

REQUEST FOR PROPOSAL

NUMBER
RFP # 063009



The Regional Transportation Authority (RTA)

Coordinated Transit Services

Any alterations to this document made by the proposer may be grounds for rejection of proposal, cancellation of any subsequent award, or any other legal remedies available to the RTA.

I. PURPOSE

The Regional Transportation Authority (RTA) and the Nashville Metropolitan Transit Authority (MTA) are seeking proposals for projects from qualified and interested parties to plan and implement transportation projects designed to serve disadvantaged populations. These populations are Low-Income, Persons with Disabilities and Older Adults.

Individuals or companies who review this Request for Proposal (RFP) and determine they have the experience, expertise and ability to successfully perform under the terms outlined in the RFP, may submit a proposal. The Review Committee which is comprised of representatives from RTA, MTA, Greater Nashville Regional Council Area Agency on Aging, Council on Aging of Greater Nashville, Neighborhoods Resource Center, Rochelle Center, Center For Independent Living, Nashville Area Metropolitan Planning Organization, and the Tennessee Department of Transportation. The committee will review all submittals and submit them to the Nashville Area MPO staff for ranking. In the event additional information or clarification is needed, finalists may be invited to interview.

The successful Proposer(s) would enter into a one (1) year contract agreement with MTA, to provide coordinated transit services.

II. BACKGROUND

In August of 2005, legislation was signed for the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) which requires a locally developed, coordinated public transit-human services transportation plan (CHSTP). The purpose of a plan is to improve transportation services for persons with disabilities, older adults, and individuals with lower incomes by ensuring that communities coordinate transportation resources provided through multiple federal programs. Coordination will enhance transportation access, minimize duplication of services, and facilitate the most appropriate and cost-effective transportation possible with available resources.

The plan has been developed through the coordinating partnership of the Regional Transportation Authority (RTA) and the Metropolitan Transit Authority (MTA). The plan applies to the urbanized areas within Davidson and Rutherford counties and will also provide for coordination with Cheatham, Dickson, Maury, Robertson, Sumner, Williamson and Wilson counties (the RTA 9-County Region).

III. PROCUREMENT PROCESS

Proposers are invited to propose on projects that address the transportation needs of the Low-Income, Persons with Disabilities and Older Adults. Proposers must qualify for funding under the guidelines set by the Federal Transit Administration (FTA) under one or both of the grant programs known as Job Access and Reverse Commute (JARC-5316) and New Freedom (NF-5317). Proposals that fail to meet the procedures and requirements of the RFP will be deemed non-responsive and will be rejected by the Review Committee. Those

who are submitting proposals are discouraged from presenting lengthy or elaborate proposals. Proposals should be concise and contain only essential information.

Proposers will use as a guideline and scope of services, the information set forth in “Section IV.The Plan” of that document.

Projected Timetable

The following projected timetable should be used as a working guide for planning purposes. RTA and MTA reserve the right to adjust this timetable as required during the course of the selections process.

Announcement of RFP	Monday, June 1 2009
MANDATORY Pre-Proposal Meeting at MTA Offices, 130 Nestor Street, Nashville, TN 37210 10:00am local time	Tuesday, June 16, 2009
Proposals due before 3:00 pm local time to Nashville MPO Offices, 800 2 nd Avenue South, Nashville, TN 37201- 5156	Tuesday, June 30, 2009
Committee reviews proposals and submits to Nashville Area MPO for ranking	Week of July 6, 2009
Committee/MPO interviews finalists if needed	Week of July 6, 2009
Project Award Announced	Monday, July 13, 2009
Project Begin Date	October 1, 2009

IV. THE PLAN

For urbanized areas with a population of 200,000 or more, the Governor of that state must appoint a public transportation agency as Designated Recipient (DR) to receive the above referenced funds and to develop a coordinated transportation and program management plan. MTA is the designated recipient for the Nashville Urbanized Area and this plan also describes MTA’s policies and procedures for administering JARC (5316) and New Freedom (5317) funds. The Tennessee Department of Transportation (TDOT) is the DR for the Elderly Individuals and Individuals with Disabilities Program (5310). While this plan applies specifically to the coordination of JARC and New Freedoms funds, general information is provided about the Elderly and Individuals with Disabilities program since several RTA counties fall outside the urbanized area. For more information about the 5310 funding program, please contact TDOT directly.

As the designated recipient for JARC and 5317 funds, MTA is required to have a coordinated transportation and program management plan on file with FTA. Both are on file with FTA. This is the first issuance of this plan and MTA has partnered with RTA to develop, coordinate, and implement the plan in order to provide greater regional coordination. This coordinated plan and program is a new process for the Nashville region and may require future updates with stakeholder review and input.

RTA and MTA will continue to work closely with other transportation providers, consumers and advocates, human service agencies/providers and others to assess available transportation services, identify transportation gaps, and look for innovative strategies and solutions.

