

Grant Application Instructions

The following materials must be submitted electronically through [BidNet](#). Applications cannot be emailed. If any of the required components are not completed and included with the application by the submittal deadline so that it can be fully evaluated without negatively impacting the fairness of the competitive process, the application will be deemed ineligible.

Required Components

- Completed Grant Application
- Map(s) of Proposed Service Area(s)
- Project Scope of Work
- Project Budget
- Copy of Commission-issued Charter-Party Carrier permit for each entity that will provide the on-demand WAV services, including third-party contract providers (unless a non-permitted transportation carrier demonstrates and affirms compliance with the Safety Declaration Protocol Form included in the application)

Recommended Components

- GIS shapefile (zipped file) of service area
- Resolution including all statements provided in the Sample Resolution

Project Scope of Work and Project Budget

The Project Scope of Work and Project Budget templates are available in [BidNet](#).

If a project is selected to receive funding, the Project Scope of Work and Project Budget will be added to the Grant Agreement with any adjustments required by SANDAG. The Applicant will be held responsible for implementing the project in accordance with the Project Scope of Work and Project Budget. Guidance for completing the Project Scope of Work and Project Budget templates has been provided below.

Project Scope of Work

The Project Scope of Work template has been developed to include the minimum tasks that all Applicants will be required to perform in **bold text**. The method each Applicant uses to complete each task (milestone) can vary. SANDAG has provided sample milestones that could be used to successfully achieve each task, as shown in the template. Applicants must update these sample milestones to demonstrate how they will complete the task.

Project Budget

The Project Budget template has been developed to match the Project Scope of Work template and to provide the format through which Applicants can illustrate their proposed project costs. Applicants that intend to apply indirect costs to their proposed project should ensure that the indirect costs are incorporated into the Project Budget.

Grant Application**Part I – Applicant and Project Background****Applicant Information**

Applicant Legal Name	CARE7 Transport Inc
DBA (If Applicable)	
Applicant Address	3443 Camino Del Rio S Ste 117 San Diego, CA 92108
Contact Name	Nor Sheikh
Title	President
Phone	619-713-8568
Email	norsh@care7transport.com

Project Information

Project Title	AFA Cycle 2
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Project Manager

List the day-to-day Project Manager (PM) who will be responsible for the services.

Individual Name	William Hawkins
Title	Operations Manager
Phone	(619) 985-9745
Email	williamh@care7transport.com

Additional Contacts for Grant-Related Correspondence

Include the individual(s) who will prepare the monthly reports, submit invoices, or otherwise be involved in the project.

Role Description	
Individual Name	Zahara Qazi Zada
Title	Billing/invoicing
Phone	619 – 795 2163
Email	zaraz@care7transport.com

Role Description	
Individual Name	Kalid Rabi
Title	Safety/fleet
Phone	619-394-3225
Email	krabi@care7transport.com

Role Description	Community outreach program
Individual Name	Hodaa Khanyarre
Title	Community outreach
Phone	619-240-2022
Email	Hkhanyarre@care7transport.com

Role Description	Service Analyst
Individual Name	Pending
Title	
Phone	
Email	

Project Budget

AFA Funding Request

Total AFA Grant Request Amount	\$2,612,500.00
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Matching Funds (if applicable)

List the source(s) and associated dollar amounts of proposed matching funds. Matching funds can consist of in-kind services or cash match from the applicant, and/or funds from outside sources.

Source of Funding	N/A
Amount of Funding	

Source of Funding	N/A
Amount of Funding	

Source of Funding	N/A
Amount of Funding	

Total Matching Funds Provided	N/A
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Indirect Costs

1. Does the applicant intend to include indirect costs in the Project Budget?

☒ Yes ☐ No

2. What type of Indirect Cost Rate (ICR) will be used?

- ☐ De Minimus
- ☐ Federally Negotiated Indirect Cost Rate (FNICR)*
- ☐ I will not include direct costs in the Project budget.

*If FNICR, please include the FNICR with the Application.

Part II – Baseline Data*

The information in this section will not be scored, but will be evaluated as a baseline. The existing AFA provider shall submit response time data for the preceding four quarters, if available.

WAV Information*

3. How many WAVs does the Applicant currently have in operation? Please provide information by quarter and aggregated by hour of the day and day of the week. The template entitled “WAVs in Operation”, [available online from the CPUC website](#) should be used. A sample completed form [is available here](#).
4. Using the CPUC template entitled “WAV Trips”, [available online here](#), provide the number and percentage of WAV trips completed, not accepted, cancelled by passenger, cancelled due to passenger no-show, and cancelled by driver – by quarter and aggregated by hour of the day and day of the week. For WAV trips completed, Applicants have the option to demonstrate an increase in the number of trips completed or an increase in the percent of trips completed. A sample completed form [is available here](#).
5. Provide completed WAV trip request response times in deciles by quarter for the proceeding four quarters, if available. This should also include a report of the 75th percentile response times, specifically, for that quarter. The template entitled “Response Times”, [available online from the CPUC website](#) should be used. A sample completed form [is available here](#).
6. Using the CPUC template entitled “Outreach”, [available online here](#), Evidence of outreach efforts to publicize and promote available WAV services to disability communities, which may include a list of partners from disability communities, how the partnership promoted WAV services, and marketing and promotional materials of those activities. A sample completed form [is available here](#).

** Data from the WAV information section will be evaluated as a baseline for how applicants can improve upon the following: WAV response times compared to the previous year the presence and availability of WAVs within the proposed service area; and efforts undertaken to publicize and promote available WAV services to disability communities.*

Safety, training, and insurance information

1. Using the CPUC template entitled “Training and Inspections”, [available online here](#), provide the following information. A sample completed form [is available here](#).
 - Report of WAV driver training programs used and number of WAV drivers that completed the training in the prior year
 - Certification that all WAVs operating on the Access Provider’s platform have been inspected and approved to conform with the ADA Accessibility Specifications for Transportation Vehicles within the past year.
2. Provide the number of complaints received related to WAV drivers or WAV services, categorized as follows: securement issue, driving training, vehicle safety and comfort, service animal issue, stranded passenger, and other. The template entitled “Complaints”, [available online from the CPUC website](#) should be used. A sample completed form [is available here](#).

Financial information

Using the CPUC templates entitled “Funds Expended”, [available online here](#), and “Contract Information”, [available online here](#), provide the following information. Sample completed forms are available at the following links – [Sample Funds Expended](#) form; [Sample Contract Information](#) form.

- Estimated income (categorized by passenger revenue; other revenue; and total grants, donations, and subsidy from other agency funds)
- Estimated expenses (categorized by wages, salaries, and benefits; maintenance and repair; fuels; casualty and liability insurance; administrative and general expense; other expenses; contract services)
- List and explain all sources of operating revenue, including revenue from grants, donations, and local fundraising projects that will be used to fund the Program, for the prior, current, and budget year.

*Note: If any of the above Baseline Data is unavailable or not applicable, please describe in the space provided on the next page.

Part III – Project Details

1. Project Readiness and Technical Capacity

- A. Provide the following information for all entities that will provide the on-demand WAV services, including Applicant and any third-party contract providers, as applicable.

