_\_\_\_  
 32. **DATE** \_\_\_\_\_  
 33. **TIME** \_\_\_\_\_  
 34. **LOCATION** \_\_\_\_\_  
 35. **WEATHER** \_\_\_\_\_  
 36. **MOON** \_\_\_\_\_  
 37. **STARS** \_\_\_\_\_  
 38. **PLANETS** \_\_\_\_\_  
 39. **OTHER** \_\_\_\_\_  
 40. **REMARKS** \_\_\_\_\_  
 41. **SKETCH** \_\_\_\_\_  
 42. **DESCRIPTION** \_\_\_\_\_  
 43. **DETAILS** \_\_\_\_\_  
 44. **CONCLUSION** \_\_\_\_\_  
 45. **SIGNATURE** \_\_\_\_\_  
 46. **INITIALS** \_\_\_\_\_  
 47. **DATE** \_\_\_\_\_  
 48. **TIME** \_\_\_\_\_  
 49. **LOCATION** \_\_\_\_\_  
 50. **WEATHER** \_\_\_\_\_  
 51. **MOON** \_\_\_\_\_  
 52. **STARS** \_\_\_\_\_  
 53. **PLANETS** \_\_\_\_\_  
 54. **OTHER** \_\_\_\_\_  
 55. **REMARKS** \_\_\_\_\_  
 56. **SKETCH** \_\_\_\_\_  
 57. **DESCRIPTION** \_\_\_\_\_  
 58. **DETAILS** \_\_\_\_\_  
 59. **CONCLUSION** \_\_\_\_\_  
 60. **SIGNATURE** \_\_\_\_\_  
 61. **INITIALS** \_\_\_\_\_  
 62. **DATE** \_\_\_\_\_  
 63. **TIME** \_\_\_\_\_  
 64. **LOCATION** \_\_\_\_\_  
 65. **WEATHER** \_\_\_\_\_  
 66. **MOON** \_\_\_\_\_  
 67. **STARS** \_\_\_\_\_  
 68. **PLANETS** \_\_\_\_\_  
 69. **OTHER** \_\_\_\_\_  
 70. **REMARKS** \_\_\_\_\_  
 71. **SKETCH** \_\_\_\_\_  
 72. **DESCRIPTION** \_\_\_\_\_  
 73. **DETAILS** \_\_\_\_\_  
 74. **CONCLUSION** \_\_\_\_\_  
 75. **SIGNATURE** \_\_\_\_\_  
 76. **INITIALS** \_\_\_\_\_  
 77. **DATE** \_\_\_\_\_  
 78. **TIME** \_\_\_\_\_  
 79. **LOCATION** \_\_\_\_\_  
 80. **WEATHER** \_\_\_\_\_  
 81. **MOON** \_\_\_\_\_  
 82. **STARS** \_\_\_\_\_  
 83. **PLANETS** \_\_\_\_\_  
 84. **OTHER** \_\_\_\_\_  
 85. **REMARKS** \_\_\_\_\_  
 86. **SKETCH** \_\_\_\_\_  
 87. **DESCRIPTION** \_\_\_\_\_  
 88. **DETAILS** \_\_\_\_\_  
 89. **CONCLUSION** \_\_\_\_\_  
 90. **SIGNATURE** \_\_\_\_\_  
 91. **INITIALS** \_\_\_\_\_  
 92. **DATE** \_\_\_\_\_  
 93. **TIME** \_\_\_\_\_  
 94. **LOCATION** \_\_\_\_\_  
 95. **WEATHER** \_\_\_\_\_  
 96. **MOON** \_\_\_\_\_  
 97. **STARS** \_\_\_\_\_  
 98. **PLANETS** \_\_\_\_\_  
 99. **OTHER** \_\_\_\_\_  
 100. **REMARKS** \_\_\_\_\_  
 101. **SKETCH** \_\_\_\_\_  
 102. **DESCRIPTION** \_\_\_\_\_  
 103. **DETAILS** \_\_\_\_\_  
 104. **CONCLUSION** \_\_\_\_\_  
 105. **SIGNATURE** \_\_\_\_\_  
 106. **INITIALS** \_\_\_\_\_  
 107. **DATE** \_\_\_\_\_  
 108. **TIME** \_\_\_\_\_  
 109. **LOCATION** \_\_\_\_\_  
 110. **WEATHER** \_\_\_\_\_  
 111. **MOON** \_\_\_\_\_  
 112. **STARS** \_\_\_\_\_  
 113. **PLANETS** \_\_\_\_\_  
 114. **OTHER** \_\_\_\_\_  
 115. **REMARKS** \_\_\_\_\_  
 116. **SKETCH** \_\_\_\_\_  
 117. **DESCRIPTION** \_\_\_\_\_  
 118. **DETAILS** \_\_\_\_\_  
 119. **CONCLUSION** \_\_\_\_\_  
 120. **SIGNATURE** \_\_\_\_\_  
 121. **INITIALS** \_\_\_\_\_  
 122. **DATE** \_\_\_\_\_  
 123. **TIME** \_\_\_\_\_  
 124. **LOCATION** \_\_\_\_\_  
 125. **WEATHER** \_\_\_\_\_  
 126. **MOON** \_\_\_\_\_  
 127. **STARS** \_\_\_\_\_  
 128. **PLANETS** \_\_\_\_\_  
 129. **OTHER** \_\_\_\_\_  
 130. **REMARKS** \_\_\_\_\_  
 131. **SKETCH** \_\_\_\_\_  
 132. **DESCRIPTION** \_\_\_\_\_  
 133. **DETAILS** \_\_\_\_\_  
 134. **CONCLUSION** \_\_\_\_\_  
 135. **SIGNATURE** \_\_\_\_\_  
 136. **INITIALS** \_\_\_\_\_  
 137. **DATE** \_\_\_\_\_  
 138. **TIME** \_\_\_\_\_  
 139. **LOCATION** \_\_\_\_\_  
 140. **WEATHER** \_\_\_\_\_  
 141. **MOON** \_\_\_\_\_  
 142. **STARS** \_\_\_\_\_  
 143. **PLANETS** \_\_\_\_\_  
 144. **OTHER** \_\_\_\_\_  
 145. **REMARKS** \_\_\_\_\_  
 146. **SKETCH** \_\_\_\_\_  
 147. **DESCRIPTION** \_\_\_\_\_  
 148. **DETAILS** \_\_\_\_\_  
 149. **CONCLUSION** \_\_\_\_\_  
 150. **SIGNATURE** \_\_\_\_\_  
 151. **INITIALS** \_\_\_\_\_  
 152. **DATE** \_\_\_\_\_  
 153. **TIME** \_\_\_\_\_  
 154. **LOCATION** \_\_\_\_\_  
 155. **WEATHER** \_\_\_\_\_  
 156. **MOON** \_\_\_\_\_  
 157. **STARS** \_\_\_\_\_  
 158. **PLANETS** \_\_\_\_\_  
 159. **OTHER** \_\_\_\_\_  
 160. **REMARKS** \_\_\_\_\_  
 161. **SKETCH** \_\_\_\_\_  
 162. **DESCRIPTION** \_\_\_\_\_  
 163. **DETAILS** \_\_\_\_\_  
 164. **CONCLUSION** \_\_\_\_\_  
 165. **SIGNATURE** \_\_\_\_\_  
 166. **INITIALS** \_\_\_\_\_  
 167. **DATE** \_\_\_\_\_  
 168. **TIME** \_\_\_\_\_  
 169. **LOCATION** \_\_\_\_\_  
 170. **WEATHER** \_\_\_\_\_  
 171. **MOON** \_\_\_\_\_  
 172. **STARS** \_\_\_\_\_  
 173. **PLANETS** \_\_\_\_\_  
 174. **OTHER** \_\_\_\_\_  
 175. **REMARKS** \_\_\_\_\_  
 176. **SKETCH** \_\_\_\_\_  
 177. **DESCRIPTION** \_\_\_\_\_  
 178. **DETAILS** \_\_\_\_\_  
 179. **CONCLUSION** \_\_\_\_\_  
 180. **SIGNATURE** \_\_\_\_\_  
 181. **INITIALS** \_\_\_\_\_  
 182. **DATE** \_\_\_\_\_  
 183. **TIME** \_\_\_\_\_  
 184. **LOCATION** \_\_\_\_\_  
 185. **WEATHER** \_\_\_\_\_  
 186. **MOON** \_\_\_\_\_  
 187. **STARS** \_\_\_\_\_  
 188. **PLANETS** \_\_\_\_\_  
 189. **OTHER** \_\_\_\_\_  
 190. **REMARKS** \_\_\_\_\_  
 191. **SKETCH** \_\_\_\_\_  
 192. **DESCRIPTION** \_\_\_\_\_  
 193. **DETAILS** \_\_\_\_\_  
 194. **CONCLUSION** \_\_\_\_\_  
 195. **SIGNATURE** \_\_\_\_\_  
 196. **INITIALS** \_\_\_\_\_  
 197. **DATE** \_\_\_\_\_  
 198. **TIME** \_\_\_\_\_  
 199. **LOCATION** \_\_\_\_\_  
 200. **WEATHER** \_\_\_\_\_  
 201. **MOON** \_\_\_\_\_  
 202. **STARS** \_\_\_\_\_  
 203. **PLANETS** \_\_\_\_\_  
 204. **OTHER** \_\_\_\_\_  
 205. **REMARKS** \_\_\_\_\_  
 206. **SKETCH** \_\_\_\_\_  
 207. **DESCRIPTION** \_\_\_\_\_  
 208. **DETAILS** \_\_\_\_\_  
 209. **CONCLUSION** \_\_\_\_\_  
 210. **SIGNATURE** \_\_\_\_\_  
 211. **INITIALS** \_\_\_\_\_  
 212. **DATE** \_\_\_\_\_  
 213. **TIME** \_\_\_\_\_  
 214. **LOCATION** \_\_\_\_\_  
 215. **WEATHER** \_\_\_\_\_  
 216. **MOON** \_\_\_\_\_  
 217. **STARS** \_\_\_\_\_  
 218. **PLANETS** \_\_\_\_\_  
 219. **OTHER** \_\_\_\_\_  
 220. **REMARKS** \_\_\_\_\_  
 221. **SKETCH** \_\_\_\_\_  
 222. **DESCRIPTION** \_\_\_\_\_  
 223. **DETAILS** \_\_\_\_\_  
 224. **CONCLUSION**

---

[illegible][illegible]

---

Table 1. Demographic characteristics of the study population

[illegible]

Downloaded from <https://www.cambridge.org/core>. University of Cambridge, on 02 Jun 2019 at 12:00:00, subject to the Cambridge Core terms of use, available at <https://www.cambridge.org/core/terms>. <https://doi.org/10.1017/S0007122619000039>

\_\_\_\_\_

5



**APPLICATION – NARRATIVE**  
**NEEDS-BASED PUBLIC SCHOOL CAPITAL FUND**

Date: \_\_\_\_\_

Was this project identified in the 5-year plan in the 2015-16 Facility Needs Survey?

☐ YES ☐ NO

If not, provide explanation and attach equivalent information:

---

---

---

---

---

Will this project replace any existing facilities?

☐ YES ☐ NO

If YES, which school(s):

\_\_\_\_\_

---

---

How many students will be served by this project?

\_\_\_\_\_

Has Advanced Planning been done for this project?

☐ YES ☐ NO

---

---

Have Construction Documents been completed for this project?

☐ YES ☐ NO

---

---

Anticipated or Actual Bid Date:

\_\_\_\_\_

Estimated Start Date of Construction:

\_\_\_\_\_

Estimated Completion Date of Construction:

\_\_\_\_\_

**APPLICATION – BUDGET**  
**NEEDS-BASED PUBLIC SCHOOL CAPITAL FUND**

Date: \_\_\_\_\_

Estimated Project Costs	Local (non-State)	NBPSCF Grant Funds	Total
Planning	\$ _____	\$ _____	\$ _____
Construction	\$ _____	\$ _____	\$ _____
Other Costs*	\$ _____	\$ _____	\$ _____
<b>Total</b>	\$ _____	\$ _____	\$ _____

\*Project costs normally categorized as 'owner's direct costs' on a construction project – may include items such as site surveys, materials testing, site utilities, geotechnical reports, etc. Land acquisition costs are not eligible.

**Source(s) of required Local Matching Funds:**

---



---



---

**Have any of the Local Matching Funds been expended at the time of application?**

☐ YES ☐ NO

If YES, provide amount expended: \_\_\_\_\_

If YES, provide description of work: \_\_\_\_\_

**Estimated Project Expenditures by Fiscal Year** (show estimated period over which funds will be spent by Fiscal Year)

Total Expenditures	2018-19 or earlier	2019-20	2020-21	2021-22 or later	Total
Local Match (Non-State Funds)	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Requested NBPSCF Grant Funds*	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____

\*Total requested grant funding cannot exceed \$15 M (Tier 1) or \$10 M (Tier 2)

### **Additional Documentation Prior to Disbursement of Funds**

Any project funded with a grant from the Needs-Based Public School Capital Fund must follow the same review process as any other LEA capital project.

- A registered Architect and/or registered Engineer shall prepare the drawings and specifications in accordance with G.S. 133-1 through 133-4.1, as applicable.
- School Planning review is required for new school buildings. Design documents shall be submitted at appropriate phases of the design; neither the LEA nor the County shall invest any funds in construction of the project until the review process is completed.
- Transmittal of drawings and specifications to School Planning shall include the form at <https://www.schoolclearinghouse.org/pubs/DPI%20Project%20Transmittal%20Sheet.doc>
- Design of the project should be in compliance with Guidelines published on the School Planning website at: <https://www.schoolclearinghouse.org/>.
- The overall document can be found at: [https://www.schoolclearinghouse.org/pubs/FacilityGuidelines%20\(September%202014\).pdf](https://www.schoolclearinghouse.org/pubs/FacilityGuidelines%20(September%202014).pdf).
- Some criteria are mandatory; for example, those involving safety in school science laboratories at: [https://www.schoolclearinghouse.org/pubs/ScienceFacilitiesPlanner%20\(2013-07-11\).pdf](https://www.schoolclearinghouse.org/pubs/ScienceFacilitiesPlanner%20(2013-07-11).pdf).
- If the project involves the closing of an existing school, the LEA shall follow the procedures described in: <https://www.schoolclearinghouse.org/pubs/SchoolClosingProcedure.pdf>.
- If the project involves the demolition of an existing school building, the LEA shall follow the procedure noted above and submit the form at: <https://www.schoolclearinghouse.org/pubs/COSTFEAS.doc>.

