



**SPECIALIZED
TRANSIT**

FY 2021/22 – 2023/24

**Measure A Specialized Transit
Call for Projects for Western Riverside County**

PROGRAM GUIDELINES

Final

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1. BACKGROUND

The Measure A Specialized Transit Program was first approved by Riverside County voters in 1989 and reauthorized in 2009 within the Measure A ordinance. The purpose of the program is to target seniors, persons with disabilities, and/or individuals who are “truly needy”¹. These specialized services meet the needs of the most vulnerable population in Western Riverside County that are typically outside of the fixed-route bus and Dial-A-Ride service areas or have specific needs that may not be met using traditional services.

Since 2009, the program has awarded over \$31 million, and provides nearly 250,000 trips annually in Western Riverside County.

Applications to the program are submitted every three years through a Call for Projects.

2. PROGRAM GOALS

The goals of the program are to:

- Support directly operated services that expand or extend existing services, which, if not funded by Measure A funds, would leave an area and/or special population without alternate service options;
- Support existing services that offer an improved level of service coordination with the existing transportation network;
- Expand new services that leverage other revenue sources, can be administered in a cost-effective manner, and will not require long term support from Measure A funding; and
- Support new and expansion of existing services including transportation for veterans and shuttles including, but not limited to, nutrition and medical services.

¹ Truly needy is defined by the current State/Federal poverty guidelines by US Department of Health and Human Services. For more information see [Table 3](#) below.

3. PROGRAM SCHEDULE

Date*	Action
January 13, 2021	Commission Approves Guidelines and Release of FY 2022 – 2024 Call for Projects
January 19, 2021	Pre-Application Workshop
February 17, 2021	Applications due to RCTC by 4:00 PM
February – March 2021	Selection Committee to review project applications
March 22, 2021	Award Recommendations presented to the Western Riverside County Programs and Projects Committee
April 14, 2021	Award Recommendations Submitted to the Commission for Final Approval
April 14, 2021	Notification to Award Recipients; Begin contract execution process
June 14, 2021	Technical Workshop for Award Recipients
July 1, 2021	Start of FY 2021/22 Program Year
August 13, 2021	First month Progress Report and Request for Reimbursement due.

*Dates are tentative and subject to change.

FUNDING OVERVIEW

4. FUNDING SOURCE

Measure A is the half-cent, voter approved sales tax in Riverside County. The 2009 Measure A extends the revenues through 2039. Funds go back to each of the three geographic areas within Riverside County: Western Riverside County, Coachella Valley, and Palo Verde Valley. In Western Riverside County, approximately 12% is allocated towards public transit, a portion of which is used to fund the Measure A Specialized Transit Program.

This Call for Projects is only available for Western Riverside County, between the Orange County border to the west, the San Bernardino County border to the north, Cabazon/Banning to the east, and San Diego County border to the south. The Measure A ordinance requires that these funds shall not supplant any other type of funding already in use for the proposed purpose. Measure A funding is intended to supplement and extend existing projects and activities, NOT supplant dollars that are otherwise available to support your specialized transportation program.

5. PROGRAMMING CYCLE AND AVAILABLE FUNDS

A total of \$8,760,000 is estimated for the Call for Projects, which covers fiscal years Fiscal Years (FY) 2021/22 - FY 2023/24.

Table 1 below, identifies the amount of projected revenues for the next three years.

TABLE 1				
	Available Funding			
	FY 2021/22	FY 2022/23	FY 2023/24	Total
Measure A (New 2009 Measure)	\$2,891,000	\$2,920,000	\$2,949,000	\$8,760,000
Total Available Funds				\$8,760,000

6. MATCHING FUNDS

The Commission encourages applicants to leverage and utilize other funding sources as much as possible to allow for Measure A funding to be maximized throughout Western Riverside County. Qualifying matching funds can include, but is not limited to: Federal Transit Administration (FTA) Section 5310 funds, Community Development Block Grant (CDBG) funds, private donations, other locally generated funds, and in-kind match. In-kind match includes: contributed nonfinancial assets include fixed assets such as land, buildings, and equipment; the use of fixed assets or utilities; materials and supplies, such as food, clothing, or pharmaceuticals; intangible assets; and/or recognized contributed services.

Table 2 summarizes the maximum Measure A allowed for a project and matching minimum requirements by project type.