In summary, the CHSTP process indicates a need for the following:

- Lower cost on demand, accessible service for lower income mobility impaired
- More on-demand service for seniors and disabled
- More door to door and door through door services for seniors
- More fixed route deviated services
- More service on the weekends
- Better information and communications about existing transportation services
- Better information on transportation services available and the relationship of services available for those transportation needs (i.e. transportation to jobs, health care, child care and other services available in that area).

Coordinated Plan Goals

From a review of the existing services, demographic information, and transportation survey results, the CHSTP steering committee developed the goals listed below:

- Increase quantity and quality of transportation options for elderly, disabled and low income citizens in the nine-county area
- Provide more on-demand services for seniors and disabled
- Provide escort services and door-through-door or door-to-door services for seniors and disabled
- Provide innovative, cost effective solutions to lower the cost of transportation for lower income, mobility impaired
- Provide innovative solutions for more frequent fixed route services during evenings and weekends
- Provide innovative solutions for more creative transportation options such as frequent fixed route deviated (depart from normal route) services during evenings and weekends
- Provide innovative solutions for trip sharing, trip reductions and coordination between service agencies to reduce costs and provide more service

- Provide solutions to communicate and inform citizens about transportation options available to them and the relationship of these options to other services needed (i.e. transportation to jobs, where is health care, child care and other services available in that area)
- Provide training, communications. and marketing regarding existing transportation options

V. APPLICATION PROCESS

Evaluation Criteria

The evaluation criteria were derived directly from the Coordinated Plan Goals established by the CHSTP Steering Committee. These criteria are designed to encourage innovative strategies for serving transportation disadvantaged populations. A set of broad categories was created for which applicants will receive scores based on their ability to achieve said objective. Within each category, suggestions are made for strategies that might be used to complete the goal; however these guidelines are only suggestions and are not meant to be interpreted as a checklist of required components. These criteria and their guidelines are as follows:

1. Statement of Need & Proposed Activity (30%)

Describe efforts to meet these criteria in as much detail as possible to help us determine the quality of service provided by your agency and its financial capability.

Guidelines may include:

- ***Need and Use of Proposed Funds***

Applicant must include: the degree and urgency of need for funds; applicant's ability to conduct the proposed project; proposed use of funds; and, if appropriate ridership projections.

- ***Target Population***

Describe the target population which this project is designed to serve and what gap in public services will be filled through the use of these funds.

- ***Measures of Effectiveness***

Describe the measures which will be used to evaluate the effectiveness of the project. Explain how the project will demonstrate to have had a positive impact and how those impacts will be assessed.

- ***Sustainability***

Describe what proactive efforts will be undertaken to insure the continuation of the project at the end of the grant period.

Also include how this proposed activity does the following for the target populations

- Increase transportation options
- Improve mobility for the target populations
- Simplify the use of services

- Fill gaps in existing transportation infrastructure
- Utilize technology such as ITS

2. Organization Capacity to Meet Need (20%)

Fiscal and Managerial Capability

Applicant must describe its ability to provide efficient/effective accessible transportation services that may include scheduling, dispatching, compliance with reporting and monitoring requirements; its fiscal accountability; process for hiring and training of drivers and other personnel, if applicable.

3. Improve coordination among other agencies and providers (25%)

Guidelines may include:

- Serve cross-jurisdictional trips
- Develop trip sharing agreements with partner agencies and other agencies
- Interface with existing transportation systems
- Utilize and or expand on existing fixed-route transit systems
- Reduce barriers to coordinated service delivery (geographic, political, funding, etc.)
- Establish or expand programmatic relationships with other providers
- Partner with other local and federal agencies and the private sector to provide more flexible and friendly transportation services.

4. Maximize project cost effectiveness (15% of score)

Guidelines may include:

- Maximize use and operating efficiency of existing vehicles
- Eliminate duplicative services (either intra- or inter-agency)
- Maximize financial resources available through good coordination and trip sharing agreements with other providers
- Share vehicles during off-peak times
- Increase number of riders per trip

5. Project budget (10% of score)

- Outline specific project expenses by task
- Provide documentation of matching funds
- Provide descriptive documentation of matching funds if using “in-kind”
- Reasonableness of budget
- Provide a budget narrative

Project Details:

2. Organization Capacity to Meet Need (20%)

Project Details:

3. Improve coordination among other agencies and providers (15%)

MATCHING REQUIREMENTS

Both the JARC and New Freedom grants are matching grants. Proposer will only receive 90% of cost for Capital Projects and 75% of cost for Operating Projects. Proposer will need 10% matching for Capital projects and 25% matching for Operating projects.

I hereby certify that our organization is aware of the matching requirements and matching is in place per attached documentation.

Official Signature

Printed Name

Agency Name

Date

CERTIFICATION FOR CIVIL RIGHTS COMPLAINT STATUS

Title VI of the 1964 Civil Rights Act says, "No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefit of, or be subjected to discrimination under any program or activity receiving federal financial assistance." 42 U.S.C.§2000d

_____ I hereby certify that our organization does NOT have any pending Title VI (Civil Rights) complaints of discrimination filed against its transit program.

