

Florida Commission for the



**Transportation
Disadvantaged**

**Innovative Service
Development Grant Program
Fiscal Year 2022-2023
Part 2**

May 3, 2022

Webinar Objectives



Discuss Performance
Evaluation Criteria



Guide Application
Development Process



Understand Why Data
is Critical to Success



Webinar Topics

- Recap of ISD Grant Expectations
- Review Performance Expectations
- Discuss Review and Evaluation Criteria
- Webinar Participant Feedback Session

Webinar Rules

- This is for Community Transportation Coordinators (CTCs) and other parties interested in developing an ISD project.
- Thomas Howell Ferguson is assisting CTD in facilitating this discussion.
- This is being recorded and will be posted on the CTD website.
- All audio and phone lines are muted.
- Webinar participants should use Zoom chatbox to submit questions/comments.
- CTD will only respond to feedback regarding the ISD Grant program.



Okay, where did we leave off last Webinar?



Grant Overview

Originally funded under the M-CORES Program (2019-2021) to support access to TD, cross-county, fixed-route connections.

Funding was repealed under M-CORES (one year), then was re-appropriated \$4M for FY22-23 (July 1, 2022 – June 30, 2023).

Competitive funding based on evidence of need (supporting one or more goals) to “test” a new service to address a demand.

A CTC of a single service area can apply for up to \$750,000;
CTC(s) serving multiple service areas can apply for up to \$1.5M.

APPLYING FOR A GRANT



Due May 13, 2022.

Application Expectations

Demonstrate evidence of need (e.g., meeting an underserved need, expanding service hours/locations).

Explore the use of Transportation Network Companies (TNC) and other agency partners, if applicable.

Articulate how funding would support CTC(s) in meeting the project's goals and...

Remember, it's got to be "innovative!"

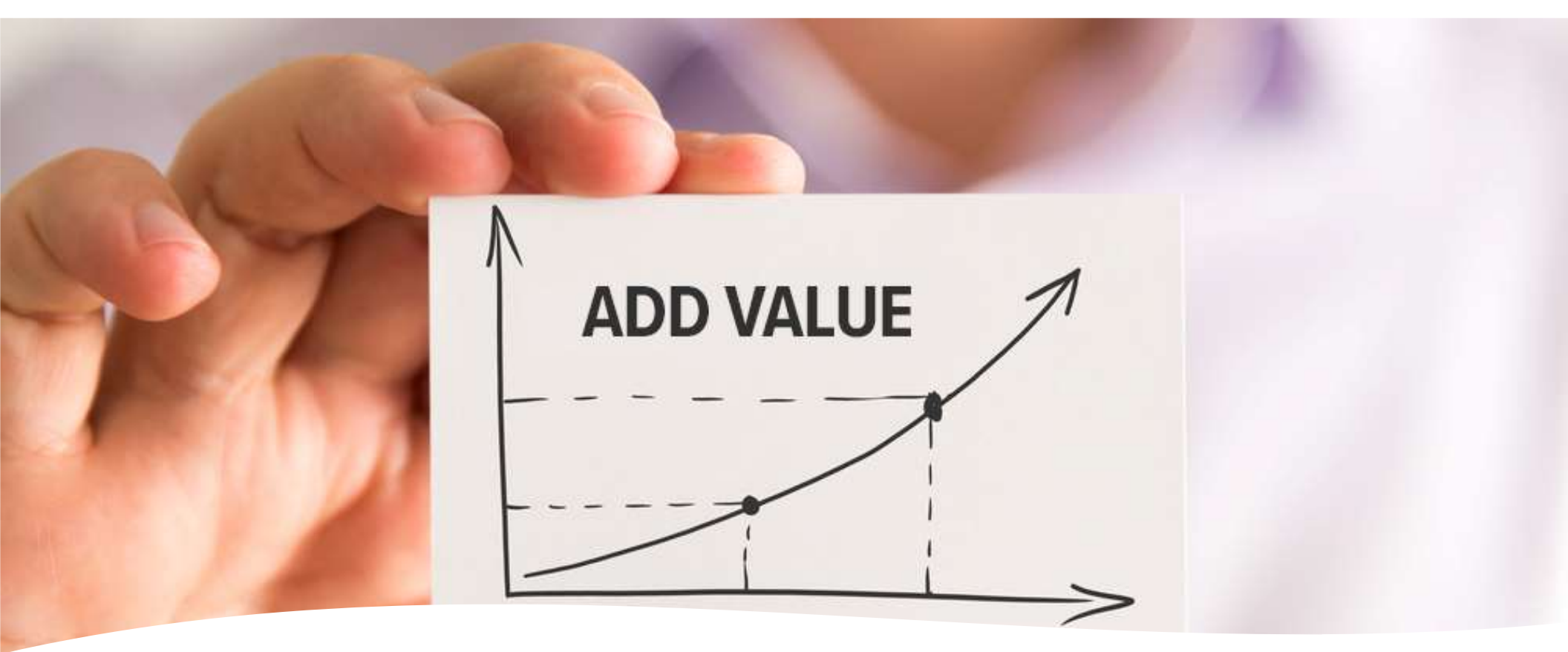
Innovation is:

*"Turning an idea into a solution
that adds value
from a customer's perspective"*

Nick Skillicorn

@improvides

idea to value.com



How Can Data Help Verify Added Value?

ALWAYS start with the customer: what solution do you have in mind to test in better serving their mobility needs?

With that in mind (i.e., more cross-county service, better response time), what restrictions prevent the CTC and other agencies from currently providing this service?

With limitations identified (e.g., funding, operators, specialized training), how can data help you verify whether your solution is innovative and more effective in meeting the customer's need?

How can that data be used to validate whether the project is cost-effective, efficient, and/or non-duplicative of other TD services provided to this target customer group?



Yeeaaaah, I'm gonna need you to go ahead and, uh, re-submit your application for me. Okaaay? Greeeaaatttt...



Let's Talk Performance

Reviewer 1: "Would you walk us through a normal day in the life of a TD rider in your community?"

Applicant: "Well, um... I... I mean, "we" – there's only three of us working here, and... uh-"

Rev 2: "Wait, you only have 3 drivers employed right now?"

App: "Oh no, we only have 3 admin staff, so it's been difficult for us to work on this proposal and other duties."

Rev 1 [reassuring]: "Ah, that makes sense. It is the Great Resignation, after all. So... why do you want this funding?"



App: “Why do we need this project? Well...

I think the proposal speaks for itself: We want to provide more trips than cannot be afforded under the TD block grant.”

Rev 2: “Yeah, but why should we award you this money? Any system can say ‘more money, more trips’ – what makes your project so innovative?”

App: “Well, we have a high demand for dialysis treatment and not enough funding to provide trips to the shopping center district in the neighboring county.”

Rev 2: “Ah, that makes sense. We hear that a lot around the state. So, are you saying the CTC is not able to provide those trips under the Trip & Equipment (T&E) Grant?”



App [feeling
kinda nervous
right now]:

“No. I told you, we don’t have any money to do those trips.”

Rev 1: “Well then, how were you able provide those services in FY18-19, before we granted you ISD funding in FY19-20?”

App: “Wait, what? How is that relevant to this review?”

Rev 1 [opens application]: “It says here you cannot provide these services without ISD funding due to dialysis demand on the T&E Grant. So why then did your T&E invoices include 244 reimbursed trips to the neighboring county’s shopping center?”

App: “Whoa! No one told me that was going to be part of this review. I wasn’t prepared to answer these questions.”

Rev 2: “Ah, that makes sense. You must have not gotten the memo.”



[After app
leaves the
review]

Rev 1: "I don't think we can approve this proposal, Bob."

Rev 2: "I agree, Bob. The T&E invoice data contradicts the claims that were made in the proposal."

Rev 1: "Yeah, but why would the applicant not disclose that in the proposal? That does not make sense, Bob!"

Rev 2: "I mean, they could have a perfectly good reason, Bob. Funding is tight these days. Drivers are in short supply."

Rev 1: "Yeah, I guess we're just gonna have to say 'no' for this year. Hopefully they can explain this next year if they re-apply."