TABLE 2		
Measure A Matching Requirements		
Project Types	Measure A Maximum Share Request	Match Minimum
Operating Assistance Projects	66%	34%
Capital Projects	50%	50%

Support for operating services continues to be the greatest need and will receive a higher share of Measure A funds, up to 66% of the total project cost. Support for capital projects is eligible for up to 50% of the total project cost. Applicants seeking capital assistance should utilize the FTA Section 5310 program as the primary resource to the maximum extent possible.

Additional information regarding eligible project types can be found under [Eligible Project Types](#).

7. REIMBURSEMENT

This is a reimbursement program for eligible costs incurred. All invoices are subject to a 30-day payment schedule. The 30-day payment schedule is contingent upon the date when the correct invoice is submitted for payment.

ELIGIBILITY/PROGRAM REQUIREMENTS

8. ELIGIBLE APPLICANTS

Eligible applicants include local government authorities, human and social services agencies, tribal governments, and private non-profit organizations. Eligible Measure A projects may request up to three years of funding per project.

9. CONSISTENCY WITH THE COORDINATED PLAN

The program requires that all projects selected for funding be consistent with the needs and priorities identified in the Public Transit-Human Services Transportation Coordination Plan (Coordinated Plan) for Riverside County 2021 Update. The Coordinated Plan document is available online at www.rctc.org.

The Coordinated Plan identifies existing services, unmet needs and service gaps, as well as strategies by which to meet these needs on behalf of older adults, individuals with disabilities and low-income individuals.

10. NUMBER OF APPLICATIONS PER APPLICANT

There is no limit to the number of applications submitted per applicant. If an applicant submits more than one project for consideration, applicants should rank their projects. If funding is constrained, it is possible that only one project may get fully funded.

11. MINIMUM AND MAXIMUM GRANT AWARD PER PROJECT

There is no minimum award requirement. The maximum amount any one project can receive is equal to or less than 18 percent of the total Measure A funding available. Applicants should be mindful of the overall funding availability and size their projects responsibly. The amounts requested must be appropriate to the nature of the proposed project, the benefits to be achieved, and the cost-effectiveness of the project.

12. ELIGIBLE PROJECT TYPES

Operating and capital projects are eligible under the program; however, priority will be given to projects that provide services and/or enhance services to ADA eligible individuals in a cost-effective manner and to projects that serve the non-emergency medical transportation needs of Western Riverside County residents.

The various types of eligible operating and capital activities are listed below.

Operating Assistance Projects:

- Senior transportation shuttles
- Non-emergency medical transportation services
- Specialized, targeted population shuttles to persons with disabilities and/or individuals who are truly needy*
- Demand response services
- Volunteer driver programs
- Voucher/ bus pass purchase programs for fixed-route or demand response services
- Mileage reimbursement programs
- Travel training

Capital Projects

- Lift-equipped vehicles
- Vehicle-related equipment for maintenance
- Communications and dispatch equipment
- Software to facilitate dispatch
- Other special equipment to facilitate transportation to the target population groups
- Mobility management
- Vehicle leases

*Truly needy is based on the current State/Federal poverty guidelines for 2020, as shown in Table 3.

TABLE 3	
2020 Federal Poverty Guidelines (FPG) for the 48 Contiguous States and the District of Columbia	
Persons in family/household	Poverty guideline (100% of FPG)
1	\$12,760
2	\$17,240
3	\$21,720
4	\$26,200

5	\$30,680
6	\$35,160
7	\$39,640
8	\$44,120
<p>For families/households with more than 8 persons, add \$4,480 for each additional person. Source: US Dept. of Health and Human Services https://aspe.hhs.gov/poverty-guidelines</p>	

13. ELIGIBLE PROJECT COSTS

Eligible project costs are either direct costs or indirect costs. Direct costs are expenses that are specifically associated with a given service, program, department and can be clearly associated with a particular functional category. Examples of direct costs can include but are not limited to: Salaries and benefits of direct staff and supervisors, professional services, drivers, schedulers, and trainers, fuel, insurance and additional costs that can be directly linked to the proposed project. Indirect costs are expenses that cannot be specifically associated with a given service, program, or department and thus, cannot be clearly associated with a particular functional category. Examples of indirect costs can include but are not limited to: Administrative overhead using a cost allocation plan or costs that cannot be directly linked to the proposed project. Indirect costs are limited to eight percent (8%) of the requested Measure A amount.