Entity Name	Eleet Transportation
Charter-Party Carrier Status	☒ Holds a Commission-issued Charter-Party Carrier permit ☐ Non-permitted transportation carrier
Number of WAV vehicles in current fleet (or projected number if purchasing/leasing by Notice to Proceed date)	10 Wave vehicles
Projected date when on-demand WAV services will begin	9/2/2024
Anticipated hours of operation	5:00 AM to 9:00 PM

Entity Name	
Charter-Party Carrier Status	☐ Holds a Commission-issued Charter-Party Carrier permit ☐ Non-permitted transportation carrier
Number of WAV vehicles in current fleet (or projected number if purchasing/leasing by Notice to Proceed date)	
Projected date when on-demand WAV services will begin	Click or tap to enter a date.
Anticipated hours of operation	

Entity Name	
Charter-Party Carrier Status	☐ Holds a Commission-issued Charter-Party Carrier permit ☐ Non-permitted transportation carrier
Number of WAV vehicles in current fleet (or projected number if purchasing/leasing by	

Notice to Proceed date)	
Projected date when on-demand WAV services will begin	Click or tap to enter a date.
Anticipated hours of operation	

Entity Name	
Charter-Party Carrier Status	☐ Holds a Commission-issued Charter-Party Carrier permit ☐ Non-permitted transportation carrier
Number of WAV vehicles in current fleet (or projected number if purchasing/leasing by Notice to Proceed date)	
Projected date when on-demand WAV services will begin	Click or tap to enter a date.
Anticipated hours of operation	

Entity Name	
Charter-Party Carrier Status	☐ Holds a Commission-issued Charter-Party Carrier permit ☐ Non-permitted transportation carrier
Number of WAV vehicles in current fleet (or projected number if purchasing/leasing by Notice to Proceed date)	
Projected date when on-demand WAV services will begin	Click or tap to enter a date.
Anticipated hours of operation	

Entity Name	
Charter-Party Carrier Status	☐ Holds a Commission-issued Charter-Party Carrier permit ☐ Non-permitted transportation carrier
Number of WAV vehicles in current fleet (or projected	

number if purchasing/leasing by Notice to Proceed date)	
Projected date when on-demand WAV services will begin	Click or tap to enter a date.
Anticipated hours of operation	

- B. Describe what experience the Applicant has in managing a grant-funded project. Include examples such as prior grant-funded projects, or other instances when Applicant provided services on a reimbursement basis to another party and/or was subject to regulatory or other monitoring requirements.

CARE7 Transport Inc is a premier passenger transportation company committed to delivering the highest level of service and professionalism. We offer comprehensive services, including planning, coordination, and door-to-door assistance. Established in 2020 with a vision for excellence, we believe that our work significantly impacts your business, driving us to provide unmatched efficiency and a value-based approach. Our dedication to clients has made us one of the fastest-growing non-emergency medical transportation companies in the industry.

Our approach is built on:

- Decades of experience in process improvement.
- Advanced technology.
- Exceptional customer service.

We own our fleet, employ trained drivers, and currently transport over **150** WAV trips a day. With the capacity to scale, we ensure that our services meet your growing needs.

Our services include:

- **Real-time pick-up and drop-off tracking:** Monitoring rides in real-time for better coordination.
- **Door-to-door services:** Enjoy seamless and convenient transportation from start to finish.
- **Customized ride and billing allocation:** Tailored solutions to fit your specific needs and budget.
- **A suite of ride options and future booking:** Flexible ride options and the ability to schedule future trips.
- **Real-time analytics on utilization and performance:** Access detailed reports to track and optimize service usage.

Our commitment to excellence and client satisfaction drives us to continuously improve and expand our services, ensuring we remain a leader in non-emergency medical transportation.

- A. Describe how the Applicant will publicize and promote the available on-demand WAV services to disability communities. Provide an outline of the planned outreach activities either in the space below or as an attachment and include the proposed dates, any partners, marketing, and promotional materials that will be used, and any other details.

CARE7 Transport Inc will provide concierge transportation services to significantly enhance access to high-quality transportation and improve equity and health outcomes for low-income, underserved older adults in San Diego County. Our highly trained drivers will offer physical assistance, including door-to-door service, for participants who need help loading and unloading from vehicles.

CARE7 will employ a person-centered approach to offer flexible transportation solutions for underserved older adults and those with disabilities. Key components of our service include:

- **7-Day-a-Week Call Center:**
 - Schedule and arrange no-cost transportation.
 - Staffed with trained, culturally responsive, multilingual personnel.
 - Cater to ethnically, racially, and linguistically diverse low-income older adults.
- **Community Partnerships:**
 - Collaborate with community-based organizations serving our target population.
 - Promote the program and prioritize the older adults' experience.

CARE7 Transport will leverage existing community partnerships, utilize culturally responsive community engagement and outreach strategies, and implement a strategic marketing plan to achieve project enrollment targets.

- **Community Outreach:**
 - Partner with Local nonprofit organizations that work with communities, social service agencies, senior centers, and faith communities in Health Equity zip codes in San Diego County.
 - Build trusting relationships with these organizations.
 - Understand and address the specific transportation needs of older adults in their communities.
- **Continuous Engagement:**
 - Participate in community activities, including in-person and virtual information sessions.
 - Distribute promotional materials and enrollment forms throughout the contract period.
 - Ensure wide program promotion and maintain required enrollment numbers.
- **Flexible Enrollment Options:**
 - Enrollment can be done in person in the communities where clients live, through an online form, or over the phone.
 - Provide paper forms for potential participants and/or their caregivers/caseworkers to submit via mail.

- Share phone numbers for phone enrollment.
- Provide comprehensive enrollment information.

CARE7 Transport Inc is committed to ensuring that underserved older adults in San Diego County have access to reliable and equitable transportation services, enhancing their overall quality of life and health outcomes.

- B. Describe how the Applicant will market and promote public awareness of its on-demand WAV services in both low income and minority areas as well as with populations with limited English proficiency. Provide the methods and strategies to be used and explain how the Applicant will know whether its efforts effectively reach these populations.

CARE7 will hire community outreach Manager to conduct extensive outreach, marketing, and advertising to ensure the program is widely promoted within the Health Equity Zip Codes.

Care7 Our approach will include:

- **Marketing and Advertising:**
 - Distribute flyers and posters in high-traffic areas.
 - Place ads in local newspapers.
- **Community Engagement:**
 - Employ strategies to engage low-income older adults and their caretakers.
 - Leverage existing partnerships with trusted community-based organizations, social service agencies, faith communities, and health systems.
- **Utilizing Existing Networks:**
 - Disseminate program information to CARE7's current client base of 6,000 low-income families and medically insured participants.
 - Recruit new participants through referrals and word-of-mouth.
- **Collaborations and In-Person Outreach:**
 - Partner with adult day care facilities.
 - Conduct outreach at adult day health care centers, senior centers, places of worship, and assisted living facilities across the county.
 - Use face-to-face meetings, phone calls, and group presentations to share program details and enroll eligible participants.
- **Trusted Community Messengers:**
 - Engage linguistically and culturally appropriate community messengers to understand and address the needs of the intended WAV population.

☐ **Continuous Engagement:**

- Conduct interviews, surveys, focus groups, and virtual town halls to engage the WAV population throughout the contract period.
- Ensure we meet and maintain enrollment requirements.

