

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.



Access for All Grant Program Cycle 2

Grant Application

Part I – Applicant and Project Background

Applicant Information

Applicant Legal Name	North County Transit District
DBA (If Applicable)	
Applicant Address	810 Mission Ave, Oceanside, CA 92054
Contact Name	Shawn M. Donaghy
Title	Chief Executive Officer
Phone	760-967-2895
Email	sdonaghy@nctd.org

Project Information

Project Title	NCTD+ On-demand Microtransit Pilot: Phase 2 and 3
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Project Manager

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

Individual Name	Nick Sofoul
Title	Director of Strategic Planning and Transit Systems
Phone	760-435-9114
Email	NSofoul@nctd.org

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	Operations Manager
Individual Name	Robert Gebo
Title	Manager of ADA Paratransit & Mobility Services
Phone	760-967-2842
Email	rgebo@nctd.org

Role Description	Project and Operational Oversight
Individual Name	Chris Orlando
Title	Chief Planning and Communications Officer
Phone	760-547-6466
Email	Corlando@nctd.org

Role Description	Grant Application Development
Individual Name	Mary Dover
Title	Chief of Staff
Phone	760-967-2895
Email	mdover@nctd.org

Role Description	
Individual Name	
Title	
Phone	
Email	

Project Budget

AFA Funding Request

Total AFA Grant Request Amount	\$1,325,985.00
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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	Local/Non-Federal
Amount of Funding	\$445,400

Source of Funding	
Amount of Funding	

Source of Funding	
Amount of Funding	

Total Matching Funds Provided	\$445,400
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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.

Please see attachment Part II – Baseline Data Attachments.

WAV Information

1. “WAVs in Operation”: Attached. NCTD is using the first NCTD+ on-demand microtransit zone as a reference in San Marcos, which runs 2 vehicles between 6 AM – 9 PM. This service began June 10th.
2. “WAV Trips”: There is insufficient data for this in the context of NCTD+ on-demand microtransit as the first phase in San Marcos just began in June 10th. However, for NCTD LIFT (paratransit) trips, the no-shows and cancellations make up less than 1% of all trips. If a passenger requests a trip in the hours of service available, NCTD will make the necessary accommodations to complete the trip. NCTD has a no refusal policy.
3. “Response Times”: There is insufficient data for this in the context of NCTD+ on-demand microtransit as the first phase in San Marcos just began in June 10th. However, the parameters of the NCTD+ service require that a passenger is picked up within 30 minutes from the confirmation of booking for pickup.
4. “Outreach”: Attached.

Safety, Training, and insurance information

2. “Trainings and Inspections”: Attached. In the past 12 months 102 operators have completed or received employee refresher trainings. Vehicle inspection have also been performed and the number per quarter is listed.
3. “Complaints”: Attached.

Financial Information

For Financial information, please see NCTD's FY2024 Operating Budget and Capital Improvement Program, which details purchased transportation costs and other pertinent information: [FY2024-Adopted-Operating-Budget-and-Capital-Improvement-Program.pdf \(d4lp5oxce4dvw.cloudfront.net\)](https://d4lp5oxce4dvw.cloudfront.net)

NCTD's Board of Directors is set to review the FY2025 Operating Budget and Capital Improvement Program on June 20, 2024. If approved, the final FY2025 Budget will be posted on NCTD's website at: [Accountability Reports | NCTD - North County Transit District \(gonctd.com\)](https://gonctd.com)

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	North County Transit District
Charter-Party Carrier Status	☐ Holds a Commission-issued Charter-Party Carrier permit ☐ Non-permitted transportation carrier NCTD is a public owned transit system and operates under oversight of CPUC
Number of WAV vehicles in current fleet (or projected number if purchasing/leasing by Notice to Proceed date)	NCTD+ dedicated WAV fleet is 10 vehicles, 5 of which would be dedicated to this grant. Additional vehicles may be added if warranted by passenger demand.
Projected date when on-demand WAV services will begin	4/7/2025
Anticipated hours of operation	Daily (7 days per week) 6am to 9pm

Entity Name	MV Transportation (NCTD Contractor)
Charter-Party Carrier Status	☐ Holds a Commission-issued Charter-Party Carrier permit ☒ Non-permitted transportation carrier MV is a permitted carrier CA #54849 and PSG0012064
Number of WAV vehicles in current fleet (or projected number if purchasing/leasing by Notice to Proceed date)	N/A, vehicles are owned by NCTD.
Projected date when on-demand WAV services will begin	4/7/2025
Anticipated hours of operation	Daily (7 days per week) 6am to 9pm

- 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.