Only direct costs are eligible for capital type projects. Capital projects cannot incur indirect costs. In addition, applicants should be mindful of shared resources from multiple programs. If an agency is using the same resources for multiple programs, the Measure A Specialized Transit Program will only pay for the proportional share of expenses related to the proposed project. An example of this can be a shared facility. If two programs are utilizing the same facility, then only the proportion of the direct costs related to the program will be eligible for reimbursement. Applicants should be mindful of the programs utilizing shared resources when considering eligible project costs.

PROJECT EVALUATION AND SCORING CRITERIA

14. PROJECT EVALUATION

The primary focus of this Call for Projects continues to be the provision of trips, as these can be most clearly documented and concretely demonstrated by filling existing service gaps. Additionally, the cost per trip, the agency’s ability to exercise sufficient financial control, and their ability to meet program reporting standards will be important factors in the project evaluation process.

Given the current constrained funding environment, preference will be given during the project evaluation phase to those agencies that seek out ways to coordinate with the existing transportation

network and can demonstrate ability to properly administer the funds in a cost-effective manner while providing service to the target populations.

RCTC will use a selection committee to review and rank applications and provide award recommendations to Commission staff. Commission staff anticipates determining the number of awards to stretch funding to address as many gap areas and target population needs as may be possible.

RCTC reserves the right to identify and make available alternative funding types, from what is proposed or to negotiate final funding levels. Large funding requests, if approved for funding, could be partially funded at the discretion of the Commission.

15. SCORING CRITERIA

The following criteria and scoring will be used to evaluate projects.

Section I – Agency Profile – Project Summary (Total of 5 points)

This section is a table which will be filled out resulting in a project summary. Evaluators will be looking for the following information in this section:

- Is the application complete?
- Are the calculations accurate?
- Is this section consistent with other sections?

Section II – Organizational Capabilities (Total of 10 points)

This section is looking at the capabilities of your organization and is broken into three parts. Evaluators will be looking for the following information in this section:

PART A (8 points)

- Does the applicant have the experience to perform the proposed project?
- Does the proposed project match the primary mission of the applicant?
- Does the applicant have adequate facilities and fleet size for the proposed project?
- Does the applicant identify the key personnel and have the qualifications for the proposed project?

PART B (1 point)

- Does the applicant identify the target population?

PART C (1 point)

- Does the applicant detail the current population and show its service area?

Section III – Proposed Project Narrative (Total of 60 points)

This is the largest section and should provide the details of your proposed project. This section is divided into five different parts. Evaluators will be looking for the following information in this section:

PART A. Project Narrative (All Project Types) (25 points)

- Does the applicant describe the project, the service or project type, and service area?
- Does the applicant describe the roles and responsibilities of key personnel?
 - Did the applicant provide an organizational chart?
 - Did the applicant provide a responsibility matrix?
- Does the applicant provide the days and hours of operation?
- Does the applicant describe target population?
- Does the applicant describe how potential customers are informed about the available program?

PART B – Implementation Plan (For Operating Projects) (20 points)

If agency transportation services are proposed, the applicant must demonstrate why the proposed services cannot be provided by existing public transportation. Prospective applicants must show how the service proposed does not duplicate existing public transit services within the project’s service area, demonstrating why their target population cannot use what is available. Applicants also need to demonstrate how their proposed service is coordinated with the existing transportation network, to the extent this is feasible for their target population group.

- Does the applicant describe the process for trip reservations, how routes are scheduled and dispatched, and days and hours of service operations?
- Does the applicant describe and detail its vehicle maintenance and replacement plan?
- Does the applicant describe how drivers are hired, trained, re-trained, and certified?
- Does the applicant describe its methodology for current and projected ridership?

PART B – Implementation Plan (For Voucher Programs) (20 points)

- Does the applicant describe the eligibility criteria for agency and/or client applications?
- Does the applicant describe how vouchers or passes are purchased and distributed?
- Does the applicant describe how vouchers or passes are tracked?
- Does the applicant describe its methodology for current and projected voucher usage?

PART B – Implementation Plan (For Mileage Reimbursement Programs) (20 points)

- Does the applicant describe the eligibility criteria for new applicants and the process for trip reservation?
- Does the applicant describe how mileage is calculated and tracked?
- Does the applicant describe reimbursement rates and limits for reimbursement?
- Does the applicant describe how completed trips are verified?
- Does the applicant describe its methodology for current and projected ridership?

PART B – Implementation Plan (For Travel Training Programs) (20 points)

Some level of capacity-building related to training continues to be desirable but recommended to be kept at modest levels. Due to constrained resources, training projects may not be funded or funded partially until resources grow to a level that training projects can be more readily afforded.