☐ **Multilingual Program Materials:**

- Care7 will create program materials in multiple languages, detailing:
 - Application procedures.
 - Eligibility requirements.
 - Links to the program website.
 - Dedicated 800 number for the call center.
 - Other pertinent information.
- Care7 will distribute these materials at senior-serving organizations, including senior centers, senior living facilities, and hospitals.

- Care7 will conduct outreach at religious centers (churches, mosques, temples, etc.), food banks, and other social service agencies.

C. Will the Applicant's on-demand WAV services be made available to individuals who do not have a smartphone, internet, or otherwise need additional assistance in requesting the service? What alternative means will the Applicant use to provide its services to these users?

CARE7 will develop a program application accessible in multiple formats to ensure ease of use for all applicants. These formats will include:

- **Online Form:**
 - Available on platforms such as Google Forms, SurveyMonkey, or similar.
- **Paper Form:**
 - Distributed at senior centers, hospitals, religious/faith centers, senior living facilities, and other community locations.
 - Includes envelopes and prepaid postage for mail-in returns.
- **Phone Option:**
 - Applicants can provide their information to one of our call center agents.

This multi-format approach guarantees that all eligible individuals, regardless of their preferred method of communication, can easily apply for our services.

Additional Recommendations:

- **Mobile Application:**
 - Develop a user-friendly mobile app for smartphones and tablets, allowing applicants to apply and manage their transportation services on the go.
- **Community Outreach Events:**
 - Host workshops and informational sessions at community centers to guide potential applicants through the application process.
- **Assistance for Non-English Speakers:**
 - Provide multilingual support across all application formats to accommodate non-English speakers.
- **Accessibility Features:**
 - Ensure all application formats are accessible to individuals with disabilities, including options for screen readers and large print.
- **Partnership with Local Libraries:**
 - Collaborate with local libraries to offer assistance in filling out online forms and provide a drop-off point for paper applications.

By implementing these recommendations, CARE7 will further enhance the accessibility and ease of the application process, ensuring that all eligible individuals can conveniently apply for our services.

- D. Describe how the Applicant will actively involve the disability community in the planning and development of the project, through the engagement of groups such as a disability-led advisory

council or having input from individuals with Lived Experience on their Board of Directors. Please provide details about how current or proposed procedures will ensure that the input of individuals with disabilities is incorporated into the planning and development of the program.

To actively involve the disability community in the planning and development of our transportation program, CARE7 will implement the following detailed strategies:

1. Engaging the Community through Focus Groups and Surveys:

- **Focus Groups:** We will conduct focus groups with individuals with disabilities to gather in-depth feedback on their transportation needs. These sessions will be organized in collaboration with local disability organizations.
- **Surveys and Questionnaires:** To reach a broader audience, CARE7 will distribute surveys and questionnaires online and in accessible formats (e.g., large print, Braille). We will work with partners to distribute these surveys through their networks.

2. Partnering with Disability Organizations:

- **Collaboration:** CARE7 will partner with local and national disability organizations to enhance our outreach and engagement efforts. These partnerships will help us understand the needs of the disability community better and ensure our program aligns with their expectations.
- **Joint Events:** We will co-host events and workshops with these organizations to promote the program and gather input from the community.

3. Implementing a Continuous Feedback Loop:

- **Ongoing Feedback:** CARE7 will establish a continuous feedback mechanism where participants can provide input throughout the project lifecycle. This will include regular check-ins, suggestion boxes, and follow-up surveys.
- **Monitoring and Evaluation:** We will implement a robust monitoring and evaluation framework to assess the effectiveness of our engagement strategies. This will involve analyzing feedback and making necessary adjustments to our approach.

By implementing these strategies, CARE7 will ensure that the disability community is actively involved in the planning and development of our transportation program, leading to more inclusive and effective services that meet the needs of underserved older adults and individuals with disabilities in San Diego County.

3. Safety

Describe the Applicant's procedures for preventative and routine vehicle maintenance. In addition, describe the Applicant's policies and procedures related to the rules of conduct for drivers providing WAV service.

CARE7 Transport Inc Commitment: CARE7, has its own fleet of vehicles and in house drivers. We are dedicated to maintaining a fleet of reliable, responsible, and exceptionally trained drivers. We prioritize safety, courtesy, and professionalism in all aspects of our operations. All our vehicles are MTS certified

Maintenance Schedule:

- **Preventive Maintenance:** Maintenance is scheduled at predetermined intervals based on manufacturers' recommended guidelines to prevent the occurrence of future problems.
- **Inspection and Documentation:** During each service session, mechanics inspect the vehicle thoroughly. Any defects identified are documented meticulously on the repair order.
- **Defect Resolution:** All noted defects are addressed and rectified before the vehicle is returned to service to ensure ongoing reliability and safety.

Maintenance Records:

- **Individual Vehicle Records:** Each vehicle in the fleet has its own maintenance log that records all performed maintenance activities. This log helps track the history and condition of the vehicle.
- **Record Keeping:** All maintenance performed is diligently recorded and maintained in a centralized database accessible by fleet management for review and planning.

Driver Training and Compliance:

- **Professional Training:** Drivers receive specialized training that includes operating wheelchair lifts and securing wheelchairs. They are also trained in ADA compliance, sensitivity, and how to assist passengers with disabilities.
- **Customer Service:** Drivers are expected to provide high levels of customer service, ensuring that passengers feel respected, safe, and valued during their transport. This includes maintaining a polite demeanor, being attentive to passengers' needs, and ensuring comfort throughout the journey.

Safety and Conduct:

- **Safety First:** Drivers are required to adhere strictly to safety protocols, including the proper use of all safety equipment and following safe driving practices at all times.

Background Checks

Does each entity that will provide the on-demand WAV services:

- Currently perform background checks on each of its potential drivers, based on the driver's social security number and not just the driver's name, and in the national criminal database and national sex offender database?

☒ Yes

☐ No*

- Ensure that any person who has been convicted within the past seven years of driving under the influence of drugs or alcohol, fraud, sexual offenses, use of a motor vehicle to commit a felony, a crime involving property damage and/or theft, acts of violence, or acts of terror not be permitted to provide AFA services?

☒ Yes

☐ No*

- Ensure that any potential drivers with convictions for reckless driving, driving under the influence, hit and run, or driving with a suspended or revoked license are not permitted to be an AFA driver?

☒ Yes

☐ No*

**If the answer to any of the above questions is No, provide additional information in the space below that describes how each entity that will provide the on-demand WAV services will be able to comply with each of these background check requirements at the time of grant agreement execution (see the Timeline in the Call for Projects for the anticipated date).*

Insurance

- Does the Applicant and each entity that will provide the on-demand WAV services have levels of insurance that are equivalent or higher than what is required for charter-party carriers under [General Order 115.2](#). Further information on SANDAG's insurance requirements can be found in the Call for Projects.

☒ Yes

☐ No*

*If the answer to the above question is No, provide additional information in the space below that describes how the Applicant and each entity that will provide the on-demand WAV services will be able to comply with the insurance requirements at the time of grant agreement execution (*see the Timeline in the Call for Projects for the anticipated date*).

Driver training

- Does each entity that will provide the on-demand WAV services have certification that its drivers have completed WAV driver training on transporting people with disabilities within the past three years including but not limited to sensitivity training, passenger assistance techniques, accessibility equipment use, door-to-door service, and safety procedures?