_____ I hereby certify that our organization DOES have _____(number) pending Title VI (Civil Rights) complaints of discrimination filed against its transit program. This complaint(s), and its status, is briefly described below. The agency agrees it will keep the Tennessee Department of Transportation's Title VI Office informed of any changes in the status of that complaint(s).

To comply with the Civil Rights Act of 1964, Title VI, the American with Disabilities Act of 1990, Title II, and the Vocational Rehabilitation Act of 1973, Section 504, we do not discriminate on the basis of disability, race, color, national origin, or gender.

Official Signature

Printed Name

Agency Name

Date

DRUG-FREE WORKPLACE ACT CERTIFICATION FOR A PUBLIC OR PRIVATE ENTITY

The U.S. Department of Transportation regulations require that any contractor that provides transportation services to a Federal Transit Administration (FTA) grant recipient (i.e. MTA) must establish and maintain a program for the prevention of prohibited drug use and alcohol misuse in transit operations. This anti-drug use and alcohol misuse program must include a written substance abuse policy and drug and alcohol testing program in accordance with Federal regulations as contained in 49 CFR Part 653, 49 CFR Part 654, and 49 CFR Part 29.

The successful Proposer must have in place a comprehensive anti-drug use and alcohol misuse program that meets or exceeds all Federal requirements. MTA may, without notice, audit successful Proposer's records and drug testing program to ensure total compliance. Attachment A "MTA Drug Free Workplace Policy" is attached to this RFP. The successful Proposer shall be required to comply with the requirements of this document.

_____ certifies that it is a drug-free workplace that notifies employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the applicant's workplace and specifying the actions that will be taken against employees for violation of such prohibition and has a compliant policy in place and copy of said policy is attached.

Official Signature

Printed Name

Agency Name

Date

VI. PROPOSAL EVALUATION COMMITTEE AND EVALUATION FACTORS

1. Purpose

The purpose of the evaluation is to assess the relative merits of the proposals submitted and to make an award, if possible, to the responsible Proposer whose proposal is determined to be the most responsive to the Coordinated Human Services Transportation Plan.

2. Proposal Evaluation Committee

The Review Committee will examine the proposals to ensure they meet the requirements of the RFP, however, this committee will not be involved in the evaluation and proposal selection process. The selection of proposals will be provided by the Evaluation Committee. The Evaluation Committee will include members of the Nashville Area Metropolitan Planning Organization (MPO) Staff. Each member of the Evaluation Committee scores each proposal individually and then the Committee develops a consensus score for each.

3. Evaluation Factors

The capabilities of each Proposal will be evaluated based on the factors set forth in the RFP under APPLICATION PROCESS Evaluation Criteria.

4. Requests for Clarification of Proposals

If the Evaluation Committee requires any clarification of proposals, it shall submit a request for clarification in writing. These requests shall not alter the proposer's pricing information contained in its cost proposal.

5. Final Evaluation and Award

The consensus of the Evaluation Committee may be that more than one proposer shall be considered as finalists. At this point, the Committee may request presentations by proposers and/or oral or written responses to requests for additional information. The Evaluation Committee shall accord finalists fair and equal treatment with respect to any opportunity for discussion and revision of proposals. In conducting discussions, there shall be no disclosure of any information derived from proposals submitted by competing proposers. The Committee then decides upon a recommendation for award of the contract and communicates it to the Review Committee who then issues a notice of intent to award to the successful proposer.

6. Contract Negotiations and Execution

If necessary, contract negotiations then occur between the Designated Recipient or its designee and the successful Proposer. If the negotiations yield a mutually acceptable contract, final approvals and signatures of both parties are obtained. If not, negotiations begin with the Proposer having the next most advantageous proposal until a mutually acceptable contract is attained or the Designated Recipient (or Designee) may reject all proposals.

By submission of proposals pursuant to this RFP, Proposers acknowledge that they are amenable to the inclusion in a contract of any information provided with the response to this RFP, or subsequently, during the selection process.

A proposal in response to an RFP is an offer to contract with the Designated Recipient or its Designee based upon the terms, conditions and scope of work contained in this RFP. If the selected Proposer fails to sign and return the Contract within fifteen (15) days following the receipt thereof, the Designated Recipient or its Designee, may annul the award. Upon annulment of the initial award, the contract may then be awarded to the next highest ranked Proposer. The right not to make any award is retained.

Further, all Proposers, by submitting proposals, agree that they have read and are familiar with all the terms and conditions of the different documents making up the Contract and shall abide by them.

The Evaluation Committee has the right to use, as determined to be appropriate and necessary, any information, documents, and anything else developed pursuant to the RFP, the proposal, and the contract.

The successful proposal shall be incorporated into the resulting contract and shall be a matter of public record subject to the provisions of Tennessee law.

