2016
FTA SECTION 5310
APPLICATION

Mobility of Seniors and Individuals with Disabilities

Rapid City Area Metropolitan Planning Organization
300 Sixth Street Rapid City, SD 57701

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Any person who has questions concerning this policy or who believes they have been discriminated against should contact Patsy Horton with the Rapid City Area MPO at 605-394-4120.
2016 APPLICATION FOR SECTION 5310  
MOBILITY OF SENIORS AND INDIVIDUALS WITH DISABILITIES

(All questions must be answered within the question block. A “see attached” response will be considered a non-answer. Question 13 is mandatory. The Coordinated Plan link is provided above the question.)

1. Organization/Agency Name: Black Hills Works, Inc.
   Project Name: Transportation
   Executive Director or top official: Brad Saathoff
   Contact person for this project: Laurie Todd
   Title: Office Manager
   Address: 3650 Range Rd
   City: Rapid City
   State: SD Zip Code: 57701
   Phone: 605-343-4550
   E-mail: ltodd@bhws.com

2. Is your organization a Public Entity, Private Non-Profit, Public Transit Operator? (Please indicate which)
   Private Non-Profit

3. Describe the organization’s primary mission. Provide an overview of the agency service area and type of services it offers.

   **Black Hills Works, Inc.’s mission:** Creating a community where everyone participates to achieve a life of full potential.

   **Our Vision:** A community where all people are good neighbors, valued friends, productive workers, respected leaders, and caring volunteers.

   **Service Area:** Our service area is any place where the people that we support reside. This includes Rapid City proper as well as many outlying areas like, Box Elder, Black Gap and Rapid Valley.

   **Types of services offered:**

   **Residential** – Various residential options are available, each offering a different environment and level of support. Training is provided in all aspects of daily life, including meals, finances, health, transportation, recreation and relationships. The goal is to prepare individuals for the future by teaching towards independence and ensuring overall well-being. At the same time, efforts are made to help people maintain and expand the connections they have with others and to have an active role in the community as a neighbor, friend, or volunteer.

   Residential options include:
- Apartment living (single & double)
- Leased homes
- Home ownership
- Group homes
- Family homes

**Learning Institute** - The Black Hills Works Learning Institute creates meaningful activity through the “Three E’s” - Exposure, Education and Experience for the people we support. The Institute has a variety of different learning environments which host a myriad of classes taught by employees, members of the community, and the individuals we support.

Classes taught by employees include voting, math skills, money skills, internet research, current events, cultural activities, healthy lifestyles and many more. Volunteers from the community also provide experiences by sharing their hobbies, teaching classes, and presenting their talents. Some of these include karaoke, piano lessons, cultural awareness, woodworking, and pet companionship.

**Workforce Training** - Black Hills Works believes in a community where everyone achieves a life of full potential. Meaningful work is a critical component of this vision, one that provides a sense of pride and accomplishment in addition to a needed source of income for those we support. Vocational supports and BH Services, an affiliate of Black Hills Works, help participants to identify their strengths and develop their skills with the goal of attaining competitive employment. A variety of work settings, skill sets, and schedules are available for the people we support to choose from.

**Independent Community Employment:** Our Employment Resources staff helps participants receive the assessments and on-the-job training needed to prepare them for a job opening in a community business. Through our business partnerships, we have the opportunity to match people to available positions and provide intermittent follow-up support to maintain independent employment.

**Supported Community Employment on Location:** Black Hills Works has business partnerships where crews of participants are led by a support staff to complete needed services on location. Hotel housekeeping, janitorial, and grounds keeping are a few examples of the types of service these crews provide. Rapid City Regional Hospital is another supported site where employees assist with packaging. Assessment, training, and ongoing support are the benefits of this vocational option.

**Federal Contracts:** BH Services provide job opportunities for adults with disabilities as it fulfills federal contracts. Many of these contracts are based at Ellsworth Air Force Base, where we support the Commissary, Food Services (Raider Cafe) and Janitorial needs.

**Contracted Services within a Supported Setting:** Black Hills Works Industries and Concourse create the opportunity for individuals to contribute to contracted services. These services are provided within a Black Hills Works setting with the support of employees who train on work habits and task specific skillsets. These are typically daytime hours and include tasks such as mailing, packaging, woodworking, and assembly. E-Recycling and Dakota Laser Tech services also provide opportunity for skill development in a supported setting.

**Career Pathways** - Career Pathways offers individualized assessment, classroom instruction, and practical application to prepare individuals with disabilities for community employment. It focuses on work ethic, social skills, interviewing techniques and job specific tasks. At the same time, their goal is to develop working relationships in the community to foster the creation of jobs. In preparing persons served for outside employment we offer many training and assessment opportunities such as:

* 20 hours of Classroom Instruction
* Interest and Skills Assessments
* Resume and Application Assistance
* Interview Skills Practice
* Hands on Worksite Training (Stocking, Hotel, Kitchen & Warehouse)
* Community Job Touring
* Other customized needs (i.e. Money/Cashier Training, Office Work, Etc)

**Medical Care Coordination** - Black Hills Works supports a healthy lifestyle and the best possible health for each person we serve. Nursing staff provide education on health issues, maintain health records, utilize community health practitioners, ensure that routine examinations are received, and assist with medical emergencies. The nursing department also provides training to agency employees on a variety of preventative health issues. Personal health support is offered to individuals with more severe disabilities. Staff provides personal and dental hygiene, feeding assistance, and other care. They also implement special diets and individualized exercise programs designed with the consultation of various therapists. When these basic needs are met, people can focus on and maximize opportunities in other areas of their life.