☒ Yes

☐ No*

*If the answer to the above question is No, provide additional information in the space below that describes how each entity that will provide the on-demand WAV services will be able to comply with the driver training requirements at the time of grant agreement execution (*see the Timeline in the Call for*

Projects for the anticipated date).

Controlled substance and alcohol testing

- Is each entity that will provide the on-demand WAV services enrolled in a controlled substance and alcohol testing program?

☒ Yes

☐ No*

*If the answer to the above question is No, provide additional information in the space below that describes how each entity that will provide the on-demand WAV services will be able to comply with the controlled substance and alcohol testing requirements at the time of grant agreement execution (*see the Timeline in the Call for Projects for the anticipated date*).

Secretary of State registration

- Does each entity that will provide the on-demand WAV services have its articles of incorporation filed with the Secretary of State?

☒ Yes

☐ No*

*If the answer to the above question is No, provide additional information in the space below that describes how each entity that will provide the on-demand WAV services will be able to comply with the

Secretary of State registration requirements at the time of grant agreement execution (*see the Timeline in the Call for Projects for the anticipated date*).

Motor Carrier Profile with CHP

- Has each entity that will provide the on-demand WAV services completed the [California Highway Patrol \(CHP\) 362 Motor Carrier Profile](#) and obtained a CA Number from the CHP? Please note that this requirement is not applicable to service providers that are a Social Service Transportation Provider

☒ Yes

☐ No*

*If the answer to the above question is No, provide additional information in the space below that describes how each entity that will provide the on-demand WAV services will be able to comply with the CHP Motor Carrier Profile requirements at the time of grant agreement execution (*see the Timeline in the Call for Projects for the anticipated date*). If a service provider is an exempt Social Service Transportation Provider, please indicate below.

Inspection

- Does each entity that will provide the on-demand WAV services have certification that all WAVs have been inspected and approved to conform with the American with Disability Act Accessibility Specifications for Transportation Vehicles within the past year, including the “19-point” vehicle safety inspection as required by the CPUC under [General Order 157-E](#)?

☒ Yes

☐ No*

*If the answer to the above question is No, provide additional information in the space below that describes how each entity that will provide the on-demand WAV services will be able to comply with the CHP Motor Carrier Profile requirements at the time of grant agreement execution (*see the Timeline in the Call for Projects for the anticipated date*).

All our vehicles are meticulously regulated and undergo a thorough annual inspection conducted by the San Diego Metropolitan Transit System (MTS). This rigorous process ensures that our fleet consistently meets the highest safety and operational requirements.

4. Operational/Implementation Plan

- A. Describe how the Applicant will have sufficient WAV fleet size to be able to meet current demand for service. Explain how this can be Scalable to meet future potential demand for on-demand WAV service. Include an estimate of the hourly number of available WAVs resulting from the proposed service.

CARE7 currently operates a well-maintained fleet of wheelchair accessible vehicles to meet the existing demand for our services.

Meeting Current Demand:

- **Fleet Size:** Currently, our combined fleet with NEMT partners consists of 20 vehicles, strategically deployed across San Diego County to ensure optimal coverage and minimal response times.
- **Operational Efficiency:** Each vehicle is staffed with highly trained drivers who provide physical assistance and door-to-door service, ensuring that we can efficiently cater to the needs of low-income, underserved older adults and those with disabilities.
- **Hourly Availability:** On average, each vehicle completes approximately 2 trips per hour. With 30 vehicles in operation, we can facilitate around 40 trips per hour during peak service times.

Scalability for Future Demand: To address future demand and ensure our services remain scalable, CARE7 has implemented a comprehensive strategy that includes the following components:

1. **Data-Driven Demand Forecasting:**
 - **Continuous Monitoring:** We use dispatch system, RouteGenie, that has advanced analytics and real-time data monitoring to track service utilization trends and predict future demand.
2. **Strategic Fleet Expansion:**
 - **Incremental Growth:** Based on demand forecasts, we plan to incrementally increase our fleet size by adding 4-6 vehicles each year, ensuring a gradual and manageable scale-up.
 - **Leasing Options:** We will maintain agreements with vehicle leasing companies to quickly scale our fleet in response to sudden spikes in demand.
3. **Optimized Scheduling and Routing:**
 - **Advanced Technology:** We utilize state-of-the-art scheduling and routing software to optimize vehicle dispatch, reducing wait times and increasing the number of trips per vehicle.
 - **Dynamic Allocation:** Our system dynamically allocates vehicles based on real-time demand, ensuring efficient use of resources and quick response to service requests.

- B. Describe the project's operational plan, including details on the on-demand WAV service to be provided and a description of day-to-day project operations. Include how the on-demand WAV service will be provided on a consistent basis to ensure the Applicant will be able to meet the demand in its service area.

CARE7 Operational Plan for On-Demand WAV Service:

1. Service Overview: CARE 7 will provide a reliable and efficient on-demand WAV service to ensure that low-income, underserved older adults (60+ years old) and individuals with disabilities in San Diego County have access to high-quality transportation. Our service aims to enhance mobility, equity, and health outcomes for these populations.

2. Key Components of On-Demand WAV Service:

- **24/7 Availability:** Our on-demand WAV service will be available 24 hours a day, 7 days a week, ensuring that transportation needs are met at any time.
- **Real-Time Dispatching:** Utilizing advanced dispatching software, we will provide real-time pick-up and drop-off services, minimizing wait times and ensuring timely arrivals.
- **Door-to-Door Assistance:** Our drivers are trained to offer physical assistance, including helping passengers with loading and unloading and wheelchair securement.
- **Multilingual Support:** Our call center staff and drivers are multilingual and culturally responsive, ensuring effective communication with all clients.

3. Day-to-Day Project Operations:

Fleet Management:

- **Vehicle Maintenance:** All WAVs will undergo regular maintenance checks and annual inspections by the San Diego Metropolitan Transit System (MTS) to ensure they are in optimal condition.
- **Daily Inspections:** Drivers will perform daily vehicle inspections to identify and address any maintenance issues promptly.

Driver Scheduling and Training:

- **Shift Scheduling:** Drivers will be scheduled in overlapping shifts to ensure continuous coverage throughout the day and night. This approach minimizes service gaps and allows for flexibility in handling peak demand periods.
- **Comprehensive Training:** Drivers will receive ongoing training in safe driving practices, customer service, and assisting passengers with disabilities.

Service Coordination:

- **Advanced Dispatching Software:** Our dispatching system will optimize vehicle routing based on real-time traffic data and ride requests, ensuring efficient use of our fleet.

- **Ride Matching:** The system will match riders with the nearest available WAV, reducing wait times and improving service reliability.

Ensuring Consistent Service:

- **Demand Forecasting:** Using historical data and current data, we will anticipate peak demand periods and adjust our fleet size and driver schedules accordingly.
- **Scalable Infrastructure:** Our scalable infrastructure and creating working partnerships with several service providers will ensure that we can quickly expand our fleet to meet increasing demand. We will hire an in-house transportation provider dedicated to a team to increase the onboarding capability of WAV service providers.
- **Trip Grouping** – Our dispatch system is capable of multi loading and ride sharing features.