The Evaluation and Review Committee shall have the right to use all ideas, or adaptations of those ideas, contained in any proposal received in response to this RFP. Selection or rejection of the proposal shall not affect this right.

A valid and enforceable contract exists when an agreement is fully executed between the parties and has been approved by all necessary entities.

The Designated Recipient or its designee in consultation with the Review Committee, reserves the right to withdraw this RFP at any time for any reason and to issue such clarifications, modifications, and/or amendments, as it may deem appropriate.

7. Ambiguity, Conflict or Other Errors in the RFP

If a Proposer discovers any ambiguity, conflict, discrepancy, omission, or other error in the Request for Proposal, it shall immediately notify the Designated Recipient or its designee of such error in writing and request modification or clarification of the document. The Designated Recipient or its designee will make modifications by issuing a written revision and will give written notice to all parties who have received this RFP.

The Proposer is responsible for clarifying any ambiguity, conflict, discrepancy, omission, or other error in the Request for Proposals prior to submitting the proposal or it shall be waived.

8. Proposals and Presentation Costs

The Designated Recipient or its designee will not be liable in any way for any costs incurred by any Proposer in the preparation of its proposal in response to this RFP, nor for the presentation of its proposal and/or participation in any discussions or negotiations.

9. Rejection of Proposals

The Review Committee will first examine proposals to eliminate those that are clearly non-responsive to the stated requirements. Therefore, Proposers should exercise particular care in reviewing the Proposal Format required for this RFP. The Review Committee reserves the right to accept or reject in whole or in part any or all proposals submitted. Reasons for which Proposers may be disqualified and their proposals not considered include:

- The Proposer's proposal is not responsive.
- The Evaluation Committee determines that the Proposer is not responsible, due to the unreasonable failure of the Proposer to promptly supply information concerning a determination of responsibility.
- The Proposer fails to complete the proposal and contract documents in their entirety.
- An individual, firm, partnership or corporation under the same or different names files more than one proposal.
- Proposer is or has been debarred by FTA, TDOT, or any local government participating in the project.

10. Validity of Proposals

All proposals shall be valid for a period of 90 days from the submission date.

11. Response Format

The items listed below shall be submitted with each proposal and should be submitted in the order shown. Each section should be clearly labeled. Failure by a Proposer to include all listed items may result in the rejection of its proposal. Use the format provided under Applicant Information section of the RFP. Submittals must include but are not limited to:

- Agency Information – contact name & title, agency name, address, phone, fax, email, website, service area
- Project Information-Details – statement of need & proposed activity, organization capacity to meet need, improve coordination among other agencies and providers, maximize project cost effectiveness
- Budget for project
- Documentation of Proposer matching requirements
- Certification for civil rights complaint status
- Drug-free workplace act certification for a public or private entity
- Attached Drug-free workplace policy

VII. PRE-PROPOSAL MEETING

A pre-proposal meeting will be held at the RTA Offices, 130 Nestor Street, Nashville, TN 37210 on Tuesday, June 16, 2009, 10:00am local time. **ATTENDANCE IS MANDATORY.** Oral questions will be answered in this forum. Significant inquiries made and answered at the meeting will be summarized in writing for distribution to all parties who attend this meeting.

VIII. DELIVERY OF PROPOSALS

All proposals are to be delivered before **3:00 P.M.**, Nashville local time, on **Tuesday, June 30, 2009. SUBMITTALS SHOULD BE MAILED OR HAND DELIVERED TO:**

The Nashville Area Metropolitan Planning Organization (MPO)
Attn: Lou Edwards
800 Second Avenue South, 2nd Floor
Nashville, TN 37201-5156

NOTE: For delivery service (UPS, FedEx, etc.) use Zip Code 37210

The MPO will not accept any proposals received after 3:00 P.M. and shall return such late proposals to the proposer.

Proposers must submit **one (1) original**, and **nine (9) numbered copies** of the proposal (**total of 10**) and **1 CD Rom copy**. Proposals will be opened publicly in a manner to avoid public disclosure of contents; however, only names of proposers will be read aloud. List the Proposal Number on the outside of the box or envelope and note "Request for Proposal enclosed."

THIS IS A NEGOTIATED PROCUREMENT UTILIZING THE REQUEST FOR PROPOSAL (RFP) METHOD AND AS SUCH, AWARD OF A CONTRACT DOES NOT HAVE TO BE MADE TO THE PROPOSER SUBMITTING THE LOWEST COST PROPOSAL, BUT RATHER TO THE PROPOSER SUBMITTING THE BEST, MOST RESPONSIVE PROPOSAL SATISFYING THE COORDINATED HUMAN SERVICES TRANSPORTATION PLAN REQUIREMENTS AS DETERMINED BY THE EVALUATION COMMITTEE.

