Welcome to the Specialized Transportation Grant Program Cycle 11 Grant Applicant Workshop! I’m Zachary Rivera, SANDAG project manager of the Specialized Transportation Grant Program or STGP. Today, SANDAG will present program requirements, discuss how eligible organizations can apply, introduce vendors for transportation technology and specialized vehicles, and answer as many questions as we have time for.
But first, a few housekeeping notes.

A copy of this PowerPoint presentation will be made available online.

Everyone except for presenters is muted, but there are a few ways to participate for the question and answer portions of the workshop:

- Speaking – to speak, use the “raise hand” feature in Zoom by either:
  - Clicking the icon in the Zoom toolbar, or
  - Entering *9 for those joining by phone
- Q & A chat box – You may also use the Q & A chat box feature to submit questions
We’ll be covering a lot of ground today, so to make sure that we stay on schedule, we’ll respond to questions primarily during the Q&A portions of the workshop. If you have access to the Q & A chat box feature in Zoom, you may also use it to ask questions at any point during the workshop.

We will try but may not have time to respond to all questions. We will compile all questions raised during the workshop, posting responses via an FAQ page on the STGP Cycle 11 webpage. After the workshop, for unanswered grant application questions, you may email grantsdistribution@sandag.org. For unanswered Flexible Fleet questions, you may email my colleague, Krystal Ayala, or the flexible fleet providers. For unanswered vehicle vendor questions, you may contact the vehicle vendors directly. Contact information is listed in the agenda.

Lastly, if you experience technical difficulties during the workshop, try closing out and rejoining. If that does not work, you may rejoin via phone. Phone numbers are listed in the agenda.

Any questions so far on the housekeeping items?
So to get started, let me first note that all information presented through this workshop is available on the STGP Cycle 11 webpage. This includes application materials as well as the STGP Overview document.

Additionally, the STGP webpage provides more detailed information on the grant program, including the 2020 Draft Program Management Plan (PMP) and other grantee resources. SANDAG encourages prospective applicants to review the PMP as it is a comprehensive guide on how SANDAG administers the grant program.
Through the STGP, SANDAG currently distributes funds from two funding sources: Federal Transit Administration (FTA) Section 5310 program and TransNet Senior Mini-Grant program.

The federal Section 5310 program funds specialized transportation projects that serve seniors (age 65 and over) and individuals with disabilities in the urbanized areas of San Diego County. It is based on formula-funding, meaning that San Diego’s apportionment is based on the number of seniors and individuals with disabilities who reside here per the Census. For the Cycle 11 Call for Projects, SANDAG will disperse Section 5310 funding from Federal Fiscal Years 2019 and 2020 that was already apportioned to the San Diego region. For this reason, SANDAG does not expect any change to Section 5310 funding due COVID-19. Approximately $4.2 million in Section 5310 funding is available.

The Senior Mini-Grant program funds specialized transportation projects that serve seniors (age 60 and over) throughout San Diego County. The Senior Mini-Grant program is funded through TransNet, the half-cent sales tax for local transportation projects. Senior Mini Grant funding for the Cycle 11 Call for Projects is based on future estimated sales tax revenue from Fiscal Years 2022 and 2023. For this reason, SANDAG anticipates Senior Mini Grant funding to decrease from approximately $3.6 to $3.0 million due to actual and forecasted reductions in sales tax revenue caused by COVID-19.
Together, SANDAG anticipates making approximately $7.2 million available through the Cycle 11 Call for Projects, but note that funding levels are subject to change due to COVID-19 or for other reasons.
Program Goal

Improve mobility for seniors and individuals with disabilities throughout the region by removing barriers to transportation services, expanding transportation mobility options, and providing transportation services that meet the special needs of seniors and individuals with disabilities.

Proposed specialized transportation projects should align with the STGP program goal and objectives. The program goal is to improve mobility for seniors and individuals with disabilities throughout the region by removing barriers to transportation services, expanding transportation mobility options, and providing transportation services that meet the special needs of seniors and individuals with disabilities.
Program Objectives

1. Fund projects derived from either the very high priority or high priority strategies outlined in the Coordinated Plan
2. Fund innovative and flexible programs
3. Provide incentives for coordination among specialized transportation providers
4. Encourage cost-efficient service provision

There are four program objectives, which strive to:
1) Fund projects derived from either the very high priority or high priority strategies outlined in the Coordinated Plan
2) Fund innovative and flexible programs
3) Provide incentives for coordination among specialized transportation providers
4) Encourage cost-efficient service provision

Next up is eligibility
Senior Mini-Grant: Eligible Applicants and Projects

Eligible Applicants
- Local Government agencies
- Private and public operators of public transportation
- Nonprofit organizations
- Tribal governments
- Social service agencies

Examples of Eligible Projects
- Senior shuttles
- Volunteer driver programs
- Non-emergency medical transportation
- Mobility management
- The brokerage of multi-jurisdictional transportation services

Eligibility information is included in the Overview document and summarized in the Program Goal, Objectives, and Eligibility and Evaluation Criteria document, available on the Cycle 11 webpage.

Starting with Senior Mini-Grant:

Eligible applicants include:
- Private nonprofit organizations
- State or local governmental authorities, including tribal governments
- Operators of public transportation, and
- Social service agencies

Please note that private does not mean for-profit. For-profit organizations cannot apply for funds to support operating or mobility management projects. However, they can apply for funds to support capital projects.

Eligible projects include:
- Senior shuttles
- Travel training programs
- Volunteer driver programs
- Non-emergency medical transportation
- Mobility management
- The brokerage of multi-jurisdictional transportation services

Please also note that Section 5310 and Senior Mini Grant applicants are required to submit at least one service area map. If you are proposing two or more projects that have different service areas, you may choose to show all service areas on one map or provide multiple maps.
### Traditional Section 5310: Eligible Applicants and Projects

<table>
<thead>
<tr>
<th>Eligible Applicants</th>
<th>Examples of Eligible Projects</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Private nonprofit organizations</td>
<td>• Vehicle procurement</td>
</tr>
<tr>
<td>• State or local governmental authorities that:</td>
<td>• Support equipment</td>
</tr>
<tr>
<td>a) Are approved by the state to coordinate services for seniors and individuals with</td>
<td>• Contract transportation services</td>
</tr>
<tr>
<td>disabilities;</td>
<td>• Mobility management and coordination programs</td>
</tr>
<tr>
<td>b) Certify that there are no nonprofit organizations readily available in the area</td>
<td></td>
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<tr>
<td>to provide the service</td>
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</table>

Moving to the Section 5310 program...

