



FTA Section 5310 Expanded Projects

Enhanced Mobility of Seniors and Individuals
with Disabilities

Grant Application Instructions

Subject	Page(s)
Grant Application Guidelines	2
Program Overview	2
Caltrans State Management Plan	2
Eligibility	3-5
Mobility Management Project	4-5
Performance Measures	5
Award Amount and Toll Credits /Local Match	6
Project Selection	6-7
Application/Program Timeline	8
General Instructions	8-9
County OES Addresses	10-15
Project Scoring Criteria	16

California Department of Transportation (Caltrans)
Division of Rail & Mass Transportation, (DRMT) MS 39
 P.O. Box 942874
 1120 N Street, Room 3300
 Sacramento, CA 95814

<http://www.dot.ca.gov/hq/MassTrans/5310.html>

Grant Application Guidelines

Please read all instructions carefully.

These instructions apply to the application for funding under the Federal Transit Administration (FTA) Enhanced Mobility for Seniors and Individuals with Disabilities grant program allocated to the State for Small Urbanized Areas and Non-Urbanized (Rural) Areas. **Requests for funding for Traditional 5310 projects must be submitted on the 5310 Traditional application.**

Program Overview

Moving Ahead for Progress in the 21st Century Act (MAP-21)

The new 5310 Program is authorized under the provisions set forth in MAP-21. These provisions authorize the U.S. Secretary of Transportation to apportion funds to each state for grants to this program. MAP-21 also includes a new planning requirement for the 5310 Program, requiring that projects funded through this program “must be included in a locally developed, coordinated public transit-human services transportation plan.”

The Governor of California has designated the California Department of Transportation (Caltrans) Division of Rail & Mass Transportation (DRMT) as the recipient of all Federal Transit Administration (FTA) Section 5310 grants for the purpose of administering those funds in accordance to state and federal laws, statutes, and regulations.

Caltrans State Management Plan

Caltrans’ mission, goals, and values guide Caltrans’ actions and how it serves the public, including the administration of federal programs presented in the State Management Plan. The State Management Plan is available at <http://www.dot.ca.gov/hq/MassTrans/SMP.html>.

FTA Section 5310 –Expanded 5310 Project Goals

One of the goals for Expanded 5310 Projects is to provide public transportation services to overcome existing barriers facing Americans with disabilities seeking integration into the workforce and full participation into society. Lack of adequate transportation is a primary barrier to work for individuals with disabilities. Expanded 5310 Projects also seek to expand the transportation mobility options available to persons with disabilities beyond requirements of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101, *et seq.*), as well as alternatives to public transportation that assist persons with disabilities with transportation.

Eligibility

A. Eligible Applicants:

Applicants may include state or local governmental bodies, Metropolitan Planning Organizations (MPOs), Regional Transportation Planning Agencies (RTPAs), social services agencies, tribal governments, private and public operators of public transportation, or an operator of public transportation that receives a Section 5310 grant indirectly through a recipient, and non-profit organizations.

B. Eligible Use of Program Funds:

MAP-21 requires that all Expanded 5310 projects selected for funding be included in a locally developed Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan). The Coordinated Plan identifies existing services, needs, strategies and priorities for low-income individuals, individuals with disabilities and older adults.

C. Eligible Activities for Expanded 5310 Projects:

Expanded 5310 project funds are available for capital and operating expenses that support public transportation services beyond those required by the Americans with Disabilities Act of 1990 (ADA) and public transportation alternatives beyond those required by the ADA designed to assist individuals with disabilities with accessing transportation services, including transportation to and from jobs and employment support services. Eligible activities include, but are not limited to:

Operating Activities

- Expansion of paratransit service beyond the minimum requirements of ADA
- Expansion of hours for paratransit service
- Feeder service for intercity travel for which paratransit service is not required
- Enhancement of services (same day; door-to-door; escorts)
- Voucher programs (excludes transit bus pass)
- New or expansion of Volunteer Driver Programs.