- C. Describe the Applicant's strategy to ensure completed on-demand WAV trip Response Times are reasonable and comparable to what a non-WAV requestor would receive. Explain whether the Applicant will make progress toward improving Response Times and WAV presence and availability over the grant period including a proposed strategy and goals the Applicant

expects to achieve. Provide an estimate of the improvement in response times over the Baseline Data provided in Part II.

CARE7 Strategy to Ensure Reasonable and Comparable Response Times:

1. Advanced Dispatching System:

- **Real-Time Optimization:** We utilize state-of-the-art dispatching software that optimizes vehicle routing and allocation in real-time. This system uses advanced algorithms to match the nearest available WAV to a ride request, minimizing wait times and ensuring efficient use of our fleet.

2. Sufficient Fleet Size and Distribution:

- **Strategic Fleet Placement:** Our WAV fleet will be strategically distributed across San Diego County to ensure that vehicles are positioned in high-demand areas. This geographic distribution will reduce the time it takes for a vehicle to reach a client.
- **Scalable Fleet:** As demand grows, we will incrementally increase our fleet size by adding more WAVs each year, ensuring we have the capacity to maintain quick response times.

3. Dedicated Driver Training:

- **Efficient Operations:** Drivers receive comprehensive training in efficient driving practices, use of the dispatch system, and assisting passengers with disabilities, which contributes to reducing response and service times.
- **Performance Monitoring:** We continuously monitor driver performance, including response times, to identify areas for improvement and provide additional training as needed.

Improving Response Times and WAV Presence Over the Grant Period:

1. Continuous Improvement Goals:

- **Baseline Establishment:** At the start of the grant period, we will establish baseline response times for both WAV and non-WAV requests. This data will help us set realistic and achievable improvement targets.
- **Incremental Targets:** We aim to reduce WAV response times by 10%-15% each year through incremental improvements in fleet size, technology, and operations.

- D. Describe the Applicant's proposed methodologies and procedures for ongoing monitoring and evaluation of the project's effectiveness in providing on-demand WAV service. What steps will be taken if the Applicant's original goals are not achieved?

CARE7 Methodologies and Procedures for Monitoring and Evaluation:

1. Data Collection:

- **Trip Data:** We will collect detailed trip data, including pick-up and drop-off times, trip durations, response times, and service areas.
- **Customer Feedback:** Surveys and feedback forms will be distributed to clients after each trip to gather insights on their experiences and satisfaction levels.
- **Operational Metrics:** Track metrics such as vehicle utilization rates, driver performance, and maintenance schedules to ensure operational efficiency.

2. Regular Reporting and Analysis:

- **Monthly Reports:** Generate monthly reports summarizing key performance indicators (KPIs), including response times, trip completion rates, customer satisfaction scores, and fleet availability.
- **Quarterly Reviews:** Conduct quarterly reviews with senior management and stakeholders to assess progress toward goals, identify trends, and address any emerging issues.
- Perform comprehensive quarterly evaluations to review overall project effectiveness and make strategic adjustments as needed.

3. Employ Analytical Tools:

- **Real-Time Monitoring:** Implement real-time monitoring tools to track vehicle locations, response times, and service coverage, allowing for immediate adjustments and interventions.

CARE7 Steps to be Taken if Original Goals are Not Achieved:

1. Root Cause Analysis:

- **Identify Issues:** Conduct a thorough root cause analysis to identify the specific reasons for not achieving the original goals.
- **Review Data:** Analyze collected data to pinpoint patterns or recurring issues that may have contributed to underperformance.

2. Action Plan Development:

- **Develop Corrective Measures:** Creating a detailed action plan outlining corrective measures to address identified issues will be the key. This plan will include specific, actionable steps and timelines for implementation.
- **Resource Allocation:** Allocate additional resources, if necessary, to support the implementation of corrective measures.

- E. Explain how the Applicant's proposed service area will address existing gaps in WAV service where the need is greatest, including areas not adequately served by transit and paratransit. Describe the Applicant's strategy to provide on-demand service to directly address existing gaps in WAV service.

Care7 will do the following to address gaps in WAV services where the need is the greatest.

- **Identify High-Need Areas:**

- Conduct a thorough analysis to identify areas with the highest demand for WAV services.
- Conduct data analysis from local transit authorities, and community feedback to pinpoint underserved areas.

- **Coverage of Underserved Areas:**

- Expand service coverage to include areas not adequately served by traditional transportation services.
- Focus on areas with limited public transportation options, ensuring that individuals with disabilities have reliable access to transportation.

- **Strategic Placement of Vehicles:**

- Deploy WAVs strategically in high-demand areas based on peak usage times and locations.
- Ensure a sufficient number of vehicles are available in each identified area to meet demand efficiently.

- **Community Outreach:**

- We will hire in house dedicated community outreach team to inform potential users about the availability and benefits of WAV services.
- Host informational sessions and distribute educational materials to increase awareness and encourage utilization.

- **On-Demand Service Model:**

- Implement an on-demand service model that allows users to request WAV services through email or phone call.
- Provide real-time tracking and updates to ensure users are informed about their ride status and estimated arrival times.

- **Flexible Scheduling:**

- Offer flexible scheduling options to accommodate the varied needs of users, including same-day and advance booking.
- Prioritize rides for WAV services

- **Driver Training and Support:**

- Ensure drivers are adequately trained in assisting passengers with disabilities and operating WAVs.
- Provide continuous support and training to maintain high service standards and user satisfaction.

- **Performance Monitoring:**

- Regularly monitor service performance and demand patterns to identify and address any emerging gaps.
- Use analytics to optimize service deployment and ensure resources are used effectively to meet user needs.

5. Project Budget and Cost Efficiency

- A. Provide a proposed project budget using the Project Budget Template provided with the Call for Projects that aligns with the tasks included in the Project Scope of Work.
- B. Describe the Applicant's methodologies and procedures for ongoing monitoring and evaluation of the service's cost efficiency. What steps will be taken by the Applicant to ensure the services provided are cost-effective?

Care7 Transport's Methodologies for Ensuring Cost Efficiency will involve the following steps for program efficiency

1. **Cost Tracking:**
 - **Detailed Budgeting:** Maintain a detailed budget that includes all expenses related to WAV services, such as vehicle acquisition, maintenance, fuel, labor, and administrative costs.
 - **Expense Categorization:** Categorize expenses to identify high-cost areas and opportunities for savings.
 - **Monthly Financial Reports:** Generate monthly financial reports to track actual spending against the budget.
2. **Performance Metrics and KPIs:**
 - **Cost per Trip:** Calculate the cost per trip and monitor trends over time to identify any increases or inefficiencies.
 - **Utilization Rates:** Measure vehicle utilization rates to ensure maximum efficiency in fleet usage.
 - **Fuel Efficiency:** Track fuel consumption and efficiency metrics, particularly for hybrid and electric vehicles.
 - **Maintenance Costs:** Monitor maintenance costs and identify patterns that may indicate inefficiencies or the need for more cost-effective practices.
3. **Data Collection:**
 - **Telematics Systems:** Use Fairmatics telematics systems to gather data on vehicle usage, driver behavior, fuel consumption, and maintenance needs.
4. **Benchmarking:**
 - **Industry Comparison:** Benchmark the cost efficiency of WAV services against industry standards and best practices.