- Does the applicant describe the eligibility criteria for agency and/or client applications?
- Does the applicant describe how the training curriculum is developed and how training sessions are provided?
- Does the applicant describe how trainers are hired, trained, re-trained and certified?
- Does the applicant describe how it works with existing transportation providers?
- Does the applicant describe its desired outcome of trained clients and how it measures training success?
- Does the applicant describe its methodology for current and projected number of client training sessions?

PART B – Implementation Plan (For Capital Programs) (20 points)

If agency transportation services are proposed, the applicant must demonstrate why the proposed services cannot be provided by existing public transportation. Modest support for capital will be continued, but it is noted that for at least the disabled and/or elderly populations, the Section 5310 program exists and should be the primary pursuit of funding for such capital projects.

- Does the applicant describe the type of equipment it is seeking to purchase and how it will be utilized in the service?
- Does the applicant describe its planned process of procurement, including its process of selecting the appropriate equipment vendor?
- Does the applicant describe the eligibility criteria and process for trip reservations?
- Does the applicant describe how routes are scheduled and dispatched?
- Does the applicant describe and detail its vehicle maintenance and replacement plan?
- Does the applicant describe how drivers are hired, trained, re-trained, and certified?
- Does the applicant describe its methodology for current and projected ridership?

PART B - Implementation Plan (For Mobility Management Programs) (20 points)

Mobility management projects funded to date have met with mixed results and limited definable success. With limited dollar amounts available, mobility management projects are expected to fall to the lowest funding priority, if they are funded at all. Clear, measurable outcomes must be identified for mobility management projects that are submitted.

- Does the applicant describe the eligibility criteria and process for its clients?
- Does the applicant explain how existing transportation programs will be utilized and promoted to its clients?
- Does the applicant describe in detail how transportation information is collected, organized, disseminated, and kept up to date?
- Does the applicant describe its methodology for current and projected number of client contacts and interactions?

PART C: Measure A Goals (5 points)

- Does the applicant describe how it meets the goals of the Measure A Specialized Transportation Program?

PART D: Coordinated Plan (5 points)

All projects must be in the Coordinated Plan, addressing the gaps in service identified by Riverside County's 2021 Plan Update. For eligible Measure A projects, trips must either begin or end in Western Riverside County.

- Does the applicant describe the existing transportation services operating in the proposed service area?
- Does the applicant describe why the existing transportation services cannot be utilized by the target population it proposes to serve?
 - Does the applicant reference the relevant section and/or page number(s) from the Coordinated Plan document that describes the available transportation services?
- Does the applicant specify how its project addresses the gap(s) and/or barrier(s) identified in the Coordinated Plan for Riverside County, 2021 Update?
 - Does the applicant reference the relevant section and/or page number(s) in the Coordinated Plan document?
- Does the applicant specify how its project relates to the prioritized strategies identified in the Coordinated Plan for Riverside County, 2021 Update?
 - Does the applicant reference the relevant section and/or page number in the Coordinated Plan document?

PART E: Key Performance Indicators (KPI) and Project Milestones (5 points)

- Does the applicant set standards set for identifying clear measurable outcome-based performance measures and indicators?
- Does the applicant include a logical, reasonable and quantifiable methodology to track key performance indicators?
- Does this match the information provided in Section I – Agency Profile – Project Summary?
- Does the applicant identify clear milestones and an estimated completion date for this project?
- Does the applicant include a logical, reasonable and quantifiable methodology to track milestones?
- Does the applicant describe its project milestones and performance goals from a previously funded project?
- Does the applicant describe how well those goals were met?

Section IV – Coordination Activities (5 points)

This section should describe how applicants coordinate with other transit agencies. This section includes two parts. Applicants need to identify how they intend to coordinate and increase connectivity with other “like” services funded under this Call for Projects or to services provided by the public operators: Fixed Route or Dial-A-Ride services.

Evaluators will be looking for the following information in this section:

PART A (3 points)

- Does the applicant identify the key stakeholders involved in the project or future partners and methods for obtaining participation in this project?
- Do they list Health and Human Services Agencies, public/private sector, non-profit agencies, transportation providers, and/or members of the public representing seniors or individuals with disabilities and from public transit agencies?

PART B (2 points)

- Does the applicant explain how its proposed project will make the effort to connect or coordinate with other existing transit and transportation programs?
- Did the applicant attach letters of support from appropriate stakeholders?

