Operating Application Instructions

for Operating Services & Mobility Management

Orange County Enhanced Mobility for Seniors & Disabled Grant Program

Orange County Transportation Authority
550 South Main Street
P.O. Box 14184
Orange, CA 92863-1584

www.octa.net/emsd

Grant Application Instructions

Please read all instructions carefully. These instructions apply to Operating Project applications for operating assistance and mobility management projects under the Orange County Enhanced Mobility for Seniors and Disabled (EMSD) grant program. Requests for funding for accessible vehicles and related equipment **must be submitted** on the EMSD Capital Grant Application.

General Application Instructions

1. Early coordination with OCTA is highly encouraged.

2. Submit applications by uploading all documentation and supporting attachments on the EMSD program webpage at www.octa.net/emsd by **4:00 PM on September 9, 2021.** Hard copy applications will also be accepted. See guidelines for more information.

3. Applications must be complete and final.

4. The application format is provided in a Microsoft Word document. A template of the application form and attachments are available at http://www.octa.net/emsd

5. If additional space on the application is needed, create more space on the page by entering additional lines as necessary. Please try to stay within the space provided as concise answers are preferred. Applications should be no more than 30 pages, excluding required attachments. Narrative responses should be complete and concise. All questions must be answered. N/A responses will be considered incomplete.

6. All required documentation should be included in the attachment and labeled as appropriate.
7. To receive the maximum points, response to each question **must be completed with clear and concise information** and **contain the required supporting documentation**. Incomplete responses and/or a lack of supporting documentation will result in reduced scores.

Public Record
EMSD application materials and attachments are not considered confidential. Applicants should not include confidential information such as client names, addresses, medical diagnoses, telephone numbers, and times the clients are scheduled to be transported. Personal information should be redacted.

Part I – Applicant Profile

Please provide an overview of your organization's purpose and program, available transit services in your area, your clients' transportation needs, and the geographic area served. In addition, please provide information about your clients and the need for your project.

1. Annual Operating Budget:
   Indicate the proposed annual operating budget for your **entire transportation program,** including the costs associated with operating the requested equipment.

2. Operating Fund Sources:
   Applicants must include, and explain, all sources of operating revenue; including revenue from

grants, donations, and local fund-raising projects that will be used to fund your transportation program. List the funding sources and amounts for the prior, current, and budget year. The total sources of operating funds in Question 10, "Operating Fund Sources," should be equal to the total operating income shown in Question 11, "Annual Operating Budget."

Part II – Funding Request

Eligible activities include, but are not limited to:

Operating
- Expansion of paratransit service beyond the minimum requirements of ADA
- Expansion of hours for paratransit service
- Enhancement of services (same day; door-to-door; escorts)
- Voucher Programs and first and last mile connections (excludes transit bus pass)
- New or expansion of Volunteer Driver Programs
- COVID-19 Restoration of Service
- Lease of equipment

Mobility management activities:
- Planning, development, implementation of coordinated transportation services
- Integration, coordination, and promotion of access to transportation services
- Development and operation of one-stop call-center
- Transportation brokerages
- Driver training
- Travel training/trip planning

Ineligible Expenses of Operating EMSD Projects

- Vehicle rehabilitation, manufacture, or overhaul of wheelchair lifts
- Preventive maintenance, as defined in the National Transit Database (NTD)
- Transit shelters or other facility improvements

Funding Request Table:

Please fill out the funding request table as appropriate to project type. If requesting multiple projects under the same category, please copy and paste additional tables as needed. Please note the match percentages differ under the operating category depending on project type. See guidelines for additional information.

1. The maximum award amount is **$250,000 per applicant** with a service period of **two years of service/operations.** OCTA will enter into two-year funding agreements with potential awarded applicants.
2. Consistent with prior calls for projects, operating funds can be used to support up to 90 percent (90/10 match) of the total cost of capital projects, which includes mobility management projects, and driver and travel training.
3. For operating assistance, EMSD funds can support no more than 75 percent (75/25 match) of the total project cost of the service.

Operating Projects:

1. Applicants may request operating assistance for existing and expansion of operating service projects.
2. For the 2021 Call, this category includes COVID-19 Restoration of Service for up to 6 months. Applicants must provide documentation of reduced service as an attachment to the application.