CARE 7 Procedures to Ensure Cost-Effectiveness will be to:

1. **Regular Audits and Reviews:**
 - **Internal Audits:** Conduct quarterly audits to ensure all financial practices follow budgetary guidelines and identify areas for cost savings.
2. **Operational Optimization:**
 - **Route Optimization:** Optimize routes, reducing travel time and fuel consumption.
 - **Preventive Maintenance:** Implement preventive maintenance schedules to reduce the likelihood of costly repairs and extend the lifespan of vehicles.

3. Vendor and Contract Management:

- **Negotiation:** Negotiate favorable terms with service providers to ensure the best possible rates
- **Regular Review:** Review and renegotiate contracts periodically to take advantage of market changes and new opportunities for cost savings.

- C. Please describe efforts that have been or will be made to diversify and pursue funding from sources other than the AFA program, including developing the capacity to fund the project beyond the Grant Term.

We can include a payment system to our dispatch system to collect a co-pay fare of \$5 per trip to increase the project beyond the grant term and this can increase to additional amount depending on the distance of the trip. This is something we are thinking to incorporate if needed.

6. Innovation

- A. Describe any creative solutions or innovations in your project that address existing needs or barriers which could be applied to other services in the region or for other AFA programs across the state.

To address existing needs or barriers, CARE 7 will incorporate into this project several creative solutions and innovations that can be applied to other services in the region or for other AFA programs across the state:

- **Dynamic Routing and Scheduling:**

- Implement a dynamic routing system that optimizes vehicle routes based on real-time demand and traffic conditions.
- Reduce wait times and improve service reliability through adaptive scheduling algorithms.

- **Community-Based information:**

- Work with community-based organizations in the underserved areas to provide a central point for WAV services information share.

- **Inclusive Driver Training Programs:**

- Create comprehensive training programs for drivers focused on customer service, sensitivity to the needs of individuals with disabilities, and efficient operation of WAVs.
- Share training materials and best practices with other Transportation service providers in the region to raise the overall standard of WAV services.

- **Partnership with Healthcare Providers:**

- Collaborate with local hospitals, clinics and medical facilities,
- Implement a referral system where healthcare providers can directly book rides for their patients.

- **Volunteer Driver Programs:**

- Establish a volunteer driver program to supplement WAV services during peak times or in areas with lower demand.
- Provide training and pay incentives for volunteers to ensure high-quality service.

- **Data-Driven Decision Making:**

- Utilize advanced analytics to monitor service performance and identify trends for future improvements.
- Share insights and data with other service providers to foster a collaborative approach to addressing transportation needs.

- B. Does the project include any efforts at ensuring environmental sustainability, such as grouping trips and use of alternative fuels or clean air vehicles? Describe in the space below.

Yes, at CARE7 we plan to ensure environmental sustainability. These efforts are aimed at reducing the carbon footprint and promoting cleaner transportation options and the following strategies are being implemented:

1. Use of Alternative Fuels and Clean Air Vehicles:

- **Electric Vehicles (EVs):** We plan to incorporate electric vehicles into our WAV fleet to reduce emissions and encourage our partners to do the same.
- **Hybrid Vehicles:** We currently utilize hybrid vehicles and fuel-efficient vehicles for increased fuel efficiency and reduced environmental impact.

2. Trip Grouping and Optimization:

- **Ride-Sharing and Pooling:** We are currently implementing ride-sharing and pooling options for group trips and to reduce the number of vehicles on the road.
- **Dynamic Routing:** we currently are incorporating dynamic routing to adjust routes in real-time based on traffic conditions and demand, reducing travel time and fuel

3. Technology and Innovation:

- **Telematics Systems:** We currently have telematics systems to monitor driving behavior, vehicle health, and fuel efficiency, providing data to further optimize operations.

Required Forms for All Applicants

Applicant Statement Form

Please indicate application completeness by checking the following boxes and sign and date below.

As an authorized delegate, I certify that my agency:

- ☒ Has read the Grant Agreement Template and accepts and can meet the terms and conditions therein.
- ☒ Understands that SANDAG will not reimburse the applicant for expenses incurred prior to issuance of the Notice to Proceed or after the grant term expiration.

If this application is approved for funding, I certify that my agency:

- ☒ Understands the responses in this application will become requirements reflected in the Grant Agreement with SANDAG.
- ☒ Agrees to sign and return the Grant Agreement to SANDAG, without exceptions, within 45 days of receipt.
- ☒ Will submit progress reports, performance measures, and invoices documenting the use of both grant and matching funds to SANDAG no less frequently than quarterly using the method required by SANDAG.
- ☒ Will set-up a separate project account that will be in accordance with a quarterly reporting and invoicing schedule.

I certify that I agree with the above statements and that the information submitted in this application is complete, accurate, and in accordance with these guidelines.

I have the authorization to submit this Grant Application on behalf of my agency.

 Signature	6/10/2024 Date
NOR SHEIKH Printed Name	President Title

Public Contract Code Section 10162 Questionnaire

In accordance with Public Contract Code Section 10162, the Applicant shall complete, under penalty of perjury, the following questionnaire:

Has the Applicant, any officer of the Applicant, or any employee of the Applicant who has a proprietary interest in the Applicant, ever been disqualified, removed, or otherwise prevented from bidding or proposing on, or completing a federal, state, or local government project because of a violation of law or a safety regulation?

☐ Yes*

☒ No

*If the answer is yes, explain the circumstances in the space below.

--

 Signature	6/10/2024 Date
--	-------------------

NOR SHEIKH Printed Name	President Title
----------------------------	--------------------

Public Contract Code Section 10232 Statement

In conformance with Public Contract Code Section 10232, the Applicant hereby states under penalty of perjury, that no more than one final unappealable finding of contempt of court by a federal court has been issued against the Applicant within the immediately preceding two--year period because of the Applicant's failure to comply with an order of a federal court which ordered the Applicant to comply with an order of the National Labor Relations Board.

 Signature	6/10/2024 Date
--	-------------------

NOR SHEIKH Printed Name	President Title
----------------------------	--------------------

Equal Employment Opportunity Certificate

Applicant hereby certifies that it will comply with the provisions of the SANDAG Equal Employment Opportunity Program ([SANDAG Board Policy No. 007](#)), and rules and regulations adopted pursuant thereto, Title VI of the Civil Rights Act of 1964, the California Fair Employment Practices Act, and any other applicable federal and state laws and regulations relating to equal employment opportunity, including laws and regulations hereinafter enacted.

Furthermore, Applicant hereby certifies that it:

☐ Has*

☒ Has Not

been found, adjudicated, or determined to have violated any laws of Executive Orders relating to employment discrimination or affirmative action including, but not limited to, Title VII of the Civil Rights Act of 1964, as amended, (42 U.S.C. 2000[e] et seq.); the Equal Pay Act (29 U.S.C. 206[d]); Executive Order (EO) 10925 (Kennedy, 1961), EO 11114 (Kennedy, 1963), or EO 11246 (Johnson, 1965); or the California Fair Employment and Housing Act (Government Code 12460 et seq.); by any federal or California court or agency, including but not limited to the Equal Employment Opportunity Commission, the Office of Federal Contract compliance Programs, and the California Fair Employment and Housing Commission.