**Assistive & Adaptive Technology** - There are many forms of assistive technology throughout our environments - all with the purpose of promoting independence and choice for the people we service. Technology is important because it has the potential to impact virtually all areas of a persons' life – from living arrangements to employment to relationships. The implementation of technology often results in increased safety, enhanced relationships with friends &/or family, meaningful engagement in life activities, and outcome/goal attainment. Assistive technology is present in all of our service areas. Touchscreens, iPads, and adjustable height surfaces are among some of the devices seen at the Learning Center and Suzie Cappa Art Gallery. Dressing aids, adaptive dinnerware, and communication devices are found in our residential environments. Classes, fairs, and conferences are just a few of the educational opportunities available.

**Retirement Center** - The Retirement Center provides personal support built around a full schedule of daily activities for senior adults served by Black Hills Works. These supports are designed to respect each person's history, desires, and preferences. The focus is on areas such as expanding or preserving personal control, maintaining personal connections and relationships, as well as broadening and strengthening options for leisure time. The intent is to switch from a highly structured program focused on goal-oriented activities to relatively unstructured activities, leaving participation and involvement largely to the individual.

Program components contain a variety of daily activities, including health and sensory awareness, recreation and leisure activities, skill and alertness enhancement, socialization, and individual or group interactions. Some activities include:

- Pet Therapy/Dog Companionship
- Creative Cooking Classes
- Physical Fitness
- Community: Volunteering Meals on Wheels, Bible Study, Barefoot Dance, Coffee Club, Garage Sales (to name a few)
- Gardening
- Arts and Crafts
- Table and Card Games
- Music Appreciation
- Creative Art

**Health & Fitness** - The Health & Fitness Center helps to provide the "Three E's"—Education, Experience, and Exposure—in the areas of sport and recreation to all participants. Providing experiences and opportunities in the realm of sport, leisure, physical fitness and healthy lifestyle for the people we serve. At its most basic level, the Fitness Center strives to get people moving and exercising to the best of
his or her abilities. This is accomplished through the variety of options in the exercise room, such as the usage of treadmills, elliptical machines and strength training equipment. When not in the exercise room, our staff always strives to find activities to promote motion and fitness, such as going for bike rides or hikes, playing basketball in our gymnasium, or playing a round on our disc golf course. In the pursuit of fitness and a healthy lifestyle for everyone, we are constantly assessing our environment to make adaptations and modifications as necessary, so that everyone can participate, regardless of ability.

The Fitness Center provides many other opportunities. Through class curriculum, we supply learning opportunities on all things sport. Classes that have been taught in the past have included the learning of new and exciting games and activities (bocce, pickleball, yoga), as well as sports history. We work to be in tune with the current events of the world of sports, such as focusing on soccer and "countries of the world" unit during the World Cup Soccer tournament. The Fitness Center also tries to be a bridge to the community of Rapid City as well; it is not uncommon to see participants in the community attending local sporting events or going out for an afternoon of darts or pool at local establishments. The hope is that the people we serve gain opportunities to practice their etiquette and independence skills while utilizing the exercise equipment available. That they will then use the skills gained to establish gym memberships in the community. Staff also teaches the people we serve the recreation of being a "fan" through such activities as our fantasy football league, "March Madness" NCAA Basketball tournament parties, and Super Bowl parties.

**Artistic Expression** - The Suzie Cappa Art Center on St Joseph St provides education, experience, and exposure for adults with disabilities to explore the arts and their own talents. Day services in the downtown studio/gallery have introduced a whole new world to people served, many of whom had never played an instrument or held a paint brush. Some have discovered art as a positive means of expression, a source of pride, or a new employment opportunity.

The art studio provides a place for people of all abilities to experience the creative arts. We offer exposure to art through tours of local galleries, as well as museums and performing arts around the world via the internet. For those who want hands-on experience with art, we provide daily classes led by Suzie Cappa instructors, guest artists and dedicated volunteers. We also offer music classes and experiences at our center and help people take music lessons in the community. Participants in the Suzie Cappa Art Center program receive support with health issues, personal care, transportation, or medications during the day. Artists may display and sell their work in the downtown gallery.

The downtown location is home to both a studio and a gallery for the public. Over 25 artists focus on their chosen art form from this location and receive further education from center staff, local artists and volunteers. Support is then provided with marketing their work and advancing their careers through collaborations with the local art community. Our collaborations currently include Arts Rapid City, Barefoot Dance Studio, Community Theatre and Flutter Productions. We also host several Artists in Residence each year to provide additional education and contact with new mediums. Several artists are receiving nationwide exposure through a traveling art show currently going on.

**Community Life** - Out and About Program offers community-based recreation programs for adults and children with developmental disabilities. Providing community-based services enables our participants to be included and welcomed in society, as well as enriching surrounding communities by encouraging inclusion and acceptance of all.

- Services are offered on evenings and weekends for adults. Some examples include: swimming, bowling, hiking, holiday dance parties, Rush hockey games, arts & crafts, movie nights, community events, etc.
- Summer Programs are offered to school-aged children. Participants will engage in schedule activities held throughout the summer months with transportation and supports provided by the Out & About program.
• Mine Buddies: volunteer partnership between adults with intellectual disabilities (Buddies) and South Dakota Schools of Mines and Technology students & friends. The purpose is to offer Buddies a chance to have typical campus experiences with their friends.