Mobility Management Projects:

The purpose of mobility management is to integrate and coordinate existing public transportation services with other transportation providers in order to increase the availability of transportation services. Such projects may include, but are not limited to: the planning, development, and implementation of coordinated transportation services; integration, coordination and promotion of access to transportation services; operation of transportation brokerages; the provision of travel training and trip planning services; operational planning to acquire IT technologies for coordinated systems; and the development and operation of one- stop transportation call centers.

1. Applicants must provide the following:

   - A well-defined operations plan with identified routes, schedules, current/projected ridership, key personnel (attach resumes), and marketing strategies with supporting documentation to accomplish the project.

   - An implementation plan that describes project tasks, timeframes, benchmarks, critical milestones, key personnel (attach resumes), deliverables, and estimated completion dates with supporting documentation including:

     1. Project Start and Completion Date
     2. Primary Contact Person Name, Phone Number and Email Address
     3. List the Project Schedule by Months/Year Per Each Task
     4. Project Task Number
     5. List Project Tasks, Activities, Deliverables, and Equipment
     6. Project Team Member Name
     7. Project Team Member Classification or Title
     8. Indicate if Project Team Member is Contractor***** and/or Existing Staff
     9. List Number of Project Working Hours (Per Project Task & Per Team Member)
     10. Identify Full Hourly Rate for Project Team Member (Contractor and/or Existing Staff)
     11. Equipment Costs for Each Project Task (If Applicable)
     12. Project Costs for Project Team Members
     13. Cumulative Costs for Project Team and Equipment Costs

     *Consultant Services: Identify the consultant services that will be provided and describe the bidding process. Contractors must be selected through a competitive selection process.

2. Both the operations and implementation plans must identify assigned personnel and their qualifications. In addition, applicants must demonstrate their institutional capability to perform the service delivery aspect of the project.

Part III – Scored Questions

Before answering the questions in this section, please review the Operating Projects Scoring Sheet. This helps in understanding the focus of the items to be scored. The table below provides an overview of how each section will be evaluated and scored.

Operating Projects	Points
A. **Goals and Objectives** – Project's consistency with overall EMSD program goals and objectives and meets all consideration factors.	20
B. **Project Implementation** – Extent to which applicant provides a well-defined and detailed operations plan with defined routes, schedules, current/project ridership, key personnel, and marketing strategies with supporting documentation for carrying out the project.	30
C. **Program Performance Indicators** – Extent to which applicant provides clear, measurable, and outcome-based performance measures and indicators, which show a logical, reasonable, and quantifiable methodology to track the effectiveness of the project. The following indicators will be used to measure project effectiveness: 1. Increase or enhancements related to geographic coverage, service quality and/or service times that impact availability of transportation services for individuals with disabilities as a result of EMSD operating projects implemented in the current reporting year. 2. Actual or estimated number of rides (measured by one-way trips per day) provided for individuals with disabilities as a result of the EMSD operating projects implemented in the current reporting year.	20
D. **Coordination, Outreach, and Sustainability** – Extent to which applicant identifies communications and outreach plans and goals to target populations that benefit from EMSD program. Evaluation also based on applicant's efforts and accomplishments in coordination with other transportation and/or social services in the project area and extent to which applicant identifies plans to sustain the program beyond the two-year funding cycle.	20
E. **Emergency Planning and Preparedness** – Extent to which applicant identifies standards for emergency planning and preparedness and provides emergency plans and drill activities, and whether applicant is included in County Office of Emergency Services (OES) response plan.	10
Total Points	**100**

Part IV – Certifications

Please fill out the sections for private non-profit or public agency as applicable. For private non-profit organizations, a corporation status inquiry is required. Details on how to obtain a status inquiry are provided within the application. For public agencies, a public hearing is required to certify that no non-profits are readily available to provide the proposed service.

Applicants must also provide the agency's current audited financial statement showing no instance of non-compliance as an attachment.

Title VI and ADA Requirements & Complaints information must also be provided. Not applicable is not an acceptable response.

Please review the general certifications and assurances and provide certification of the project(s) inclusion within the Coordinated Plan.