*If Has is marked above, please explain the circumstance in the space below.

--

 Signature	6/10/2024 Date
--	-------------------

NOR SHEIKH Printed Name	President Title
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Safety Protocol Declaration Form

Carrier Name (Access Provider)	CARE7 Transport Inc
PSG # (if applicable)	

Pursuant to [Decision 21-11-004](#) Ordering Paragraph 12, all eligible Access Providers must comply with the following Safety Protocols:

- Background checks: Access Providers must perform background checks that meet or exceed what is required for a TNC under the Instructions for TNC Application Form.¹
- Insurance: Access Providers must have levels of insurance that are equivalent or higher than what is required for charter-party carriers under General Order 115.² Please refer to the Sample Grant Agreement in the Call for Projects for more information on insurance requirements.
- Driver training: Access Providers must have certification that their drivers have completed WAV driver training on transporting people with disabilities within the past three years including but not limited to the following:
 - Sensitivity training
 - Passenger assistance techniques
 - Accessibility equipment use
 - Door-to-door service
 - Safety procedures
- Controlled substance and alcohol testing: Access Providers must be enrolled in a controlled substance and alcohol testing program.
- Secretary of State registration: Access Providers must have their articles of incorporation filed with the Secretary of State.
- Motor Carrier Profile with CHP: Access Providers (unless an exempt Social Service Transportation provider) must complete the California Highway Patrol (CHP) 362 Motor Carrier Profile and obtain a CA Number from the CHP.
- Inspection: Access Providers must have certification that all WAVs have been inspected and approved to conform with the American with Disability Act Accessibility Specifications for Transportation Vehicles within the past year, including the "19-point" vehicle safety inspection as required in both the TCP³ and TNC⁴ permitting process.

In addition, pursuant to [Decision 21-03-005](#) Ordering Paragraph 22, Access Providers offering wheelchair accessible vehicle services shall place the International Symbol of Accessibility on vehicles providing WAV service in the following locations: passenger side door (below door handle) and rear of vehicle (right side above bumper).

Access Providers shall be responsible for ensuring compliance with these requirements and shall

¹ Basic Information for Transportation Network Companies and Applicants at 4.

² General Orders are available online at <https://www.cpuc.ca.gov/generalorders/>

³ General Order 157-E at 9: <https://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M322/K150/322150628.pdf>

⁴ [Basic Information for Transportation Network Companies and Applicants](#) at 9 and 10.

maintain records of such compliance if applicable for the duration of the program, which is scheduled to sunset on January 1, 2026. The CPUC and/or SANDAG may request supporting documentation at any time.

CERTIFICATION

I (we) certify (or declare), under penalty of perjury, that I (we) have read and understand the above requirement and must have completed the safety protocols above, and that I (we) am (are) to and will comply with it. I (we) certify (or declare), under penalty of perjury, that the foregoing is true and correct.

6/10/2024	NOR SHEIKH
Date	Print Name of Applicant/Officer


Signature of Applicant(s)

Signature of Corporate Officer

Title of Corporate Officer

Required Forms for TNC Applicants Only

TNC As Access Provider Attestation Form

TNC Name	N/A
PSG #	N/A

Pursuant to [Decision 21-11-004](#) Ordering Paragraph 14, all Transportation Network Companies (TNCs) applying as an Access Provider must attest to the following:

- **New Service Exception:** For the purpose of Access Provider eligibility, a TNC is eligible to serve as an Access Provider in a geographic area so long as it has not provided wheelchair accessible vehicle (WAV) services in that geographic area since July 2019.⁵
- **Exemption Exception:** For a TNC that has operated WAV services since July 1, 2019 in a given geographic area, the TNC may continue to be eligible as an Access Provider in that geographic area if it qualifies under the exemption exception, which states the following:
 - A TNC may be eligible as an Access Provider in a geographic area where it currently offers WAV service if:
 - a) the TNC qualifies for an exemption in that geographic area, and
 - b) the TNC certifies that the TNC's collected fees during the Exemption Year were exhausted to provide WAV services.⁶

Please check one of the following:

I confirm the TNC stated above qualifies as an Access Provider under:

- ☐ New Service Exemption
- ☐ Exemption Exception

⁵ Decision D.21-11-004 Ordering Paragraph 4: a TNC is deemed to "operate WAV service" in a given geographic area if the TNC completes at least one WAV trip that originates in that geographic area.

⁶ See D.21-03-005 OP11.

TNC As Access Provider Attestation Form (Continued)

CERTIFICATION

I (we) certify (or declare), under penalty of perjury, that I (we) have read and understand the above requirement, and that I (we) confirm the above requirement. I (we) certify (or declare), under penalty of perjury, that the foregoing is true and correct.

6/10/2024	NOR SHEIKH
-----------	------------

Date

Print Name of Applicant/Officer

--

Signature of Applicant(s)

--

Signature of Corporate Officer

--

Title of Corporate Officer

Maps of Proposed Service Areas

NORTH REGION

ZIP Code	Name of Area
92056	Oceanside
92054	Oceanside
92052/92051	Oceanside
92081	Vista
92083	Vista
92084	Vista

NORTH INLAND REGION

ZIP Code	Name of Area
92004	Borrego
92027	Escondido
92060	Palomar
92536	Palomar/Aguanga*
92066	Ranchita
92070	Santa Isabel
92086	Warner Springs/Agua Caliente

NORTH CENTRAL REGION

ZIP Code	Name of Area
92110	Morena/Old Town/Bay Park

CENTRAL REGION

ZIP Code	Name of Area
92102	Golden Hill/Southeast
92105	East San Diego
92113	Southeast/Logan Heights
92114	Encanto
92139	Paradise Hills

EAST REGION

ZIP Code	Name of Area
91901	Alpine
91905	Boulevard
91906	Campo
91917	Dulzura
91934	Jacumba
92259	Jacumba/Ocotillo*
91935	Jamul
91945	Lemon Grove
91948	Mt. Laguna
91962	Pine Valley
91963	Potrero
91977	Spring Valley
91980	Tecate
92020	El Cajon

SOUTH REGION

ZIP Code	Name of Area
91910	Chula Vista
91911	Chula Vista
91915	Chula Vista
91950	National City
92154	Nestor
92173	San Ysidro



**Metropolitan
Transit
System**

June 10, 2024

Mr. Nor Abdulkadir Sheikh
Care7 Transport Inc.
DBA Care7 Transport Inc.
3443 Camino Del Rio South Suite 115
San Diego CA 92108

Subject: SAN DIEGO METROPOLITAN TRANSIT SYSTEM (MTS) NONEMERGENCY MEDICAL
VEHICLE PERMITS AND CHARTER VEHICLE PERMITS

Dear Permit Holder:

San Diego Metropolitan Transit System For-Hire Vehicle Administration records indicate Care7 Transport Inc., DBA Care7 Transport Inc. is current and in good standing with MTS to operate nonemergency medical and charter vehicle permits. The permits authorizes the entity to operate in MTS areas of jurisdiction, which include the following cities: San Diego, Chula Vista, El Cajon, Imperial Beach, La Mesa, Lemon Grove, National City, Oceanside, Poway and Santee.

Best wishes for your success. If you have any questions, please feel free to contact me at 619.595.3081 or via email Alexis.Dizon@sdmts.com.