**Special Olympics** - "The Rapid City Storm" is the moniker for our Special Olympics program at Black Hills Works. As one of the two biggest Special Olympics delegations in the state, the Rapid City Storm provides athletic opportunities for over 300 athletes at Black Hills Works in a wide array of sports. The Storm participates annually in both team and individual sports on both a local and state level. Team sports include softball, basketball, volleyball and soccer. Individual sports include track and field, equestrian, power lifting, aquatics, and bowling.

The Storm also encourages community involvement and inclusion through its participation in Unified Sports. The Unified division allows Special Olympians to compete side-by-side on the field with community volunteers who perform the role of player/coach. Unified Sports include softball, basketball, and a new addition we are sampling—bocce. We strive to teach social awareness and independence by encouraging our athletes to participate in and take ownership of their own fundraisers. Our athletes are frequently "Freezin' for a Reason," by participating in their own annual Polar Plunge fundraising event.

The Rapid City Storm believes in all of the inherently wonderful things that our athletes gain from their participation in sport and competition—internal drive, teamwork, sportsmanship, pride and dignity—to name a few.

4. Describe your current transportation services.

**Include information on each of these points:**

• Describe when (the days and hours that service is available) your current transportation service is operated

Black Hills Works, Inc. provides service 24 hours a day, 365 days a year.

• Describe your ridership eligibility

Any person served by Black Hills Works Inc. is eligible for transportation. For the safety and security of the people we support we do not include general public riders.

• Describe your service area

We provide service and supports to the Ellsworth Air Force Base area, to worksites at Mount Rushmore near Keystone, Crazy Horse Memorial near Custer and hundreds of locations throughout Rapid City including Rapid Valley. Our service area also includes transportation to multiple locations throughout the state, and many times a year we provide transportation for medical reasons to facilities outside of the state.

• Describe the type of service

We offer van and bus shuttles to any location the person served needs transportation to. Transportation trips furnished are for employment, medical services, recreation, education and shopping. These services and supports are provided each day in a variety of residential and vocational settings throughout the Rapid City and Box Elder areas. Many of the jobs in the Rapid City community and at Ellsworth Air Force Base require late evening to very early morning employment.
• Provide the number of people served

In 2015, 636 adults and seniors with disabilities received services from Black Hills Works, with another 39 on a waiting list.

• Provide the number of one way trips

Conservatively Black Hills Works provided 485,000 one way trips to facilities located in Rapid Valley, at Ellsworth Air Force Base and the Rapid City area with accessible vehicles.

5. Describe the service or project you propose using Section 5310 funds for, why the service or project is needed, and how public awareness of the project will be promoted. For vehicle acquisition, include information on vehicle(s) to be acquired and on those being replaced. This should include but not be limited to vehicle cost, vehicle type, seating capacity, etc.

We provide transportation to persons served within our agency, allowing them to access medical appointments, employment, recreation, education and shopping needs 24 hours a day in response to their specific needs which currently exceeds available public transit services.

Such specific needs range from, but are not limited to, afterhours transportation, additional baggage, limited mobility requiring door to door service at a reasonable price for low-income individuals and specific stops not accessible through the current routes offered in the Rapid Valley and Ellsworth Air Force Base area. With the growth of Rapid City, many established public transit stops are not within a reasonable distance for someone with mobility issues to be able to access businesses needed. The people we support have a variety of disabilities (physical & intellectual) with many unable to effectively and efficiently navigate the public transit system, nor traverse the terrain or distance to reach an established public transit stop. The capital funds requested will help continue, and potentially expand, the services being offered.

Black Hills Works, Inc. is requesting assistance to purchase four busses that will replace four existing busses reaching end of life. Specifically, our request is for 4 transit style busses with twelve (12) ambulatory seats and two (2) wheelchair positions with four (4) fold up benches allowing us to change the seating configuration to four (4) ambulatory seats and four (4) wheelchair positions. Also:
- Gasoline motors
- Automatic transmissions
- Configured with Q’s strain style wheelchair securements with flush mount L tracking that runs the entire length of the bus interior.
- The average cost of each bus is $65,000.00 with a total cost of $260,000.00

The four vehicles to be replaced are three 2006 and one 2005 Ford E-series chassis, StarCraft body, transit style busses. The passenger capacity on the 2005 (1FDXE46S95HA60784) and one 2006 bus (1FDXE45S86HB33807) is nine with six ambulatory seats and three wheelchair positions.

The other two 2006 busses (1FDXE45S16DB24146) (1FDXE45S76DB24149) have a passenger capacity of sixteen with twelve ambulatory seats and four wheelchair positions. These require drivers to have a CDL to operate the vehicles, which limits the number of staff who are able to utilize the vehicle thus restricting the bus use within the agency. Further explanation of the urgency and extent will be described in Section 6.

6. For vehicle acquisition, describe the extent and urgency of need for the new vehicle(s) (age, miles, condition, etc.) and how it impacts the services you provide.
The following is a description of the four vehicles we would like to replace and the direct impact on the services we provide that replacing them would have:

- 2005 Ford E450 Starcraft transit style bus (1FDXE46S95HA60784)
  *Mileage of 83,497
  *Total maintenance expense for 2015 on this vehicle was $4,210
  *With a total mileage of 21,087 in 2015 the maintenance on this vehicle adds a $0.20 per mile to the cost to operate this vehicle.
  *Vehicle was down for service a total of 24 days in 2015.