Capital Activities

- Acquisition of accessibility equipment beyond ADA requirements
- Purchasing accessible vehicles to support taxi, vanpooling, and/or ridesharing programs
- 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
 - ✓ Travel training/trip planning
 - ✓ Operational planning to acquire IT technologies for coordinated systems

The following is a list of ineligible expenses for 5310 Expanded Projects:

INELIGIBLE EXPENSES FOR 5310 EXPANDED PROJECTS	Comments or Reason if Not Funded
Lease of equipment when lease is more cost effective than purchase. Note that when lease of equipment or for facilities is treated as a capital expense, the State must establish criteria for determining cost effectiveness in accordance with FTA regulations, "Capital Leases," 49 CFR part 639 and OMB Circular A-94, which provides the necessary discount factors and formulas for applying the same.	Staffing resource limitations
Preventive maintenance, as defined in the National Transit Database (NMTD)	Staffing resource limitations
Vehicle rehabilitation; manufacture, or overhaul wheelchair lifts	We purchase new vehicles only
Transit Shelters or other facility improvements	Staffing resource limitations: when federal funds are used, the entire program and land is under federal requirements.
Fixed route equipment such as, but not limited to: fareboxes, destination signs, stop request system (yellow pull cords), transfer cutters.	This program does not fund fixed route equipment. The purpose is to meet the special needs of elderly persons and persons with disabilities.

D. Mobility Management Projects

MAP-21 allows projects considered as "mobility management" eligible as a capital expense under the 5310 Program.

1. 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 promotional 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.

2. 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 what consultant services will be used and describe the bidding process. Contractors must be selected through a competitive selection process per FTA Circular C 4220.1F (November 1, 2008).

3. 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.

Performance Measures

E. Expanded 5310 Project Performance Measures

The following indicators will be used to measure project effectiveness:

- ❑ 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 the Expanded 5310 projects implemented in the current reporting year.
- ❑ Additions or changes to environmental infrastructure (e.g. transportation facilities, sidewalks, etc), technology, and vehicles that impact availabilities of transportation services as a result of the Expanded 5310 projects implemented in the current reporting year.
- ❑ Actual or estimated number of rides (measured by one-way trips per day) provided for individuals with disabilities as a result of the Expanded 5310 projects implemented in the current reporting year.

Award Amount and Toll Credits/Local Match

F. FFY 2013 and FFY 2014 Combined Maximum Grant Award Amount (Federal Funds and Toll Credits) is \$300,000.

If you are also applying for Traditional 5310 Projects, the total amount of both applications may not total more than \$300,000.

G. Local Match (Toll Credits):

Expanded 5310 project funds can be used to support up to 80 percent (80/20 match) capital projects, and not more than 50 percent (50/50 match) of projects for operating assistance. For this grant cycle, (FFY 2013 and FFY 2014), Transportation Development Credits (Toll Credits) will provide the minimum local share for eligible expenditures. Toll Credits may be used to fulfill a project's local share requirement. In essence, this means FTA provides 100-percent of the total combined maximum grant award amount. **Toll Credits cannot exceed the local share match percentage.**

FTA calculates a project using toll credits as shown in the example:

Actual cost of project:	\$300,000
Federal Share (80%)	\$240,000
Local Share (20%)	\$ 60,000 (from toll credits)

For more information on Toll Credits, visit the Caltrans DRMT website at:
<http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/5311/transittollcreditsrev012611.pdf>.

Project Selection Process

H. Project Selection Process

1. Regional Transportation Planning Agencies (RTPAs) will conduct the first level competitive selection process for the small-urbanized and rural area(s) within their jurisdiction. This selection process will be a “first-level” review and scoring of the Expanded 5310 Project applications before they are forwarded to Caltrans DRMT for final review. (Selected projects must still be included in a locally developed coordinated plan and meet the intent of the 5310 grant program.) The RTPA will verify that each applicant meets all the federal requirements of the grant program. The RTPA is the primary contact for the first level review prior to submission to Caltrans DRMT.
2. Mail your application directly to your RTPA. Your application must be **received** no later than **December 1, 2014**. After the RTPA conducts the first-level review and scoring of the project application, it will forward the two hardcopies (one original plus one copy) of the application and

the electronic version to Caltrans DRMT for final review and scoring verification for a statewide competitive ranking.

I. Statewide Project Selection Process

DRMT will establish an application review committee, which will be comprised of staff from non-applicant agencies, such as health and human services agencies, RTPAs and/or MPOs, consolidated transportation services agencies (CTSAs), transit agencies and social services agencies, to review, score and rank the project applications.