Per FTA requirements, eligible Section 5310 applicants and projects are split into two categories: Traditional and Non-traditional projects.

**Traditional Section 5310 projects include:**
- Vehicle procurement
- **Support equipment** (including computer hardware and software, intelligent transportation systems, and dispatch systems)
- Acquisition of transportation under a contract lease or other arrangement, and
- Mobility management programs

- Applicants that are eligible to submit Traditional Section 5310 projects are:
  - Private nonprofit organizations, and
  - State or local governmental authorities that:
    - Are approved by the state to coordinate services for seniors and individuals with disabilities; and
    - Certify that there are no nonprofit organizations readily available in the area to provide the service

State or local governmental authorities applying for a Traditional Project will need to provide
documentation certifying that they meet the requirements to be considered an eligible applicant under the Traditional Project category.

Please note that a “Traditional” project submitted by a “Non-traditional” applicant is considered a “Non-traditional” project.

Why is this important? Per the FTA, 55% of available funding must be awarded to Traditional projects. This is a requirement that SANDAG tracks during the evaluation and scoring process.
Non-Traditional Section 5310: Eligible Applicants and Projects

<table>
<thead>
<tr>
<th>Examples of Eligible Applicants</th>
<th>Examples of Eligible Projects</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Private nonprofit organizations</td>
<td>• Volunteer driver programs</td>
</tr>
<tr>
<td>• State or local governmental authorities</td>
<td>• Shuttle, ridesharing, and vanpooling programs</td>
</tr>
<tr>
<td>• Operators of public transportation</td>
<td>• Non-emergency medical transportation</td>
</tr>
<tr>
<td></td>
<td>• Transit travel training</td>
</tr>
</tbody>
</table>

Switching to Non-traditional Section 5310 projects, eligible projects include:

- Volunteer driver programs
- Shuttle, ridesharing, and vanpooling programs
- Non-emergency medical transportation, and
- Transit travel training

Eligible applicants include:
- Private nonprofit organizations
- State or local governmental authorities, and
- Operators of public transportation
The Section 5310 program funds specialized transportation projects within a large, urbanized area, which is defined by the U.S. Census – the most recent being the 2010 Census. The urbanized area for the San Diego region is shown in grayed portions of the map on this slide. The map is also available in the Coordinated Plan and the STGP Overview document.

When determining whether your project falls within the urbanized area, assess the areas where the people you are serving live rather than the destination they are traveling to. If the majority of people you are serving reside in the large, urbanized area, then your project is eligible for Section 5310 funds through SANDAG. If the majority do not, then your project may be eligible through the Section 5310 program for rural and small urbanized areas administered by Caltrans.

Next up is more information on eligibility.
Eligibility Criteria

- Eligible applicant
- Civil rights assurances
- At least 80% of riders served need to be the target population
- Minimum and maximum grant request amounts
  [NEW!]
- Projects derived from a Very High or High Priority strategy in the 2020 Coordinated Plan

There are 5 eligibility criteria, which are available on the Cycle 11 webpage. I just reviewed the first eligibility criteria as it relates to applicant eligibility, so I’ll jump to the second criteria, which pertains to civil rights and the equitable provision of services.

Civil rights assurances
All transportation services funded through the STGP are required to be provided in a non-discriminatory manner. Applicants are required to submit their organization’s Civil Rights Policy (also known as Non-discrimination Policy or Title VI Notice to the Public). If your organization does not already have one, your organization may develop one based on a template SANDAG provides in the Guide to Developing a Title VI Plan for FTA Subrecipients available on the STGP webpage. Section 5310 grantees are required to develop or update their Title VI Plans every three years, which staff will discuss in more detail at the Successful Applicant Workshop after awards have been made.

At least 80% of riders served need to be the target population
Third, to be eligible, applicants must ensure that at least 80% of the riders or clients are the target population. “Incidental users,” or persons who are not within the target population, may be transported by a STGP-funded transportation service. However, incidental user trips should not be more than 20 percent of total passenger trips provided through the STGP-funded transportation service. The target population must be given priority. Personal care attendants are considered neither incidental users nor persons within the target population. Therefore, they do not contribute towards the number of one-way passenger trips provided by a grantee.

Minimum and maximum grant request amounts [NEW!]
Fourth, the maximum grant request amounts were increased for Cycle 11. Applicants may now request

<table>
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<tr>
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<th>Prior Maximum Grant Amount</th>
<th>Cycle 11 Maximum Grant Amount</th>
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</thead>
<tbody>
<tr>
<td>Maximum total grant request per project per year per funding source</td>
<td>$200,000</td>
<td>$250,000</td>
</tr>
<tr>
<td>Maximum total grant request per organization per year per funding source</td>
<td>$500,000</td>
<td>$600,000</td>
</tr>
</tbody>
</table>
between $30,000 and $250,000 per project per year and a maximum of $600,000 per year per funding source. Applicants will only be allowed to submit one application per grant program, but may choose to submit multiple projects per application.

2020 Coordinated Plan
The Coordinated Plan identifies transportation needs of seniors, individuals with disabilities, and other transportation disadvantaged populations; provides strategies for meeting those needs; and prioritizes transportation services for funding and implementation. To be eligible, projects must be derived from a Very High or High Priority strategy in the 2020 Coordinated Plan, which is available online at sandag.org/coordinatedplan. SANDAG encourages applicants to read through Chapters 5 and 6 to gain a better understanding of the regional strategies and determine whether your proposed project or projects align with these priorities.
Eligibility Review and Scoring

- SANDAG staff will perform an eligibility review
- Eligible projects will be given to an external evaluation panel to score
- SANDAG will score quantitative criteria (performance indicators) except for seat utilization

SANDAG staff will perform a preliminary eligibility review of all submitted projects based on the minimum eligibility requirements we just reviewed. SANDAG reserves the right to request additional information and/or clarification from any or all applicants, but is not required to do so. Projects that pass the preliminary eligibility review will be given to an external evaluation panel to score. SANDAG staff will score the quantitative criteria except for seat utilization, which I will explain later.
## Evaluation Criteria - Categories