-2006 Ford E450 Starcraft transit style bus (1FDXE45S86HB33807)
  *Mileage of 56,050
  *Total maintenance expense for 2015 on this vehicle was $4,203
  *With a total mileage of 3,137 in 2015 the maintenance on this vehicle adds $1.34 per mile to the cost to operate this vehicle.
  *Vehicle was down for service a total of 17 days in 2015

-2006 Ford E450 Starcraft transit style bus (1FDXE45S16DB24146)
  *Mileage of 115,625
  *Total maintenance expense for 2015 on this vehicle was $8,898
  *With a total mileage of 15,068 in 2015 the maintenance on this vehicle adds $0.59 per mile to the cost to operate this vehicle.
  *Vehicle was also down for service a total of 52.5 days in 2015

-2006 Ford E450 Starcraft transit style bus (1FDXE45S76DB24149)
  *Mileage of 126,255
  *Total maintenance expense for 2015 on this vehicle was $6,225
  *With a total mileage of 29842 in 2015 the maintenance on this vehicle adds $0.21 per mile to the cost to operate this vehicle.
  *This vehicle was down for service a total of 53.5 days in 2015

These vehicles, despite the low mileage and no external oil leaks, use 1 to 1.5 quarts of oil every 3000 miles. The Ford dealership estimates the cost of finding and repairing the internal oil consumption issue at roughly $5,000 per vehicle and suggests just monitoring the oil level, which we do.

There are some exterior cosmetic body condition issues, which pose no safety risk, to all four of these busses with repair estimates of $2,000 to $3,500. After ten to eleven years of service the interior condition of these vehicles, due to normal wear and tear, have reached its limit.

The significant number of days these vehicles are down for service has a direct impact on the transportation services we provide. Many times due to the inability to transport the people we serve to their place of employment and/or medical appointments, requires staff to reschedule appointments. And also prevents the persons we serve from participating in community activities.

Replacing these vehicles at this time would greatly reduce the overall operating expense and the amount of down time we have experienced. Increasing the availability of transportation for the people we serve, not only during “regular business hours” but also during the times and to the places not provided by public transit.

7. **This application request is for:**

   We are applying for both portions of the grant and understand this is in excess of the stated monies available, however in the past we have utilized both the “Traditional” 5310 Program and the “New
Freedom* portion of the grant. As a non-profit organization supporting disabled individuals, which includes seniors, the ability to utilize grant money enables us to provide expanded opportunities for the people we serve. Providing them not only access to employment, but to care and community resources that they would not be able to access through traditionally available public transit services.

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8. If funded, what is the project beginning and end date?

For the Capital Costs: Providing reliable and safe transportation services is an ongoing project with no scheduled start or stop times in the foreseeable future. Black Hills Works has offered transportation to the people we serve for nearly 58 years as a means to support them in their individual quest for employment opportunities, accessing required medical services and achieving a life full of potential.

For the Operating Costs: This would most likely begin as close to the Fiscal Year as possible (July 2016 – June 2017)

9. Is this a new service? For vehicle acquisition state if this is a replacement or expansion of your fleet.

The funds requested will not necessarily provide a new service, however there is the possibility to add additional stops with more efficient vehicles. The vehicles we will acquire will replace four busses that are nearing end of life.

10. Describe how the project will increase transportation options and enhance the quality of transportation services for seniors and individuals with disabilities. Also, include annual projected information on each of these points where applicable:

- The geographic service area

Under the current system, there is limited transportation available to the Ellsworth Air Force Base and Rapid Valley areas. Our services could be enhanced in these areas as our persons served need consistent and accessible transportation to and from these areas for employment, recreation, education, medical and shopping needs. All of the people that we serve are disabled. Approximately 35% of our riders are classified as non-ambulatory persons and 14% of the people we serve in 2015 were seniors.

We assist with transportation for more then 10% of the people we support who reside outside of the current available transit area. In total, the people that we support currently fill 371 federal contract positions, on location (Industries & Concourse) or at independent employer positions in the Rapid City area including Rapid Valley and Ellsworth Air Force Base. They require transportation daily to and from their place of employment mostly during afterhours and/or out of range of services provided by the public transit system.
The diverse residential locations for the persons we serve increases the service area that we must cover to ensure that transportation needs are met and that the appropriate vehicles are available to meet these needs.

2015 residential options:
- 19 - Were homeowners
- 226 - Lived in apartments in the community with ongoing support from our staff
- 118 - Lived in one of the 7 independent apartment buildings operated by BH Works
- 46 - Lease 13 homes with support from BH Works
- 108 - Reside in one of 8 family like homes with their own bedrooms, sharing common areas
- 119 - Choose to reside with their families while still receiving support services from BH Works

- The number of unduplicated persons served

The unduplicated number of persons served in 2015 was 636, with another 39 on the waiting list.

- The number of one-way trips

Conservatively in 2015 Black Hills Works provided 485,000 one way trips to facilities located in Rapid Valley, to Ellsworth Air Force Base and the Rapid City area in accessible vehicles.

- User fees

Individuals where transportation for employment is covered as part their HCBS/Title XIX waiver contract with the Department of Human Services are not charged. Some of the people served not on a waiver are charged a fare for transportation, however this is based on their ability to pay. Fares are $2.00 or $4.00; these fares have not increased since 2011.

Individuals who have the ability to utilize public transit may pay for this on their own; however those without the resources to purchase passes but are still able to utilize the public transit system can request funding assistance from Black Hills Works Foundation. Currently the Foundation provides approximately $4500 as month in assistance.