In 1975, NCTD was created by California Senate Bill 802 to plan, construct, and operate public transit services in northern San Diego County. NCTD's management is comprised of the Office of Chief Executive Officer supported by twelve Divisional Chiefs that oversee each of the functional divisions. The proposed project will be implemented through a collaborative effort between NCTD's Procurement and Contract Administration Division, Finance and Capital Program Division, Bus Operations Division, Office of General Counsel, Planning and Communications Division, and NCTD's external partners.

The Office of General Counsel provides in-house legal counsel, oversight of the Procurement and Contract Administration Division, and compliance functions to support NCTD's focus on safety, contract management, and regulatory/legal compliance in all business transactions. The Office of General Counsel is responsible for District-wide compliance and oversight and the management of all legal matters and claims, and includes internal audit, contract compliance, environmental compliance, civil rights (Disadvantaged Business Enterprise [DBE], Equal Employment Opportunity [EEO], Title VI and ADA compliance), claims and risk/insurance management.

The Procurement and Contract Administration Division is responsible for the procurement of goods and services for NCTD in accordance with State of California Public Contracting Code, Federal Transportation Administration Circular 4220.1F, NCTD Board policies, and internal compliance standards.

The Finance Division is responsible for financial management leadership and ensuring that financial transactions are recorded accurately in accordance with generally accepted accounting principles (GAAP) and Governmental Accounting Standards Board (GASB) standards. The Finance Division has oversight of the operating and capital budgets, financial compliance and internal controls, grants accounting and reporting, fare collection, payroll, and general accounting functions.

The Bus Operations Division manages the outsourced contract bus operations, including maintenance, to ensure compliance with state and federal regulatory requirements. This includes monitoring, directing, and auditing the contractors that deliver NCTD BREEZE, LIFT Paratransit, and FLEX Demand Response transit services.

The Planning and Communications Division is responsible for transit service planning and project management for the NCTD+ microtransit service. The Division is responsible for marketing the service and conducting outreach to the public.

NCTD has the technical, legal, and financial capacity to ensure that this project is successful from grant award through vehicle service. NCTD's skills and capacity are further expanded through the specialized expertise of its project partners.

NCTD has extensive experience delivering federally funded projects, including the original construction of the SPRINTER, and its engineering staff has extensive experience overseeing rail design projects on both the SPRINTER and COASTER

corridors. NCTD has recently completed the following design projects with similar scopes:

- Convention Center Platform: \$3.25 million design; \$25 million construction
- San Diego Subdivision Signal Optimization: \$1.17 million construction
- Oceanside Transit Center Pedestrian Crossing: \$233,000 design

NCTD has a strong understanding of federal contract and procurement requirements, Buy America, Americans with Disabilities Act, Uniform Relocation Assistance and Real Property Acquisition Act, the Davis Bacon Act, and other relevant state and federal requirements.

2. Coordination and Program Outreach

- 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.

To implement the first NCTD+ Microtransit On-demand pilot zone in the City of San Marcos in June 2024 (Phase 1), NCTD conducted robust and inclusive community outreach. For upcoming programs funded through this Access for All Cycle 2 grant, NCTD will follow a similar outreach methodology as done for the City of San Marcos zone. To date, NCTD has coordinated with 18 different CBOs in the San Marcos Zone to distribute information about the zone via newsletters, email blasts, social media, or through a physical posting of the flyer.

To effectively publicize and promote the on-demand WAV services to disability communities in both Vista (Phase 2) and Fallbrook-Pala (Phase 3), NCTD has developed a comprehensive outreach plan. This plan includes a mix of direct engagement, digital campaigns, and traditional media to ensure maximum visibility and engagement. According to American Community Survey (2017-2021), the Vista zone's disabled population makes up 6.7% of residents, and Fallbrook-Pala Zone's disabled population makes up 9.8% of residents. The need for accessible outreach is essential to ensure fair and equitable service.