<table>
<thead>
<tr>
<th>Section</th>
<th>Org. or Project</th>
<th>Evaluation Criteria Categories</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>A.</td>
<td>Org.</td>
<td>Project Readiness and Technical Capacity</td>
<td>20</td>
</tr>
<tr>
<td>B.</td>
<td>Org.</td>
<td>Coordination and Program Outreach</td>
<td>10</td>
</tr>
<tr>
<td>C.</td>
<td>Project</td>
<td>Goals and Objectives</td>
<td>10</td>
</tr>
<tr>
<td>D.</td>
<td>Project</td>
<td>Operational/Implementation Plan</td>
<td>10</td>
</tr>
<tr>
<td>E.</td>
<td>Project</td>
<td>Cost-Efficiency and Program Effectiveness</td>
<td>15</td>
</tr>
<tr>
<td>F.</td>
<td>Project</td>
<td>Operational Sustainability</td>
<td>10</td>
</tr>
<tr>
<td>G.</td>
<td>Project</td>
<td>Innovation</td>
<td>10</td>
</tr>
<tr>
<td>H.</td>
<td>Project</td>
<td>Performance Indicators</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Total Points</td>
<td>100</td>
</tr>
</tbody>
</table>

Regarding the evaluation criteria, there are 8 evaluation criteria categories. All project applications have the same categories, however there are some differences in the application questions. The organization application is worth up to 30 points and project applications are worth up to 70 points for a total of 100 possible points. SANDAG encourages applicants to review the evaluation criteria the SANDAG Board of Directors approved, tailoring their responses accordingly. The evaluation criteria are available on the STGP Cycle 11 webpage. I am not going to spend time on each evaluation criteria category, but will note in the following slide that the seat utilization performance indicator was changed for Cycle 11.
**Evaluation Criteria – Seat Utilization Rate**

<table>
<thead>
<tr>
<th>Prior Criteria</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Greater than 40%</td>
<td>5</td>
</tr>
<tr>
<td>36 – 40%</td>
<td>4</td>
</tr>
<tr>
<td>31 – 35%</td>
<td>3</td>
</tr>
<tr>
<td>26 – 30 %</td>
<td>2</td>
</tr>
<tr>
<td>20 – 25%</td>
<td>1</td>
</tr>
<tr>
<td>Less than 20%</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cycle 11 Criteria</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seat Utilization</td>
<td></td>
</tr>
<tr>
<td>Is the project’s proposed seat utilization rate reasonable given the service proposed and the need for physical distancing due to COVID-19? Despite potential constraints due to COVID-19, does the applicant demonstrate efforts and exhibit strategies to improve the proposed project’s seat utilization rate over time?</td>
<td>5</td>
</tr>
</tbody>
</table>

In prior cycles, staff would score an applicant’s seat utilization rate just as it would for other quantitative performance indicators. The seat utilization rate, which is applicable to operating and capital projects, was altered for Cycle 11 as SANDAG recognizes that physical distancing requirements or other public health recommendations due to COVID-19 may necessitate a reduction in the number of shared trips. For Cycle 11, the evaluator panel rather than staff will score an applicant’s proposed seat utilization as a qualitative indicator. The evaluators will measure the proposed seat utilization for its reasonableness and the applicant’s strategies to improve it over time given COVID-19 constraints.

Now that we’ve covered the STGP program goal and objectives, as well as eligibility and evaluation criteria, I’ll wrap up this portion with a summary of program requirements.
Matching Funds

Minimum match requirements vary by project type (operating, mobility management, and capital) as well as by funding source. These requirements are shown in the table on this slide and are also available in the Overview Document.

Eligible sources of matching funds may include private funds, in-kind contributions (for operating and mobility management projects only), federal funds, state or local funds, and revenue (for capital projects only). However, ineligible sources of matching funds are generally those from the same grant-funded source. For example, federal Department of Transportation (DOT) funds cannot be used as match for Section 5310 projects. Similarly, other TransNet funds cannot be used as match for Senior Mini-Grant projects.

If your organization chooses to use in-kind contributions as a match source in the proposed budget, your organization will need to identify how the in-kind contributions are being calculated. For example, if your organization plans to use in-kind hours (whether from volunteers or paid employees), your organization will have to justify the hourly rate used in calculating the match amount.

Please note that a cash match amount is required for all vehicle procurements.
SANDAG administers grant funding on a reimbursement basis, except for vehicle procurement projects. Grantees are required to submit sufficient documentation of all expenses.

Grant funds cannot be used to reimburse direct operating costs for vehicles. This includes fuel, tires, oil, vehicle insurance, or vehicle repairs. Instead, SANDAG uses the IRS reimbursement rate to reimburse vehicle expenses on a per-mile basis.

SANDAG encourages prospective applicants to review the Program Management Plan for a more comprehensive review of eligible uses of funds and other program requirements.
Past Performance Adjustment(s)

NEW! Methodology

- Applies to most applicants that have implemented a specialized transportation grant through SANDAG in the past 3 years
- Staff reviews applicants’ performance in managing their grant(s) during the most 12-month period before March 1, 2020
- Staff uses the monitoring checklist (see PMP)
- Adjustments range from -10% to +2%
- NEW! Staff would calculate an average of the performance scores by project type and weighted by project cost, potentially producing multiple past performance adjustments per applicant

Applicants that have implemented a specialized transportation grant through SANDAG in the past 3 years are eligible to receive a past performance adjustment. The applicant’s performance in managing its grant or grants over the most recent 12-month period before March 1st will be used to determine whether one or more adjustments is appropriate. SANDAG staff calculates a Past Performance Adjustment using the Monitoring Checklist, which is found in the PMP. An adjustment can range between -10 percent to +2 percent.

In prior cycles, an applicant received one past performance adjustment that would be applied to all proposed projects. In Cycle 11, staff would calculate an average of the performance scores by project type and weighted by project cost, potentially producing multiple past performance adjustments per applicant.

Once the external evaluation panel ranks all proposed projects, staff would then apply one or more adjustments to each proposed project. Applicants who have not had a grant in the past three years, however, will not receive an adjustment.
Past Performance Adjustment(s)

**NEW! Methodology**

<table>
<thead>
<tr>
<th>Projects completed before March 1, 2020</th>
<th>Projects that started before March 1, 2020, and a portion of the project was performed on or after March 1, 2020</th>
<th>Projects that started on or after March 1, 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>No change to the methodology for past performance adjustments.</td>
<td>Staff will measure cost per unit of service and number of units delivered between March 1, 2019 and February 29, 2020 proportionately to these performance indicators as identified in the project scope of work.</td>
<td>No past performance adjustment will be applied.</td>
</tr>
</tbody>
</table>

Lastly, due to COVID-19, the application of a past performance adjustment will depend on the timing of the grantee’s project and COVID-19. Staff will apply a past performance adjustment to projects completed before March 1st; modify the past performance adjustment for projects performed before and after March 1st; or not apply a past performance adjustment to projects started after March 1st.