J. Responsibility of Grant Subrecipient

When any agent other than the subrecipient in the grant application operates vehicles or other equipment, control and responsibility for the operation of the vehicles must remain with the grant subrecipient. The subrecipient agency will remain as the registered owner of the vehicle and will be responsible for program compliance including but not limited to operation oversight, reporting, insurance, maintenance and monitoring until useful life standards are met. Caltrans DRMT must be listed as the lien holder on all approved project vehicles funded through Caltrans Section 5310 grant program. Caltrans will remain the lien holder until the federal interest in the project equipment is less than \$5,000. **Non-compliance to program requirements may result in relinquishment of vehicles and/or equipment to the State.**

Application/Program Timeline

K. Application/Program Timeline

<i>Dates</i>	<i>Activity</i>
October 1, 2014	Call for Projects
October 2014	Grant Application Workshops
December 1, 2014	Applications due to RTPAs
February 2, 2015	Applications due to Caltrans, DRMT (must be received by this date)
April-May 2015	Completion of State Review, Evaluation, and Draft Prioritized List of Projects
June 2015	Draft Prioritized List of Projects is adopted by CTC
June 2015	Submission of FTA Grant for Approval
September 2015	FTA Grant Approval
October 2015	Successful Applicant Workshops
November 2015	Standard Agreements Written

General Instructions

1. APPLICATIONS DUE to RTPAs

MUST BE RECEIVED BY: December 1, 2014

2. ALL APPLICATIONS ARE DUE TO:

California Department of Transportation (Caltrans)
 Division of Rail & Mass Transportation, M.S. 39
 P. O. Box 942874
 1120 N Street, Room 3300
 Sacramento, CA 95814

MUST BE RECEIVED BY: February 2, 2015

3. Applicant must submit to the RTPA or to Caltrans **two (2) copies (one original plus one copy)** of the application and **two (2) electronic copies on a CD** (either Microsoft Word or PDF, including attachments).
4. Mark **“ORIGINAL”** on the cover of your application package, which contains the master copy of the requested documentation with original signatures.

Early coordination with your RTPA representative is encouraged. A list of RTPAs and representatives is located on our website: <http://www.dot.ca.gov/hq/MassTrans/5316.html> and <http://www.dot.ca.gov/hq/MassTrans/5317.html>

5. Applications must be complete and final. No amendments or supplements to the application will be accepted after the Caltrans due date of **February 2, 2015**.

Note: Application packages with incomplete and/or missing information will not be considered for funding.

6. The application format is provided in a MS Word or pdf format. An electronic version of the application form is at our website.

7. To prepare the application using a “hard copy (without a computer), all documentation should be included in a distinctly labeled second part of your application labeled as the “Appendix.” **Your narrative should mention specific documentation and include a reference to where it can be found in your “Appendix.”** Narrative responses should be complete and concise.

8. Public Record

Section 5310 application materials and attachments are not considered confidential by Caltrans. Therefore, applicants should not include confidential information, such as client names, addresses, specific medical diagnosis, telephone numbers, and times the clients are scheduled to be transported. This kind of information should be redacted from client lists. You should be aware, however, that too little information may not adequately document your client’s needs that are necessary for an application to be properly scored.

County OES Addresses

Alameda County Office of Emergency Services
4985 Broder Boulevard
Dublin, CA 94568
(925) 803-7800
(925) 803-7878 fax
After-Hours Emergency Contact Number: (510)
667-7721

Amador County Office of Emergency Services
700 Court Street
Jackson, CA 95642
(209) 223-6384
(209) 223-1609 fax
After-Hours Emergency Contact Number: (209)
223-6500

Calaveras County Office of Emergency Services
891 Mountain Ranch Road
San Andreas, CA 95249
(209) 754-2890
(209) 736-5811 fax
After-Hours Emergency Contact Number: (209)
754-6500

Contra Costa County Office of
Emergency Services
50 Glacier Drive
Martinez, CA 94553
(925) 646-4461
(925) 646-1120 fax
After-Hours Emergency Contact Number: (925)
228-5000

El Dorado County Office of Emergency Services
330 Fair Lane
Placerville, CA 95667
(530) 621-5655
(209) 626-6814 fax