- The days and hours the service will be available

We will continue to provide transportation 24 hours a day, 7 days a week for the people that we serve.

- Eligibility requirements

All persons served by Black Hills Works Inc. are eligible for transportation. For the security of the people we support we do not include general public riders.

11. For vehicle acquisition, discuss provisions made to assure the proper maintenance of vehicles.

Black Hills works employs three full time technicians in its Vehicle Maintenance Department, 2 of which are ASE certified. General maintenance within the agency is performed to OEM standards at OEM intervals. Reminders are placed on the windshield of each vehicle for drivers to see. When the vehicle reaches the correct mileage for its next service the driver inputs a repair request into the agencies
computer system. After this, the Vehicle Maintenance Department receives the request and schedules an appointment to complete the service.

While vehicles are in for service the technicians cross reference the vehicles current mileage with the OEM scheduled maintenance chart to insure all required services are completed. The technicians also complete a multi-point inspection of each vehicle to insure that no other issues exist.

Each driver performs a daily vehicle inspection to insure that no additional maintenance issues exist with the vehicle. If an issue is discovered the Vehicle Maintenance department is contacted and a repair request is generated. Every repair request that is generated by a driver is reviewed by the corresponding supervisor of the department the vehicle is assigned to. These supervisors must approve the repair requests before they are sent on to the Vehicle Maintenance Department for completion.

Two repair technicians are on call 24 hours a day to handle any emergency issues that may occur outside the normal operating hours of the Vehicle Maintenance Department.

12. For vehicle acquisition, discuss provisions made to assure the safe operations of vehicles.

Every driver starts their employment with the Black Hills Works by completing a drug and alcohol screening test. Drivers must have a valid government issued driver’s license and a motor vehicle background check with South Dakota is done for each driver. For drivers that moved to South Dakota within the last year a motor vehicle background check is completed in their previous state of residence.

Once these requirements are satisfactorily completed each driver begins their orientation process with a review of the agencies policies and procedures on operating an agency vehicle. They take an online training course in defensive driving and receive a printed overview of defensive driving practices which must be reviewed and signed. This is placed in their employee file along with all other items on the orientation checklist.

Each driver receives hands on vehicle training which includes orientation to the vehicle, proper record keeping for all forms required by the DOT, instruction in completing the daily vehicle inspection, wheel chair lift operation, wheel chair securement procedures and on the road driving of the vehicle. This hands on training is administered by Vehicle Maintenance Supervisor.

When the driver goes to their specific work areas they spend time riding along with current drivers to receive area specific on the job training. Annually each driver’s supervisor is required to complete a detailed job inspection on operating an agency vehicle, wheel chair lift operation and wheel chair securement.

The Black Hills Works vehicles are currently equipped with Teletrac GPS fleet monitoring hardware and all agency buses receive the South Dakota State Highway Patrol’s annual non-profit bus inspection.

13. Describe how the project will support the strategies identified in the 2013-2017 Coordinated Public Transit – Human Services Transportation Plan. (found at the following url: http://www.rcgov.org/pdfs/Transportation-Planning/MPOProducts/2013_coordinated_plan_final.pdf

**Include information on each of these points:**
- How does it support the strategies identified in the Coordinated Public Transit – Human Services Transportation Plan?
Black Hills Works, Inc. is currently educating a limited number of people served on how to navigate the Rapid Ride system through a small Wayfinders grant. This grant utilizes technology to aid individuals on the procedures for using Rapid Ride services. Many of the persons we serve have employment schedules that are outside of the hours for the current public transit system and/or out of the boundaries for service. This gap of service is filled by our transportation program. As we have been providing this service for many years some vehicles in our fleet have come to the end of life and new busses under the “Traditional” component would be more efficient and safer to operate on longer trips to Rapid Valley and Ellsworth Air Force Base.

Black Hills Works has implemented procedures for utilizing volunteer drivers when needed. This includes not only online and hands on training but policy review, drug screening and DMV check to ensure understanding and compliance with good stewardship expectations.

• How will it fill current gaps in transportation services?

Transportation is essential to the ability to provide increased independence to those who are disabled which not only enhances their lives but allows them to be more productive and engaged members in the community. Door to door services provided by Rapid Transit do not always meet the needs of these individuals as it requires at least one day notice prior to a trip, there is no same day service. We provide same day service as much as possible as well as coordinate transportation of those going to the same location. This helps keep it cost efficient to transport them as well as controls the number of staff required.

Public transit service can be too expensive for many, not allowing them to purchase passes and limiting their ability to get out into the community for employment, medical appointments, education, recreation and shopping. We provide them with the ability to apply for funds assistance from Black Hills Works Foundation to help them pay for passes.

Other gaps of service that the people we support need are assistance with carry-on items, many times if someone has been shopping they need assistance to get their items in and out of the vehicle, this is something that public transit cannot offer.

Accessibility, and stops to locations not currently offered from the public transit system to the Rapid Valley, Ellsworth Air Force Base as well as other essential services in the Rapid City area are also areas where we provide services. Due to the mobility issues the ¾ mile range to any location is not feasible for many of people we serve. We fill these gaps by providing trips with Agency vehicles to meet these needs.