That concludes the STGP Overview portion of the presentation, but before we go on, I’ll pause and open it up for a couple of burning questions you may have? As a reminder, dial *9 if you are calling in or click the raise hand feature to indicate that you would like to speak.

In the interest of time, we’ll need to move to the next item on the agenda, but there is time for Q & A towards the end of the workshop. I’ll now turn it over to my colleague Krystal Ayala to give a brief overview of Flexible Fleets and opportunities for the STGP.
Good morning everyone. My name is Krystal Ayala and I’m a Regional Planner with our Mobility & Innovation team at SANDAG. First, I want to thank Zach and the Grants team for giving me the opportunity to share our Regional Vision with you during today’s Specialized Transportation Grant Program workshop.

Over the past year, the Regional Plan team has been integrating data, evaluating new technologies, and using a human-centered design approach to develop a new vision for the San Diego region. A few weeks ago, we presented that Regional Vision that completely rethinks how people & goods might move around the region to our Board of Directors. A vision that will serve as foundation for the 2021 Regional Plan and the blueprint for our transportation system for years to come.

The Regional Vision used a data-driven process and public input to redesign our transportation network but the success of this Vision is only possible through continued collaboration and partnerships with stakeholders like local jurisdictions, transit agencies, non-profit organizations, and community members. The organizations and agencies that you represent provide a critical and important transportation service to our seniors and people with disabilities. For this Vision to
succeed, we need you at the table and look forward to continued collaboration with your organizations through efforts like this one to help implement the Vision.
Last year, we laid out the approach to developing a new transportation vision for the region, using the 5 Big Moves as a framework. This includes:

Complete Corridors, a fully connected system of managed lanes, improvements on all rural corridors, and supporting improvements on local streets for transit, bikes, and pedestrians

Transit Leap, a high-speed transit system that would fully connect residents to jobs, education, and major destinations

Mobility Hubs, places in our communities where multiple modes of transportation would come together making it easy to move around without relying on a personal vehicle

Flexible Fleets, that provide more travel options for moving within our communities and connecting us to Mobility Hubs

and the Next Operating System, the “brain” of the transportation system that uses data from a variety of sources to deliver new applications and tools for people traveling around the region, for operators, and for planners and policymakers.

These strategies are interrelated and work together to make the transportation system
easier to use, safer, and more efficient. Together they provide convenient transportation options that are truly competitive with driving, reducing the reliance on owning/driving a car to access or meet basic needs – whether that be the grocery store, a medical appointment, jobs or school.
A critical part of the Regional Vision is the Flexible Fleets strategy, which envisions providing shared, electric, on-demand services that provide more options for moving around the region. The beauty of Flexible Fleets is that they allow people to try fun, new, and affordable ways of traveling and because they are enabled by technology, can easily adapt to different environments and changing conditions.

Many Flexible Fleet services exist today, several of which are already operating in our region. We’ve defined 5 Flexible Fleet services- ranging from bikes and scooters to shuttles and drones that deliver our packages. Fleets vary in size and type of service, providing the right type of vehicle that best meets your needs. Many of these services use proprietary technology to ensure that services are operating optimally and are available on an on-demand basis which allows travelers to easily reserve or book a vehicle with a click of a button, providing seamless and quick access to services.
Because of the different services and vehicles that are available, Flexible Fleets can serve all types of communities and operate everywhere in the region. Since the majority of Flexible Fleets are operated in partnership with the private sector, it provides a really great opportunity to design services using a community-focused approach. This means designing services with specific community needs in mind including affordable options for low-income families, accessible vehicles for disabled community members and seniors, and choices for people without smartphones or credit cards to use these Flexible Fleets.

Services like rideshare and microtransit, in particular, could provide an on-demand option for people who are not served by transit or don’t have access to a personal vehicle, which provides that independence to run errands, head to medical appointments, or get to work.
We know that technology is evolving at a rapid pace and that there may be opportunities to integrate Flexible Fleet service into our transportation system today, including our existing program like the Specialized Transportation Grant Program. To help illustrate how Flexible Fleet technologies could support your organizations, we are excited to have four vendors present with us today who will share their technology solutions. This is intended to be informational but for those that are interested in speaking directly with the vendors or learning more about their proposed solution, their contact information will be provided as part of the presentation materials.

First, we’ll hear from Brian from HopSkipDrive, followed by Dustin with RideCo, Luke from Spare Labs, and finally Krista with Via.

Let’s start with Hop Skip Drive. Brian Klarfeld, thanks for being here. Tell us a little bit about HopSkip Drive.
Enabling Independence and Mobility for Seniors

Brian Klarfeld
Regional Sales Manager
Brian@hopskipdrive.com
The basics: how HopSkipDrive works

Caregivers on wheels who deliver guaranteed rides whenever and wherever you need!

The safe and reliable transportation solution for senior citizens.

Helping senior citizens, and anyone who needs a little extra care, get where they need to go. HopSkipDrive enables greater independence and mobility for aging populations.

How It Works

1. Easily schedule a one-time or recurring ride in the HopSkipDrive mobile app.
2. HopSkipDrive connects you with a network of background-checked CareDrivers.
3. Detailed Rider Notes ensure riders and CareDrivers find each other.
4. Get alerts for each stage of the ride and monitor it in real-time.
5. Our Safe Rides Support system tracks rides, proactively solving any issues that may come up.

CareDrivers are ‘caregivers on wheels.’ They must pass a rigorous 15-point certification process, including multiple background checks and a required five years of caregiving experience.

What happens, you might be wondering, after a district chooses to enter into a partnership with HopSkipDrive?

First we go through your onboarding phase, in which a white glove account team builds a plan to your customized requirements. The team will get you up and running on our dashboard, which is where you or someone in your office will book rides. In fact, we’re rolling out a brand new v2 dashboard very soon to make this process even more fail-proof.

Once you request your first rides and the big day arrives, we match those rides to our CareDrivers, who have the strictest driver requirement in the industry (a lot more on driver vetting and monitoring later!). During the ride, the student’s parent or guardian and school receive text alerts along the way. And meanwhile, we have a Safe Rides team who responds to any safety concerns in real time, and we have Zendrive doing smartphone diagnostics on all our drivers on all rides.
Every single CareDriver on the HopSkipDrive platform has at least 5 years of caregiving experience. And our 15-point certification process—the most stringent and selective in our industry—covers their backgrounds, their vehicles, and their training and behavior.