Section V – Financial Assessment and Proposed Project Budget (20 points)

This section should describe the financial assessment of the applicant and the financial need and propose a cost-effective budget over a three-year period. A factor in the points for this section will include the percent of the match required. Higher matches will provide a greater amount of points. This section is broken into four parts which also includes a potential bonus five (5) point question. Evaluators will be looking for the following information in this section:

PART A

- Does the applicant provide a three-year budget; anticipating project revenues and expenditures on the form provided?
- Does in-kind revenues match in-kind expenses? (if applicable)

PART B

- Does the applicant describe the matching funds, including the type of matching funds, a commitment to the amount of funds used as the match, and any documentation related to the matching funds?
- Does the applicant describe the direct vs. indirect costs to the project and include the percent of indirect costs?
- Does the applicant describe the nature of the indirect costs?
- Does the applicant describe the cost effectiveness of the program?
- How does the applicant's cost compare to others with similar services?

PART C (Bonus five (5) point question)

- Does the applicant describe strategies that will be implemented to promote cost savings, reduce the cost of its program, and/or ways to control their costs?
- Does the applicant include a logical, reasonable, and quantifiable methodology to track these strategies?

PART D

- Did the applicant provide a copy of the most recently completed agency/organization financial and/or compliance audit/review as an attachment?

16. PERFORMANCE INDICATORS AND MONITORING

The following performance indicators are used to measure project effectiveness. Applicants are strongly encouraged to propose additional measures by which to monitor and report project effectiveness.

Projects approved for multi-year funding will require monthly reporting updates to ensure compliance with the original approved project scope.

A. Monthly Reporting

Recipients will be required to submit operating data for units of service delivered, persons served and selected performance measures such as Subsidy per Passenger, Subsidy per Vehicle Hour, Subsidy per Vehicle Mile, Passengers per Vehicle Hour, and Passengers per Vehicle Mile. Applicants must comply with the annual consumer satisfaction survey process required by the executed contract between RCTC and approved applicants.

B. Grant Recipient Meetings

Recipients of funding under this program will be required to participate in grantee meetings as required by RCTC. These meetings will be conducted for the purposes of encouraging and facilitating coordination between transportation programs, improving the efficiency and effectiveness of services being operated, continuing to identify gaps between services and needs for additional services and general transportation provider capacity-building.

C. Grant Recipient Planning Participation

Recipients of funding under this program will be expected to participate in the specialized transportation planning process. This includes outreach activities and participation related to the development of the Coordinated Plan.

D. Annual Financial and Compliance Review

Each agency receiving an allocation of Measure A revenue shall undergo an annual financial assessment, currently consisting of agreed upon procedures performed by an audit firm engaged by RCTC's finance department. The agreed upon procedures will be conducted to ensure that each agency is expending funds in accordance with the provisions and guidelines established for Measure A revenue.

17. APPLICATION FORM

The application can be found at www.rctc.org under the Doing Business drop down menu.

18. APPLICATION DEADLINE

All Applications are due:

February 17, 2021

Must be received by 4:00 pm.

Each application must be submitted in PDF or Word, along with a project budget worksheet in Excel. Faxes will not be accepted. The electronic version can upload to RCTC's FTP site at https://rctc1.sharepoint.com/:f:/s/rctcftp/Eo-RUDOiA49IlvoMblivQjkBEM6EFxpye9xf4La6O3_J8Q?e=k1SX4M, or be emailed to specializedtransit@rctc.org. If the documents are not received by the date and time identified above, then it does not constitute on-time submittal.

Information submitted in applications will become a matter of public record following the completion of the evaluation and award process. Therefore, any information contained in an application that is deemed as proprietary, privileged, or confidential by the applicant agency or organization must be clearly marked "Confidential."

19. APPLICATION WORKSHOP

A pre-application workshop will be held for agencies to learn more about the application and selection processes, and to ask any questions prospective agencies may have about the funding program, project eligibility or evaluation process. All prospective applicants are encouraged to attend the application workshop.

Details of the application workshop are as follows:

DATE: Tuesday, January 19, 2021

TIME: 2 pm – 4 pm

LOCATION: Zoom Meeting

<https://rctc.zoom.us/j/88433365207?pwd=U2F1YldkajRGdXpuUXNJZXBrY0NSQT09>

Meeting ID: 884 3336 5207

Passcode: 377086

Dial by your location: +1 669 900 6833 US (San Jose)