Alpine County Office of Emergency Services
P.O. Box 278
Markleeville, CA 96120
(530) 694-2231
(530) 694-2956 fax

Butte County Office of Emergency Services
25 County Center Drive Suite 200
Oroville, CA 95965
(530) 538-7373
(530) 538-7120 fax
After-Hours Emergency Contact Number: (530)
571-4513

Colusa County Office of Emergency Services
929 Bridge Street
Colusa, CA 95932
(530) 458-0230
(530) 458-4697 fax

Del Norte County Office of Emergency Services
981 H Street, Suite #240
Crescent City, CA 95531
(707) 464-7255
(707) 465-1470 - Fax

Fresno County Office of Emergency Services
1221 Fulton Mall
Fresno, CA 93721
Mailing Address: P.O. Box 11867
Fresno, CA 93775
(559) 445-3391
(559) 445-3299 fax

County OES Addresses

Glenn County Office of Emergency Services
543 West Oak Street
Willows, CA 95988
(530) 934-6442
(530) 934-6429 fax

Imperial County Office of Emergency Services
1078 Dogwood Road
Heber, CA 92249
760-482-2400
After-Hours Emergency Contact Number: (760)
355-1191

Kern County Office of Emergency Services
2601 Panorama Dr
Bakersfield, CA 93308
(661) 873-2602
(661) 873-2699 fax
After-Hours Emergency Contact Number: (661)
861-2521

Lake County Office of Emergency Services
P.O. Box 489
1220 Martin Street
Lakeport, CA 95453
(707) 262-4090
(707) 262-4095 fax
After-Hours Emergency Contact Number: (707)
262-2690

Humboldt County Office of Emergency Services
826 Fourth Street
Eureka, CA 95501
(707) 268-2500
(707) 445-7764 - Fax
After-Hours Emergency Contact Number: (707)
445-7251

Inyo County Office of Emergency Services
Mailing Address:
PO Drawer N
Independence, CA 93526
Physical Address:
224 N Edwards St.
Independence, CA 93562
(760) 878-0292
(760) 878-2241 fax
After-Hours Emergency Contact Number: (760)
878-0383

Kings County Office of Emergency Services
280 North Campus Drive
Hanford, CA 93230
Mailing Address:
1400 W Lacey Blvd
Hanford, CA 93230
(209) 582-3211 ext. 2881
(209) 582-8261 fax

Lassen County Office of Emergency Services
220 South Lassen Street,
Suite 1
Susanville, CA 96130
(530) 251-8011
(530) 257-9363 fax

County OES Addresses

Los Angeles County Office of Emergency Management
1275 N. Eastern Avenue
Los Angeles, CA 90063
(323) 980-2260
(323) 881-6897 fax
After-Hours Emergency Contact Number: (323) 980-2158

Marin County Office of Emergency Services
3501 Civic Center Dr., Room 266
San Rafael, CA 94903-4189
(415) 499-6584
(415) 499-7450 fax
After-Hours Emergency Contact Number: (415) 499-7243

Mendocino County Office of Emergency Services
501 Low Gap Road
Ukiah, CA 95482
Office: 707-463-5667
707-463-5649 fax
After-Hours Emergency Only Contact Number: (707) 463-4086

Modoc County Office of Emergency Services
102 South Court
Alturas, CA 96101
(530) 233-4416
(530) 233-4971 fax

Monterey County Office of Emergency Services
1322 Natividad Rd
Salinas, CA 93906
(831) 796-1900
(831) 796-1911 fax

Madera County Office of Emergency Services
14143 Road 28
Madera, CA 93638
(209) 675-7792
(209) 675-8413 fax

Mariposa County Office of Emergency Services
Post Office Box 162
Mariposa, CA 95338
(209) 966-4330
(209) 966-0252 fax

Merced County Office of Emergency Services
735 Martin Luther King Jr. Way
Merced, CA 95340
(209) 385-7548
(209) 725-0174 fax

Mono County Office of Emergency Services
P.O. Box 616, 100 Bryant Street
Bridgeport, CA 93517
(760) 932-7549 ext. 114
(760) 932-7435 fax

Napa County Office of Emergency Services
1195 Third Street, Room 310
Napa, CA 94559
(707) 253-4257
(707) 253-4176

