INSTRUCTIONS

**All questions under each applicable section in this template must be answered. All responses to each question are to be brief and to the point and should not exceed a word count of 400 words (which is approximately three paragraphs).**

[**Organization Capacity**](#_ORGANIZATIONAL_CAPACITY)**:**

This entire section is required. Responses will be scored on a scale based on amount of detail and clarity of the topics below:

* The applicants experience in delivering transportation services and ability to implement the project and experience in working with populations 65 and above.
* The documented need for transportation in the service area
* Quality assurance process to ensure standards of promptness in service delivery, monitoring of subcontractors and ongoing quality improvements.
* Outreach plan to ensure targeting of older populations in greatest socioeconomic need
* Continuous training and professional development for staff (and volunteer, if applicable)
* Emergency preparedness plan for weather related emergencies, fires, pandemics, and other disasters or emergencies
* Partnerships or collaborations that will work directly with this award

[**Service Proposal:**](#_Service_Proposals)

Complete all questions. Responses will be scored on a scale based on amount of detail and clarity of the criteria below:

* Responses clearly indicate why the services are needed, how it will address gaps in transportation, overcome other barriers and give individuals greater access to mobility options.
* Description of how the service will be provided that creates a full overview of the service

# ORGANIZATIONAL CAPACITY

**This entire section is required. Please adhere to the 400-word limit for each question.**

1. Describe the agency’s experience in running a transportation program and its ability to implement the proposed transportation project. Include the number of years the agency has worked with the target population over 65.

Click or tap here to enter text.

1. Identify how outreach is conducted to ensure that those most in need of this service are made aware of it?

Click or tap here to enter text.

1. Identify any partnerships or collaborations with other community organizations or private businesses that will strengthen the services provided.

Click or tap here to enter text.

1. Describe how the agency will manage risk and provide for safe delivery of services including:
   * Maintenance
   * Drivers’ records
   * Driver training
   * Equipment safety
   * Background checks: Regardless of the type of transportation offered, all drivers must meet the DHS requirement for a federal criminal background and fingerprint check.

Click or tap here to enter text.

1. Describe your steps for **quality assurance**. Include your process for:
   * How do you measure timeliness of rides?
   * What is your process for no shows?
   * Monitoring of program whether internal or subcontracted
   * continuous quality improvement

Click or tap here to enter text.

1. Describe how you handle multiple emergencies (i.e., Severe Weather, pandemics, etc.), and how your staff mobilizes to ensure client safety and continuity of service during the emergency.

Click or tap here to enter text.

# Service Proposal

**Please adhere to the 400-word limit for each question.**

## Transportation

There are two type trips eligible for funding as defined here:

### Service Description

|  |  |
| --- | --- |
| DEMAND RESPONSE: | A service that provides a one-way trip from one location to another. Demand-response trips can be delivered through volunteers, vouchers, or transportation providers’ staff and fleets. A unit of service is a one-way trip from an origin to a destination. |
| FIXED ROUTE SERVICE: | Fixed route shuttle services are defined as those that operate vehicles along a predetermined route and can carry multiple passengers. A unit of service is a one-way trip. |

### Proposal Response

1. **Describe the service area in this proposal and include the following in your response.**

* **List the current options for transportation in this service area and how your proposal would expand mobility options for seniors in the area. if applicable, identify how your proposal might improve coordination among the service options**
* **Address the identified gaps in transportation that exist and how your proposal will address those gaps**
* **Identify any other existent barriers to transportation in the service area and explain how our proposal would remove those barriers**
* **Identify how a new/innovative approach to transportation for the clients and service area would be implemented**
* **Explain how the proposed project offers maximum flexibility in allowing consumers to travel when and where they desire to go**

Click or tap here to enter text.

1. **How do you plan to operationalize this service?**

* **type of trips**
  + **dialysis**
  + **medical (general appointments)**
  + **quality of life including grocery, hair, visiting, shopping etc.**
  + **demand response,**
  + **fixed route**
* **Who will provide the trips?**
  + **In house fleet and types of vehicles**
  + **Subcontractors and types of vehicles**
  + **Volunteer program**
* **Will trips be calculated as one-way trips or one hour of service. If they are calculated on one hour of service explain how that was determined**
* **Days and hours of operation**
* **If fixed routes: how many routes?**

Click or tap here to enter text.

1. **Provide overview of ridership.**

* **How do individuals register for the program?**
  + **What is the eligibility criteria?**
  + **What is the intake process?**
  + **Is there prioritization of consumers? If so, how?**
  + **Are there cost shares and if so, how assessed and collected?**
  + **Are there restrictions on the number of trips per month for each consumer?**
* **How do individuals order rides?**
* **What is the estimated number of unduplicated riders served annually by this project? Please include demographic information such as age, disability status, income, and other factors.**

Click or tap here to enter text.

1. **As transportation is in such high demand, how do you prioritize need and ensure that there is no other mode of transportation available to clients you plan on serving?**

Click or tap here to enter text.

1. **How many one-way trips do you estimate this project funded at the total amount would provide?**
   * **How do you track rides and ensure they have taken place?**
   * **How do you track time on rides?**
   * **How do you track no shows? Also include your process for no shows.**

Click or tap here to enter text.

1. **Provide an operational plan for providing service. Include any timetables, routes, and/or maps showing the service area and coverage (if applicable).**

Click or tap here to enter text.

1. **Describe the performance measures that will be used to evaluate the effectiveness of the project in meeting identified goals and objectives. Successful projects must show quantifiable measures of coordination.**

Click or tap here to enter text.

1. **Describe the agency’s plan to monitor and evaluate the project throughout the contract period.**

Click or tap here to enter text.

1. **Explain how the project will demonstrate a positive impact on the target population and how those impacts will be assessed.**

Click or tap here to enter text.