IF YOU HAVE AN URGENT QUESTION OR WANT TO KNOW ABOUT THE RFP PROCESS PLEASE CONTACT Sharon Simmons, Program Coordinator: PHONE: 615-862-8869 FAX: 615-862-6208 sharon.simmons@nashville.gov

IX. PAYMENT TERMS

Unless other arrangements are agreed to during negotiations, the successful Proposer will be reimbursed once monthly, if MTA receives a timely, properly documented invoice, using terms stated in signed agreement.

X. RECORD KEEPING AND REPORTING REQUIREMENTS

The successful Proposer will be required to record and maintain operational records that comply with the system of accounts, records, and reports required by FTA and MTA/RTA. The successful Proposer will be required to report quarterly performance measures as a condition of receiving funds from FTA. Proposer will host quarterly site visits from RTA and/or MTA to monitor projects.

XI. AGENCY BUILDING ACCESSIBILITY

It is the policy of the Nashville Metropolitan Transit Authority (MTA) and the Regional Transportation Authority (RTA) to ensure that services with participants and members of the public with disabilities are as effective as services with others. It is mandatory as a part of your proposal to provide a plan to afford an individual with a disability an equal opportunity to participate in, and enjoy the benefits of, any program, service, or activity conducted under the Coordinated Human Services Transportation Plan in the context of the department's program, service, or activity if your agency or the service it provides is not accessible.

Please understand that your plan should not create undue administrative or financial burden to your agency. Your plan should result in a fundamental alteration to the program, service, or activity.

XII. DEFINITIONS

The following terms are used throughout this RFP. A brief explanation of their meaning follows below:

Designated Recipient – The Nashville Metropolitan Transit Authority (MTA) is the Designated Recipient for FTA Jobs Access and Reverse Commute Funds (JARC-5316) as well as New Freedom Funds (NF-5317) for the Nashville Urbanized Area. This means that MTA is responsible for coordinating the use of these funds in accordance with FTA guidelines as well as developing the Coordinated Human Services Transportation Plan. MTA has established an agreement with RTA for RTA to lead this process.

Evaluation Committee – The Evaluation Committee will include members of the Nashville Area Metropolitan Planning Organization (MPO) Staff. Each member of the Evaluation Committee scores each proposal individually and then the Committee develops a consensus score for each.

Federal Transit Administration (FTA) – FTA is the agency of the U.S. Department of Transportation which administers the federal program of financial assistance to public transit.

Nashville Area MPO (MPO) – This is a federally mandated, regional transportation planning body that coordinates transportation planning for the Nashville Urbanized Area.

Review Committee – This committee is comprised of several organizations that participated as the Steering Committee for the development of the Coordinated

Human Services Transportation Plan (A full list of the participants is available in the CHSTP document). This committee will review the proposals to ensure they meet the requirements of the RFP, however, this committee will not be involved in the proposal evaluation and selection process.

Appendix A – New Freedoms Supplemental Information

New Freedom Funds Supplemental Information

PROGRAM GOAL

The New Freedom formula grant program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the work force and full participation in society. Lack of adequate transportation is a primary barrier to work for individuals with disabilities. The 2000 Census showed that only 60 percent of people between the ages of 16 and 64 with disabilities are employed. The New Freedom formula grant program seeks to reduce barriers to transportation services and expand the transportation mobility options available to people with disabilities beyond the requirements of the ADA of 1990.

NEW FREEDOM PROGRAM MEASURES

Under the Government Performance Results Act (GPRA), The Federal Transit Administration (FTA) is required by law to “establish performance goals to define the level of performance” and to also “establish performance indicators to be used in measuring relevant outputs, service levels, and outcomes” for each of its programs. The performance measures described here are designed to fulfill FTA’s obligations under this Act. These measures will be used at our program level.

The three measures established for the New Freedom Program are:

- a. Increases 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 New Freedom projects implemented in the current reporting year.
- b. Additions or changes to environmental infrastructure (e.g., transportation facilities, side walks, etc), technology, and vehicles that impact availability of transportation services as a result of the New Freedom projects implemented in the current reporting year.
- c. Actual or estimated number of rides (as measured by one-way trips) provided for individuals with disabilities as a result of the New Freedom projects implemented in the current reporting year.

ELIGIBLE SUBRECIPIENTS

There are three categories of eligible subrecipients of New Freedom funds:

- d. Private non-profit organizations;
- e. State or local governmental authority; and
- f. Operators of public transportation services including private operators of public transportation services.

ELIGIBLE ACTIVITIES

New Freedom Program funds are available for capital and operating expenses that support new public transportation services beyond those required by the Americans with Disabilities Act of 1990 (ADA) and new 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. For the purpose of the New Freedom Program, “new” service is any service or activity that was not operational on August 10, 2005, and did not have an identified funding source as of August 10, 2005, as evidenced by inclusion in the Transportation Improvement Plan (TIP) or the STIP. In other words, if not for the New Freedom Program, these projects would not have consideration for funding and proposed service enhancements would not be available for individuals with disabilities.