### Assurance Page

By signing below, we assure NCDPI that we are officials of the organization and authorized to bind the organization. We certify the following:

- The information provided in this proposal is correct and complete.
- The project herein described is within the parameters of the Needs-Based Public School Capital Fund established in S.L. 2017-57, modified by S.L. 2017-212, and modified by S.L. 2018-5, and that all of the required local funding is available and designated as a match for this project.
- All funds will be used for the construction project described in the approved application.
- We will work cooperatively with the North Carolina Department of Public Instruction in monitoring and evaluating the project to meet reporting requirements. We will report on project progress and State and local funds expended by April 1 of each year, at the time of each distribution request, and upon project completion.
- Upon receiving a Needs-Based grant award, we will enter into an agreement with the Department of Public Instruction detailing the use of grant funds, in accordance with S.L. 2018-5.
- All applicable federal and state laws will be adhered to, including promotion of equal opportunity without regard to race, color, religion, gender, age, disability, political affiliation, or national origin.
- Fiscal control and accounting procedures for proper disbursement of and accounting for the grant funds will be established and followed.

---

(Signature – Chair, County Commissioners)

(Date)

---

(Signature – Chair, Board of Education)

(Date)

## SCHOOL-CAPITAL OUTLAY AND CAPITAL RESERVE

[illegible]



### SCHOOL-CAPITAL OUTLAY AND CAPITAL RESERVE

[illegible]



**Board of County Commissioners  
September 9, 2019  
6:00 PM**

**Item number: VIII.b.**

**Pine Hall Shelter-Trail update & fee proposal**

Contact: Glenda Pruitt

**Summary:**

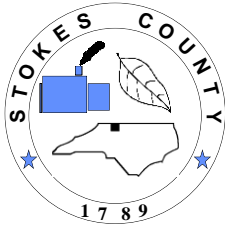
This was presented at the meeting on August 26, 2019 and moved to the Action Agenda at the meeting on September 9, 2019.

There was a question about the rental time periods and it was confirmed that the rental periods are 8:00-12:00, 1:00-5:00 or 6:00-10:00. If more than one time block is requested a rental fee for each block is charged.

The rental fee for the current space is \$100.00 refundable deposit and \$50.00 rental fee per 4 hour time period for in county residents and \$75.00 for out of county.

**ATTACHMENTS:**

Description	Upload Date	Type
Memo	8/20/2019	Cover Memo



*Stokes County  
Purchasing Department*

Memorandum

To: Board of Commissioners

From: Glenda Pruitt, Support Services Supervisor

Date: August 19, 2019

Re: Pine Hall Community Campus Shelter and Trails

Last week I met with Adam Stanley, Garanco and Perry Peterson, Peterson Gordon Architects for our monthly meeting in regards to the shelter and trail progress. I am happy to report things are looking great and the anticipated date of completion is first of September. I also spoke with Mr. Petree on Wednesday and gave him an update of the progress which he was pleased with the update.

After the meeting I spoke with Tara Lawrence, Manager of LifeBrite Pine Hall. There will be a joint reception for a ribbon cutting for the shelter, trails and open house for the new provider at the medical center on September 19, 2019 @ 6:00 p.m. We will be posting flyers throughout the community and mailing flyers to the local churches to announce the ribbon cutting and open house. I have also spoken with Brandon Gentry about the using the electronic sign to inform the community of the event.

Upon meeting with Tara, she asked about the cost of renting the shelter we discussed different options and I would like to propose the following for approval:

\$100.00 Deposit will be returned after evaluation of Shelter

\$50.00 Rental fee for In County Residence

\$75.00 Rental fee for Non-County Residence

These are the current rates we charge for the community center.

In our discussion she stated the community center is being reserved most every weekend sometimes both Saturday and Sunday. There has not been any complaints concerning the deposit or rental fees currently charged.

There will be a sign posted at the shelter to notify the public that the shelter is reserved. This way the public still can utilize the shelter if the reserve sign is not posted.





**Board of County Commissioners  
September 9, 2019  
6:00 PM**

**Item number: VIII.c.**

**Artists Way Lease**

Contact: Jake Oakley

**Summary:**

County Attorney Ty Browder drafted a month to month lease for the Artists Way property. This will bring the lease current while other issues are addressed with the property. The original lease presented to the Board included a substantial increase in rent to meet market value, however upon further investigation there are repairs that need to be made and while this is evaluated the lease will be current once this is signed off on.

**ATTACHMENTS:**

Description	Upload Date	Type
Artists Way Lease	9/5/2019	Cover Memo

NORTH CAROLINA

LEASE AGREEMENT

STOKES COUNTY

**THIS LEASE**, made and entered into this 1<sup>st</sup> day of July, 2019 by and between **THE COUNTY OF STOKES**, (hereinafter referred to as the "Landlord"); and **Bonnie Rodell d/b/a Artist's Way Creation Bakery/Café**, (hereinafter referred to as "Tenant").

**WITNESSETH:**

That for and consideration of the rental hereinafter reserved and the covenants and agreements herein contained, Landlord has agreed to Lease and does hereby demise and Lease unto Tenant, and Tenant has agreed to take and Lease and does hereby Lease from Landlord, the following described premises:

Complete Upper Level consisting of 3944 sq. ft. of the building located at 508 Main Street in the Town of Danbury; and being a portion of the premises currently occupied by Tenant.

**1. TERM OF LEASE:**

The term of this Lease shall be month to month, commencing at 12:01 A.M. on the 1<sup>st</sup> day of July 2019 and continuing each month thereafter until either party gives the other thirty (30) days advance notice of termination.

**2. RENTAL:**

The Tenant shall pay rental in advance in the amount of **\$400.00 per month** to the Landlord **on the first day of each month** during the Lease term. Tenant shall pay a late fee of \$75.00 for each rental payment not received by the Landlord within fifteen (15) days after the due date.

**3. USE OF PREMISES:**

The Leased premises shall be used only for food service purposes, and related functions to this business. No portion of the Leased premises shall be used for storage except as needed for food service purposes. Tenant shall comply with all rules, laws, ordinances and regulations of federal, state, county, municipal and other governmental authorities respecting the use, maintenance and operation of the Leased premises, and will make no unlawful use thereof. No dangerous or combustible materials shall be stored in the Leased premises. Tenant shall comply with all county and fire department regulations and inspections.

#### **4. PARKING:**

Tenant shall have access to parking spaces adjacent Leased premises.

#### **5. ACCEPTANCE OF PREMISES:**

Tenant has inspected the premises and accepts same in their present condition, with absolutely no obligation upon the Landlord to make any repairs or improvements.

#### **6. UTILITIES:**

During the term of this Lease, Tenant shall pay all utilities, property taxes and fire insurance on the building, as applicable.

#### **7. TAXES:**

Tenant shall pay when due all taxes imposed or assessed upon the demised premises, merchandise, inventory or other property installed or brought onto the demised premises by or for the Tenant.

#### **8. ALTERATIONS:**

Tenant may, with prior written consent of Landlord, and at **Tenants'** sole cost and expense, from time to time during the term of this Lease, make such alterations, additions or changes, in and to the Leased premises as it finds necessary or desirable and convenient for its purposes. All changes, alterations and additions shall be left in place at the termination of this Lease and shall become the sole property of Landlord.

#### **9. ASSIGNMENT AND SUBLETTING:**

This Lease shall not be transferred or assigned, nor the demised premises or any part thereof sublet by the Tenant except with the written consent of the Landlord.

#### **10. INSURANCE:**

Tenant agrees that she will at all times during the term hereof, at her own expense, maintain and keep in force public liability insurance in an amount of not less than \$1,000,000.00 against claims for bodily injury, death or property damage occurring in or on or about the demised premises and will also provide at her sole cost and expense, such fire and extended coverage and vandalism and malicious mischief insurance covering the contents of the demised premises as the Tenant deems advisable. Tenant shall pay the cost of said insurance coverage and shall furnish Landlord with a certificate of coverage.

The Landlord shall keep the premises and the building and improvements thereon, to wit: all of the property deemed to be real property under the terms of this Lease insured to the extent of the full replacement cost thereof against loss or damage by fire, with extended coverage.

Stokes County Lease Agreement

## **11. DAMAGE AND DESTRUCTION:**

If the leased premises be damaged or destroyed in whole or in part at any time during the term of this Lease by fire or other casualty, Landlord may at its option, terminate this Lease or restore the premises to the condition existing before the damage or destruction, in which case rent shall be abated according to the amount of square footage available to the Tenant for use to conduct business in while the repair and/or restoration takes place.

## **12. CONDEMNATION:**

In the event that all of the leased premises shall be taken in condemnation proceedings or by right of eminent domain, this Lease shall terminate as of the date of said taking, and all unearned rent and all other charges paid in advance shall be refunded to the Tenant and the Tenant shall surrender possession of the leased premises to Landlord. The award for such taking shall belong to the Landlord except that, in the event Tenant expends any sum of money for improvements to the leased premises, which, when completed, constitute part of the real estate, a pro rata share of the net award, based on the value of the improvements made by Tenant, shall belong to Tenant. Tenant shall also be entitled to make claim in its own name to the condemning authorities for the value of any furniture, trade fixtures, trade equipment, merchandise or personal property of any kind belonging to Tenant and not forming part of the real estate, or for the cost of moving all of the same, and any such award made directly to Tenant shall belong entirely to Tenant.

In the event that a portion of, but not all, of the leased premises shall be taken in condemnation proceedings or by exercise of any right of eminent domain and if as a result of such partial taking the ground floor area of the building on the leased premises remaining after the taking is less than fifty (50) percent of the ground floor area of said building prior to the taking, then in such event, Tenant shall have the right to terminate this Lease provided the Tenant shall have given notice to Landlord within thirty (30) days after knowledge by Tenant of such taking of Tenant's intention to cancel this Lease. Whereupon, Tenant shall be liable only for the rent up to the time of such taking or the date when Tenant shall vacate the leased premises, whichever date is later, and Tenant shall be entitled to refund of any advanced rentals paid by it for the period subsequent to the latter of such dates.

In the event that Tenant does not exercise its election to cancel this Lease, then and in that event:

1. This Lease shall continue in full force and effect as to the portion of the leased premises not taken for the balance of the term of the Lease; however, the annual rent for the unexpired term shall be reduced by that portion which the area so taken shall bear to the entire area of the demised premises immediately prior to such taking; and Tenant shall be entitled to a pro rata share of the net condemnation award, based on the value of any improvements made by Tenant and taken in the condemnation proceeding.

2. Tenant diligently shall make all necessary repairs or alterations to restore the building to a complete architectural unit.

### **13. REPAIRS AND MAINTENANCE:**

Tenant will be responsible for and pay the cost of all repairs and maintenance necessary to keep the exterior, interior, structure, and all systems of the demised premises in good order and repair. Tenant agrees to surrender the demised premises at the expiration or earlier termination of this Lease in as good or better condition as when received, accepting only deterioration caused by ordinary wear and tear and damage by fire or other casualty of the kind insured against in standard policies of fire insurance.

### **14. ENVIROMENTAL RESPONSIBILITIES:**

Tenant warrants and agrees that the business it will conduct on the property will not involve the use or disposal of any hazardous material.

### **15. INDEMNIFICATION:**

To the extent not otherwise covered by insurance, Tenant hereby agrees to indemnify Landlord and hold Landlord harmless from and against any and all losses, liabilities, damages, injuries, costs, expenses and claims of any kind whatsoever paid, incurred, or suffered by, or asserted against Landlord which are caused by the acts, omissions or activities of Tenant during the Tenant's use and occupancy of the leased premises. The Tenant shall act as an independent contractor and not as an employee of Stokes County.

### **16. QUIET ENJOYMENT:**

Except as otherwise stated herein, Tenant, upon paying the rent, and subject to all of the terms and covenants of this Lease, on Tenant's part to be kept, observed, and performed, shall quietly have and enjoy the leased premises during the term of this Lease without hindrance or molestation by any person. Landlord agrees that Tenant, its successors, and assigns, shall have continuous, peaceful, uninterrupted and exclusive possession and quiet enjoyment of the entire premises during the term of this Lease. The Landlord covenants that at the time of the execution of this Lease, Landlord has good Legal Title of the demised premises and has full right to the lease the same for the aforesaid.

### **17. DEFAULT:**

If Tenant fails to make a rental payment within thirty (30) days after the due date; or if Tenant fails to keep and fulfill any of the other covenants and agreements herein provided, and shall remain in default for a period of thirty (30) days after receipt of written notice thereof by Tenant; then Landlord may terminate this Lease and demand possession of the premises, without prejudice to any other remedy which Landlord may have on account of such default.

### **18. NOTICES:**

Notices may be sent by the Tenant to the Landlord by delivering the same in person to the Landlord or mailed to the Landlord at the following address:

County Manager  
County of Stokes  
P.O. Box 20  
Danbury, NC 27016  
(336) 593-2811

Notices may be sent by the Landlord to the Tenant by delivering the same in person to the Tenant or mailed to the Tenant at the following address:

**Bonnie Rodell**  
**Artist's Way Creation Bakery/Café**  
**P.O. Box 125**  
**Danbury, NC 27016**  
**(336) 593-2584 or (336) 593-2900**

**19. MISCELLANEOUS:**

This agreement shall be binding upon the parties, their assigns and successors in interest. This agreement may be executed in one or more counterparts each of which shall be deemed to be an original. This agreement constitutes the entire agreement of the parties. This agreement may not be varied or modified orally, and can be varied or modified by written instrument signed by all parties only.

**IN WITNESS WHEREOF**, the parties have hereunto set their hands and seals, the day and year first written.

**LANDLORD**  
**County of Stokes**

\_\_\_\_\_  
Witness BY: \_\_\_\_\_

**TENANT:**  
**Bonnie Rodell d/b/a**  
**Artist's Way Creation Bakery/Café**

\_\_\_\_\_  
Witness BY: \_\_\_\_\_



**Board of County Commissioners  
September 9, 2019  
6:00 PM**

**Item number: VIII.d.**

**Walnut Cove Senior Center Advisory Council Appointment Request**

Contact: Jake Oakley

**Summary:**

There is a vacancy on our Walnut Cove Senior Center Advisory Council. There has been an application received from Linda Brown, who lives in Germanton. Ms. Brown is a former site manager for Walnut Cove and would like to serve on the Advisory Council.

This was presented at the meeting on August 26, 2019 and moved to the Action Agenda at the meeting on September 9, 2019. The vacancy has been posted on the county website for advertisement.

**ATTACHMENTS:**

Description	Upload Date	Type
WC Senior Center Advisory Appointment	8/20/2019	Cover Memo

# STOKES COUNTY

## APPOINTMENT APPLICATION

NAME:

Linda Brown

ADDRESS:

1040 Short Lane

CITY/NC/ZIP

Germananton, NC 27019

PLEASE INDICATE THE COMMITTEE/BOARD YOU ARE INTERESTED IN SERVING ON:

Walnut Cove Senior Center Advisory Council

Comments: Please note why you are interested in serving on this committee.

I think the senior center is a great place  
and if I can help out by serving  
on the advisory council I would  
like to do so.