Here are some highlights.

**BACKGROUND**
- Deepest legally permissible background check including state and federal criminal and sex offender databases
- Fingerprinting
- Ongoing background checks
- Valid driver's license and good DMV record
- At least 23 years old

**VEHICLES**
- Sedan no older than 10 years
- Passes 19-point inspection by certified mechanic
- Car ensured at or above state minimum
- Registration and proof of insurance matched to driver and copies kept on file with HSD

**TRAINING | BEHAVIOR**
- HSD meets every CareDriver in person before they're cleared for orientation and training
- Adopts the HopSkipRules
- Adopts zero tolerance policy for smoking, drugs, and alcohol
- Adopts zero tolerance policy for mobile device usage with rider in car

There are so many facets to our CareDriver certification process that we couldn’t fit them all on one page—just the highlights. For background, we check against nationwide criminal, county criminal, Global Watchlist, and Sex Offender databases. We use Checkr, CBI Public Search, and LiveScan Fingerprinting. We also require CareDriver vehicles to pass a 19-point inspection by a mechanic--not just any mechanic, of course, but one licensed by the Colorado Bureau of Automotive Repair.

Here you see a hypothetical pool of 100 applicants who’ve signed up to be a Caredriver.
Book a trip in **two minutes flat**

Enter your riders, dates, times, pickup and drop-off locations, and any special instructions, and you’re done!

- **Booking Flexibility**
- **Reliability** through 100% ride guarantee
- Better **economics** (compared to a bus) through dynamic routing and variable ridership (pay for seats not buses)
- 15-point safety certification Unparalleled **safety** standards with 15-point certification for CareDrivers
Visibility is accountability

In the rideshare age, consumers expect visibility in-transit.

With HopSkipDrive, you can know where all of your riders are, all the way to their safe, on-time drop-off.

- Booking **Flexibility**
- **Reliability** through 100% ride guarantee
- Better **economics** (compared to a bus) through dynamic routing and variable ridership (pay for seats not buses)
- 15-point safety certification Unparalleled **safety** standards with 15-point certification for CareDrivers
**Safe Ride Support**

At HopSkipDrive, GPS technology is just the beginning. We back ours up with U.S.-based Safe Ride Support—live human beings (including former emergency response professionals) who monitor every single ride in real time.

**Trust... but verify**

Our CareDriver insights don’t end with Ride One. HopSkipDrive uses smartphone sensor technology to detect unsafe driving behaviors such as rapid braking, speeding, and device distraction—the leading cause of collisions.

In the unlikely event of a collision, data is sent to HopSkipDrive immediately, triggering instantaneous crisis response.
We have significant experience in low-density environments, both public and private sector. Clients include: municipalities, transit agencies, employers including multinational companies, universities, military bases, airports

20+ active services, all on-demand, dynamic route
Case Study #1: San Antonio

KEY CHALLENGES

- Low-density suburban area (19 sq. mi)
- Bus productivity < 15 boardings per vehicle hour
- Small catchment area
- 30 – 60 minutes frequency
- Limited access to transit hub
How it Works

5-minute
walk for all riders, 10 minutes average frequency

Mobile app or telephone call-in to book a ride, on-demand or pre-scheduled

5-seat vans,
with bike racks, and 10% of fleet has wheelchair accessible vehicles

Turnkey solution,
with vehicles and driver operations by a local operator
How it Works

5-minute
walk for all riders,
10 minutes average frequency

Mobile app or telephone call-in to book a ride,
on-demand or pre-scheduled

5-seat vans,
with bike racks, and 10% of fleet has wheelchair accessible vehicles

Turnkey solution,
with vehicles and driver operations by a local operator
The World’s Most Successful Point-to-Point Service

Average Weekday Passenger Trips

650+ Average weekday passengers
40%+ Connect to transit hub
20% Savings in cost per passenger
70%+ Rides shared

12 min Average Wait time
260 ft. Average walking distance
25% Bookings via telephone call-in
15+ Rides / month per customer
Case Study #2: Calgary Transit

**KEY CHALLENGES**

- No local bus routes
- Low-density area with few pre-existing transit riders
- No access to transit hub without vehicle ownership
- Neighborhood is cut off from the rest of the city
How it Works

4-minute wait for all riders, 15-minute average frequency

Mobile app or telephone call-in to book a ride, on-demand or pre-scheduled

14-seat vans, with bike racks, and 50% of fleet has wheelchair accessible vehicles

Software solution, with planning and project management included
The World’s Most Successful First-Last-Mile Service

175+
Average weekday passengers

100%+
Connect to transit hub

20%
Savings in cost per passenger

90%+
Rides shared

15 min
Average wait time

250 ft.
Average walking distance

96%
On-time record

15+
Rides / month per customer
Flexible Fleet Technology Opportunities: Spare
Advanced Microtransit: Flexible Demand

General Public

NEMT

Paratransit

Commingling
Commingling Microtransit & Paratransit

1. **Many Services, 1 Vehicle**
   Use the same resources for both paratransit and microtransit

2. **Customized to rider**
   Every service has its own pickup requirements - you remain compliant

3. **Scales with non-dedicated**
   Commingled services utilize the vast network of non-dedicated vehicles
Advanced Microtransit: Flexible Supply

Trip brokering

On-Demand Fleet
Paratransit Fleet
TNCs
Taxis
Technology + Operations = 💖
Thank you for Spare-ing your time!

luke@sparelabs.com
Flexible Fleet Technology Opportunities: Via

Powering the world’s smartest shared rides.