Maintenance of Effort: Recipients or subrecipients may not terminate ADA paratransit enhancements or other services funded as of August 10, 2005, in an effort to reintroduce the services as “new” and then receive New Freedom funds for those services.

Eligible projects funded with New Freedom funds may continue to be eligible for New Freedom funding indefinitely as long as the project(s) continue to be part of the coordinated plan.

Both new public transportation services and new public transportation alternatives are required to go beyond the requirements of the ADA and must (1) be targeted toward individuals with disabilities; and (2) meet the intent of the program by removing barriers to transportation and assisting persons with disabilities with transportation, including transportation to and from jobs and employment services.

The list of eligible activities is intended to be illustrative, not exhaustive. Recipients are encouraged to develop innovative solutions to meet the needs of individuals with disabilities in their communities.

g. **New Public Transportation Services Beyond the ADA.** The following activities are examples of eligible projects meeting the definition of new public transportation.

- (1) **Enhancing paratransit beyond minimum requirements of the ADA.** ADA complementary paratransit services can be eligible under New Freedom in several ways as long as the services provided meet the definition of “new:”
 - (a) Expansion of paratransit service parameters beyond the three-fourths mile required by the ADA;
 - (b) Expansion of current hours of operation for ADA paratransit services that are beyond those provided on the fixed-route services;

- (c) The incremental cost of providing same day service;
 - (d) The incremental cost of making door-to-door service available to all eligible ADA paratransit riders, but not as a reasonable modification for individual riders in an otherwise curb-to-curb system;
 - (e) Enhancement of the level of service by providing escorts or assisting riders through the door of their destination;
 - (f) Acquisition of vehicles and equipment designed to accommodate mobility aids that exceed the dimensions and weight ratings established for common wheelchairs under the ADA and labor costs of aides to help drivers assist passengers with over-sized wheelchairs. This would permit the acquisition of lifts with a larger capacity, as well as modifications to lifts with a 600 lb design load, and the acquisition of heavier-duty vehicles for paratransit and/or demand-response service; and
 - (g) Installation of additional securement locations in public buses **beyond what is required by the ADA.**
- (2) Feeder services. New “feeder” service (transit service that provides access) to commuter rail, commuter bus, intercity rail, and intercity bus stations, for which complementary paratransit service is not required under the ADA.
- (3) Making accessibility improvements to transit and intermodal stations not designated as key stations. Improvements for accessibility at existing transportation facilities that are not designated as key stations established under **49 CFR 37.47, 37.51, or 37.53, and that are not required under 49 CFR 37.43** as part of an alteration or renovation to an existing station, so long as the projects are clearly intended to remove barriers that would otherwise have remained. New Freedom funds are eligible to be used for new accessibility enhancements that remove barriers to individuals with disabilities so they may access greater portions of public transportation systems, such as fixed-route bus service, commuter rail, light rail and rapid rail. This may include:
- (a) Building an accessible path to a bus stop that is currently inaccessible, including curbcuts, sidewalks, accessible pedestrian signals or other accessible features,
 - (b) Adding an elevator or ramps, detectable warnings, or other accessibility improvements to a non-key station that are not otherwise required **under the ADA,**
 - (c) Improving signage, or wayfinding technology, or
 - (d) Implementation of other technology improvements that enhance accessibility for people with disabilities including Intelligent Transportation Systems (ITS).

- (4) Travel training. New training programs for individual users on awareness, knowledge, and skills of public and alternative transportation options available in their communities. This includes travel instruction and travel training services.
- h. New Public Transportation Alternatives **Beyond the ADA**. The following activities are examples of projects that are eligible as new public transportation alternatives **beyond the ADA** under the New Freedom Program:
- (1) Purchasing vehicles to support new accessible taxi, ride sharing, and/or vanpooling programs. New Freedom funds can be used to purchase and operate accessible vehicles for use in taxi, ridesharing and/or van pool programs provided that the vehicle has the capacity to accommodate a passenger who uses a “common wheelchair” as defined under **49 CFR 37.3**, at a minimum, while remaining in his/her personal mobility device inside the vehicle, and meeting the same requirements for lifts, ramps and securement systems specified in **49 CFR part 38, subpart B**.
 - (2) Supporting the administration and expenses related to new voucher programs for transportation services offered by human service providers. This activity is intended to support and supplement existing transportation services by expanding the number of providers available or the number of passengers receiving transportation services. Only new voucher programs or expansion of existing programs are eligible under the New Freedom Program. Vouchers can be used as an administrative mechanism for payment of alternative transportation services to supplement available public transportation. The New Freedom Program can provide vouchers to individuals with disabilities to purchase rides, including: (a) mileage reimbursement as part of a volunteer driver program; (b) a taxi trip; or (c) trips provided by a human service agency. Providers of transportation can then submit the voucher for reimbursement to the recipient for payment based on pre-determined rates or contractual arrangements. Transit passes for use on existing fixed route or ADA complementary paratransit service are not eligible. Vouchers are an operational expense which requires a 50/50 (Federal/local) match.
 - (3) Supporting new volunteer driver and aide programs. New volunteer driver programs are eligible and include support for costs associated with the administration, management of driver recruitment, safety, background checks, scheduling, coordination with passengers, and other related support functions, mileage reimbursement, and insurance associated with volunteer driver programs. The costs of new enhancements to increase capacity of existing volunteer driver programs are also eligible. FTA notes that any volunteer program supported by New Freedom must meet the requirements of both “new” and “beyond the ADA.” FTA encourages communities to offer consideration for utilizing all available funding resources as an integrated part of the design and delivery of any volunteer driver/aide program.
 - (4) Supporting new mobility management and coordination programs among public transportation providers and other human service agencies providing