Trust But Verify

Rule #1: Do not misrepresent information.

Performance will be evaluated with trip data.

“Innovative” means something NEW is being tested in the TD program.

Consider verifying:

- Costs (rates and trip frequency/distance)
- Efficiency (mileage and time to deliver trip)
- Duplication (no similar trips reported in T&E).



Okay, now that we know about performance, I'll take the questions from the reviewers this time...



Review Subcommittee Meeting

Executive Director “Dave”: “Good morning, we have received 3 applications for your review and recommended approval.”

Subcommittee Chair: “Before we get started, I would first like to thank our advisors (1, 2, and 3) for participating on this committee.”

Dave: “Oh yes, thank you for reminding me! Did everyone have sufficient time (3 weeks) to review the submitted proposals?”

Committee: “Yes. Tell us how you want us to evaluate these projects. Do you want us to start ranking them now?”

Dave: “No, we are going to first discuss each one, then you can rank the projects in order of strength. Remember, we only have \$4M this year.”



Project 1: “Silver Miles” Pilot Project

Dave: “This proposes an expansion of services to the TD elderly riders to access non-Senior Center activities in the county.”

Chair: “Has the project been funded in prior years under ISD?”

Dave: “Yes, we funded the project for 2 years under M-CORES, and the applicant spent 83% of its funding last year.”

Advisor 1: “The proposal indicates the CTC provides trips to congregate meal sites under a federal grant program.”

Dave: “That is correct. And their invoice data indicate they do not provide these non-meal site services under the T&E Grant.”



Project 2: “Ability Rider Choice”

Dave: “This a new project (under the ISD Grant) that provides a TNC option for individuals with developmental disabilities to access employment and day care sites in the county.”

Advisor 2: “Are these individuals on the APD Waiver?”

Dave: “We don’t have that info; however, our T&E data verify they provided over 600 trips to the proposed locations last year.”

Chair: “If they were able to provide those services under T&E, why are they requesting ISD funding?”

Dave: “The proposal is not clear, but it appears that they want to test a new TNC option with this population.”



Project 3: “Southwest Connections”

Dave: “This proposes two CTCs partnering to extend TD services in a three-county region in Southwest Florida. The request is \$1.5M”

Advisor 3: “Have y’all funded this project before? It appears new.”

Dave: “One of the named CTCs provided out-of-county trips once a week under the T&E Grant last year. This appears to expand to twice a week and utilize TNCs for return trips (if connector is missed).”

Chair: “\$1.5M seems like a lot for this project. How much did we spend last year on these services?”

Dave: “About \$450,000 under the T&E Grant (to the one CTC).”

Subcommittee Discussion

Advisor 1: “Well, I think Project 1 is definitely the strongest of the three.”

Ad 2: “I agree. The proposal clearly articulates the need and is supported by the prior year data.”

Ad 3: “I agree too. What about the funding request? Is it reasonable?”

Ad 1: “Based on the estimates and budget provided, I think \$225,000 is reasonable for this type of project.”

Chair: “So is there agreement to rank Project 1 as the strongest proposal?”

All members vote yes.



Subcommittee Discussion

Chair: "Okay, Advisor 2, what are your thoughts on Project 2 for APD?"

Ad 2: "I think it's a good concept, but the proposal could be better written."

Ad 1: "I agree. Why did the applicant not report about the past trips provided under T&E?"

Chair: "Yes, the claim "our T&E Grant cannot support these trips" is contradicted by the invoice data."

Ad 3: "And the requested amount (\$600K) does not include a budget."

Chair: "Let's come back to this one in a minute..."



Subcommittee Discussion

Chair: “What are y’all’s thoughts on Project 3?”