NCTD will participate in key community-connected events such as Palomar College orientation events, presentations at senior centers, farmers markets, and pop-up events at transit centers and medical centers. Alongside this, a robust social media campaign will be launched on major platforms (Facebook, Twitter/X, Instagram), featuring service details and user testimonials. This will be supported by digital advertising on NCTD's website, relevant stakeholder websites, and social media, running continuously for at least six months.

In high traffic areas, NCTD will place A-frames and signs, starting one month before the service launches and continuing for at least three months. Current transit riders will receive Rider Alerts through email newsletters and app notifications, which will initially be distributed monthly, and then with greater frequency leading up to the launch. NCTD has a database of 6,612 active paratransit riders that use NCTD's LIFT paratransit service.

An instructional "How-To" video will be produced and released one month before launch, and made available on social media, our website, and partner platforms. A press release will be sent to local media outlets two weeks before the service launches. The

campaign will culminate in two ribbon-cutting events (one for each zone) at a local community event, to be decided on with local community leaders.

NCTD's outreach activities are designed to be accessible and inclusive by incorporating feedback from disability community members. By collaborating with diverse partners such as the Regional Center, Vista Community Clinic, and local senior centers, we aim to create widespread awareness and encourage the use of the on-demand WAV services, enhancing mobility and independence for individuals within the disability community.

NCTD has attached sample marketing materials used in NCTD+ Phase 1 in San Marcos.

- 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.

To effectively promote the on-demand WAV services in the Vista Zone (Phase 2) and Fallbrook-Pala Zone (Phase 3), the outreach plan will focus on marginalized populations, which comprise a high proportion of the proposed zones. Both zones contain CARB low-income tracts, Areas of Persistent Poverty, and disadvantaged tracts identified by the Federal Climate & Economic Justice Screening Tool (CEJST).

The Vista Zone comprises 75% minority populations, 25.1% higher than the NCTD service area average, and 34% low-income population, 10% higher than the NCTD average. Because nearly 20% of residents in this zone speak English "less than very well," NCTD has ensured that at every outreach event in Vista, all materials include translations in Spanish, and a Spanish-speaking staff member is present.

The Fallbrook-Pala Zone includes 70% minority populations, which is 19.6% higher than the NCTD service area average, and 42% low-income population, 18.03% higher than the service area average. Like the Vista Zone, 20% of residents in this zone speak English "less than very well", reinforcing NCTD's plan to include translated content and a Spanish-speaker at every event.

Our outreach strategy will intentionally consider the communication needs from underserved communities to reflect the demographics of these zones. The public involvement plan will identify key stakeholders and underserved community groups. This plan will outline involvement objectives, techniques, a timeline, and evaluation methods. It will specify how community input will inform decisions, and the service plan will be flexible to the needs of low income, minority groups, and populations with limited English proficiency (and whether zone adjustment is needed for these populations to reach essential destinations).

NCTD intends to collaborate with existing community-based organizations (CBOs), such as Vista Community Clinic (VCC) in the Vista Zone, and the Fallbrook Regional Health District in Fallbrook-Pala Zone. NCTD has already initiated preliminary discussions regarding on-demand service with the resident tribal authorities, the Pala Band of Mission Indians, and will continue to collaborate with them to market the service to tribal residents.

The final zone geography will be determined based on the feedback from these key stakeholders. For the first phase of the NCTD+ on-demand pilots, the San Marcos Zone was originally 6.2 square miles. Feedback was received from the City of San Marcos and from members of the public to expand the zone to include key justice destinations such as low-income mobile home parks and parks with community centers. NCTD valued and incorporated the community's feedback, resulting in an expanded zone that now encompasses nearly 10 square miles.

NCTD will deliver marketing materials and conduct outreach events like pop-ups, public meetings, take-one flyers, and online resources. Outreach materials will be available in English and Spanish to accommodate non-English speakers. At engagement events, NCTD will have at least one (1) Spanish speaker attending to provide responses to non-English speakers.

When feasible, NCTD will collect demographic data, including age, race, income, and disability from engaged groups and users of the NCTD+ service. The Spare platform (which will be used for the on-demand service) can push surveys to all registered users. NCTD will utilize this survey data and assess if it adequately reflects the ethnic and demographic richness of the on-demand zones and transit rider demographics. This will inform whether the service has reached marginalized groups effectively, and if NCTD needs to modify its outreach plan to do so.