transportation. Mobility management is an eligible capital cost. Mobility management techniques may enhance transportation access for populations beyond those served by one agency or organization within a community.

For example, a non-profit agency could receive New Freedom funding to support the administrative costs of sharing services it provides to its own clientele with other individuals with disabilities and coordinate usage of vehicles with other non-profits, but not the operating costs of the service. Mobility management is intended to build coordination among existing public transportation providers and other transportation service providers with the result of expanding the availability of service. Mobility management activities may include:

- (a) The promotion, enhancement, and facilitation of access to transportation services, including the integration and coordination of services for individuals with disabilities, older adults, and low-income individuals;
- (b) Support for short term management activities to plan and implement coordinated services;
- (c) The support of State and local coordination policy bodies and councils;
- (d) The operation of transportation brokerages to coordinate providers, funding agencies and customers;
- (e) The provision of coordination services, including employer-oriented Transportation Management Organizations' and Human Service Organizations' customer-oriented travel navigator systems and neighborhood travel coordination activities such as coordinating individualized travel training and trip planning activities for customers;
- (f) The development and operation of one-stop transportation traveler call centers to coordinate transportation information on all travel modes and to manage eligibility requirements and arrangements for customers among supporting programs; and
- (g) Operational planning for the acquisition of intelligent transportation technologies to help plan and operate coordinated systems inclusive of Geographic Information Systems (GIS) mapping, Global Positioning System Technology, coordinated vehicle scheduling, dispatching and monitoring technologies as well as technologies to track costs and billing in a coordinated system and single smart customer payment systems (acquisition of technology is also eligible as a stand alone capital expense).

Appendix C – Job Access Reverse Commute Supplemental Information

Job Access Reverse Commute Supplemental Information

PROGRAM HISTORY

The Job Access and Reverse Commute (JARC) program has had a dramatic impact on the lives of thousands of welfare recipients and low-income families, helping individuals successfully transition from welfare to work and reach needed employment support services such as childcare and job training activities. JARC was established as part of TEA-21 to address the unique transportation challenges faced by welfare recipients and low-income persons seeking to get and keep jobs. With many new entry-level jobs located in suburban areas, low-income and/or welfare recipients have found it difficult to access these jobs from their inner city, urban and rural neighborhoods on a daily basis. Further, many entry-level jobs require working late at night or on weekends when conventional transit services in many communities are either reduced or non-existent. Finally, many employment-related trips are complex for low-income persons, often involving multiple destinations, including reaching childcare facilities and other services as part of the work trip.

PROGRAM GOAL

The goal of the JARC program is to improve access to transportation services to employment and employment related activities for welfare recipients and eligible low-income individuals and to transport residents of urbanized areas and non urbanized areas to suburban employment opportunities. Toward this goal, the Federal Transit Administration (FTA) provides financial assistance for transportation services planned, designed, and carried out to meet the transportation needs of eligible low-income individuals, and of reverse commuters regardless of income. The program requires coordination of Federally-assisted programs and services in order to make the most efficient use of Federal resources.

JOB ACCESS AND REVERSE COMMUTE PROGRAM MEASURES

Under the Government Performance Results Act (GPRA), FTA is required by law to “establish performance goals to define the level of performance” and to also “establish performance indicators to be used in measuring relevant outputs, service levels, and outcomes” for each of its programs. The performance measures described here are designed to fulfill FTA’s obligations under this Act. These measures will be used at a program level, and will not be used to assess individual grants.

FTA will be capturing overall program measures to be used with the GPRA and the Performance Assessment Rating Tool process for the U.S. Office of Management and Budget (OMB). FTA will conduct independent evaluations of the program focused on specific data elements in order to better understand the implementation strategies and related outcomes associated with the program. The following indicators are targeted to capture overarching program information as part of the Annual Report that each grantee submits to FTA. Specific reporting requirements for recipients can be found in Chapter VI.

The two measures established for the JARC Program are:

- a. Actual or estimated number of jobs that can be accessed as a result of geographic or temporal coverage of JARC projects implemented in the current reporting year.
- b. Actual or estimated number of rides (as measured by one-way trips) provided as a result of the JARC projects implemented in the current reporting year.