Sharon Shaver

Fax/Mail/Email appointment application to Darlene Bullins, Clerk to the Board, PO Box 20, Danbury, NC 27016 – 336-593-2448; Fax: 336-593-2346; Email: dbullins@co.stokes.nc.us





**Board of County Commissioners  
September 9, 2019  
6:00 PM**

**Item number: VIII.e.**

**Stokes County Jury Commission - Appointments**

Contact: Jake Oakley

**Summary:**

A request was received from Clerk of Court Jason Tuttle for the appointment of an individual to the Stokes County Jury Commission.

Durward Bennett has currently been serving and has agreed to serve again.

This needs approval before the end of September and can be placed on the Action Agenda at the meeting on September 9th.

This was presented at the meeting on August 26, 2019 and moved to the Action Agenda at the meeting on September 9, 2019. The vacancy has been posted on the county website for advertisement.



**Board of County Commissioners  
September 9, 2019  
6:00 PM**

**Item number: VIII.f.**

**Danbury ETJ Appointments**

Contact: Jake Oakley

**Summary:**

This was presented at the meeting on August 26, 2019 and moved to the Action Agenda at the meeting on September 9, 2019. The vacancy has been posted on the county website for advertisement.

The request is for the appointment of Donnie Mabe.

**ATTACHMENTS:**

Description	Upload Date	Type
DAnbury ETJ Appointment	8/21/2019	Cover Memo

# Town of Danbury

201 Courthouse Circle

P.O. Box 4

Danbury, NC 27016

(336) 593-2002

Fax- (336) 593-2019

Email – [admin@townofdanbury1957.org](mailto:admin@townofdanbury1957.org)

Janet S. Whitt, Mayor  
W. Eugene Russell, Town Attorney

Mike Barsness, Town Administrator  
Dianne Starnes, Town Clerk

---

August 19, 2019

Shannon Shaver  
Clerk to the Board  
Stokes County Commissioners  
PO Box 20  
Danbury, NC 27016

RE: Danbury ETJ Reappointment

Dear Shannon:

The term for Danbury Planning Board ETJ appointee Donnie Mabe will expire on October 10, 2019. Article II of the Danbury Zoning Ordinance requires reappointment or replacement of board members at the end of their respective three-year term.

Mr. Mabe has advised the Town that he would like to be considered for reappointment to serve as ETJ Member on the Danbury Planning and Zoning Board for the term beginning October 11, 2019. The Town finds Mr. Mabe to be a valuable contributor to planning efforts.

Please present this request to the Stokes County Board of Commissioners for consideration and advise us of their decision at your earliest convenience.

Thank you.



Dianne Starnes  
Town Clerk



**Board of County Commissioners**  
**September 9, 2019**  
**6:00 PM**

**Item number: VIII.g.**

**Resolutions - DSS Board/Board of Health**

Contact: Jake Oakley

Summary:

**ATTACHMENTS:**

Description	Upload Date	Type
DSS Board	9/5/2019	Cover Memo
Board of Health	9/5/2019	Cover Memo

## **RESOLUTION OF THE STOKES COUNTY BOARD OF COMMISSIONERS**

Re-establishing a County Board of Social Services in Accordance with North Carolina General Statute 108A-1

**WHEREAS**, North Carolina General Statute 108A-1 sets forth that every county shall have a governing board for social services which may be a County Board of Social Services, a consolidated human services board or a Board of County Commissioners, assuming all powers responsibilities and duties of a County Board of Social Services; and

**WHEREAS**, the Stokes County Board of Commissioners abolished the Stokes County Board of Social Services and exercised its option to assume direct control of all powers, duties and responsibilities of said Board, and appointed a human services advisory committee by Resolution adopted June 10, 2013; and

**WHEREAS**, the Stokes County Board of Commissioners held a public hearing on September 9, 2019 to receive public input concerning reconstituting the Stokes County Board of Social Services; and

**WHEREAS**, the Stokes County Board of Commissioners now believes it is in the best interest of Stokes County and the Stokes County Department of Social Services, to re-establish the Stokes County Board of Social Services in accordance with North Carolina General Statute 108A-1; and

**WHEREAS**, the Stokes County Board of Social Services will have the duties and responsibilities set forth in Chapter 108A of the North Carolina General Statutes, including but not limited to North Carolina General Statutes 108A-1 and 108A-14;

**NOW THEREFORE, BE IT RESOLVED** by the Stokes County Board of Commissioners as follows:

1. That pursuant to North Carolina General Statute 108A-1, the Stokes County Board of Commissioners hereby re-establishes a five member Stokes County Board of Social Services with the duties and responsibilities set forth in North Carolina General Statutes set forth in Chapter 108A of the North Carolina General Statutes.
2. That once the re-establishment of the Stokes County Board of Social Services is effective, the Stokes County Board of Commissioners shall no longer assume the powers, responsibilities and duties of the said Board; and the human services advisory committee shall be abolished.

3. That the re-establishment of the Stokes County Board of Social Services shall be effective upon the appointment of two members by the Social Services Commission, and two members by the Stokes County Board of Commissioners, and the first meeting of said Stokes County Social Services Board, at which time said Board shall select the fifth member as set forth in North Carolina General Statute 108A-3.

4. That the Stokes County Social Services Director shall retain the authority defined in North Carolina General Statute 108A-14.

5. That the employees of the Stokes County Department of Social Services will continue to be subject to the North Carolina State Human Resources Act.

6. That the Stokes County Board of Commissioners retains all budgetary authority over the Stokes County Department of Social Services.

Adopted by the Stokes County Board of Commissioners at a regularly scheduled meeting this 9<sup>th</sup> day of September, 2019.

---

Andy Nickelston, Chairman

---

Jimmy Walker, Vice-Chairman

---

Ronnie Mendenhall, Commissioner

---

Rick Morris, Commissioner

---

Jamie Yontz, Commissioner

Attest:

---

Shannon Shaver, Clerk to the Board

**RESOLUTION OF THE STOKES COUNTY BOARD OF COMMISSIONERS**

Re-establishing a County Board of Health in Accordance with North Carolina  
General Statute 130A-35

**WHEREAS**, North Carolina General Statute 130A-35 sets forth that a County Board of Health shall be the policy-making and adjudicatory body for a county health department, and that a County Board of Health shall be appointed by the County Board of Commissioners; and

**WHEREAS**, the Stokes County Board of Commissioners abolished the Stokes County Board of Health and exercised its option to assume direct control of all powers, duties and responsibilities of said Board, and appointed a human services advisory committee by Resolution adopted June 10, 2013; and

**WHEREAS**, the Stokes County Board of Commissioners held a public hearing on September 9, 2019 to receive public input concerning reconstituting the Stokes County Board of Health; and

**WHEREAS**, the Stokes County Board of Commissioners now believes it is in the best interest of Stokes County and the Stokes County Health Department to re-establish the Stokes County Board of Health in accordance with North Carolina General Statute 130A-35; and

**WHEREAS**, the Stokes County Board of Health will have the duties and responsibilities set forth in North Carolina General Statutes 130A-35 and 130A-39;

**NOW THEREFORE, BE IT RESOLVED** by the Stokes County Board of Commissioners as follows:

1. That pursuant to North Carolina General Statute 130A-35, the Stokes County Board of Commissioners hereby re-establishes the Stokes County Board of Health with the duties and responsibilities set forth in North Carolina General Statutes set forth in North Carolina General Statutes 130A-35 and 130A-39.
2. That once the re-establishment of the Stokes County Board of Health is effective, the Stokes County Board of Commissioners shall no longer assume the powers, responsibilities and duties of the said Board; and the human services advisory committee shall be abolished.
3. That the re-establishment of the Stokes County Board of Health shall be effective upon the appointment of the members set forth in North Carolina General Statute 130A-35, and the first meeting of said Board.

4. That the Stokes County Health Director shall retain the authority defined in North Carolina General Statute 130A-41.

5. That the employees of the Stokes County Health Department will continue to be subject to the North Carolina State Human Resources Act.

6. That the Stokes County Board of Commissioners retains all budgetary authority over the Stokes County Health Department

Adopted by the Stokes County Board of Commissioners at a regularly scheduled meeting this 9<sup>th</sup> day of September, 2019.

---

Andy Nickelston, Chairman

---

Jimmy Walker, Vice-Chairman

---

Ronnie Mendenhall, Commissioner

---

Rick Morris, Commissioner

---

Jamie Yontz, Commissioner

Attest:

---

Shannon Shaver, Clerk to the Board





**Board of County Commissioners**  
**September 9, 2019**  
**6:00 PM**

**Item number: VIII.h.**

**Transportation Senior Services & DSS**

Contact: Glenda Pruitt

Summary:

Please see the attached for Transportation for Senior Services & DSS

**ATTACHMENTS:**

Description	Upload Date	Type
Transportation Senior Services & DSS	9/4/2019	Cover Memo



*Stokes County  
Purchasing Department*

Memorandum

To: Stokes County Board of Commissioners

From: Glenda Pruitt, Support Services Supervisor

Date: September 4, 2019

Re: Transportation DSS & Senior Services

JD Cruise will be ceasing operations with Stokes County on September 30, 2019. Proposals have been received for additional transportation vendors to come on board with YVEDDI. The proposals received are as follows:

Gentle Care Transportation	Ambulatory/Wheelchair Rate	\$2.50 per mile
Casey Joyce	Minimum Trip Rate	\$23.00 per trip
155 Kout Lane		
Madison, NC 27025		
Capital Transit	Single Trip (5 miles included)	\$55.00
Shiraz Mir	Mileage rate (After 5 miles)	\$3.25 per mile
187 Dnieper River Way	Dry run/ No Show	\$30.00
Sacramento CA 95834		

Stacey Elmes, Vicky East, and myself have met and discussed the proposals that were received. The RFP was sent out twice trying to get more response, but had no luck. After our discussion we would like to propose to contract with both companies to provide addition transportation options for the county.

# Transportation Services to the Stokes County Senior Services Department

Prepared for: Glenda Pruitt: The Stokes County Support Services Supervisor

Prepared By: Casey Joyce: Gentle Care Transportation L.L.C.



Casey Joyce (336)932-1610 [www.Gentlecare1.com](http://www.Gentlecare1.com) [Gentlecare1@yahoo.com](mailto:Gentlecare1@yahoo.com)

08/14/2019

Thank you for your consideration and the possible opportunity to provide transportation services to Stokes County. We specialize in assisting people to and from several different types of appointments and also to other types of events that may require assistance with wheelchair bound or walking patients. Building my own transportation company has always been a dream of mine. I seen the need for it several years back, while in various public safety roles, and believe the exist is even greater today. I enjoy the challenge of trying to advertise, grow, and run my business. My company is different from some others in regards to my approach. I use very nice reliable equipment and am very patient about learning and going about each step correctly. My company is very new, just being established within the last year. However, I have started proceeding in a good direction and look to grow and expand to more vehicles and employee's in the near future. This contract would help with that expansion even sooner. Patient care and customer satisfaction is my goal at the end of every day.

-Casey Joyce

## *Table of Contents*


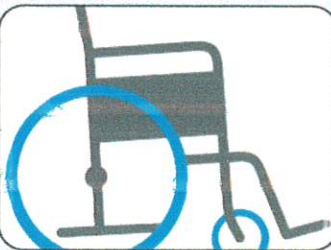

➤ Title Page.....	1
➤ Cover Page.....	2
➤ Table of Contents.....	3
➤ Executive Summary.....	4
➤ Cost.....	5
➤ Exceptions.....	6
➤ Insurance Proof.....	7
➤ Vehicle Information.....	8
➤ References.....	9



## Executive Summary

*Our mission is to transport customers safely in a timely manner to and from their destinations. Although I only have the one van right now, I can still help to decrease the number of needed transports in Stokes County. My hours are normal business hours Mon.-Fri. however I will do weekends, holidays, and after hour trips as well. I believe we could both benefit and grow as a team to help the county residents in need of transportation. My company is based in Madison, Rockingham County. I serve Rockingham, Stokes, and Guilford right now. I do have everything that's needed to do business as a Non-Emergency Medical Transportation company in place. If I do receive the opportunity to help with this contract, my primary focus would be Stokes County.*

## Cost

		
Per mile Ambulatory \$2.50	Per mile Wheelchair 2.50	Minimum Amount of \$23.00 per trip

*Mileage will begin at the pickup location and will end at the drop off location. Return trips will include mileage from pick up location to drop off location as well. I use Google maps for trips so you can assure mileage is to that accuracy. All trips mileage and data will be recorded. I would like to add a minimum amount for those trips that are far out and are only a few miles in distance.*



## *Exceptions*



*In the event I purchase a large enough van or shuttle bus and I am used for the large group transports; I have included a price for that transportation service.*





# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

08/14/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	<b>Piedmont Triad Insurance Agency</b> 7 Battleground Ct, Suite 224 Greensboro, NC 27408	CONTACT NAME: <b>Leigh Griffin</b> PHONE (A/C, No, Ext): <b>(336)282-6555</b> E-MAIL: <b>lelgh@ptlagency.com</b> ADDRESS: <b>lelgh@ptlagency.com</b>	FAX (A/C, No): <b>(336)282-6781</b>
INSURED	<b>Gentle Care Transportation LLC</b> Casey Joyce 195 Running Cedar Road Madison, NC 27025	INSURER(S) AFFORDING COVERAGE	NAIC #
		INSURER A: <b>Scottsdale Insurance Co</b>	
		INSURER B: <b>Jackson Sumner Assoc</b>	
		INSURER C:	
		INSURER D:	
		INSURER E:	
		INSURER F:	

## COVERAGES

CERTIFICATE NUMBER: 00000000-74453

REVISION NUMBER: 1


THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDITIONAL SUBROGATION	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:		CPS9264310	08/14/2019	08/14/2020	EACH OCCURRENCE \$ <b>1,000,000</b> DAMAGE TO RENTED PREMISES (Per occurrence) \$ <b>100,000</b> MED EXP (Any one person) \$ <b>5,000</b> PERSONAL & ADV INJURY \$ <b>1,000,000</b> GENERAL AGGREGATE \$ <b>2,000,000</b> PRODUCTS - COMP/OP AGG \$ <b>2,000,000</b>
B	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY		AUT5986381	07/02/2019	07/02/2020	COMBINED SINGLE LIMIT (Per accident) \$ <b>1,500,000</b> BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	UMBRELLA LIAB EXCESS LIAB DED RETENTION \$	<input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE				EACH OCCURRENCE \$ AGGREGATE \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	<input type="checkbox"/> Y/N <input checked="" type="checkbox"/> N/A				PER STATUTE <input type="checkbox"/> OTHER <input type="checkbox"/> E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

## CERTIFICATE HOLDER

## CANCELLATION

<b>Stokes County Senior Services</b> 700 Main Street Danbury, NC 27016	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE  (LFG)
--	--

## Vehicle Information

*I currently have one 2015 Ford Transit XLT handicap equipped van. It is a very reliable van with 60k current miles. It will hold a driver, a front passenger, a bench seat in the middle capable of holding 3 passengers, and a hatch door in the back with a fold out ramp in a lowered floor for a wheelchair patient. It has the "Q-Straint" Tie down system with seatbelt security, air vents and even a cup holder for that rear handicap passenger. It has professional decals clearly stating the company name and its handicap function. I feel pretty confident that if I am awarded a contract that I would be able to get one to two regular passenger vans within the next month.*

**Vin # NM0GE9F1198931**



## *References*

*I do not have many Customer Reference's because I have been only accepting them for that past month.*

*Lynn Knight, I have assisted two different family members of hers (one in Lawsonville and one in Stokesdale) on several different occasions. (336)686-2297*

*Jim Parramore, He is the director of Respiratory Care Department at Sovah Health Hospital in Martinsville Va. I worked there as a Respiratory Therapist until recent and he is familiar with my work effort. (336)409-6050*

*Shawn Jorman, He works as a mentor for SCORE. A small business service in the triad area. He helped to guide me and also knows how hard I work at being successful with my business. (336)314-3494*

*Thank you for your time and consideration.*

**BID PROPOSAL FORM ATTACHMENT A**

Project: Senior Services Transportation Needs

**Bid Date:** 8-15-19

To: County of Stokes  
PO Box 20  
Danbury, NC 27016

From: W. Casey Joyce  
Name of Bidder

The undersigned as bidder, proposes to provide the Stokes County Department of Social Services:  
With various transportation services with the fees of:

May attach proposal to form if needed make note to see Attachment and sign form.