On-demand mobility for Seniors and Individuals with Disabilities in the San Diego region

Krista Glotzbach
Partnerships, Western US
krista@ridewithvia.com
M. 415-275-2453
Flexible Fleet Technology Opportunities: Via

How On-Demand, Shared Works

1. Request ride
2. Via assigns optimal seat
3. Walk to Virtual Bus Stop
4. Share the ride
5. Route dynamically
Flexible Fleet Technology Opportunities: Via

City of Newton: Newton, MA

- Replaced existing senior dial-a-ride service with “NewMo” in June 2019
- Offering both curb-to-curb and door-to-door service to any resident aged 60 or older
- On-demand and pre-scheduled booking available through the app, by phone
- Wheelchair accessible service and all vehicles equipped with step stools and safety handles
- Extensive tailored reporting made available to Newton for service tracking

“I am very happy with the service. Practically no waiting and very polite drivers who always help me with my folding metal walker.”
— NewMo rider

NEMT

5/5
average rider rating

11
minutes average wait time

93%
On-time performance

<0.1%
Average no-show rate
Flexible Fleet Technology Opportunities: Via

“Pickup” by Capital Metro: Austin, TX

- Partnership with Via began in 2017 with initial launch to improve under-utilized dial-a-ride paratransit service
- Launched microtransit in five zones — two suburban and one rural area, and two lower-income urban neighborhoods — in August 2019
- Provides first-and-last-mile connections to Austin employment hubs via fixed-route bus and light rail network
- Added sixth zone, a fast-growing exurb of Austin, in December 2019
- Decreased cost per trip by 50% compared to legacy service

“Pickup] provides reliable and accessible service in zones.... that otherwise have limited access.” — Chad Ballantine, CapMetro VP of Demand Response and Innovative Mobility

17 wheelchair-accessible minibuses
200 downloads per week prior to COVID-19
4.9 out of 5 average rider rating
2/3 passengers shared their rides prior to COVID-19
Flexible Fleet Technology Opportunities: Q & A

- Any questions for the Flexible Fleet providers in today’s workshop?
At this time, we’ll take a quick five-minute break and resume with Item 5.
We discussed key information that is described in more detail in the STGP Overview document as well as the Program Management Plan. Now, in this portion of the workshop, I’ll describe the actual mechanics of applying.

Let’s start by going back to the Cycle 11 STGP webpage materials. The first heading, Common Documents, refers to materials that are applicable to both funding sources. Forms need only to be completed once and submitted under one or both funding sources. They include the resolution, the applicant checklist and signature form, and the organization application. More on the resolution and the organization application in the next slides.
STGP projects must comply with SANDAG Board Policy No. 035: Competitive Grant Program Procedures. Per Board Policy 35, an applicant must submit a resolution from its governing body, that commits it to providing the amount of matching funds set forth in the grant application if awarded funding. An approved resolution also authorizes applicant staff to accept grant funding and execute a grant agreement with SANDAG if awarded funding. SANDAG encourages applicants to use the online template provided by SANDAG, where applicants indicate the grant request and matching funds.

Resolution Template

- SANDAG Board Policy No. 035 requires an applicant to submit a resolution from its governing body
- An approved resolution:
  - Commits an applicant to providing the amount of matching funds set forth in the grant application if awarded funding, and
  - Authorizes applicant staff to accept grant funding and execute a grant agreement if awarded funding
- Online template
- Use a table to indicate grant request and matching funds
Now to a few notes about the organization application.

First, Section 5310 applicants will need to provide their organization’s D-U-N-S Number in order to be eligible for federal funds. If your organization does not already have a DUNS Number, it will need to apply for and obtain the 9-digit identifier online, which may take a few business days.

Second, for both funding sources, an applicant is required to submit letters of support if it coordinates with one or more agencies for the full or partial provision of specialized transportation service. The letters of support should come from the partner agency or agencies with which it coordinates.
Required Forms

- Both funding sources
  - Public Contract Code Questionnaire
  - Public Contract Code Section Statements
- Section 5310 only (federal)
  - Eligibility Certification for Federally Funded Contracts
  - Noncollusion Affidavit/Declaration
  - Debarment and Suspension Certificate
  - Certification of Restriction on Lobbying
  - Subapplicant’s (Third-Party) Statement of Eligibility (if applicable)

Both Senior Mini Grant and Section 5310 applicants are required to submit two Public Contract Code forms. All other forms in the Required Forms document available on the STGP Cycle 11 webpage are only for Section 5310 applicants. Please note that these forms are required during application submission. Additional forms are required for projects awarded funding. Those required forms are available on the STGP webpage and will be included in the grant agreement.
Next, here are some general notes and tips for the Organization and Project Applications:

- All project applications have the same categories, though there are differences in application questions depending on project type.
- The applications are fillable PDFs, which means your responses need to be concise and fit in the blank spaces provided.
- All responses are worth up to 5 points
- Make sure you are using the appropriate scope, schedule, and budget sheet as well as other attachments based on the project type, and, lastly
- Make sure your responses are consistent throughout the application materials you submit. For example, some information contained in the applicant checklist and signature page, project application, and resolution should all match. Inconsistent information may negatively affect your total score.
Mobility Management and Operating Project Scope, Schedule, and Budget Form

- One project scope, schedule and budget sheet
- Clear and concise project description
- Includes deliverables that are measurable, achievable, and aligned with the STGP goal and objectives
- Inserted into Grant Agreement if awarded funding

The project scope, schedule, and budget is combined into one sheet for mobility management and operating projects. As such, there is a lot of information compacted into the sheet, which makes it even more important that your responses, including for the project description and deliverables, are clear and concise. Also, including deliverables that are measurable, achievable, and aligned with the STGP goal and objectives is recommended, especially since the scope, schedule, and budget page will be inserted into the Grant Agreement if the project is awarded funding. Finally, please note that there are detailed instructions in the yellow comment boxes, so SANDAG encourages applicants to consult those resources.
The Capital Project Performance Indicators Worksheet is a tab included with the capital budget form, which I will discuss in a few slides. Instructions are included on the excel worksheet. Each row represents a vehicle for which your organization is requesting funding. When you fill in the proposed service levels for each vehicle for columns A through F, the excel spreadsheet will auto-calculate the proposed seat utilization in column G. Please note that the Performance Indicators worksheet will be inserted into the Grant Agreement for the vehicle or vehicles awarded funding. As a reminder, seat utilization will be treated as a qualitative indicator and scored by external evaluators rather than SANDAG staff for Cycle 11.
Vehicle Procurement

SANDAG offers Class A, B, C, D, and V vehicles through the STGP. SANDAG uses the CalACT Purchasing Cooperative to procure new vehicles. SANDAG encourages applicants to research vehicle types to determine the appropriate vehicles for your organization and transportation program. Research may include visiting CalACT’s website or reaching out to vehicle vendors.
For each vehicle class type offered, SANDAG has developed a Vehicle Selection and Budgeting Tool. The Tool is designed to help applicants select the appropriate vehicle for their transportation program and build a budget based on factors that affect vehicle pricing, including model, specifications, options, sales tax, fees, etc. Instructions for using the tool are included in the worksheet. On the first tab, applicants select the vehicle type and desired options using drop-downs menus. There is space to list non-published options, though applicants should keep in mind that their organization will be responsible for paying 100% of the cost for non-published options. The second tab shows all available vehicles through the current purchasing cooperative and includes prices for the vehicles and all options, adjusted for inflation. Please note that the prices and offerings are based on the most recently published purchasing schedule available through CalACT, which is subject to change. On this tab, applicants are prompted to select a vehicle based on best value. Applicants may consider the following when selecting a vehicle:

1. Past performance information (including that of vehicles or vendors)
2. Special features of the specific vehicle required for effective program performance
3. Warranty considerations, if any
4. Maintenance or inventory considerations, if any
5. Proposed delivery date, and lastly
6. Price
Based on your vehicle selection, the third tab will pre-populate with the price of the selected vehicle and calculate the 80/20 split between what is eligible to be supported by a Section 5310 grant (80% of the cost) and the minimum required match (20% of the cost). The vehicle selection tool is not the budget though, but that’s coming up next.
The Capital Project Budget is a separate worksheet because an applicant may request more than one type of vehicle or the same vehicle with different options or may propose a higher match than is required. The Budget worksheet allows applicants to list all the vehicles for which they are requesting funds. The worksheet includes instructions.
Per the Section 5310 program and Buy America requirements, the FTA requires completion of an in-plant inspection and resident inspector’s report when more than 10 vehicles of the same model that are not unmodified vans are purchased. SANDAG estimates the cost to be $5,000, which would be less than 1% of the total procurement cost. Since Buy America requirements prohibit use of federal grant funds to cover these costs, they would be paid in extra matching funds by the applicant.

New for Cycle 11, the Capital Budget Form indicates whether a Resident Inspector’s Report is needed and the total cost based on the number and types of vehicles selected.
Here is the application submission timeline. Within about a month, SANDAG will post instructions on how to submit applications electronically via a portal. Following that, the electronic submission portal will open on October 16th. While the call is open, SANDAG will compile questions, periodically posting responses to an FAQ page on the Cycle 11 webpage. Applicant questions must be received by the end of the day on October 23rd, and SANDAG will post the last response on October 26th. The deadline for applications is 4 p.m. on October 30th and late submittals will not be accepted. So what can applicants expect after October 30?
### Post-Application Submission: Anticipated Timeline

<table>
<thead>
<tr>
<th>Activity</th>
<th>Anticipated Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scoring of applications/peer review process</td>
<td>November – December 2020</td>
</tr>
<tr>
<td>Project award summary to advisory committees and working groups</td>
<td>January – February 2021</td>
</tr>
<tr>
<td>Transportation Committee reviews funding recommendations</td>
<td>February – March 2021</td>
</tr>
<tr>
<td>Board of Directors considers approval of funding recommendations</td>
<td>February – March 2021</td>
</tr>
<tr>
<td>Grant agreement execution (Senior Mini Grant)</td>
<td>No earlier than July 1, 2021</td>
</tr>
<tr>
<td>Grant agreement execution (Section 5310 grant)</td>
<td>No earlier than October 1, 2021</td>
</tr>
<tr>
<td>Vehicle delivery</td>
<td>No earlier than October 1, 2021</td>
</tr>
</tbody>
</table>

In November and December, SANDAG anticipates convening an evaluation panel to score and rank applications. Those scores undergo a peer review process to ensure accuracy. Then, in early 2021, staff anticipates presenting the funding recommendations to advisory committees, working groups, the Transportation Committee, and finally to the Board of Directors. If your organization’s project was awarded, then it will start no sooner than July 1, 2021. SANDAG anticipates vehicle deliveries to occur in 2022.
Speaking of vehicles, we now will turn to the vehicle demonstration portion of the workshop. Since having an-person vehicle demonstration is not possible due to COVID, SANDAG had to adapt it to a remote format with the vehicle vendor’s assistance. In the agenda, there are links to videos or other resources the vendors provided that hopefully help your organization visualize the vehicles and specifications. Additionally, representatives from the three vendors through CalACT (A-Z Bus Sales, Creative Bus Sales, and RO Bus Sales) were gracious enough to join us for this workshop, so I will turn in over to them for a quick presentation on their respective agencies, starting with A-Z Bus Sales. Take it away Cole!
Hi, I’m Cole Crocket with A-Z Bus Sales.

I’d like to thank the folks at SANDAG for giving us this opportunity to connect with you today and I’d also like to thank you, the members, for taking time to attend this event. Lastly, I’d like to thank those of you who have chosen to work with A-Z over these past few years. We’ve built some amazing relationships and delivered great vehicles during this time.

I want to tell you a little about A-Z Bus Sales and then we’ll talk shop on vehicles.
A-Z Bus Sales has been providing safe and reliable transportation solutions for over 45 years.

*In 1976 our founder, George Tillery, opened Arizona Bus Sales, which started it all. In the early 80’s he moved the business to California and gained the Blue Bird school bus franchise for CA. In the 90’s A-Z also established itself in Hawaii, supplying school bus contractors and commercial shuttle bus companies with safe and reliable transportation solutions.*

There are two major driving forces that set us apart from the rest.
First, A-Z Bus Sales is driven by a set of core values that guide all employee owners in the same direction towards excellence.

- We serve God by serving others
- We build open and honest relationships
- We stand for customer service excellence
- We have a passion for our work
- We have fun

It’s these core values that drive all of our employee owners in the same direction towards excellence.
Which brings me to our second driver.

A-Z Bus Sales is 100% employee owned, which means every step of the way, no matter what department you are dealing with at A-Z, you are working with an owner of the company – which also means every person you come in contact with has a vested interest in your satisfaction.
A-Z Bus Sales offers a wide range of paratransit vehicles in every size to fit your needs

From minivans, to full size vans and small and large cutaway shuttles, we are sure to have just the right vehicle for you and most are available with gas, diesel, CNG, and propane powertrains
Class A, B & C – Glaval Universal

The Universal is the perfect balance of safety and durability. The passenger compartment is surrounded by a fully welded aluminized steel structure. Standard 5/8” marine grade plywood flooring, stainless steel exterior screws and a fully undercoated chassis protects the bus from the most extreme conditions. Rosco rear vision back-up camera and 36”x36” windows with tempered safety glass make the Universal one of the safest buses on the road. The laminated straight sidewalls and a one-piece fiberglass front and rear cap, make the Universal as desirable as it is durable. If dependability and safety are your top priority, the new Universal by Glaval is exactly what you are looking for.
Class B – Glaval Commute

The Glaval Commute is built on the Ford Transit chassis platform and is definitely our biggest up and comer, as fleets find that sweet spot between a more compact exterior package with a big interior feel.
Class V – Ford Transit by NorCal Vans

The Ford Transit van has taken the transportation world by storm over the past several years and there is no question why. As mentioned earlier with the Glaval Commute, the Transit chassis gets excellent fuel economy, is comfortable to drive and is capable of navigating narrower passageways. NorCal Vans has been A-Z’s Transit upfit partner for may years now. There’s practically no limit to the configurations that can be constructed in a NorCal Van, whether you require CDL or non-CDL capacities, the NorCal Van is definitely worth taking a look at.