County OES Addresses

Nevada County Office of Emergency Services
950 Maidu Avenue
Nevada City, CA 95949
(530) 265-1515
(530) 265-7087 Fax
After-Hours Emergency Contact Number: (530)
265-7880

Placer County Office of Emergency Services
2968 Richardson Drive
Auburn, CA 95603
(530) 886-5300
(530) 886-5343 - Fax
After-Hours Emergency Contact Number: (530)
883-5375

Riverside County Office of Emergency Services
4080 Lemon Street, Basement 8
P.O. Box 1412
Riverside, CA 92502-1412
(951) 955-4700
(951) 955-8940 fax

San Benito County Office of Emergency Services
471 Fourth Street
Hollister, CA 95023
(831) 636-4168
(831) 636-4165 - Fax
After-Hours Emergency Contact Number: (831)
902-5061

San Diego County Office of Emergency Services
5555 Overland Avenue Bldg. 19
San Diego, CA 92123
(858) 565-3490
(858) 565-3499 fax
<http://www.co.san-diego.ca.us/oes/>

Orange County Office of Emergency Services
2644 Santiago Canyon Road
Silverado, CA 92676
(714) 628-7054
(714) 628-7154 fax
After-Hours Emergency Only Contact Number:
(714) 628-7008

Plumas County Office of Emergency Services
505 Lawrence Street
Quincy, CA 95971
(530) 283-6273
(530) 283-0897 - Fax

Sacramento County Office of Emergency Services
711 G Street / OES
Sacramento, CA 95814
(916) 874-4670
(916) 874-7080 fax
After-Hours Emergency Only Contact Number:
(916) 874-5000

San Bernardino County Office of Emergency
Services
1743 W. Miro Way
Rialto, CA 92376
(909) 356-3998
(909) 356-3965 fax
After-Hours Emergency Only Contact Number:
(909) 356-3805

San Francisco County Office of Emergency
Services
1011 Turk Street
San Francisco, CA 94102
(415) 487-5000
(415) 487-5044 fax

County OES Addresses

San Joaquin County Office of Emergency Services
2101 East Earhart Ave. Suite 300
Stockton, CA 95206
(209) 953-6200
(209) 953-6268 - Fax
After-Hours Emergency Contact Number: (209) 468-4400

San Mateo County Office of Emergency Services
400 County Center
Redwood City, CA 94063
(650) 363-4790
(650) 363-1868 - Fax
After-Hours Emergency Contact Number: (650) 363-4915

Santa Clara County Office of Emergency Services
55 West Younger Avenue, Suite 450
San Jose, CA 95110-1721
(408) 808-7800
(409) 294-4851 - Fax

Shasta County Office of Emergency Services
1525 Court Street
Redding, CA 96001
(530) 245-6025
(530) 229-8215 fax

Siskiyou County Office of Emergency Services
311 Lane Street
Yreka, CA 96097
(530) 841-2155
(530) 842-8378 fax

San Luis Obispo County Office of Emergency Services
1055 Monterey St Rm D430
San Luis Obispo, CA 93408
(805) 781-5011
(806) 781-5005 fax

Santa Barbara County Office of Emergency Services
105 East Anapamu Street, Suite 3
Santa Barbara, CA 93101
(805) 560-1081
(805) 560-1032 fax

Santa Cruz County Office of Emergency Services
495 Upper Park Road
Santa Cruz, CA 95065
(831) 458-7150
(831) 458-7139 fax
After-Hours Emergency Contact Number: (831) 471-1190

Sierra County Office of Emergency Services
101 Courthouse Square
Downieville, CA 95936
(530) 289-3201
(530) 289-2828 fax
After-Hours Emergency Contact Number: (530) 289-3700

Solano County Office of Emergency Services
530 Clay Street
Fairfield, CA 94533
(707) 784-1600
(707) 421-6383 fax
After-Hours Emergency Contact Number: (707) 421-7090

County OES Addresses

Sonoma County Dept. of Emergency Services
2300 County Center Drive, #221-A
Santa Rosa, CA 95403
(707) 565-1152
(707) 526-5555 fax

Sutter County Office of Emergency Services
1130 Civic Center Blvd
Yuba City, CA 95993
(530) 822-7400
(530) 822-7109 fax
After-Hours Emergency Only Contact Number:
(530) 822-7307