Attached

A copy of the bid specifications is included with this proposal. Any and all exceptions taken have been noted on the exception form.

I, (WE), the undersigned as bidder, agree to indemnify and save harmless the County of Stokes from any lawsuits, actions, damages, and cost in every name and description resulting from infringement of any patent, trademark, copyright, or alleged negligence.

I, (WE), the undersigned as bidder, certify that this bid proposal is made without connection with any other person, company or parties bidding on this contract, or with any officer or employee of the County of Stokes, and it is in all respects fair and in good faith without collusion or fraud.

I (WE), the undersigned as bidder, certify that I, (WE) will adhere to all provisions of the Civil Rights Act of 1964, as amended, the Americans With Disabilities Act and other equal opportunity requirements established by laws and regulations.

I (WE), the undersigned as bidder, agree not to discriminate against any employee or applicant for employment because of race, religion, color, sex, age, handicap, political affiliation or national origin.

Submitted this 15<sup>th</sup> day of August, 2019.

Gentle Care Transportation LLC

Name

By W. Casey Joyce Title Owner/manager

Address: 155 Kout Ln Madison NC 27025 Telephone Number 336-932-1610

Federal ID/Social Security Number 82-4747671

# Transportation Services to the Stokes County Department of Social Services

Prepared for: Glenda Pruitt: The Stokes County Support Services Supervisor

Prepared By: Casey Joyce: Gentle Care Transportation L.L.C.



Casey Joyce (336)932-1610 [www.Gentlecare1.com](http://www.Gentlecare1.com) [Gentlecare1@yahoo.com](mailto:Gentlecare1@yahoo.com)

08/14/2019

Thank you for your consideration and the possible opportunity to provide transportation services to Stokes County. We specialize in assisting people to and from several different types of appointments and also to other types of events that may require assistance with wheelchair bound or walking patients. Building my own transportation company has always been a dream of mine. I seen the need for it several years back, while in various public safety roles, and believe the exist is even greater today. I enjoy the challenge of trying to advertise, grow, and run my business. My company is different from some others in regards to my approach. I use very nice reliable equipment and am very patient about learning and going about each step correctly. My company is very new, just being established within the last year. However, I have started proceeding in a good direction and look to grow and expand to more vehicles and employee's in the near future. This contract would help with that expansion even sooner. Patient care and customer satisfaction is my goal at the end of every day.




-Casey Joyce

## *Executive Summary*

*Our mission is to transport customers safely in a timely manner to and from their destinations. Although I only have the one van right now, I can still help to decrease the number of needed transports in Stokes County. My hours are normal business hours Mon.-Fri. however I will do weekends, holidays, and after hour trips as well. I believe we could both benefit and grow as a team to help the county residents in need of transportation. My company is based in Madison, Rockingham County. I serve Rockingham, Stokes, and Guilford right now. I do have everything that's needed to do business as a Non-Emergency Medical Transportation company in place. If I do receive the opportunity to help with this contract, my primary focus would be Stokes County.*



## Cost

		
Per mile Ambulatory \$2.50	Per mile Wheelchair 2.50	Minimum Amount of \$23.00 per trip

*Mileage will begin at the pickup location and will end at the drop off location. Return trips will include mileage from pick up location to drop off location as well. I use Google maps for trips so you can assure mileage is to that accuracy. All trips mileage and data will be recorded. I would like to add a minimum amount for those trips that are far out and are only a few miles in distance.*



## *Exceptions*



Large group such at  
Nutrition visits  
\$4.50 per mile

*In the event I purchase a large enough van or shuttle bus and I am used for the large group transports; I have included a price for that transportation service.*



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

08/14/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

## PRODUCER

Piedmont Triad Insurance Agency  
7 Battleground Ct, Suite 224  
Greensboro, NC 27408

## CONTACT

NAME: Leigh Griffin

PHONE (A/C, No., Ext.): (336)282-5555

FAX (A/C, No.): (336)282-5784

E-MAIL: leigh@ptlagency.com

ADDRESS:

INSURER(S) AFFORDING COVERAGE

NAIC #

INSURER A: Scottsdale Insurance Co

INSURER B: Jackson Sumner Assoc

INSURER C:

INSURER D:

INSURER E:

INSURER F:

## INSURED

Gentle Care Transportation LLC  
Casey Joyce  
195 Running Cedar Road  
Madison, NC 27025

## COVERAGES

CERTIFICATE NUMBER: 00000000-75353

REVISION NUMBER: 1

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADD'L SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:		CPS3264310	08/14/2019	08/14/2020	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
B	AUTOMOBILE LIABILITY ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY		AUT5986381	07/02/2019	07/02/2020	COMBINED SINGLE LIMIT (Ea accident) \$ 1,500,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	UMBRELLA LIAB EXCESS LIAB DED RETENTION \$	<input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE				EACH OCCURRENCE \$ AGGREGATE \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	<input type="checkbox"/> Y/N W/A				PER STATUTE <input type="checkbox"/> OTHER <input type="checkbox"/> E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES: (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

## CERTIFICATE HOLDER

Stokes County Social Services  
1010 Main Street  
Danbury, NC 27016

## CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

## AUTHORIZED REPRESENTATIVE

(LFG)

## Vehicle Information

*I currently have one 2015 Ford Transit XLT handicap equipped van. It is a very reliable van with 60k current miles. It will hold a driver, a front passenger, a bench seat in the middle capable of holding 3 passengers, and a hatch door in the back with a fold out ramp in a lowered floor for a wheelchair patient. It has the "Q-Straint" Tie down system with seatbelt security, air vents and even a cup holder for that rear handicap passenger. It has professional decals clearly stating the company name and its handicap function. I feel pretty confident that if I am awarded a contract that I would be able to get one to two regular passenger vans within the next month.*

**Vin # NM0GE9F1198931**



## *References*

*I do not have many Customer Reference's because I have been only accepting them for that past month.*

*Lynn Knight, I have assisted two different family members of hers (one in Lawsonville and one in Stokesdale) on several different occasions. (336)686-2297*

*Jim Parramore, He is the director of Respiratory Care Department at Sovah Health Hospital in Martinsville Va. I worked there as a Respiratory Therapist until recent and he is familiar with my work effort. (336)409-6050*

*Shawn Jorman, He works as a mentor for SCORE. A small business service in the triad area. He helped to guide me and also knows how hard I work at being successful with my business. (336)314-3494*

*Thank you for your time and consideration.*

**BID PROPOSAL FORM      Attachment A**

Project: Stokes County Department of Social Services Transportation Needs

**Bid Date:** 8-15-19

To:                    County of Stokes  
                         PO Box 20  
                         Danbury, NC 27016

From:                W. Casey Joyce  
                         Name of Bidder

The undersigned as bidder, proposes to provide the Stokes County Department of Social Services:  
With various transportation services with the fees of:

May attach proposal to form if needed make note to see Attachment and sign form.

Attached & Included  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

A copy of the bid specifications is included with this proposal. Any and all exceptions taken have been noted on the exception form.

I, (WE), the undersigned as bidder, agree to indemnify and save harmless the County of Stokes from any lawsuits, actions, damages, and cost in every name and description resulting from infringement of any patent, trademark, copyright, or alleged negligence.

I, (WE), the undersigned as bidder, certify that this bid proposal is made without connection with any other person, company or parties bidding on this contract, or with any officer or employee of the County of Stokes, and it is in all respects fair and in good faith without collusion or fraud.

I (WE), the undersigned as bidder, certify that I, (WE) will adhere to all provisions of the Civil Rights Act of 1964, as amended, the Americans With Disabilities Act and other equal opportunity requirements established by laws and regulations.

I (WE), the undersigned as bidder, agree not to discriminate against any employee or applicant for employment because of race, religion, color, sex, age, handicap, political affiliation or national origin.

Submitted this 15<sup>th</sup> day of August, 2019.

Gentle Care Transportation LLC  
Name

By W. Casey Joyce Title Owner/manager

Address: 155 Kout Ln, Madison Nc, 27025 Telephone Number 336-932-1610  
Federal ID/Social Security Number 82-4747671

August 18, 2019

Stokes County

Dear Ms. Glenda Pruitt,

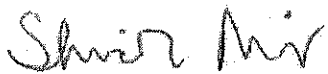
Capital Transit is pleased to submit its proposal in response to the patient/ passenger transportation services for the Stokes County. It is Capital Transit's mission to provide highest quality and compassionate passenger transportation services. Within our proposal, we have demonstrated our ability to successfully implement an excellent transportation program with a special focus on safe and on-time transportation services provided with highest level of customer service. As a small company, we place great emphasis on quality for each and every ride and expect the routine processes we employ will translate into significantly improved services at reasonable rates.

We have read, understood, and agree to perform all contractor responsibilities and will comply with all requirements and terms set forth in the RFP, and modifications of the RFP, the Contract and Addenda. We are confident in our ability to provide excellent and unmatched services for the Stokes County.

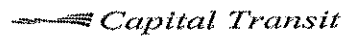
For your information I, Shiraz Mir, am the owner of Capital Transit and legally authorized to commit the organization contractually, including services and prices, contained in this proposal. My contact information is included below. Please feel free to contact me with any questions.

I look forward to working with you through the RFP process.

Sincerely,



Shiraz Mir  
President/ Owner  
Capital Transit  
Phone: (916) 470-0476  
Email: [Shirazmir916@gmail.com](mailto:Shirazmir916@gmail.com)



**Price Proposal**

**Stokes County**

**Passenger transportation service**

Description	Unit	Rate
Single trip (5 miles included)	Trip	\$55.00
Mileage rate (After 5 miles)	Mile	\$3.25 per mile

Dry run/ No Show: \$30.00

**Yearly Audit**

Capital Transit uses subcontractors to provide transportation. Capital Transit will get the listed documents from our subcontractors and mail them to Stokes County. Capital Transit is also willing to open a local office in King, NC should it be needed.

**Pricing clarification**

Capital Transit will not be able to completely drop the trip fee however we have provided a large discount. This fee is in-line with the industry practice. The trip fee includes 5 miles which should cover all local/ within city transports.

Capital Transit will also provide wheelchair transports.

We are very excited about this opportunity and look forward to providing Stokes County with the highest quality transportation service.





# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
08/12/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	Integrated Transportation 1041 Peruque Crossing Cou Suite A O'Fallon MO 63366-2362	CONTACT NAME: Integrated Transportation Resources, Inc. PHONE (A/C, No., Ext): (636) 561-0048 FAX (A/C, No.): (636) 625-0909 E-MAIL: cbaumann@itr-inc.net ADDRESS:
INSURED	Capital Transit 4617 Carrigan Lane Carmichael CA 95608-	INSURER(S) AFFORDING COVERAGE INSURER A: Atain Specialty Insurance NAIC # 17159 INSURER B: Lloyd's London INSURER C: State Compensation Insurance Fund INSURER D: INSURER E: INSURER F:

## COVERAGES

CERTIFICATE NUMBER: 0001

REVISION NUMBER: 0001

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVR	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:		PLS02888	07/10/2019	07/10/2020	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$4,000,000 PRODUCTS - COMP/OP AGG \$1,000,000 Sexual/Physical Abuse \$100,000/300,000
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY					COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$					EACH OCCURRENCE \$ AGGREGATE \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	9236772-19	08/15/2019	08/15/2020	PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/> E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000
B	Cyber Liability		RPS-P-0672359M	07/18/2019	07/18/2020	All Coverages 1,000,000

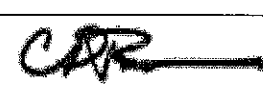
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

The Certificate Holder is listed as an Additional Insured on the above Auto & General Liability Policy.

## CERTIFICATE HOLDER

## CANCELLATION

AI 002714

Department of Public Health Office of Contract Management and Compliance 101 Grove St. Rm. 410 San Francisco CA 94102-	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE 
---	---

**BID PROPOSAL FORM ATTACHMENT A**

Project: Senior Services Transportation Needs

Bid Date: 8/18/2019

To: County of Stokes  
PO Box 20  
Danbury, NC 27016

From: Capital Transit  
Name of Bidder

The undersigned as bidder, proposes to provide the Stokes County Department of Social Services:  
With various transportation services with the fees of:  
May attach proposal to form if needed make note to see Attachment and sign form.

Attached

A copy of the bid specifications is included with this proposal. Any and all exceptions taken have been noted on the exception form.

I, (WE), the undersigned as bidder, agree to indemnify and save harmless the County of Stokes from any lawsuits, actions, damages, and cost in every name and description resulting from infringement of any patent, trademark, copyright, or alleged negligence.

I, (WE), the undersigned as bidder, certify that this bid proposal is made without connection with any other person, company or parties bidding on this contract, or with any officer or employee of the County of Stokes, and it is in all respects fair and in good faith without collusion or fraud.

I (WE), the undersigned as bidder, certify that I, (WE) will adhere to all provisions of the Civil Rights Act of 1964, as amended, the Americans With Disabilities Act and other equal opportunity requirements established by laws and regulations.

I (WE), the undersigned as bidder, agree not to discriminate against any employee or applicant for employment because of race, religion, color, sex, age, handicap, political affiliation or national origin.

Submitted this 18 day of August, 2019.