• Using sources other than the Coordinated Plan, document the need for this project. Include demographic, geographic, survey and/or other data which shows a need for this project

The need for our project remains prominent as we focus on helping the people we serve achieve their full potential. Access to employment is an important part of this process. Ensuring that the people we serve report to work consistently and on-time is an important facet in our transportation. Even working closely with Rapid Transit we still have more demand for services the our coordinated efforts can meet, especially since Rapid Transit does not provide services to Ellsworth Air Force Base nor do they operate on Sundays or after hours. We also provide medical, recreation, education and shopping trips for most of those we serve, all contributing to the economic cycle for Rapid City.
In 2015 we had 452 people that we support employed in the community (Rapid City area):

- 46 Employers provide independent employment
- 7 Enclaves in businesses
- 43 Custodial contracts
- 2 Enclaves at Rapid City Regional Hospital
- 1 Enclave at the Federal building
- 1 Contract at Black Hills Corporation
- 1 GSA Vehicle Marshaling contract

At Ellsworth Air Force Base we support people in the following areas: commissary, janitorial, supply store, Raider Dining Facility and official mail center.

The people we support are transported from various locations in and around Rapid City:

19 - Were homeowners
226 – Lived in apartments in the community with ongoing support from our staff
118 – Lived in one of the 7 independent apartment buildings operated by BH Works
46 – Lease 13 homes with support from BH Works
108 – Reside in one of 8 family like homes with their own bedrooms, sharing common areas
119 – Choose to remain with their families while still receiving support from BH Works

- Describe how this project may be coordinated with other organizations in the community

Black Hills Works, Inc. coordinates with Rapid Transit program to transport individuals in addition to the transportation we directly provide.

On average 142 monthly passes are purchased from Rapid Transit, which does not include punch pass tickets. Some of the individuals that we support also purchase passes on their own. We spend in excess of $10,000 a month to purchase passes from Rapid Transit. If those 142 individuals only used their pass 5 days a week, 2 times a day that would be 370,620 rides (based on 261 work days in 2015). This is in addition to the 485,000 one way trips provided directly by Black Hills Works.

In addition to working with the Rapid Transit program we also coordinate transportation for the Special Olympic trips around the state of South Dakota, Sdf for Light, Our Camp, Sister Cities of Japan and church organizations that provide day trips for senior individuals.

14. Can all requests and needs for transportation services be accommodated with the existing transportation services in the community? If not, how many individuals do not participate (provide number of trip denials) due to lack of transportation services on average per month? Describe the extent and urgency of the need. Describe why the transportation services provided by existing public (such as public bus or paratransit) are unavailable, insufficient, or inappropriate to meet the work related transportation needs proposed to be served by this project.

The urgency of this need stems from the public transit system being unable to accommodate the people we support. 100% of the people we serve are disabled. Over 350 of the people we serve are not able to use the existing public transit services due to their extensive medical or behavioral supervision requirements which cannot be provided by public transit due to their policies.

The gaps in service our persons served experience are long wait times for Dial-a-Ride and those with limited mobility are unable to navigate the terrain to get to an existing bus stop. This, along with the
distance of some of the stops, in relation to employment locations makes it impossible to utilize the current public transit system. For example, there is no transportation to the Concourse area or Ellsworth Air Force Base. The need remains to provide transportation which allows individuals to reach employers and to maintain as independent lives as they are able.

Some are able to navigate the existing public transit system on their own, for many more this is not the reality. We continue to educate and perform one on one training for utilizing the system with those individuals with the ability to master this task. Drivers are not able to assist the people that we serve in the manner required to help them be successful in using public transit.

Another issue is the lack of handicap accessible stops downtown, many of our people served go to the art center downtown but there is no place close for them to be dropped off. Those that enjoy going downtown to participate in events have little choice but to go long distances from drop off points to the event or they are forced not to attend. As we move forward to employing more individuals in the downtown area they will continue be challenged by access their employer especially on streets where there is no place to unload a person with a wheelchair, walker or who has the inability to walk long distances.

We have many people served who work jobs that begin late in the evening or early morning, neither of these times are accommodated by the current Rapid Transit service.

15. Describe the experience, knowledge, technical and administrative ability, and financial capacity the organization possesses to successfully and efficiently manage this transportation project and serve the target population. Does the organization have experience in receiving federal grants?

Black Hills Works, Inc. has been providing our services including transportation options for nearly 58 years. The knowledge we have gained these past years has allowed us to successfully run safe and efficient vehicle fleets. To best manage the fleet we have hired specialized staff that can adequately provide repairs or technical assistive products for persons served to use our transportation.

For many years Black Hills Works, Inc. has been financially supporting our transportation needs. The funds requested will provide us greater ability to serve the people we support.

This past year we were awarded, and have successfully met all of the reporting requirements correlated with, these grants. We also successfully completed our portion of the State FTA audit.

- Section 16 (B) 2 Vehicle Grant from the SD DOT
- New Freedom/JARC grant
- NE DOT-Omaha, Council Bluffs MAPA
- Nutrition Grant through CANS
- SD Dept. of Health Steps to Wellness Grant
- SD Dept. of Rehabilitation Services Employment Grant
- SD Dept. Human Services, Developmental Disabilities Council-Creating Possibilities Innovation in Motion grants

Black Hills Works audit schedule of Federal awards were received from the following agencies:

- US Department of Housing and Urban Development
- US Department of Agriculture
- US Department of Transportation
- US Department of Education
- US Department of Health and Human Services

16. For vehicle acquisition, describe the experience, knowledge, technical and administrative ability,
and financial capacity the organization possesses to successfully and efficiently select, acquire, and maintain this vehicle(s).