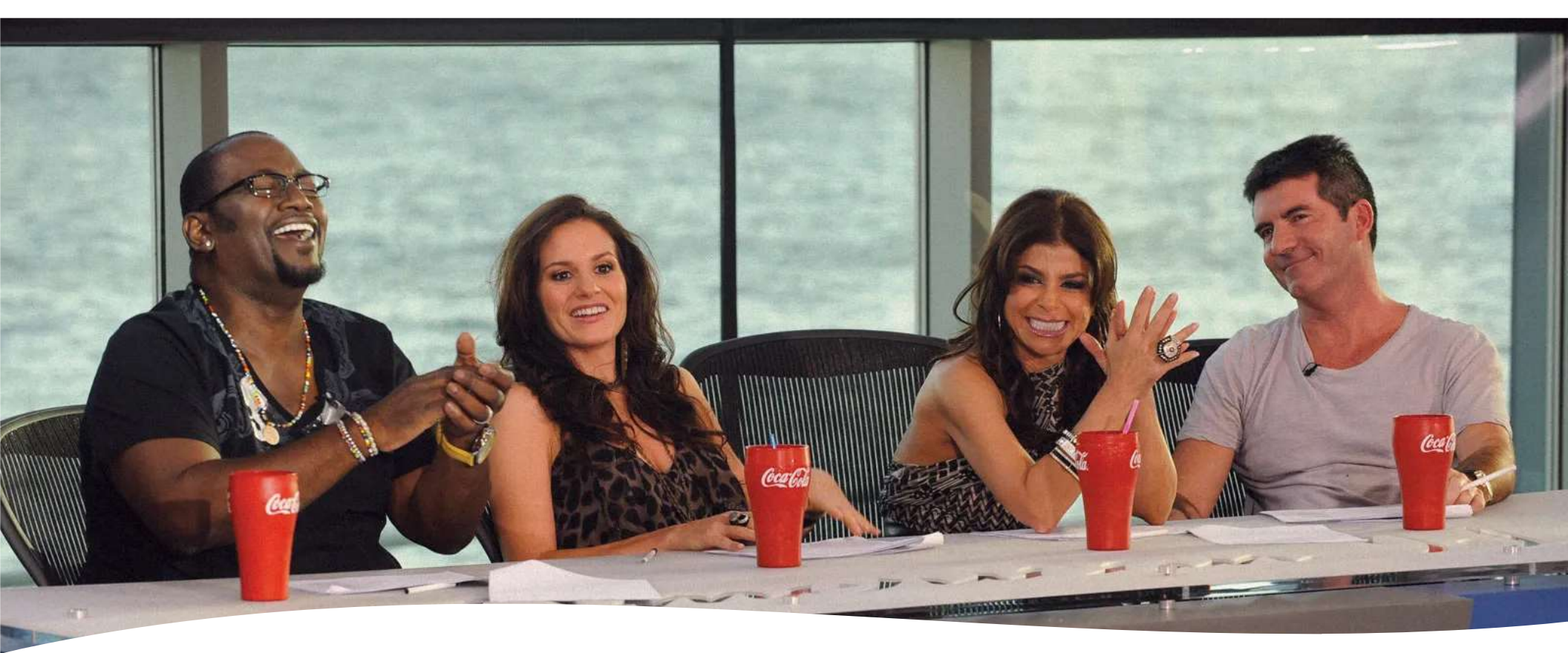
Ad 3: “I like it. That region is developing a cross-county mobility connector with DOT funds.”

Ad 2: “I agree. But is the requested amount (\$1.5M) too high?”

Chair: “We may have to recommend a different amount. Money aside, what else do you think about the proposal?”

Ad 1: “I like the project’s use of a TNC. Some riders may accidentally be stranded, so it seems innovative.”





Final Rankings

Project 1 - Recommend approval at the requested amount. All subcommittee members agree it was the strongest proposal.

Project 3 – Recommend approval (as the second strongest proposal), but only for \$1M. This is based on prior year trip (cost) data, which reflects more than double the amount paid under T&E.

Project 2 – Do not recommend approval (with one nay vote), as the proposal appears to supplant current APD/CTD funded services. Proposal needs to better explain unmet or underserved need.



What have we all
learned today?

The Executive Director briefs the committee on each proposal.

Committee will rank based on the quality of proposals and CTD data.

Proposals that are contradicted by data will unlikely be recommended.

The requested amount should be clearly explained by budget and estimates.

CTD may have to lower award amounts if all recommended projects exceed \$4M.



Webinar Participant Feedback Session