Capital Transit  
Name

By Shiraz Mir Title President

Address: 187 Dnieper River Way Telephone Number (916) 470-0476  
Federal ID/Social Security Number 800768616

**Technical Proposal**  
**Patient/ Passenger Transportation Services**  
**to the**  
**Stokes County**  
**Senior Services Department and the Department of Social Services**

**Submitted by**  
**Capital Transit**

*Our Mission is to provide quality and  
compassionate service*

August 18, 2019  
Duns / CCR: 078309594  
Tax ID: 800768616  
RFP: Transportation Services

Shiraz Mir, President  
Capital Transit  
187 Dnieper River Way  
Sacramento, CA 95834  
Ph: (916) 470-0476  
Email: shirazmir916@gmail.com

## **Table of Contents**

### **Corporate Qualifications and Experience**

- A. Organization Status
  - 1. Organization Chart
  - 2. Company Summary
- B. What makes us Unique
- C. History

### **Tasks and Technical Approach**

- A. Approach
- B. Benefits of our model
- C. Customer Service
- D. Dispatch Center
- E. Policies and Procedures
- F. Startup Plan

### **Staffing**

- A. Staffing Plan
- B. Staff Qualifications and Resumes

### **DBE Participation**

### **References**

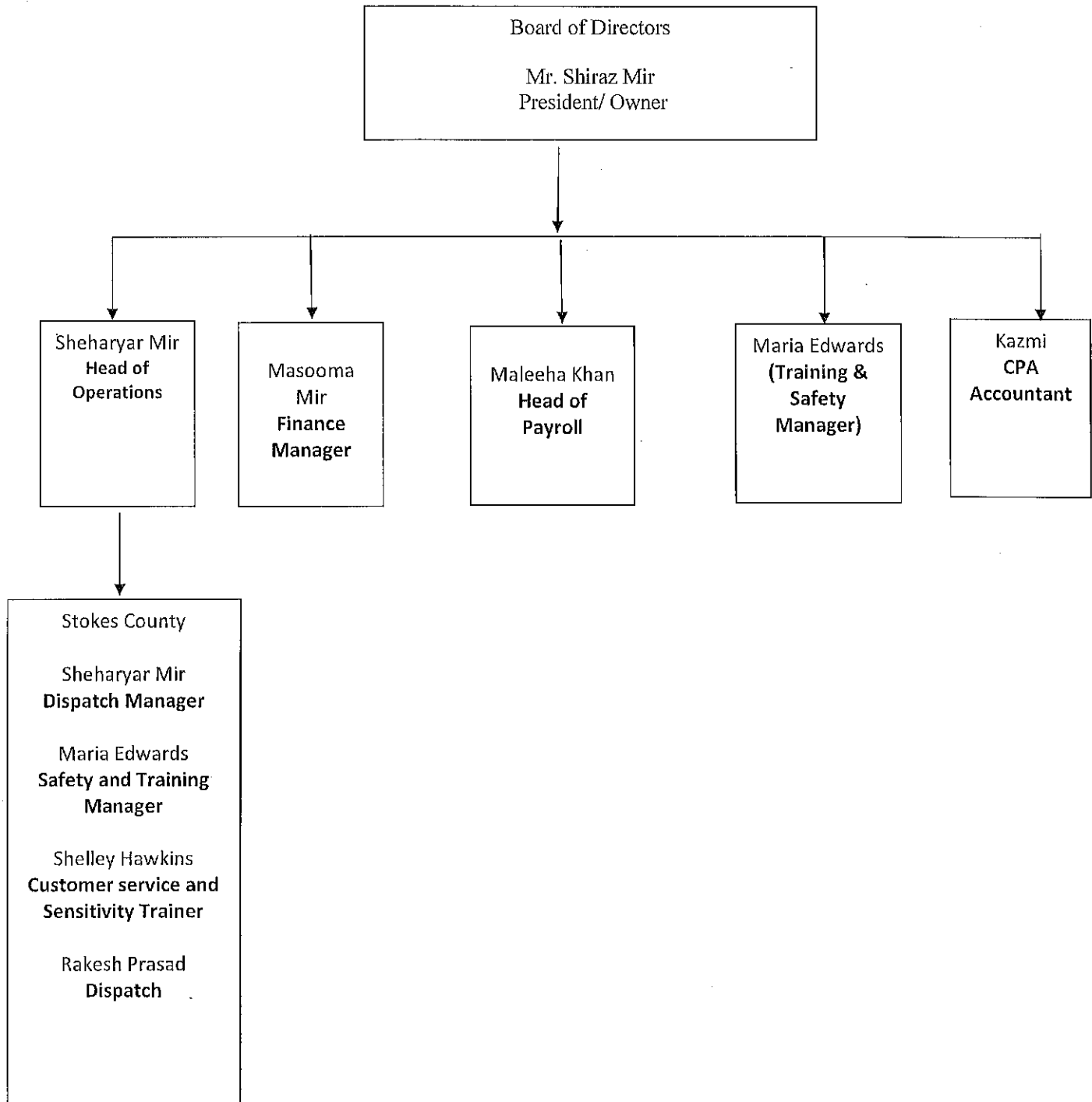
### **Price Proposal**

### **Signed Addendum**

### **Signed Exhibits**

## Organization Status

### Corporate Organizational Chart



## **Company Summary**

The following will serve to introduce our company, Capital Transit. Capital Transit was formed in 2011 and provides non-emergency patient transportation services to government agencies and private entities.

Capital Transit is a patient transportation brokerage with extensive experience, as demonstrated in the proposal. The trips will be provided by Capital Transit's subcontractors (Transportation Providers). Capital Transit will manage, schedule, track, and dispatch all trips. Our office will be responsible for submitting managing and submitting all reports including on-time performance reports to Stokes County. Furthermore, we have experience operating a similar patient transportation contracts for other counties.

### **Business type and size**

Capital Transit is a Minority-Owned Small Business.

### **Ownership**

Shiraz Mir President/ owner

### **Mission Statement**

Our mission is to provide quality and compassionate transportation service.

### **Company Location**

Capital Transit is headquartered in Sacramento, CA with dispatch offices in west coast and east coast.

### **What Makes Capital Transit Unique**

- **Our Team** is experienced in starting new brokerage operations within 45 days of award by building a coalition of transportation providers.
- We serve communities that are diverse in age, sexual preferences, and ethnic background that present with a wide variety of health and mobility needs. Our customer feedback is consistently positive, with special note regarding our personalized service, driver courtesy and customer service.
- **Relevant Experience:**
  - ❖ *Our Teams has 15 years' experience in operating similar and larger brokerage contracts for government agencies.*
  - ❖ *Experienced with covering very large catchment areas under our contracts.*
- **Safety / Quality Assurance:**
  - ❖ Capital Transit has a dedicated Safety / Quality Assurance team that focuses solely on ensuring that the Company's safety and Quality Assurance policies and program are being executed properly by Capital Transits employees and its transportation providers.
- **Dispatch:**
  - ❖ We believe on-time service depends on proper scheduling and live dispatching. We bring the highest quality of service by closely monitoring each and every ride in real time.
- **Safety**
  - ❖ Capital Transit has an extensive safety and training program for drivers.
- **Management:** Our management team is well educated and versatile with years of hands-on experience in a variety of service areas meeting a wide range of customer needs. We are well versed in transporting shuttle, ambulatory and wheel-chair bound persons; young men and women to people of advanced age. Besides having a wide range of mobility issues, this population also presents with a variety of mental health needs, as well.
- **Dedicated fleet:** We will not use these providers/ vehicles for any other customer/ client in Stokes County. These transportation providers will be solely designated for Stokes County.

## *Capital Transit*

- **Feedback surveys:** We conduct formal feedback surveys via phone from riders on a daily basis. Each day we call and gain feedback from some riders we transported that day.

### **History**

Capital Transit was formed in 2011 and provides non-emergency patient transportation services to government agencies and private entities.

Our President, **Shiraz Mir** has 18+ years of experience in the industry, managing various government non-emergency transportation contracts. He completed his undergraduate studies at the University of California, Davis and has a Masters in Business Administration (MBA) from the University of Santa Clara.

### **Timeliness**

Our teams track record shows we have consistently performed above 97% on-time performance.

We believe proper dispatching, scheduling, communication and management of transportation providers is the key to on-time performance.

We assure the Stokes that Capital Transit will bring the highest quality of service and highest standard of on-time performance and customer service.

### **Financial Stability**

Capital Transit is a private small business that is well position to start this contract.

## **Technical Approach**

**Approach:** Capital Transit will be the contractor and provide all transports for the Stokes County. Capital Transit will begin its operations for Stokes County by building and maintaining a robust network of transportation providers (subcontractors) which is sufficient in size, scope, and geographic dispersion to meet the needs of Stokes County. This allows us to put as many vehicles on the road as needed at any given time, resulting in highest level of on-time performance, quickest response times and customer experience. Other companies normally have a limited fleet of their own which this caps their capacity. Capital Transit will have as many vehicles as needed at any given time. We assure Stokes County that we will provide the quickest response times for will-call returns as we have done for other cities. We have used our model to solve the long-standing transportation issues for our other County clients. We encourage Stokes County to speak to our other current county clients for recommendations and feedback. Our providers will only use vehicles which are less than 5 years old. The number of vehicles will depend on the need of Stokes County, however we expect that around 5+ vehicles will satisfy the need.

### **Benefits of our brokerage model for Stokes County:**

- One shop-stop for Stokes County: Capital Transit will be the prime contractor and provide all transports for Stokes County, ensuring quality and safety for each and every ride. Stokes County can call, email, fax one office to schedule all rides. *All trips will be guaranteed to be accepted.*
- Flexibility to accommodate a high number of trips and increasing demand levels over time: More vehicles can be easily added to accommodate high number of trips or varying demand levels. This is especially crucial if there are a large number of trips during the same time of the day.
- Better On-Time performance: More vehicles and transportation providers result in better on-time performance and quick pickups for non-scheduled trips. Further improves patient satisfaction.
- Double the oversight: This approach provides double management and oversight. The subcontractor/ Transportation provider manages their own performance. Capital Transit provides an additional layer of management and oversight to ensure timely and safe transportation is provided for each and every ride.
- Highest quality and safety: We work with transportation providers and develop them to implement the best policy and procedures to ensure quality and safe transportation for every ride.
- Cover large catchment area: By having subcontractors/ transportation providers in different areas we are able to provide services over a large catchment areas.
- Reduced risk: The risk of labor strikes and contingencies is reduced. If one subcontractor has a labor strike then we can divert those rides to another subcontractor.

### **Customer Service and Integrity - our Core Values**

As evidenced by our mission statement, Capital Transit places the highest importance on passenger safety and customer service. Our management team strives to be the “Best Service Provider” and promotes a culture of safety and excellence. We believe that customer service is not just a department, but the responsibility of every employee. The office staff and transportation providers of Capital Transit are trained to be sensitive to riders needs while providing the highest level of customer service. We include a passenger feedback loop where all passengers are able to provide input on our services. We use their feedback to influence changes to our customer support policies. Analyzing survey results effectively allows us to integrate customer ratings and comments so that we may provide the best possible passenger experience. We believe that by creating and maintaining a customer feedback loop we not only can produce more satisfied passengers, but also improve employee morale and work force retention.

Client feedback is important. We want to ensure that clients have the opportunity to communicate as easily as they see fit. An effective communication effort from the client may be in all forms: social media, email, text, phone, letter, etc. Our organization will have tool and resource in place to track these inquiries/concerns and assign it to appropriate parties to handle. All customer input information should be addressed in a timely manner and follow up should be provided to the customer within 48 hours.



## *Capital Transit*

Integrity and ethics are also core values of our company. Capital Transit and all its owners are known in the industry for dealing with all partners honestly, fairly, and with respect.

### **Dispatch Center**

1. Capital Transit will establish a Quality Management Committee (QMC), the membership of which will include Capital Transit's General Manager, Directors of Operations, Provider Liaison and Capital Transit's Quality Assurance Manager. All meetings shall require a quorum be present prior to conducting business. Meeting will be held at least quarterly, with agendas provided to all members at least 2 weeks in advance. During the first 6 months of the contract, meetings may be held as often as monthly to support speedy resolution to any start-up issues which may present themselves.
2. Capital Transit stands ready to support Stokes County with any inquiries and will provide timely response to any request for assistance.
3. Our Technology includes:
  - a. Telephone and Fax
  - b. Scheduling and Dispatching Software ZOLL
  - c. ZOLL provides electronic platform to the hospitals and facilities to enter rides
  - d. ZOLL monitors all rides and creates monthly billing

Capital Transit is very willing to exploring any technology with Stokes County that would integrate the systems for seamless interface to schedule and track requests. We have experience with Trapeze.

4. Dispatch office and service  
Our dispatcher's office is open 24/7 and 365 days. Transportation is provided between 4:00am and 7:00pm and 365 days. All calls will be answered by the 3<sup>rd</sup> ring and no caller will be kept on hold longer than 90 seconds.

#### Staff audits

- System reports by each call center staff
- Live call monitoring will be conducted on 2 calls per dispatching staff per month

5. Schedule and Assign Trips
  - a. Trips can be scheduled via dispatch system electronic platform, phone and email during 24/7 365 days a year. Trips can be also scheduled on weekends.

#### Scheduling: Zoll features pertaining to scheduling:

- a. Scheduling and/or dispatching of trips
- b. Electronic platform for hospitals and facilities to enter rides
- c. Database management and record-keeping.
- d. Billing
- e. Provision of training to drivers on service delivery requirements and sensitivity to client needs. Driver training records and renewals are tracked.
- f. Follow-up and resolution of any complaints or concerns regarding service

### **Call Center Performance Standards**

- Capital Transit will run daily reports to ensure highest quality service and ensure we consistently meet contract requirements.

Proprietary Information

## **Policies and Procedures**

### **Emergency preparedness/ Contingency Plan**

We will have an Emergency Preparedness Committee – these individuals will have to go over best practices in case of a major disruption and how to handle it.

Our system is backed-up, in case of a disaster in the area our backup call center will resume operations without a delay. Our office in Sacramento, CA and Charlottesville, VA are both equipped to manage transportation without a delay.

### **Extreme Weather**

In extreme weather we continue providing services especially for patients who have critical treatments such as dialysis and radiation.

We have a responsibility of ensuring service is on the road. If the government declares a state of emergency and states that ALL vehicles are to be off the road – we will ensure that all our passengers have been brought home safely before we close our doors. No passengers are to be abandoned.

**Scheduled Trip(s):** Trips scheduled by 3:30 pm the prior business day.

Scheduled Trips are trips requested in advance by a schedule, telephone, encrypted email, or fax; and are requested before 3:30 pm on the prior day. The contractor has a 20 minute window to pick-up the patient and be considered on time (5 minutes before and 15 minutes after the requested pickup time)

- The dispatcher/ office will accept the call through electronic system, email, phone and fax.
- The office confirms the receipt of trips
- The request will be noted in the system immediately with the following details:
  1. Mode of transportation required such as wheelchair, gurney or ambulatory
  2. Required date & time.
  3. Name of beneficiary.
  4. Pick-up & delivery point.
  5. One way or Return trip.
  6. Special instructions, if any, such as need for oxygen.
  7. Type of equipment required.
- All calls received under this category will be accepted for the time & date requested. Any exception will be negotiated.
- In any case of delay in pick-up time of more than 15 minutes, the Stokes County staff will be informed.