ELIGIBLE SUBRECIPIENTS

There are three categories of eligible subrecipients of JARC funds:

- c. Private non-profit organizations;
- d. State or local governmental authority; and
- e. Operators of public transportation services, including private operators of public transportation services.

ELIGIBLE ACTIVITIES

Funds from the JARC program are available for capital, planning, and operating expenses that support the development and maintenance of transportation services designed to transport low-income individuals to and from jobs and activities related to their employment and to support reverse commute projects.

In the conference report accompanying SAFETEA-LU, the conferees stated an expectation that FTA would “continue its practice of providing maximum flexibility to job access projects that are designed to meet the needs of individuals who are not effectively served by public transportation, consistent with the use of funds described in the *Federal Register*, Volume 67 (April 8, 2002)” (H.R. Report 109–203, at Section 3018 (July 28, 2005)). Therefore, eligible projects may include, but are not limited to capital, planning, and operating assistance to support activities such as:

- f. Late-night and weekend service;
- g. Guaranteed ride home service;
- h. Shuttle service;
- i. Expanding fixed-route public transit routes;
- j. Demand-responsive van service;
- k. Ridesharing and carpooling activities;
- l. Transit-related aspects of bicycling (such as adding bicycle racks to vehicles to support individuals that bicycle a portion of their commute or providing bicycle storage at transit stations);

- m. Local car loan programs that assist individuals in purchasing and maintaining vehicles for shared rides;
- n. Promotion, through marketing efforts, of the:
 - (1) use of transit by workers with non-traditional work schedules;
 - (2) use of transit voucher programs by appropriate agencies for welfare recipients and other low-income individuals;
 - (3) development of employer-provided transportation such as shuttles, ridesharing, carpooling; or
 - (4) use of transit pass programs and benefits under Section 132 of the Internal Revenue Code of 1986;
- o. Supporting the administration and expenses related to voucher programs. This activity is intended to supplement existing transportation services by expanding the number of providers available or the number of passengers receiving transportation services. Vouchers can be used as an administrative mechanism for payment to providers of alternative transportation services. The JARC program can provide vouchers to low-income individuals to purchase rides, including (1) mileage reimbursement as part of a volunteer driver program, (2) a taxi trip, or (3) trips provided by a human service agency. Providers of transportation can then submit the voucher to the JARC project administering agency for payment based on pre-determined rates or contractual arrangements. Transit passes for use on fixed route or Americans with Disabilities Act of 1990 (ADA) complementary paratransit service are not eligible. Vouchers are an operational expense which requires a 50/50 (Federal/local) match;
- p. Acquiring Geographic Information System (GIS) tools;
- q. Implementing Intelligent Transportation Systems (ITS), including customer trip information technology;
- r. Integrating automated regional public transit and human service transportation information, scheduling and dispatch functions;
- s. Deploying vehicle position-monitoring systems;
- t. Subsidizing the costs associated with adding reverse commute bus, train, carpool van routes or service from urbanized areas and nonurbanized areas to suburban work places;
- u. Subsidizing the purchase or lease by a non-profit organization or public agency of a van or bus dedicated to shuttling employees from their residences to a suburban workplace;
- v. Otherwise facilitating the provision of public transportation services to suburban employment opportunities;

- w. Supporting new mobility management and coordination programs among public transportation providers and other human service agencies providing transportation. Mobility management is an eligible capital cost. Mobility management techniques may enhance transportation access for populations beyond those served by one agency or organization within a community. For example, a non-profit agency could receive JARC funding to support the administrative costs of sharing services it provides to its own clientele with other low-income individuals and coordinate usage of vehicles with other non-profits, but not the operating costs of the service. Mobility management is intended to build coordination among existing public transportation providers and other transportation service providers with the result of expanding the availability of service. Mobility management activities may include:
- (1) The promotion, enhancement, and facilitation of access to transportation services, including the integration and coordination of services for individuals with disabilities, older adults, and low-income individuals;
 - (2) Support for short term management activities to plan and implement coordinated services;
 - (3) The support of State and local coordination policy bodies and councils;
 - (4) The operation of transportation brokerages to coordinate providers, funding agencies and customers;
 - (5) The provision of coordination services, including employer-oriented Transportation Management Organizations' and Human Service Organizations' customer-oriented travel navigator systems and neighborhood travel coordination activities such as coordinating individualized travel training and trip planning activities for customers;
 - (6) The development and operation of one-stop transportation traveler call centers to coordinate transportation information on all travel modes and to manage eligibility requirements and arrangements for customers among supporting programs; and
 - (7) Operational planning for the acquisition of intelligent transportation technologies to help plan and operate coordinated systems inclusive of Geographic Information Systems (GIS) mapping, Global Positioning System technology, coordinated vehicle scheduling, dispatching and monitoring technologies as well as technologies to track costs and billing in a coordinated system and single smart customer payment systems (acquisition of technology is also eligible as a stand alone capital expense).