The NCTD+ application is available in both English and Spanish, automatically adapting to the language setting of the user's phone. Additionally, NCTD dispatch staff includes Spanish speakers, ensuring that customers can book a trip either through the app or by phone in their preferred language. This ensures accessibility and ease of use for Spanish-speaking customers.

See attached for examples of marketing materials in Spanish language.

- 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?

For individuals without access to a smartphone or the internet, NCTD offers an alternative method to request on-demand WAV services. These customers can call NCTD+ dispatch directly to schedule their ride. Callers will be asked to provide essential information, including the passenger's name, telephone number, preferred pickup time, pickup address, destination address, and whether they will be traveling with a mobility device.

Customers requesting a ride via phone will pay for their trip with cash onboard the vehicle, instead of digitally. This allows accessibility for those without access to electronic payment methods. NCTD also has bilingual reservationists to ensure that language is not a barrier to booking a trip via the phone. NCTD ensures that individuals without smartphones or internet access, or those not comfortable with online booking, can still access and benefit from on-demand WAV services, and not be held back by a digital barrier.

For those needing additional assistance, customers are welcome to contact the friendly Customer Service team, who can guide them through the booking process. We have bilingual customer service representatives who can provide general assistance with the program and the service.

- 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.

NCTD is committed to actively involving the disability community in the planning, development, and implementation of the NCTD+ On-demand microtransit project through a variety of engagement strategies. NCTD engages with the disability advocacy groups and individuals with lived experience in several ways to ensure their input shapes our service.

NCTD staff regularly conducts presentations at key organizations such as the Regional Center, which represents disabled populations and senior centers across our County. These presentations allow us to gather direct feedback on accessibility needs and service preferences. Additionally, NCTD engages with senior communities and local hospitals and medical centers to ensure diverse perspectives are incorporated into our planning.

NCTD has secured a letter of support from the Vista Community Clinic, a vital partner in SANDAG's Social Equity Working Group, affirming our commitment to inclusivity. Our participation in the quarterly ADA Working Group meetings provides an open forum for community members to share insights and recommendations directly to NCTD.

In addition to these efforts, NCTD is an active participant in the Social Services Transportation Advisory Council (SSTAC) and the FACT (Facilitating Access to Coordinated Transportation) Board meetings. These platforms enable us to address federal, state, and local accessibility requirements comprehensively and ensure that the voices of individuals with disabilities are heard in our decision-making process.

By integrating feedback from these diverse stakeholders, NCTD ensures that the NCTD+ service meets the specific needs of the disability community, enhancing accessibility and inclusivity across our transit network.

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.

NCTD has comprehensive procedures for preventative and routine maintenance to ensure all WAV vehicles remain safe, reliable, and in a state of good repair. Regular inspections are conducted, covering critical components such as brakes, tires, lights, and accessibility features. Preventative maintenance is performed according to the manufacturer's recommended schedule and our internal guidelines, which include full 5000 PMIs (preventative maintenance inspections). All maintenance activities are documented, including dates, services performed, and parts replaced. This documentation ensures timely interventions and maintains a detailed record of the vehicle's conditions. Qualified technicians, trained specifically in the requirements of the WAV vehicles, carry out all maintenance work. These technicians receive annual retraining to stay updated on the latest practices and technologies. All mechanics are ASC certified. Before and after each shift, drivers perform checks to verify that the vehicle is in good working order and that all accessibility features are functional, ensuring reliable and safe service for passengers.

In terms of driver conduct, NCTD and MV, the subcontractor operating and maintaining the vehicles, have clear policies and procedures to ensure safety, professionalism, and respect for all passengers. Operators must always remain professional, courteous, respectful, and patient, with all passengers. Operators undergo specialized training in ADA compliance, sensitivity, empathy, and special needs assistance. This training is mandatory for every employee operating NCTD+ services.

Compliance with all relevant federal, state, and local laws, including the Americans with Disabilities Act (ADA), is mandatory for all drivers. Any incidents or accidents must be reported immediately following NCTD's established procedures. Drivers are trained in handling such situations, with emphasis on timely and accurate reporting.