**On Demand, Unscheduled and Will-call Return Trips:** These are Trips are those trips required on an as-needed basis where advance notice is not given. An unscheduled trip is any trip in which the service is requested for the same day. Response time is within sixty (60) minutes of notification of need.

- The dispatcher/ office will accept the call through electronic platform, email, phone/ fax.
- The office confirms the receipt of fax to the Stokes County
- The following details will be needed
  1. Mode of transportation required.
  2. Required date & time.
  3. Name of beneficiary.
  4. Pick-up & delivery point.
  5. One way or Return trip.
  6. Special instructions, if any.

#### 7. Type of equipment required.

- All calls received under this category will be accepted for ASAP pickup unless otherwise stated.
- In any case of delay in pick-up time of more than 15 minutes, the Stokes County staff will be informed.

#### **Transportation Providers (Subcontractors)**

Capital Transit subcontractors in Stokes County will be ambulatory and wheelchair transportation (NEMT) companies. We will provide the highest quality and quickest on-time response service to Stokes County. All trips will be guaranteed to be accepted and no trips will be rejected.

#### **On-time performance**

Capital Transit guarantees a minimum 95% on-time performance. However, our past track record shows that we consistently perform above 97%. Please speak to our other highly satisfied county clients for recommendation and feedback.

#### **Response Time**

**Timeliness report** will be submitted to Stokes County for each month. The report shall be submitted by the 5th day after the end of the month.

**Scheduled Trips** are trips requested in advance by a schedule, telephone, encrypted email, or fax; and are requested before 3:30 pm on the prior day. The contractor has a 20 minute window to pick-up the patient and be considered on time (5 minutes before and 15 minutes after the requested pickup time)

**Unscheduled Trips** are those trips required on an as-needed basis where advance notice is not given. An unscheduled trip is any trip in which the service is requested for the same day. Response time is within sixty (60) minutes of notification of need.

#### **Trip accuracy**

Structured scripts and confirmations are used for efficient reservations and to avoid mistakes. Our rigorous training material and confirmation practices help eliminate those instances.

We will have a structured script and training process. When a rider provides information via phone or online the representative will provide a clear confirmation on what is being put into the system. It is important to ensure all information is up to date with the riders.

#### **Shortages and Equipment failure**

In the case of vehicle breakdowns or accidents, passengers can be transferred to other vehicles in the area. Dispatchers having an overview of the routes and operation as a whole, are able to make sound judgements to transfer trips to perform timely deliveries.

Appropriate staff levels must be maintained during peak times, non-peak times, weekend. This goes back to analyzing the data and seeing where the need is. Dependent on the number of trips, and the number of vehicles needed to provide those trips on an hourly basis – having the appropriate number of vehicles, dispatchers is needed. Having operations managers overseeing these times is also important.

#### **Daily Call Center Operations Management**

Proper training and understanding within the scheduling department. The scheduling department is a key piece in running a successful operation. Scheduling staff monitors all rides within the scheduling software to ensure all our passengers are being picked up and dropped off in a timely manner. Utilizing the scheduling team to know how many runs per day and per hour will have performance standards met.

Reports, KPIs, and daily operation's reports. Analyzing trends and what occurs each day allows us to make adjustments to turn a negative trend into a positive one. Seeing a specific time of the day hurting the OTP, this will cause for some action plans such as proper staffing, reducing system speed, reviewing load & unload times, dwell times, and analyzing the number of trips on each vehicle to see if the load can be distributed more efficiently.

The boarding trends are reviewed and studied for major locations.

### **Back up vehicles**

Each day there will be backup providers who used in case there is an issue. NEMT is a flexible system in which trips can be moved and optimized based on cancellations on live-day that may allow a normally tight schedule to free up and to allow for additional trips. This allows the operation as a whole to ensure that service is covered throughout the day.

Backup provider is used in case of a driver being pulled out of service. For driver calling out sick, or to take over routes for any situation.

### **Vehicles and Equipment**

All vehicles will be less than 5 years old. We will primarily use wheelchair van for the services. These include minivans with wheelchair *ramps* and bubble top wheelchair vans with a wheelchair hydraulic *Lifts*. We will also use sedans when appropriate.

The minivans have capacity to seat one wheelchair passenger and one ambulatory passenger.

The Bubble top vans have capacity to seat two wheelchair passengers and two ambulatory passengers.

Sedans have capacity to seat three ambulatory passengers.

We also have experience to providing first/last mile connections to public transit. Traditionally we have use buses for this type of transport but can also provide these services using vans and sedans.

### **Provider Drivers**

We believe safety starts from the driver hiring process including: Provider drivers requirement.

1. Background check including criminal background check.
2. DL-51 for physical capabilities.
3. DMV record - We allow a maximum 2 points in 5 years and only hire drivers who have not been involved in any accidents in the last 2 years.
4. Pre-employment drug and alcohol test.
5. CPR and First Aid training with certification

Provider Drivers, will be provided a minimum 8 hours of classroom training. Topics will include, but not be limited to:

- a. Capital Transit Procedures
- b. Securement of wheelchair
- c. Passenger assistance
- d. Passenger safety requirements
- e. Seating capacity of different vehicles,
- f. Proper seatbelt use,
- g. Safe embarkation and disembarkation,

### *Capital Transit*

- h. Emergency Procedures (including unsafe passenger behavior or medical condition, accident or other incident),
- i. HIPAA, and
- j. Customer service,
- k. Patient sensitivity.

### **Incident Policy**

All incidents are verbally reported to Stokes County immediately when they happen. Within 24 hours a written and complete incident report will be submitted to the Stokes County.

A proper investigation/Interview with the provider will be conducted. We determine whether the incident was preventable, using the current training manual, policies and procedures manual, state driving law, Smith System Defensive Driving curriculum, and Passenger Assistance Technique. Retraining on any of these curriculums, policies or procedures occurs prior to an operator being released back to revenue service. All preventable incidents can lead to progressive discipline up to and including termination. Repeated Incidents of the same nature can have Immediate escalated consequences.

Non-Preventative incidents can also require training and or create new procedures or policies to be placed into practice.

All Dispatcher take incoming radio communication from providers, when there is a reported emergency, they use a checklist to direct the provider. The dispatcher taking this call now becomes the dispatch incident command. This allows dispatchers of other routes to go on without disruption, this also gives the route in distress a direct communication with dispatch. Per unit 8 of the training Manuel.

### **Handling of Customer Complaint**

- Any complaint received verbally or in writing is logged in the log book
- The Operations Manager attempts to resolve the complaint and ensure customer satisfaction.
- The complaints that could not be resolved are passed on to the General Manager of the company.
- The complainant receives a response from the GM within 24 hours and the complaint gets resolved.
- All major complaints are reviewed by the company President, Shiraz Mir.
- All complaints are fully investigated and measures are taken to avoid any future reoccurrence. The investigation is conducted by Operations Manager with help of Safety and Training Manager.
- The providers involved is retrained and may be disciplined.

### **Personal Belongings**

Patients may bring a reasonable amount of equipment, such as any wheelchair, electric cart or prosthetic devices, consumable medical supplies, and suitcases that can be safely secured during transport.

### **Wait time**

Waiting Grace Period: The waiting grace period is defined as fifteen (15) minutes prior to the time waiting charges commence. The base rate for Wheelchair Van services shall include a fifteen (15) minute waiting grace period at origin and destination. There is no charge during the grace period. After the grace period, it will be considered a no-show.

If the Contractor waits any longer than 15 minutes at either end of the transport, wait time will be charged in 15 minutes increments.

### **Dry Run/ No show**

### *Capital Transit*

For cancellation on-site or within 30 minutes of pickup time, the Stokes County will be charged a no-show/dry run.

### **Startup Plan**

With our teams 15 years of experience in providing non-emergency medical transportation for government contracts, we are well positioned to provide superior services. We will assume services within 45 days of contract.

## Staffing

### A. Call Center/ Operations Staff

Position	Number of full-time employees
<b>Regional Manager/ General Manager</b>	0.2
Operations Manager	0.2
Dispatchers/ Customer Service Reps (CSRs)	1
Subcontractor Liaison/ Compliance Auditor	0.2
Accounting Manager	0.2
Customer Service – Shelly Hawkins	0.2
Safety and Training Manager- Maria Edwards	0.2
Total full-time management Staff	2-3
Subcontractors	5+
Vehicles	Per need (estimated 15 vans)

### Position Descriptions

General Manager – Sheharyar Mir  
Reports to the President

- Maintain client contact routinely to meet or exceed expectations.
- Identify, select, train and mentor location staff.
- Conduct periodic departmental audits.
- Daily, weekly and monthly review of key operational metrics.
- Ensure that all location financial metrics are managed continuously,
- Manage customer relations through both direct contact and outreach programs.
- Ensures fleet availability
- Oversee safety and training programs
- Implement, promote and adhere to company policies and procedures.
- Participate in locations labor and provider relations activities.
- Manage location budget.

**Percent of time on assigned to contract: 30%**

**Experienced with startups: Yes**

Operations Manager -Rakesh Prasad  
Reports to the General Manager

- The Operations Manager provides oversight to the day to day operations.
- Effectively manage all call center functions.
- Identify, select, train and mentor location staff.
- Assist in overseeing safety and training programs, plans and processes to ensure
- Manage on-time performance, efficiency and driver availability.
- Manage customer relations through both direct contact and outreach programs.
- Ensure compliance with company, contract and regulatory requirements.
- Contributes to maintain the safety of the division.
- Maintain client contact routinely to meet or exceed expectations.
- Assist with conducting periodic departmental audits.

Proprietary Information

### ~~Capital Transit~~

- Daily, weekly and monthly review of key operational metrics.
- Implement, promote and adhere to company policies and procedures.

**Percent of time on assigned to contract: 30%**

**Experienced with startups: Yes**

Provider Liaisons/ Safety and Training Manager: Maria Edwards  
Reports to President

- Provider Liaison works directly with all network transportation providers to ensure they understand and meet all requirements.
- She assist with certification, credentialing and training of the providers.
- She will conduct random checks on vehicles and driver files.
- Also will conduct monthly meetings with providers to address any performance issues.

**Percent of time on assigned to contract: 20%**

**Experienced with startups: Yes**

Dispatcher – Sara Wilder  
Reports to Operations Manager

- They take incoming calls, eligibility, schedule, dispatch and provide excellent customer service.
- Sara has extensive experience as a Dispatcher for various NEMT contracts.

**Percent of time on assigned to contract: 100%**

**Experienced with startups: Yes**

Customer Service and Sensitivity Trainer – Shelley Hawkins  
Reports to Operations Manager

- Provides training on customer service, sensitivity and disability awareness

### **Staff Qualifications and Resumes attached for**

Implementation Team includes by not limited to:

- Shiraz Mir- President
- Sheharyar Mir – General Manager
- Rakesh Prasad – Dispatch Manager
- Maria Edwards – Provider Liaison/ Safety and Training Manager
- Shelley Hawkins - Customer Service



**SHIRAZ MIR**

President  
Capital Transit

**Education**

- Santa Clara University, Leavey School of Business, Santa Clara, CA  
**Masters in Business Administration (MBA); Finance and Marketing**
- University of California, Davis, CA  
**Bachelors of Science, Managerial Economics**

**Work Experience**

**Capital Transit, CA**

**November 2011 to Present**

*President*

- Manage and look over Capital Transits offices.
- Performance monitoring, tracking, analysis, evaluation and reporting.
- Policies and procedures and contract compliance.
- Financial Management.
- Educating employees on customer service standards and safety.
- Bid evaluation and proposal development.
- Evaluate new business opportunities and implement growth strategy.
- Maintain client contact routinely to meet or exceed expectations.

**SHEHARYAR MIR**

**Education**

- University of California, Santa Barbara, CA  
*Bachelors of Arts, Business Accounting*
- Emergency Vehicle Operating Course
- American River College, Sacramento, CA  
*Emergency Medical Technician (EMT) course*

**Work Experience**

**Capital Transit, San Francisco, CA**

*General Manager*

- Maintain client contact routinely to meet or exceed expectations.
- Identify, select, train and mentor location staff.
- Conduct periodic departmental audits.
- Daily, weekly and monthly review of key operational metrics.
- Ensure that all location financial metrics are managed continuously,
- Ensures fleet availability
- Implement, promote and adhere to company policies and procedures.

**California Ambulance, Martinez, CA**

**April 2011 – 2017**

*Basic Life Support (BLS) Ambulance Company*

*Project Manager*

- Started operations of this company in Martinez, CA
- Manage daily operations and employees
- Hired EMTs and trained them according to company's policies and procedures
- Daily receive calls, including emergency (code 3) calls and dispatched EMT's
- Served the County Hospital in Martinez, CA
- Authored policy and procedures for the operations

**Laurels Medical Services DBA Chariot, Martinez, CA**

**January 2009 - 2016**

*Director/ Head of Operations*

- Directly monitored service quality
- Started operations of Chariot's office in Martinez, CA
- Hired and trained Operations Managers and dispatchers
- Manage office manager and dispatchers
- Bid evaluation and proposal development
- Authored policy and procedures for the Martinez division
- Ensure compliance with policy and procedures

**Laurels Medical Services DBA Chariot, Sacramento, CA**

**Nov 2002 - February 2008**

*Dispatcher/ Office Manager*

- Schedule and dispatch drivers
- Hired, trained and managed drivers and subcontractors
- Managed daily operations and drivers
- Overlook vehicle maintenance

**Advanced Equities Inc, San Francisco, CA**

**February 2008 – December 2008**

*Late Stage Venture Capital Bank, Investment Associate*

**Rakesh Prasad**  
**5370 Jacinto Ave, Sacramento CA 95823**  
**Operations Manager**

**Call Center Operations Manager**

December 2015- November 2017

Chariot

*Cabulnce, NMT and NEMT transportation company*

- Manage NMT and NEMT call center operations for various contracts across 3 states.
- Provide oversight to scheduling and dispatching
- Manage all subcontractors according to company policy and procedures
- Responsible to OTP of 95%
- Responsible for efficiency
- Manage the company budget
- Responsible for all reporting

**Operations Manager**

January 2008 – December 2015

NCCI, West Sacramento, CA

*Courier company*

- Manage all drivers and a team of dispatchers
- Responsible for all reporting and billing
- Create routes and update routes in real-time to maximize efficient
- Responsible for meeting all performance metrics

## **Maria Edwards**

**Safety and Training Manager**  
Capital Transit

### **Work Experience**

#### **Capital Transit**

**2011 to Present**

##### *Safety and Training instructor*

- Look over and manage Safety and Training Program.
- Train all drivers of the company.
- Training includes patient assistance and securement and patient sensitivity.
- Provide defensive driving training to all drivers both in-class and behind the wheel.
- Work directly with Operations Manager and Safety and Field Supervisor.
- Evaluate driver skills.
- Ensure driver compliance with policy and procedures.
- Conduct driver safety meetings and retrain all drivers every 3 months on passenger assistance and securement.