One very important topic to cover while on this model is how the vehicle is ordered from Ford prior to upfit. NorCal Vans begins with a passenger version of the Ford Transit Van, which means it has a Ford OE interior, as well as the all-important side curtain airbags. Many competing upfitters will begin with a stripped cargo version in an effort to shave costs and lower the price point to give the appearance of “low-bid”, but a lot is compromised for that position. No corners are cut with NorCal Vans and A-Z, because safety is always first for us.
Class D – BraunAbility Dodge Grand Caravan

The BraunAbility Dodge Grand Caravan has stood the test of time due to its great reliability. This low floor minivan is a great choice for those seeking a smaller capacity vehicle for one off routes or even supervisor vehicles.
A-Z Bus Sales also offers COVID-10 Protection Equipment and Services to help your drivers and passengers stay healthy and safe.

- Onsite installation of PPE Solutions with minimal modification.
- Onsite Fleet Disinfection Services and Products

Let’s talk COVID-19 for a second.

A-Z is also very prepared to help you equip your new purchases, as well as your existing fleet. We offer a full line of personal protection equipment and services to help you protect your drivers and passengers during these unprecedented times.
A-Z Bus Sales has been a trusted partner of CalACT for 20 years and look forward to continuing to support SANDAG thru this contract. If there is anything, we can do for you please do not hesitate to contact us. Thanks and God Bless.
Creative Bus Sales

- Family owned business since 1980, we are the largest bus dealership in the country with 18-locations nationwide.
- This provides you with the financial stability and purchasing leverage that allows us to provide our customers with the best transit vehicles at the lowest prices.
- Strong local customer base in San Diego:
  - MTS, North County Transit District, FACT, Carlsbad, Imperial County, and many others.
Creative Bus Sales

- Nearest Full-Service Location for Service, Parts, and Warranty:
  - 14740 Ramona Avenue, Chino, CA 91710
Creative Bus Sales

- Class A, B, and C:
  - Starcraft / StarTrans / ElDorado National
  - Available on:
    - Ford Transit /E350/E450
    - Chevrolet 3500/4500
    - Side or Rear Lift
    - Multiple Wheelchair Configurations

- Class D – Braun Entervan
  - Dodge Caravan
  - Low Floor Van
  - Side Ramp (Fold Out or Slide Out)
  - In-Stock and Ready for Delivery

- Class V – Drivege
  - Ford Transit
  - Side or Rear Lift
  - Multiple Wheelchair Configuration
Creative Bus Sales

- PPE Equipment:
  - Driver Barriers
  - Passenger Protection
  - Decontamination Systems
Creative Bus Sales

- Experts in Vehicle Specifications:
  - Multiple wheelchair positions
  - Experts in all fuels
    - (gasoline, electric, diesel, CNG, and propane)
  - Maximizing seating capacity
  - ADA Compliance
  - Low floor and standard floor options
RO Bus Sales

- **RO Bus Sales** has been providing quality bus and mobility vehicle sales and service throughout the Southwestern United States since 1999.
- We represent six bus and van manufacturers with a wide variety of products to suit our clients’ needs. With offices in Nevada and California we provide a very ‘Hands On’ approach to new vehicle sales and product support after the sale.
RO Bus Sales

• We offer a 22,000 sq. ft service facility for any service, parts, and warranty needs.
  • 2701 Westwood Dr, Las Vegas NV 89109
Class V – Sunset Vans Ford Transit

Video: Click Space Bar
Exterior of vehicle

Video: Click Space Bar
Interior of Vehicle
Shift N’ Step

The Patent Pending Shift N Step is the first ever state-of-the-art ADA compliant vehicle system to allow total access for all. Revolutionizing the public transit and bus market, Shift N Step creates a truly "Cross-Over" vehicle allowing curbside service for everyone, anytime, anywhere. It allows for a 30” unobstructed ambulatory entrance.
Abilitrax Floor

- Abilitrax is a revolutionary seating for Ford Transits, Ram ProMasters, and Mercedes Sprinter vans.
- This unique patent pending design allows your vehicles capabilities to change as quickly as your needs do. This system is intelligent enough for the complex needs of large fleets who need immediate change for a variety of day to day business challenges or simple enough to allow for the flexibility of a family trip to include an occasional wheelchair user.

ABILITRAX FLOOR: The Abilitrax Customizable Flooring gives the end-users a variety of available floor plans that can be configured in minutes allowing them to change your vehicles seating configuration for what they are doing today!
RO Bus Sales

COVID-19 Protection Equipment Now Available

- Ford Transit Driver Barriers
- Passenger Sneeze Guards
- Social Distance Seat Bands
RO Bus Sales

Thank you for viewing our presentation!
Questions and Answers

- Please use the “raise your hand” feature in Zoom, dial *9, or enter your question in the Zoom chat box.
- Email: grantsdistribution@sandag.org
- Check the website for FAQs

Thanks to the vehicle vendors for joining us in the virtual vehicle demonstrations. I’ll going to ask that the vendors stick around for the Q and A portion of the workshop. We’ve received some questions in the Q & A box, but let’s start with those joining by phone.

If you have a question and you are calling in, dial *9, to indicate that you would like to speak, and we’ll unmute you.

Next, we’ll go to a few questions submitted in the chat box...

Let’s take one more question...

Alright, it seems like we are just about out of time. We recorded all the questions in the Q & A box, and we will post responses via a FAQ section on the STGP webpage, so be on the lookout for that. Additionally, if you have further questions, you may email grantsdistribution@sandag.org. I want to thank the Flexible Fleet providers and vehicle vendors for joining us today and you, for your interest in the Specialized Transportation Grant Program. Have a good rest of your day and stay safe!