Our team evaluates the efficiency of our fleet a minimum of once a year. In this evaluation we also access how well persons’ served needs are met. By doing so every year we have studied the vehicle market well and have a sense of which vehicles best fit our needs. Our Vehicle Technicians and specialized administrative staff offer elite management of our fleet. The funding for the transportation department has been a priority as it is a key link to providing the all-around services we offer to support our individuals.

The Vehicle Maintenance Department currently consists of three full time technicians. These technicians have a combined experience of forty years of service in the automotive vehicle maintenance field.

Two of the technicians served as Wheel Vehicle Mechanics in the United States Army. One technician has a diploma in Diesel Technology from Western Dakota Technical Institute and another has an associate’s degree in Machine Tool from Minnesota West Technical & Community College. Two technicians are South Dakota State Certified school bus inspectors. There are multiple ASE certifications between the technicians.

The Vehicle Maintenance Department uses Mitchell’s ProDemand online repair information service along with a number of other smaller sources and forums for their diagnostic and repair information. They also maintain good working relations with vehicle and equipment manufacturers.

In the event that Black Hills Works’ Vehicle Maintenance Department does not possess the necessary equipment to make a vehicle repair, they contract with vehicle dealerships and a number of other ASE accredited service repair centers to assure vehicles are maintained to the highest possible operating standards.

17. How does your organization raise local funds? Does the organization make use of locally available financial resources and leverage these resources to the largest extent possible? Does the organization have a reasonable expectation that these local funds will continue to be available in the future?

We host many fundraising functions annually to provide acceptable funds and are continually searching for locally available funds. Black Hills Works Foundation provides generous support toward operating expenses. Our Gala, Put ‘n Pub, Golí Tournament and other events provide reasonable funds that are not always directly for the transportation project. The events are well attended by the community, our staff and people served each year. This makes us believe we have reasonable expectation the funds will continue to be available in the future.

18. How will your organization coordinate this project’s services with other local organizations?

We coordinate with many local organizations. Some of our partners include Rapid Ride, Dial-a-Ride, Special Olympics, Ski for Light, Japan Sister Cities and occasionally loan a van for senior transportation for church organizations.

In cooperation with Rapid Ride we assist with educating the people we serve so they may come to use the services on their own. Approximately 142 individuals receive passes from Rapid Transit. If they only used their pass 5 days a week, 2 times a day that would be 370,620 rides (based on 261 work days in 2015). This is in addition to the 485,000 one way trips provided directly by Black Hills Works.
You may attach additional pages and add any additional material which may be helpful in assessing your application. This could include a more detailed project and organization description, needs assessment, ability to service target populations, project effectiveness, program sustainability, fiscal and managerial capability, etc. However, you must still answer the questions in this application. Do not use "See Attached" as an answer to any question in the application.
The following information provides an overview of the efforts we have made over the last few years in regard to transportation. Where we started and what options we have explored as well as who we have reached out to for collaboration.

We have always strived to provide the most efficient and flexible service to the persons we support. We understand that employment, community involvement are important along with meeting other needs; medical, education and shopping. Each of these helps us actively work toward our mission of creating a community where everyone participates to achieve a life full of potential. As a non-profit we realize that we have to remain conscientious of funds availability and ensuring that we are utilizing all resources for the maximum benefit of as many people as possible.

The Beginning:

In 2011, we were tasked with reducing transportation costs that were in excess of $1,000,000/yr. Our first step was to inquire with similar agencies throughout the state and nation, to find out how they were providing transportation and managing costs. What we discovered was that a majority of them were providing very limited transportation beyond the scope of what they were reimbursed for, if any.

We knew we wanted to provide better service to the people we support. As an agency we wanted to continue to encourage people to build relationships, and be active community members. We also knew there was a cost associated with this.

Things We Have Tried:

Community Collaboration: The purpose was to identify the transportation needs of the people we serve and determine whether those needs could be feasibly met by collaborating with community partners.

First, we coordinated and facilitated several meetings with other service providers. (Those that participated in the meetings included Behavior Management Systems, Daisy House, SD Department of Rehabilitation Services, Services for the Blind and Visually Impaired, Cornerstone Rescue Mission, Golden Living, Mayor's Committee, Community Health, Ellsworth Air Force Base, Western Resources for dis-ABLED Independence, Rapid Transit, and the City of Box Elder.)

Survey results indicated some of the transportation challenges people are facing include:

1. Rapid Transit does not operate in the evenings or on Sundays.
2. Many of the people we support have limited funds and cannot afford to pay for private or taxi services.
3. People who require rides in accessible vehicles are even more limited in their options as taxis are not equipped with lifts.
4. Some people struggle with the complexity of learning the bus routes - particularly those with cognitive disabilities.
5. Those that use the fixed route bus system often have to walk some distance between stops.
6. People are limited in the amount of items that can be carried on the bus (2 bags of groceries for example).
7. Transportation costs are not reimbursed to some service agencies.
8. A fair number of people live outside of city limits - far beyond the reach of the bus routes.
Some of the participants learned about existing services that would meet their needs while other participants identified needs not being met by current options.

**Obstacles:**

- No one wanted to lead the project
- A collaborative project posed insurance barriers
- Providers didn’t want to jeopardize existing funding

**Easter Seals Project Action:** The purpose was to gain ideas and information about how other communities across the nations were approaching transportation.