#### **Solid Ground Transportation, Seattle, WA**

**January 2004 to November 2011**

##### *Safety and Training Supervisor*

- Serving a contract with King County Metro Accessible services for Paratransit Services.
- Looked over the Safety and Training Program.
- Responsible for training and maintain approximately 130 Paratransit drivers.
- Provided training for defensive driving.
- Provided training on assistance and securement for handicapped and disabled population.

#### **Puget Sound Educational Service District**

**January 2000 to June 2003**

##### *School Bus Driver Trainer*

- Trained all the school bus drivers.
- Training included driving, student assistance and securement.

#### **Highline School District**

**October 1996 to January 2000**

##### *School Bus Driver Trainer*

- Trained all the school bus drivers.
- Training included driving, student assistance and securement.

### **Education and Certifications include**

- *1999 Graduate of Pupil Transportation Management*
- *1999 Washington State OSPI Driver Trainer*
- *2000 Child Occupant Securement Trainer*
- *2004 Passenger Assistance and Sensitivity Trainer with Metro Accessible Services*
- *2006 Smith System Defensive Driving Trainer*
- *2006 Q'Straint Securement and Occupant Trainer*
- *2006 Medic One Pediatric First Aid and CPR Trainer*

## **PASSENGER ASSISTANCE**

### ***PASSENGER SERVICE OVERVIEW***

our passengers depend on you for their comfort and safety. While this can be said of all organizations that provide transportation, our passengers are especially dependent on you for their comfort and safety. It is important therefore to present yourself to your passenger in a positive and professional manner. Your professional conduct will help your passenger have confidence in you.

Introduce yourself to your passenger by first telling them your name and the company you represent. Tell the passenger what you understand your instructions to be.

- Passenger name
- Passenger destination
- Destination due time

Help your passenger have confidence in you. Do not make the passenger guess whether or not you know what you are doing.

### ***PROFESSIONAL FOCUS- TEN BASIC SERVICE STEPS***

Professional operators provide a consistent level of service to each passenger. They are friendly in greeting their passenger, but not so friendly that they become casual about the service they provide. Professional operators are also consistent in the respect given to each passenger, regardless of their situation or their need. The items below define our service at its most basic level. Every passenger, every ride, every day receives this basic level of service.

- 1. Introduce yourself to your passenger by name.**
- 2. Ensure you have the correct passenger.**
- 3. Confirm their destination**
- 4. Ask your passenger how you may assist them.**
- 5. Assist or escort your passenger to the vehicle**
- 6. Assist or escort all passengers to the vehicle seat.**
- 7. Offer to assist with seat belt and wait for their answer.**
- 8. Check on your passengers comfort.**
- 9. Check on your passengers comfort after they have been on the vehicle for about five minutes and then periodically thereafter.**
- 10. Let your passenger know if your schedule takes you off route.**

Operators are responsible for assisting or escorting passengers both in and out of the vehicle. No passenger is allowed to disembark the vehicle unassisted or unescorted at any time. If a passenger stumbles and falls you could be held responsible.

## **A NOTE ABOUT GROOMING AND HYGIENE**

Most of us keep a “personal space” of about 18 inches between others and ourselves. When being served by professionals (Doctors, dentists, hair stylists, etc.) who work within our personal space, we expect a higher level of grooming. Our passengers expect and deserve the same treatment from us.

As professionals we follow these standards for grooming and dress.

- Wear a complete uniform that is clean and pressed
- Wear your ID badge
- Wear your assigned radio
- Hair must be short and neat at all times
- Men should shave each day, mustaches must be neat and trimmed
- Do not wear cologne or perfume while on duty as some people are allergic or are made uncomfortable by these products
- Be mindful of your breath

For further information regarding uniforms or personal hygiene and appearance please refer to your Chariot policy and procedure manual. (pages 19 and 20)

## **ESCORTING PASSENGERS**

Always assume that your passenger needs assistance. Walk next to a passenger and be prepared to provide “stand by” assistance. We want to encourage independence as much as possible, but never if there is a question of safety. A passenger should never have to ask for assistance.

## **BODY MECHANICS**

Most experts would agree that your chance of injury is greater from a muscle strain than from a vehicle collision. Sadly, these injuries are just as preventable as collisions. The following *section discusses safe lifting procedures; the specifics of how to assist passengers will follow.*

Safe lifting is a skill that can be learned. Picking up loads by exerting the arms and shoulders may feel natural. By doing “what comes naturally” is a leading cause of spinal strains and sprains that account for 88 percent of all industrial back injuries. The legs are many times more powerful than the back and far less open to injury.

As an operator you should not try to catch a falling passenger. Break the fall only, give them the softest possible ride to the ground. Please consider the following guidelines:

- Plan the lift
- Spread your feet to a width that feels comfortable, about 10 to 20 inches for men and 8 to 12 inches for most women. Place one foot, whichever you prefer forward and alongside the load. Place the other foot slightly behind to provide support and to give thrust to the lifting motion. Place your feet close enough to the load so that your legs (not your back) become the "levers."
- Keep the center of gravity low and close to your body. This will help protect your weaker muscles from injury.
- Bend your knees to a right angle and extend them forward. Squat down, keeping your back nearly vertical. Do not stoop over.
- Get a good grip, make sure you are in control
- Keep your back straight. Lifting with your back straight distributes pressure evenly over the spine. Lifting even a light weight with a bent back throws uneven and dangerous pressure on spinal discs and lower back muscles. Now tighten your core and back muscles so that your spine is ridged and supported.
- Tuck your chin in and raise your head so that the entire spinal column not just the neck, is straightened. This will automatically raise your chest and put your shoulders in a better position for arm action. Keep your chin tucked throughout the lifting movement, then let it return to normal as you reach a standing position.
- Make a smooth lift, keeping your body weight in proper balance. The thrust of your feet and the leverage of your knees will move your body forward and upward. Thus the load will actually be pushed by your leg muscles. For a split second you may feel off balance but you can quickly regain balance by bringing your rear leg forward as the lift is completed. Always use a smooth motion(do not jerk) to lift the load to its carrying position. Keep the load close to your body, one leg may be used to help support the load if necessary.
- Turn by changing the position of your feet, never twist your body. This would stress the lower back.
- Keep your back straight and bend your knees when lowering the load as well.

In the real world of vehicles and passengers, you may find that you do not have ideal working conditions. For example you may not be able to bend your knees because you have to lean over a seat, etc. These are the kinds of situations you should call dispatch for help know your limits and be safe.

## ***PROVIDING SUPPORT FOR AMBULATORY PASSENGERS***

Even if a passenger is fully ambulatory and refuses your offer of assistance, you must stand close by ("stand by") and watch for signs of poor balance. Approved methods for ambulatory assistance include offering a firm arm to hold onto, or, when minimal assistance is required, placing your hand behind a passenger's back. Do not grip a passenger's upper arm, as this could easily break a bone or dislocate a shoulder.

Whatever the method of assistance, ask your passenger which side they prefer you to be on. Someone with an arm sling or holding a cane may want you on the opposite side.

## ***PROVIDING SUPPORT FOR SEMI-AMBULATORY PASSENGERS***

Many passenger will need assistance while walking. Offer your arm to your passengers. They will grasp or link their arm in yours. By placing your hand over theirs, you help them maintain a steady contact. This position gives the passenger a sense of control (they are holding on to you), but it also gives you control (because you are responsible for their safety). If a passenger is very unstable and you think you may need some assistance, contact dispatch immediately. Recommendations may need to be made to the rider to ensure their safety and yours.

Remember always ask your passenger how you may assist them. Wait for your passengers response. Never grab a passenger, instead offer your arm to them you become the mobility aid.

## ***ASSISTIVE DEVICES***

- Quad cane
- Stick cane
- Walker
- Walker with seat and wheels
- Forearm crutch
- Crutch

## ***PROVIDING ASSISTANCE INTO AND OUT OF THE VEHICLE FOR AMBULATORY AND SEMI-AMBULATORY PASSENGERS***

operator must always assist all passengers (hands on) in and out of vehicles. Operators are expected to steady and boost passengers but are not expected to lift passengers in or out of the vehicle.

When escorting an ambulatory or semi-ambulatory passenger up and down stairs, such as in and out of the vehicle, it is better to stay on the down hill side where you are better able to assist, or where you could break a fall if necessary.



A hemiplegic person (such as stroke patients who have weakness or paralysis on one side) should go up steps with the strongest leg first. The weaker leg will follow supported by the stronger one. On the way down a set of steps, have the weak leg go down first, and use the strong leg to support body weight. Remember up with the good down with the bad.

Whenever possible, have the passenger grab the handrail as you stand to the side (in the middle of the steps).

Spasticity of the weak leg may cause it to swing behind cross the other leg when weight is taken off it; you can prevent this by guiding the leg to its proper position. Some people may also have perception difficulties, so watch to see that their feet are fully on the steps. On level ground, someone with one-sided weakness may benefit from your standing slightly behind the weak side, as they would more likely fall toward that side.

The operator has to use good judgment helping people who are weak on stairs getting into the vehicle. Sometimes it is safer to let a passenger ride the lift onto the vehicle, or ride the lift in a boarding chair. In most cases, the operator should always ride the lift with a standing passenger, provided it is safe to do so.

### ***ASSISTING PASSENGERS TO SIT OR STAND***

When someone needs assistance to sit down or stand up, there two methods you can offer them.

The one arm assist begins with you standing in front of the seated person with your feet apart, knees bent, and back straight. Reach toward them with one arm holding your arm firm. With your other arm hold their arm behind their elbow while they grasp your other arm as a grab bar. Let them pull themselves up, while you offer stability and balance. You should not be lifting them or pulling them, as there may be a risk of pulling their arm or shoulder out of socket. This is a good method when the person has only one arm they can pull with.

The two arm-armed assist is more stable when someone can pull with both arms. Grasp your wrist with your opposite hand, turning one forearm into a "horizontal bar" for them to pull on. Hold this bar at about shoulder height of the seated person, now stand in front of them with your feet apart, knees bent and back straight. To help balance a person that is heavier than you, it helps to step back as they rise.

In both methods they can prepare to get up by putting their feet back underneath their seat and leaning forward. You can help block their feet, which may skid on a slippery floor, by placing your foot in front of theirs. It is also possible to block weak knees from buckling by bracing your knee in front of theirs. When they have reached a standing position do not move them too quickly, as some people become faint. Wait until they are stable and clear headed before walking. Similar assistance may be needed to lower them safely back into a seat.

These two methods are better than the natural handhold that we may offer our friends. Squeezing a hand can be painful for a person with arthritis when their knuckles are compressed.

## ***TRANSFERING PASSENGERS FROM A WHEELCHAIR***

Normally a passenger will remain in the wheelchair during the trip. Sometimes, however a person only uses a wheelchair to board a vehicle or unable to walk for long distance

### ***Unassisted Transfers***

If a passenger is strong enough to transfer on their own power by standing up, sliding or lifting themselves, make sure the chair does not move. That will be your main responsibility. Make certain that you set the brakes, hold on to the wheelchair's push handles with both hands and wedge your foot in behind the large wheel.

### ***Assisted Transfers***

For people who cannot make the transfer independently, the standing transfer is the first and most desired method. This maneuver entails bringing the passenger to their feet, pivoting them and then lowering them to their seat. This method requires a good deal of participation from the passenger. As with an unassisted transfer ensure the brakes are set on the wheelchair, that the wheelchair is positioned alongside as close to the transfer seat as possible. Offer your passenger either one-arm or two-armed assistance to stand. Once they are balanced on their feet, pivot (do not cross your feet) then offer resistance as they lower themselves to the transfer seat. If a passenger can not assist in the transfer and needs you to totally lift them, call dispatch for direction. Your safety and that of your passenger's is of ultimate importance.

## ***MOBILITY AIDS AND WHEELCHAIR LIFTS***

### ***Assisting Passengers who use wheelchairs***

Wheelchairs and other mobility aids are personal and important to your passengers. As a rule, treat mobility aids as an extension of a passengers personal space. Ask permission or similarly announce your intentions before you adjust or assist passengers with their mobility aids. For instance when it is necessary to apply brakes or turn off the power to a motorized wheelchair, you can either ask them to do it, or ask their permission for you to do it for them.

Wheelchairs come in a variety of sizes and designs, the basic components are the same. Standard and power wheelchairs are measured and prescribed to fit individual body size. Chair widths are 24 inch, 26 inch, 28-31 inches and average length is 40 inches.

## ***Wheelchair Components***

1. Push handle
2. Brake
3. Tilt bar ( on manual wheelchairs only)
4. Armrest
5. Footrests
6. Caster
7. Battery ( on power chairs only)
8. Hand control
9. Clutch

## ***GUIDELINES FOR ASSISTING PASSENGERS USING MANUAL WHEELCHAIRS***

Despite the variety of sizes and designs, basic guidelines apply to all manual and power wheelchairs.

- **Grips-** Always check the grips on the chair push handles to make sure they are tight. If they are loose, you could lose control of the chair. Consider taking loose grips off, if it will allow you to get a better grip of the wheelchair.
- **Set the brakes-** Set the brakes when you do not have your hands on the push handles. Always set the brakes when the wheelchair is on a moving lift and when it is secured inside the vehicle. Never leave a passenger alone on an incline or a ramp.
- **Lock the wheelchair into position-** When a person attempts to stand, sit or transfer to or from a wheelchair, you should make sure the chair cannot move. In addition to the brakes, wedge your foot in behind the large wheel.
- **Do not lift the wheelchair- Wheelchairs should never be lifted in order to position them in the vehicle.** If you are unable to properly position the wheelchair for securement, contact dispatch before you proceed.
- **Stand below-** Always stay on the downhill side of a wheelchair when going up or down curbs, steps or ramps. Inclines and drop offs are a hazards that are better controlled by being below the passenger.
- **Be aware of slopes-** Passengers in wheelchairs are vulnerable on the gentlest of slopes. Operators must always guide wheelchairs with passengers facing up the slope.
- **Keep your hands free-** Handling a wheelchair takes both hands. Do not try and hold onto manifests, pens or other items while assisting passengers in wheelchairs.
- **Sensible shoes-** Non-skid soles will help you avoid the chance of slipping, falling or losing control of the chair. Chariot policy requires operators to wear black boots with "postal approved, slip resistant" traction.

## **GUIDELINES FOR ASSISTING PASSENGERS USING POWER WHEELCHAIRS**

- **Turn off the power-** Ask your passenger to turn off the power after boarding the lift and when the wheelchair is being secured. Most power wheelchairs have automatic brakes that are applied when the power is turned off.
- **Use the manual override-** Not all passenger have the ability to accurately board a lift platform or maneuver their wheelchairs into the appropriate station for securement. All wheelchairs have the ability to "freewheel" by disengaging the drive motors. If your passenger is having difficulty maneuvering the wheelchair, ask him or her if you can help by pushing the wheelchair.
- **Do not attempt to catch or guide a wheelchair under power-** You cannot catch or attempt to limit the motion of a power wheelchair. It will not work and you could be injured.