Driver performance is rigorously evaluated using various methods. Every vehicle is equipped with video cameras inside and out, allowing for continuous monitoring of trip performance. Road supervisors conduct regular trail checks, following 2-3 vehicles daily, to observe driver behavior. Video footage is utilized to investigate customer complaints, ensuring accountability and providing insights for retraining or policy adjustments. All customer complaints undergo thorough review and are responded to with corrective actions to prevent recurrence, following established MV and NCTD procedures.

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*).

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.

NCTD will ensure a sufficient WAV fleet size for launch of service by initially deploying two WAV vehicles in the Vista Zone (Phase 2) and three vehicles in Fallbrook – Pala Zone (Phase 3). This vehicle quantity will be tailored based on ridership data and predictive demand analysis as well as best practices learned from NCTD's launch of the first NCTD+ microtransit zone in the City of San Marcos.

To expand capacity, each NCTD+ WAV will have the capacity to hold 2 wheelchairs. Two passengers using wheelchairs as a mobility device traveling in the same general direction may be grouped in the same vehicle to increase trip efficiency.

For scalability, NCTD will continuously monitor ridership trends and adjust the fleet size accordingly. One measure that NCTD will track regularly is the average wait time for a customer to be picked up. If this value is regularly over 30 minutes, then NCTD will consider adding additional vehicles to the zone, pending operational constraints. Initially, it is planned to deploy 2 WAVs available per hour in Vista Zone and 3 WAVs per hour in Fallbrook – Pala Zone, ensuring timely and reliable service for all users.

This project can also be scaled by choosing to do one zone as opposed to two or delaying the implementation of the second phase if necessary.

- 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.

This project's operational plan involves providing on-demand WAV service with dedicated WAV vehicles and trained operators. All NCTD+ drivers, dispatchers, and reservationists are cross trained in NCTD+ WAV/Microtransit and LIFT paratransit operations, ensuring the upmost care and professionalism for passengers utilizing mobility devices. This service will be provided in a wide service window of 15 hours a day, 7 days a week, ensuring broad accessibility.

Day-to-day operations will run off real time ride requests managed through the NCTD+ mobile app (powered by Spare Labs), along with a dedicated reservation phone line for those without smartphone access, or for riders who need additional assistance. Vehicles and drivers will be available daily within the zone for any on-demand rider requests, especially during peak ridership times relevant to the service zone.

To ensure consistent service and to meet demand effectively, NCTD's Spare platform utilizes a dynamic dispatch system that optimizes route planning and reduces wait times. Additionally, the NCTD+ dispatch team will monitor the service from start to finish each day and will be ready to assist operators should any issues arise. The Operations and Planning teams at NCTD will also continuously monitor service quality and address any issues promptly.

- 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.

NCTD's strategy to ensure reasonable and comparable response times for on-demand WAV trips involves several key components. NCTD utilizes a dynamic dispatch system that optimizes vehicle allocation and route planning to minimize wait times. NCTD ensures that 100% of the vehicles deployed for NCTD+ will be WAV, making it an inherently accessible service. Service planners have also assessed every "virtual stop" to identify which spots are safe and wheelchair accessible, prioritizing those as virtual stops. This approach aims to provide equitable service to all users.

NCTD will continuously monitor response times and adjust resources as needed to address any discrepancies in customer experience. Regular training for drivers and dispatchers will be conducted to improve efficiency and responsiveness. NCTD will increase the WAV fleet size incrementally based on demand analysis, ensuring sufficient vehicle availability. To minimize wait times, WAVs will be mobilized at staging locations within each service zone regardless if a trip is scheduled or reserved in advance.

Over the grant period, NCTD aims to make considerable progress in improving response times and WAV presence. Our proposed strategy includes the use of Spare's advanced scheduling algorithm, increased community outreach to better understand demand patterns, and partnerships with local organizations to enhance service coverage.

- 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?

NCTD's procedures for ongoing monitoring and evaluation include leveraging comprehensive data reporting from the microtransit software, with special focus on key performance indicators (KPIs) aligned with NCTD+'s measures of success: operating cost per vehicle revenue hour, operating cost and subsidy per passenger trip, number of passengers per vehicle revenue hour, customer satisfaction rating (including Customer sentiment (NPS)), shared/pooled ride percentage, trips to/from transit connections percentage, total unlinked passenger trips, and wait time threshold.