Trinity County Office of Emergency Services
101 Memorial Dr.
Weaverville, CA 96093
Mailing Address:
P.O. Box 228
Weaverville, CA 96093
(539) 623-8180
(530) 623-2614 fax

Tuolumne County Office of Emergency Services
2 South Green Street
Sonora, CA 95370
(209) 533-5511 ext. 4
(209) 533-5510 fax
After-Hours Emergency Contact Number: (209)
533-5815

Yolo County Office of Emergency Services
120 W. Main St., Suite E
Woodland, CA 95695
(530) 406-4930
(530) 661-6705 fax
After-Hours Emergency Contact Number: (530)
666-8920

Stanislaus County Office of Emergency Services
3705 Oakdale Road
Modesto, CA 95357
(209) 552-3600
(209) 552-3602 fax

Tehama County Office of Emergency Services
502 Oak Street
Red Bluff, CA 96080
(530) 529-7950
(530) 529-7933 fax

Tulare County Office of Emergency Services
5957 S. Mooney Boulevard
Visalia, CA 93277
(559) 737-4660 ext. 2311
(559) 737-4693 fax
After-Hours Emergency Contact Number: (559)
733-6218

Ventura County Office of Emergency Services
800 South Victoria Avenue
Ventura, CA 93009
(805) 654-2551
(805) 648-9258 fax
After-Hours Emergency Contact Number: (805)
947-8210

Yuba County Office of Emergency Services
915 Eighth St., Suite 117
Marysville, CA 95901
(530) 749-7520
(530) 749-7524 fax
After-Hours Emergency Contact Number: (530)
749-7777

PROJECT SCORING CRITERIA

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 score(s).

A. Program Goals and Objectives - (20 total points):

- Applicant demonstrates that the project is consistent with the overall Expanded 5310 project goals and objectives, as listed in the program goals on Page 2 of these instructions.
- Applicant demonstrates how project activities directly address transportation gaps and/or barriers identified through the locally developed human services transportation planning process within their communities. (Applicant indicates the section/page number in the Coordinated Plan addressing the gaps and/or barriers).

B. Project Implementation Plan - (30 points):

- Applicant provides a well-defined operations plan with defined routes, schedules, current/projected ridership, key personnel, and marketing strategies with supporting documentation for carrying out the project. For Capital projects, applicant provides an implementation plan that includes project tasks, timeframes, benchmarks, key milestones, key personnel, deliverables and estimated completion date with supporting documentation. Describe type of equipment you are interested in purchasing and identify the components. Discuss how the requested ancillary equipment will be used to support the transportation program. Discuss any expected improvements in service delivery or coordination and any reduction in the cost to provide service. If computer equipment is being requested, also describe current method of collecting and tracking information. Both the operations and implementation plans must identify key personnel assigned to this project and their qualifications, including resumes and certifications as supporting documentation. Applicants must demonstrate their institutional capability to carry out the service delivery aspect of the project.

C. Program Performance Indicators - (20 points):

- Applicant identifies clear measurable outcome-based performance measures and indicators to track the effectiveness of the project as described in Page 6 of these instructions. Applicant states the number of persons to be served, trip purpose(s), and the number of trips. Additional measurable units of service can also be used. Applicant must describe the outcome (impact) that the project will have on seniors and individuals with disabilities.
- Applicant describes a process that details the ongoing monitoring and evaluation of the project or service, including methodologies and desired outcomes based upon the performance objectives identified.

D. Communication and Outreach - (20 total points):

- Stakeholder list should include, but not be limited to, Health and Human Services Agencies, public/private sector, non-profit agencies, transportation providers, and members of the public representing seniors and individuals with disabilities. Applicants will be evaluated based on their ability to coordinate with other community transportation and/or social service resources.
- Applicants must keep stakeholders involved and informed of project activities throughout the project timeline. Applicant must also describe how they would promote public awareness of the project. Three (3) letters of support from stakeholders must be attached to the grant application. (One of the three support letters may come from a client of the proposed project.)

E. Emergency Planning and Preparedness - (10 total points):

- Applicant describes emergency planning and drill activities. Provide proof your agency is included in the response plan with the County Office of Emergency Services. Indicate the drill(s) you have participated in or are scheduled to participate in.