## **ASSISTING PASSENGERS USING WHEELCHAIRS UP AND DOWN CURBS**

When helping a passenger in a wheelchair up or down a curb, it is safer to ask the person using the wheelchair how you can assist. The best way to move a wheelchair up or down a curb is with the passenger facing up the curb. This position is safest for the driver.

1. With the casters just touching the curb, slowly push the tilt bar with your foot, while pulling back on the push handles. Pull back far enough that the chair is balanced on its rear wheels and the caster wheels are higher than the curb.
2. Roll the wheel chair forward until the caster wheels are over the curb. Lower the caster wheels to the ground, then push the wheelchair forward until the wheels are against the curb.
3. With your dominate leg behind you and your foot braced at an angle, place your thigh against the back of the wheelchair. Bend at the knees and with the large wheels against the curb, push and lift, using the wheels as a fulcrum.

***The same technique can be applied when moving a wheelchair over any obstruction, such as a doorway threshold or the lip of a platform. Be aware that a small bump at slow speeds could actually stop a wheelchair at faster speeds, causing the passenger to pitch forward out of his or her wheelchair. GO SLOWLY.***

## **ASSISTING PASSENGERS USING WHEELCHAIRS UP OR DOWN STAIRS**

Operators should not assist wheelchairs up or down more than one step when attending a passenger alone. **If you see that more than one step is required Call for a lift assist.** Even if you feel strong enough to handle the maneuver on your own, **DO NOT ATTEMPT IT. PLEASE REFER TO CHARIOT POLICY AND PROCEEDURE MANUAL PAGES 37 THROUGH 52**

## **LIFT AND SECUREMENT SAFETY**

Operating a lift is potentially hazardous to you and your passengers. Safety features incorporated into the lift and vehicle help reduce risks, but the knowledgeable and conscientious operator is the single most important part of lift safety.

### ***Lift Components***

Although the lift we use could vary by manufacture, they all have similar operation and safety features. Each has a lift platform, protected by a inboard and outboard safety barriers called "Roll Stops". The Braun Manufactured lift has a large outboard roll stop and consequently does not use a safety belt. All lifts have safety rails for your passenger to grasp while in motion up or down. All lifts stow and deploy in similar manner and are controlled by a handset with toggle switches to deploy, stow and operate the lift.

### ***Preparing The Lift***

When you arrive at your destination, stop on level ground. Be sure there is room for the platform to deploy and descend. It is important that the surface around the platform entrance is smooth and accessible to wheelchairs and cots.

It is usually preferable to leave the lift stowed with the doors closed until the passenger is located and brought to the vehicle. This maintains vehicle security and assures the comfort of passengers already on board. When there are no passengers on board and the weather is inclement, it is acceptable to deploy the lift first, eliminating the need for your passenger to wait for you to prepare the lift.

Be aware that an unattended lift on the ground can be a tripping hazard for other pedestrians. Please consider this when deciding whether to deploy your lift before contacting your passenger.

### ***PREPARING TO BOARD PASSENGERS WHO USE WHEELCHAIRS***

The following are essential safety steps that should be taken when preparing to board passengers using wheelchairs. A practiced routine in performing these steps can be invaluable. A routine permits the operator to work without wasted effort or fear of forgetting a essential detail.

1. Place the vehicle in park
2. Set the parking brake
3. Turn off the air conditioner and other accessories
4. Turn on safety equipment
  - 4-way flashers
  - overhead flashing lights
  - interior lights
  - lift switch (if equipped)
5. Prepare necessary securement devices
6. clear floor of trip hazards
7. open passenger service door and exit vehicle
8. Locate passenger follow "the ten basic service steps"
9. Standing clear of the lift platform, deploy the lift and lower it to the ground

## ***BOARDING AMBULATORY PASSENGERS (STANDEES) ON THE LIFT***

Boarding ambulatory passengers (standees) on the lift is potentially hazardous for both passenger and operators, however some ambulatory passengers must use the lift to board. We are happy to assist them in this way, but we must be careful to assess the risks involved and to follow accepted procedures.

When assisting a passenger using a wheelchair or scooter, it is often better to prepare the lift after you make contact with the passenger. However when you assist a standee, it is better to prepare the lift first. Doing so allows you to assist your standee directly onto the lift platform when you arrive.

### ***Guidelines for assisting a standee on the lift***

1. Place the vehicle in park
2. Set the parking brake
3. Turn off the air conditioner and other accessories
4. Turn on safety equipment
  - 4-way flashers
  - overhead flashing lights
  - interior lights
  - lift switch (if equipped)
5. Clear floor of trip hazards
6. Open passenger service door and exit vehicle
7. Standing clear of the lift platform, deploy the lift and lower it to the ground
8. Locate passenger follow "the ten basic service steps"
9. Assist your standee onto the lift platform
10. Ask the standee to grasp the lift handrails. Standee passengers often use walkers or other walking aids, while they are on the lift platform they should grasp the handrails.
11. Grasp the lift handset control, then board the lift platform behind your passenger.
12. Move inboard on the lift platform (away from the outboard edge) as much as possible.
13. Secure the safety belt behind you if so equipped.
14. Grasp the handrail with one hand while holding the handset with the other hand.
15. Steady yourself and your standee. Ask if they are ready, if so give them a verbal cue before you raise the platform. Such as On Three, One, Two, and Three.
16. Once the lift platform is raised and docked, escort the standee off the lift platform onto the vehicle and to a seat.

***Procedural Exceptions:*** you may discover there is not enough room for both you and your standee on the lift platform. In this case, you may elevate the standee alone, provided both you and your standee are confident in your standee's ability to ride the lift alone safely. **If you have any doubts about the safety of this maneuver, contact your dispatcher immediately.**

### ***Disembarking Standees on the Lift***

1. Caution the passenger that he/she must remain seated with seat belt fastened while you prepare the lift.
2. Prepare the lift and then return to your passenger.
3. Escort or assist your passenger to the lift platform
4. inspect the lift platform for hazards before boarding
5. Assist the standee onto the lift platform from behind only. Do Not lead a standee out of a vehicle from in front.
6. Ask the standee to grasp the handrail.
7. Steady yourself and the standee. When they are ready give a verbal cue and start the decent.
8. Escort or assist your standee off and clear of the lift platform, once it is fully descended.

### ***Boarding Passengers Using Wheelchairs***

Driver distraction is the single most common reason for securement incidents. Radios, passengers and others boarding the vehicle can all distract you from your work. Keep your focus, complete your securement then check your work. Again establishing and practicing a set routine is important here. A routine helps you keep your focus and it assures that all points are covered.

There are two methods for boarding passengers using a lift. The Passenger Assistance Techniques (PAT) method calls for both the operator and the passenger to ride on the lift together as the lift is being raised. The Passenger Service and Safety (PASS) method, the passenger rides on the lift platform alone, while the operator stays on the ground.

The PASS method is the preferred method for boarding passengers. It is safer for both passengers and operators.

1. Escort the passenger to the vehicle and prepare the lift for boarding.
2. Maneuver the passenger's wheelchair onto the lift platform. With manual wheelchairs passengers are safer when they board with the large wheel towards the vehicle. In this position the roll stop can more easily stop the wheelchair caster. The passengers feet are also safely able to extend past the lift platform if necessary. Board your passenger on the lift platform by backing the wheelchair to the edge of the lift platform. Then move to the front of the wheelchair and push the wheelchair backwards onto the lift platform. Motorized wheelchairs with equal sized wheels may be boarded facing forward. Passengers may drive aboard the lift themselves. Or with the passengers permission, the operator may disengage the clutch, putting the chair into "freewheel" and push the wheelchair onto the lift platform.
3. Apply the brakes Or turn off the power on a power chair.
4. Ask the passenger to grasp the handrails to lessen the chance of injury.
5. Ask the passenger if they are ready to board, hold the wheelchair with one hand as you give the verbal cue "On three One,two,three", raise the lift platform.
6. When the platform is fully raised and docked ask your passenger to remain on the lift platform with brakes on and or power off while you enter the vehicle to assist them.

7. Release the wheelchair brakes from inside the vehicle. Then ask your passenger to place his or her hands in his or her lap to avoid possible injury while the wheelchair is taken off the lift and positioned for securement.

**When positioning a wheelchair in the vehicle, be careful that you do not attempt to lift the wheelchair. Take your time and roll the wheelchair back and forth until you get it in the correct position.**

## ***WHEELCHAIR SECUREMENT PRINCIPLES***

The common manual wheelchair is relatively simple to secure. It has easily accessible solid-frame members that are located at about a 45 degree angle from the securement point on the floor. More sophisticated wheelchairs however have fewer accessible securement points and they are often not at the ideal 45 degree angle.

### ***Basic Practices for Wheelchair Securement***

No matter how unconventional a wheelchair may be, these basic practices should always be applied to all wheelchair securements.

- Securement devices must be in proper working order,
- with belts in good condition free of cuts, frays damage or contaminated by polishes, oils or chemicals.
- Check that metal parts are not worn, broken or cracked.
- Wheelchair brakes must be applied
- Power chairs must be turned off
- Occupied wheelchairs must be positioned facing forward in the vehicle
- Wheelchairs must be secured using all four securement devices
- Unoccupied wheelchairs and scooters must be secured as if they were occupied
- use only authorized securement devices
- Do not mix securement devices from different manufactures
- Test all floor mounts before securing the wheelchair
- Securement devices are required to be attached to a solid and non removable portion of the wheelchair
- Securement devices are required to be attached directly to the floor without bending around wheels or other objects
- All passengers must be secured in the wheelchair with approved lap and shoulder belts

Wheelchairs vary in design. If you are ever uncertain about your ability to safely secure a wheelchair or any other mobility device, call for assistance.



## ***Securing a Wheelchair Inside the Vehicle***

1. Once the wheelchair is on board the vehicle, position it in the wheelchair station facing straight forward.
2. Set the wheelchair brakes and turn off the power to power chairs.
3. While you are handling the wheelchair, begin looking for appropriate attachment points on the chair
4. Remember they must be on rigid frame members and near the level of the seat if possible.
5. Attach the front retractors to the L track on the floor, the front retractors should be wider than the wheelchair, this assists in stabilizing the chair.
6. Pull the belts from each front retractor and place the hook on the selected attachment point on the wheelchair. The two front tie-downs when attached to their anchorages should have a belt angle of 40 to 60 degrees.
7. Attach the rear retractors to the L track on the floor, the retractors should be placed inside of the rear wheels.
8. Pull the belts from each rear retractor and place hook on selected attachment points on the wheelchair. The angle of the rear securement belts should make a 30 to 45 degree angle with the floor.
9. Remember the belts must take a direct path from the wheelchair securement point to the floor anchorage, without going around or through wheels or other parts that would prevent the straight line.
10. Tighten all belts
11. recheck all track fitting to ensure they are locked into place use your hand pull forward backward and side to side.
12. Once all the securement belts have been attached, unlock the wheelchair brakes and try to move the chair forward and backward. Reapply the wheelchair brakes.

## ***Passenger Securement Principles***

Passenger securement is a crucial part of the securement process. All passengers are required by law to wear a lap and shoulder belt unless authorized exempt by a physician or health care professional.

- Use only those passenger restraint systems authorized by the securement manufacturer.
- Always place the female lap belt section with the release button on the aisle side of the passenger.
- Begin by threading the lap belt through the opening between the seat back and bottom or between the seat back and the arm rests.
- Remember the lap belt must never pass over or around armrests, side panels or other devices that will prevent the belt from lying directly on the body of the passenger. Also the lap belt should take a direct path from the passenger to the rear tie-down anchorage.
- The lap belt must bear on the bony structure of the body and worn as low as possible across the front of the pelvis.
- After the two sections of the lap belt have been properly threaded around the passenger attach the ends to the pin connectors on the top of the two rear retractors.

- Now bring the shoulder belt over the center of the shoulder of the passenger and attach the loose end to the pin connector on the male portion of the lap belt.
- The junction of the lap belt should be located near the passenger's hip.
- The best way to describe the junction point is to remember how the lap and shoulder belt meet in your own driver's seat and strive for that same location on your wheelchair passenger.
- Adjust the shoulder belt, leaving a gap of about two fingers between the passengers chest and belt.
- Always consider user comfort and safety when adjusting lap and shoulder belts.
- You may experience problems with shoulder belts coming across the face or neck of the passenger, on shoulder belts that have a permanent anchorage point.
- Sometimes you may be able to solve the problem by adjusting the wheelchair forward or backward or slightly side to side.

### ***De-Boarding Passengers using Wheelchairs***

1. Select a site that allows easy egress from the vehicle
2. Announce your arrival to your passenger, explain that you will leave the vehicle to prepare the lift. **Do Not release the wheelchair securements** until after the lift has been prepared.
3. When you have prepared the lift you must then reverse the procedure of UN-securing the passenger and wheelchair.
4. First ensure the wheelchair brakes are applied and or the power is off.
5. Then remove the the shoulder belt and set it aside. Be careful with the loose ends of the belt, that you do not strike your passenger or another near-by person.
6. Next remove the lap belt by pressing the release button to separate the two sections and remove them individually and place them to the side.
7. Now you may remove the four tie-downs.
8. Press and hold the red release lever on each retractor with either your hand or the toe or your shoe.
9. Disconnect the hooks and fully retract the belts into the retractors.
10. Remove any of the retractors that may present a tripping hazard or will impede a clear path for removal of the chair
11. Now unlock the brakes and escort your passenger to the lift platform.
12. Once the passenger is safely on the lift platform, re lock the brakes and or turn the power off.
13. Instruct your passenger to grasp the handrails. Explain that you will be stepping outside the vehicle to the ground in order to lower the lift.
14. From ground level grasp the wheelchair frame with one hand and with the other grasp the hand set give a verbal cue and lower the lift.
15. Escort your passenger into their destination.

## **SCOOTERS**

Scooters have a high center of gravity and few available frame members to use as securement points. Under most circumstances, passenger will transfer from the scooter to a passenger seat, where they are safer and more comfortable. Some passengers will exercise the right to remain on the scooter while being transported. Scooters are not secured in the same way as wheelchairs and power chairs for two reasons. First, they have a high center of gravity and a narrow footprint that makes it easy for them to tip over.

The cross tie securement method was developed to address both of these factors. In the cross tie method, the operator does not attach securement devices directly to the attachment points on the scooter. Instead, the operator links the securement devices in pairs and places them across the front and the rear scooter platform, holding it hard against the floor. In order to secure the passenger in the scooter seat you will need two additional floor retractors for the lap and shoulder belts to attach to.



**Board of County Commissioners  
September 9, 2019  
6:00 PM**

**Item number: IX.a.**

**Closed Session**

Contact:

Summary:

- To consult with an attorney employed or retained by the public body in order to preserve the attorney-client privilege between the attorney and the public body, which privilege is hereby acknowledged pursuant to GS 143-318.11(a)(3)