Additionally, operations and planning indicators, including completion of journey (time and trip length), returning and unique passengers, ridership by day type and time, trip denial cancellation and no-show rates, trip origin and destination, trips with mobility devices, and wait and dwell times, will be closely monitored. Furthermore, equity and Title VI will be tracked through a survey on-board or via an app push notification demographics to ensure fair and inclusive service delivery. Additionally, all customers are prompted at the end of their trip to take a short survey on their experience. NCTD will monitor survey responses monthly to ensure excellent customer experience for all passengers.

By continuously monitoring performance and taking responsive measures, NCTD is committed to ensuring the successful delivery of on-demand WAV service that meets the needs of all passengers while upholding equity and Title VI considerations. If NCTD's original goals are not achieved based on defined performance metrics, proactive measures will be taken to identify areas for improvement and implement corrective actions. This may include additional marketing and engagement, coordination with CBOs, and adjustment of zone geography.

- 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.

NCTD's proposed service area addresses existing gaps in WAV service by targeting areas with the greatest need, particularly those not adequately served by traditional transit and paratransit options. NCTD's strategy involves deploying on-demand WAV service directly to these areas, ensuring that residents can access reliable transportation where it is needed most.

In the Vista zone, 10% of residents currently lack access to transit within a reasonable distance. Destinations served by this zone include Vista Boys and Girls Club, Vista Community Clinic, Vista Adult Transition Center, Jim Porter Recreation Center, and the Superior Court North County Branch. Providing affordable access to these destinations is essential for equity reasons, and NCTD plans to engage staff from these locations to assist with the distribution of outreach material to spread awareness. Vista is also unique in that the zone will contain three (3) SPRINTER Stations, including Vista Transit Center (VTC). A first-last mile service such as NCTD+ would allow the residents, workers, and visitors to more easily access VTC which also serves as the origin/terminus for nine (9) BREEZE routes. The lack of pedestrian infrastructure in some residential areas also makes it suitable for NCTD+ on-demand service, as even if individuals are close to a transit stop, it may be difficult or unsafe to access that stop using the pedestrian infrastructure.

In the Fallbrook-Pala zone, 61% of the residents currently lack access to transit within a reasonable distance. This zone includes key destinations such as Fallbrook High School, Fallbrook Family Health Center, Fallbrook Library, Jim Banks Sports Complex, Pala Administration Center, Fallbrook High School, and the Fallbrook Community Resource Center. Notably, the Fallbrook-Pala zone also grants access to a local community college (Palomar College Fallbrook Education Center) currently inaccessible by transit, thereby offering affordable mobility options for education to rural Fallbrook residents and tribal communities. Fallbrook and Pala are also currently only served by two BREEZE routes (306 and 388, respectively), which can have frequencies as infrequently as every two hours. There are currently no transit options that directly connect Fallbrook to the Pala Reservation. NCTD+ will permit one-seat ride connectivity to these rural communities bringing a journey that would currently take nearly 3 hours and 2 transfers down to 30 minutes and no transfers. An on-demand service will allow residents more freedom to travel at times that meet their needs, providing flexibility and greater access to essential destinations.

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.

Budget has been provided in attached worksheet.

- 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?

NCTD will stand up a robust monitoring and evaluation program consistent with our Phase 1 microtransit pilot location in San Marcos, which includes a comprehensive set of key performance indicators (KPIs). These KPIs include operating cost per vehicle revenue hour, operating cost and subsidy per passenger trip, and the number of passengers per vehicle revenue hour. By regularly tracking these metrics, NCTD can evaluate the financial efficiency of the service and make data-driven decisions to enhance cost-effectiveness.

NCTD will carefully balance cost effectiveness while maintaining the prioritizing service quality. NCTD+ performance will be included in the monthly and annual Transit Operations Performance Report (TOPR), which provides an overview of NCTD's performance trends by mode as they relate to budgeted goals and minimum performance standards. The TOPR aligns with NCTD's service principles with measurable performance indicators to monitor progress towards NCTD's defined goals and contractual standards.

NCTD will monitor the demand and usage and is willing to make changes to the zone geography, vehicle count, and service span to ensure that services provided are cost effective and that resources are responsibly utilized.

- 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.