**Ideas:**

- Reimbursement and fee structure
- Use of taxis
- Use of volunteer drivers

**Obstacles:**

- Taxis are expensive, inaccessible and can potentially have questionable drivers. We did not feel safe putting vulnerable people supported in a taxi with an unknown driver.
- Volunteer drivers pose an insurance challenge as well as reliability issues.

**Brookings Project:** The purpose was to learn about how another community, facing the same types of problems, addressed transportation. Stan Holm brought forth a project in Brookings SD, where two people supported were running a small taxi service business.

**Obstacles:**

- Could not identify someone with the skills and interest to start this business.
- The project was not profitable as a business (if affordability was to be addressed).

**Ellsworth Airmen Transport:** The purpose of this was to explore the option of pairing existing BHW Base Transportation with rides for EAFB personnel (for a fee).

**Obstacles:**

- It was determined that the rider ship need would primarily be the late night 'bar run'. We did not feel safe pairing intoxicated airmen with the vulnerable population we support.
- Because the contracts for the base have stipulations on how long people can be at the work site after finishing their shift, and the time they finish their shift isn't always consistent, it made developing a dependable schedule for the airman not feasible.
- It would also require different, more expensive insurance than what we carry.
People First Training Program: The purpose was to have members of People First provided training to other people supported on Rapid Ride fixed route system to increase independence.

Obstacles:

- The people who were providing this training are either no longer with the group, or have employment conflicts that prevent them from continuing this program.
- No other members are currently interested in assisting with this.

Internal Bussing System: The purpose was to build an internal transit system to reduce the size if the fleet and maximize ride efficiency.

Obstacles:

- Use of existing positions for drivers was found to be unfeasible. The cost of hiring additional positions for drivers made the project to costly.
**Project Budget**

Federal funds may be used as match source with the exception of Department of Transportation funds. For capital projects, a 20% local match is required. For operating expenses projects, a 50% match is required.

**Total Federal funding requested.**

$208,000 (approximately) from “Traditional” grant funds and $293,285 from the “New Freedom” component.

We are applying for both portions of the grant and understand this is in excess of the stated monies available, however in the past we have utilized both the “Traditional” 5310 Program and the “New Freedom” portion of the grant. As a non-profit organization supporting disabled individuals, which includes seniors, the ability to utilize grant money enables us to provide expanded opportunities for the people we serve. Providing the persons we support not only access to employment, but to care and community resources that they would not be able to access through traditionally available public transit services.

**Match amount and funding source(s) (Source cannot be Department of Transportation)**

Funding for our matches will come from our fundraising events; $52,000 match for vehicle replacement and $293,285 match for operating expenses.

**For Capital Project Requests Only:**

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<tr>
<th>Requested Item</th>
<th>Quantity</th>
<th>Unit Cost</th>
<th>Subtotal</th>
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<tbody>
<tr>
<td>Bus</td>
<td>4</td>
<td>$65,000</td>
<td>$260,000</td>
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Total Capital Cost: $260,000

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**Annual Operating Revenue derived from this project** $0 (although $29,582 is currently derived from in-house ticket sales for transportation – see User Fees Q10)
For Operating Project Requests Only:

Annual Budget Operating Expenses

(List all line items you are requesting funds for such as salaries, fuel and oil, etc.

<table>
<thead>
<tr>
<th>Line Item</th>
<th>Federal Funds</th>
<th>Match Funds</th>
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</thead>
<tbody>
<tr>
<td>Salaries</td>
<td>173,707</td>
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<tr>
<td>Benefits</td>
<td>38,310</td>
<td>34,250</td>
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<td>Other – cell phones</td>
<td>1564</td>
<td>1400</td>
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<td>Fuel</td>
<td>33,287</td>
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<td>Maintenance</td>
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<td>Depreciation</td>
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</table>

Annual Operating Expense Total: $293,285 $293,285

Annual Operating Revenues derived from this project. $0 (although $29,582 is currently derived from in-house ticket sales for transportation – see User Fees Q10)
Certification

The information in this application is public record. To the best of my knowledge and belief, all data in this application is true and correct. If funding is awarded, the applicant will comply with the necessary Certifications and Assurances and will agree to sign an operating agency agreement which will detail those Certifications and Assurances as well as other applicable rights and responsibilities.

The undersigned is an authorized representative of the Applicant and possess adequate authority under applicable state and local laws and the Applicant’s by-laws or internal rules to sign below.

[Signature]

Applicant

3.14.16

Date

CEO

Title

BLAKE HUES WORKS

Organization
Resolution

AUTHORIZING RESOLUTION FOR A NON-PROFIT ORGANIZATION

A resolution of Black Hills Works, Inc. recommending approval of an application to the Rapid City Area Metropolitan Planning Organizations for assistance in providing transportation services to 636 adults and seniors with disabilities in the Rapid City area including Rapid Valley and Ellsworth Air Force Base.

WHEREAS, Black Hills Works, Inc. is submitting an application to the Rapid City Area Metropolitan Planning Organizations for $293,285 operating and $208,000 capital assistance for Transportation.

WHEREAS, the contract for financial assistance for Operating & Capital Transportation projects require that Black Hills Works, Inc. obligate local funding equal to 20% or $52,000 and 50% or $293,285 for operating of the total project cost of $345,285.

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of Black Hills Works, Inc. that Brad Saathoff is authorized to commit organization resources, to execute and file an application for and to contract on behalf of Black Hills Works, Inc. with the Rapid City Area Metropolitan Planning Organization to aid in the financing of Transportation.

BRAD SAATHOFF
(Printed Name and Title)

[Signature]

3.17.16
(Date)