Sincerely,

A handwritten signature in blue ink, appearing to read "Alexis Dizon", is enclosed in a thin black rectangular border.

Alexis Dizon
Regulatory Analyst





CARE7 TRANSPORT INC DRIVER TRAINING AND EVALUATION FORM

Use this form to conduct driver evaluations

EMPLOYEE: Borboig DATE: 11/31/23 TRAINING DAY (1)(2)(3)(4)(5) 2

EMPLOYEE PREPARED TO WORK

Employee is in uniform and well-groomed. Also, has identification credentials (Badge, Driver's License Etc.)

Notes: _____

PATIENT INTERACTIONS

Employee showed (Circle all that Apply)

- u Respect i Active Listening
Sensitivity Empathy
@ Courtesy Self-Control
@ Patience Positivity

Notes: _____

TRIP INSPECTION

Employee understands and can submit a standard pre-trip inspection

Notes: _____

ETC AND SECURITY - GENERAL

Employee has a general knowledge of the safety and security required for the position.

RIVERAPPS

Employee has the necessary apps ready for use. Employee understand and can adequately use the apps.

Notes: _____

ETC AND SECURITY - OBSERVED

Employee has been trained how to: (circle all that apply)

- (1) Ambulatory Client Securement
"a" Wheelchair Client Securement
3 Gurney Client Securement

RIVING

Employees practice safe driving. Please rate driving habits - Circle One (1 Poor, 2 Satisfactory, 3 Good)

Notes: _____

ETC AND SECURITY - EVALUATED

Employee has demonstrated how to: (circle all that apply)

1. Secure Ambulatory Client
2. Secure Wheelchair Client
3. Secure Gurney Client

CUSTOMER ASSISTANCE

Circle Level of Services Observed

- 1 Ambulatory Door to Door
Ambulatory Door thru Door
Wheelchair Door to Door
Q - Wheelchair Door thru Door
5 Gurney

ETC AND SECURITY - RATINGS

Please rate each that apply

(1 Poor, 2 Satisfactory, 3 Excellent)

1. Ambulatory Securement
2. Wheelchair Securement -2-
3. Gurney Securement 2

**ADMINISTRATION - MANIFEST**

Employee has general knowledge of the daily paperwork required

Notes: _____

**ADMINISTRATION - FARE COLLECTION**

Employee has general knowledge of the daily fare collection required

Notes: _____

**ADMINISTRATION - PAYOR / VENDORS**

Employee has general knowledge of our vendors and requirements for each.

Notes: _____

**ADMINISTRATION - REPORTING**

Employee has general knowledge of reporting accidents, incidents, concerns, etc.

Notes: _____

**POST-TRIP INSPECTION**

Employee understands and can submit a standard pre-trip inspection

Notes: _____

**HUMAN RESOURCES - BREAK POLICY**

Employee has general knowledge of the company break policy.

**HUMAN RESOURCES - TIME SHEET**

Employee has general knowledge of the company policy and app for documenting time cards.

Notes: _____

**COMMUNICATION - DISPATCH**

Employee has general knowledge on how to reach and communicate with dispatch.

Notes: _____

**COMMUNICATION - MANAGEMENT**

Employee has general knowledge on how to reach and communicate with dispatch.

Notes: _____

**END OF SHIFT**

Employee has general knowledge of end-of-shift duties (Fueling, Cleaning Vehicle, Reporting issues, etc.)

Evaluator: Edward

Date: 11/31/23



This award for education achievement is presented on behalf of the
Community Transportation Association of America

To:

Barbara Sanchez

For successful completion of the
Passenger Assistance Safety and Sensitivity (PASS) 7.0
Two-Day Driver Certification Program
Including Sensitivity Training, Lift Operating Procedures, Wheelchair and
Occupant Securement

Valid February 15, 2024 through February 15, 2026

Certificate #332311332228855

A handwritten signature in black ink, appearing to read "Scott Bogren".

Scott Bogren
Executive Director, CTAA

A handwritten signature in black ink, appearing to read "Caryn Souza".

Caryn Souza
Training and Certification
Director, CTAA



This award for education achievement is presented on behalf of the
Community Transportation Association of America

To:

Barbara Sanchez

For successful completion of the
Passenger Assistance Safety and Sensitivity (PASS) 7.0
Basic Online Training Program

Valid January 18, 2024 through January 18, 2026
Certificate #332311332228855



Scott Bogren
Executive Director, CTAA



Caryn R. Souza
Training and Certification Program Director



Per San Diego Metropolitan Transit System (MTS) Ordinance No. 11, Section 1.12(e): "No person shall drive or operate any for-hire vehicle, under the authority of a permit granted under this Ordinance unless such person has successfully completed an MTS-approved driver safety training course concerning driver safety rules and regulations, map reading, crime prevention, courtesy and professionalism, and compliance with the ADA. As determined by the Chief Executive Officer, a corresponding qualification examination may be required."



CERTIFICATE OF COMPLETION

MTS For-Hire Vehicle Administration



This certifies the driver named below has completed an approved driver training course pursuant to MTS Ordinance No. 11, section 1.12(e)

This certificate is awarded to:

Barbara Sanchez

M. PALMER

Trainer

December 22, 2023

Date



Leonardo F. Fewell, For-Hire Vehicle Administration Manager

Acknowledgement:

By signing this form, I certify to the best of my knowledge that this information is true and correct:

That I am the person whose name appears in the above Certificate of Completion; That I have taken the MTS Driver Safety Training Course as required in MTS Ordinance No. 11 and I acknowledge that I am responsible for knowing and understanding all rules and regulations contained in Ordinance No. 11 and the MTS Penalty Guidelines. Therefore, ignorance of Ordinance No.11 regulations may not be used as an excuse in the event of facing disciplinary action.

In order to be valid, this Certificate of Completion shall be signed and dated. Maintain a copy of this Certificate of Completion for your records. Upon request, provide to MTS and other authorized law enforcement/ regulatory personnel.

Print Name: _____

Signature: _____ **Date:** _____

HEARTSAVER

Heartsaver® First Aid CPR AED



American
Heart
Association.

Barbara Sanchez

**has successfully completed the cognitive and skills evaluations
in accordance with the curriculum of the American Heart Association
Heartsaver First Aid CPR AED Program.**

Optional modules completed:

Heartsaver Total, Child CPR AED, Infant CPR, Exam

Issue Date

11/27/2023

Training Center Name

American Safety

Training Center ID

CA04076

Training Center City, State

Santee, CA

**Training Center Phone
Number**

(619) 270-7241

Training Site Name

Got CPR

Renew By

11/2025

Instructor Name

Yesenia Rico

Instructor ID

07110035295

eCard Code

246013653388

QR Code



To view or verify authenticity, students and employers should scan this QR code with their mobile device or go to www.heart.org/cpr/mycards.
© 2023 American Heart Association. All rights reserved. 20-3002 R3/23



Certificate of Completion

Barbara Sanchez

has participated in and successfully completed the web-based training

Combating Medicare Parts C & D Fraud, Waste, & Abuse

on

2/12/2024



Division of Provider Information Planning & Development | 7500 Security Boulevard, Baltimore, MD
21244

/ Rich Cuchna /

Rich Cuchna
Director
Provider Communications
Group
Center for Medicare, CMS