NCTD intends to diversify and pursue funding from sources other than the AFA program, ensuring long-term sustainability of the NCTD+ on-demand program beyond the grant term. One example of NCTD's experience in a collaborative funding approach was the successful partnership with the City of Carlsbad and SANDAG to implement the Carlsbad Connector, a microtransit pilot program launched in 2019. This program addressed the first-last mile challenge by transporting commuters between the Carlsbad Poinsettia COASTER station and nearby employment centers. This partnership demonstrated NCTD's ability to collaborate with local entities and share costs effectively.

Building on this experience, NCTD is interested in additional partnerships and collaborations to support the NCTD+ project. Potential partners include the local jurisdictions, local tourism bureaus, business improvement districts, chambers of commerce, educational institutions, and medical centers. By engaging with these stakeholders, NCTD aims to leverage additional funding sources and support for the project.

NCTD has secured funding for the NCTD+ project as part of its FY25 budget (including Phase 1 and the beginning of Phase 2). However, funding in the FY26 operating budget has not been committed. The grant would accelerate the implementation timeline for the new service zones and mitigate the risk of the program being scaled back or constrained due to budgetary constraints.

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.

NCTD+ on-demand microtransit introduces several creative solutions and innovations to address existing needs and barriers, which can be applied to other services in the region or for other AFA programs across the state.

One significant barrier is the first-last mile connection to higher efficiency fixed-route transit. NCTD+ uses the Spare software to bridge this gap, allowing users to request trips with an “arrive by” time, ensuring that they can make timely connections to SPRINTER and other fixed transit routes. The zones are designed to complement existing fixed-route services, preventing the on-demand service from monopolizing riders from the more sustainable, higher capacity, and more cost-efficient fixed transit services.

An innovative fare structure further supports this complement to transit. The standard fare is \$5, but it drops to \$2.50 for trips to or from a transit center, encouraging riders to use the service for connecting to fixed routes. Additionally, for group travel, the first rider pays \$5, and additional passengers pay \$2.50, making it more affordable for families and groups to travel together.

Addressing the barrier of service awareness, NCTD has developed a thorough and inclusive marketing plan, engaging local groups and CBOs. The vehicles are wrapped in bright, engaging styles to attract attention and intrigue potential users.

The NCTD+ service is also unique in that its entire microtransit fleet is 100% wheelchair accessible. This is crucial, especially as the zones proposed in this application include new areas that are outside the existing LIFT paratransit boundary. During the planning phase of Phase 1 (San Marcos Zone), over 400 virtual stops were reviewed to prioritize adding them in stops that were wheelchair accessible.

The service also offers flexible payment options, including cash, Apple Pay, credit card, debit card, prepaid debit card, and a future integration planned with the PRONTO system. This flexibility caters to a broad range of users, including those who may not have access to traditional banking.

These creative solutions and innovations demonstrate NCTD’s commitment to addressing transportation barriers and enhancing mobility options, providing a model that can be replicated across the state to improve transit accessibility.

- 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.

This project ensures environmental sustainability by being a pooled, publicly available service. With vehicle capacity of 8 passengers, and the ability of Spare software to arrange pooled group trips, overall vehicle miles traveled are mitigated. The fare structure incentivizes traveling with peers, with the first passenger charged \$5 and subsequent passengers only \$2.50 each.

Each zone was designed with the goal of complementing, as opposed to replacing, the fixed transit that is accessible in each area. Trips starting or ending at NCTD stations will have a reduced fare of \$2.50 per passenger, encouraging modal shift towards more sustainable transportation options for first/last mile trips. While the project does not currently incorporate alternative fuels or clean air vehicles, its emphasis on shared rides and integration with the existing public transit network aligns with environmental sustainability goals.

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.

	6/14/2024
Signature	Date

Shawn M. Donaghy	Chief Executive Officer
Printed Name	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.

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 Signature	6/14/2024 Date
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Shawn M. Donaghy Printed Name	Chief Executive Officer Title
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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	6/14/2024 Date
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Shawn M. Donaghy Printed Name	Chief Executive Officer Title
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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.

--

	6/14/2024
Signature	Date

Shawn M. Donaghy	Chief Executive Officer
Printed Name	Title

Safety Protocol Declaration Form

Carrier Name (Access Provider)	MV Transportation
PSG # (if applicable)	0012064

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.

6/14/2024	Shawn M. Donaghy, Chief Executive Officer
Date	Print Name of Applicant/Officer


Signature of Applicant(s)

N/A
Signature of Corporate Officer

Title of Corporate Officer