

# MOBILITY MANAGEMENT TOOLKIT





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The Mobility Manager Toolkit will serve as a desk manual for Tennessee Department of Transportation (TDOT) subrecipients and their mobility managers in the development, implementation, operation and continued compliance of their Mobility Management Program.

This toolkit is designed for emerging public transit professionals and incoming mobility managers, and provides reference material for current mobility managers.

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# INTRODUCTION



In 2020, the Council on Developmental Disabilities, the Arc of Tennessee, Disability Rights Tennessee, and TDOT successfully worked with Tennessee lawmakers to create and establish the Tennessee Accessible Transportation and Mobility Act. The first of its kind in the country, the Act supports improvements in accessible transportation throughout Tennessee and created a new office within the Tennessee Department of Transportation, the Office of Mobility and Accessible Transportation (OMAT).

The Office of Mobility and Accessible Transportation is responsible for creating and maintaining a strategic plan to improve accessible transportation in Tennessee. The [Mobility and Accessible Transportation Strategic Plan](#) is based on engagement with stakeholders, including transit agencies and users of accessible transportation, and includes information on accessible transportation needs, gaps, and solutions across the state. You are encouraged to take a look at the plan as it is a living document providing tools, guidance, and useful information for mobility managers.

The creation of this Mobility Manager Toolkit directly supports the following goals and objectives identified in the Strategic Plan. Goals, objectives, action steps and OMAT performance metrics can be found beginning on page 52 of the Strategic Plan.

**Strategic Goal #1:** Expanded Access. Support local solutions for expanding and improving access to transportation services.

**Objective #3:** Ensure passenger transit is considered in non-transit plans for development. Examples of non-transit plans include complete streets (which often include pedestrian infrastructure); economic development; ADA transition plans; and community needs assessments.

**Action Steps:** OMAT will provide a framework or toolkit for local mobility managers and transit managers. OMAT will serve in an advisory role to TDOT multimodal planning for



projects to provide expertise and information pertaining to the accessibility needs for transit riders, pedestrians, bicyclists, older adults and individuals with disabilities. In this way, OMAT will help ensure full integration of multimodal access into projects.

**OMAT Performance Metrics:** (1) Mobility Manager Toolkit/framework is developed and distributed and (2) OMAT actively contributes to TDOT multimodal planning efforts.

**Objective #2** of Strategic Goal #1 is to *Develop Regional Transportation Advisory Boards (RTAB) in each region with representation from each county.* You will have an opportunity to participate in the RTAB, working with decision makers from key stakeholder organizations within the region to promote and pursue the goals of the CPT-HSTP and other local transportation improvement plans.

You will receive direct support from TDOT as you develop the role of mobility management within your agency and community. The state's commitment of support for mobility managers is pledged in Strategic Goal #5 below:

**Strategic Goal #5:** Communication. Facilitate communication and coordination between transportation providers and users for a more seamless mobility network.

**Objective #2:** Develop the role for mobility management. Support local and regional mobility managers.

**Action Steps:** TDOT and OMAT will develop a template job description for mobility managers defining potential roles and responsibilities. Actual job descriptions and duties will be established by the local areas. OMAT will encourage mobility managers to participate in the RTABs. OMAT will develop a Mobility Management Toolkit as a resource to help managers get started and as an ongoing resource for their growth and development.

**OMAT Performance Metrics:** (1) TDOT and OMAT develop mobility management job description and share it with HRA; (2) OMAT reviews quarterly reports and facilitates quarterly meetings to support mobility managers; (3) mobility managers participate in and/or lead RTAB meetings; and (4) OMAT

develops a Mobility Manager Toolkit and distributes it as a resource.

This Toolkit is a resource to help agencies understand the potential roles and responsibilities that a mobility manager will have within their organization and throughout the region and support offered by TDOT/OMAT. It will provide new managers the information they need from day one to successfully develop a new program or effectively operate, manage, enhance, or expand an existing program. This Toolkit will guide transit agencies as they develop a formal mobility management program; defining goals, objectives, and activities to meet the transportation needs unique to your community. The example job descriptions in Chapter 2 are best practices for agency leadership and HR professionals to reference as they document the role, job functions, and skills for a mobility manager. The job description will serve as a solid foundation when recruiting talent and selecting the right candidate for the position.



# MOBILITY MANAGEMENT DEFINED

Mobility management has emerged as a formal transportation strategy in recent years. This chapter details the function, roles and responsibilities of a mobility manager and the philosophy and principles of the mobility management approach.



## What is Mobility Management?

Federal Transit Law (49 U.S. Code § 5302) defines mobility management as a capital project “consisting of short-range planning and management activities and projects for improving coordination among public transportation and other transportation service providers carried out by a recipient or subrecipient through an agreement entered into with a person, including a governmental entity, but excluding operating public transportation services.” This means that mobility management focuses on coordination and planning, rather than directly providing transportation. Mobility managers take a big picture view of the transportation system and consider the whole trip a person needs to make, from beginning to end. The goal of a mobility management program is to make transportation services more efficient, more connected, and easier to use.

The FTA explains that mobility management is “an innovative approach for managing and delivering coordinated transportation services to customers, including older adults, people with disabilities, and people with low incomes. Mobility management focuses on meeting individual customer needs through a wide range of transportation options and service providers. It also focuses on coordinating these services and providers to achieve a more efficient transportation service delivery system.”

This approach to service design and delivery is both **customer centric** and **customizable to meet the specific needs of the agency and community**. The National Center for Mobility Management (NCMM) says:

It begins with a community vision in which the entire transportation network—public transit, private operators, cycling and walking, volunteer drivers, and others—works together with customers, planners, and stakeholders to deliver the transportation options that best meet the community's needs.

Although tailored to the meet the unique needs of the transit provider and the community in which services are delivered, standardized components are inherent in each program. The core elements of program design are provided in Chapter 5.

## What is a Mobility Manager?

Many mobility management programs include hiring a staff member to serve as a mobility manager to administer activities such as:

- Assisting with person-centered transportation planning
- Serving as a broker for individual rides
- Providing travel training for current and protective customers on transportation options
- Creating training curricula for transportation providers
- Participating in the coordinated transportation plan process and other planning efforts (for example: health needs, education, workforce and job development, etc.)
- Producing materials about all of the available transportation options in the community
- Establishing and continuing customer advisory groups
- Attending community meetings to discuss transportation options
- Meeting with decision makers to educate and inform about transportation needs and resources
- Establishing and/or participating in data collection activities to understand transportation needs/resources/impact of public transportation within the community
- Use technology to create tools where individuals can easily access information about options
- Coordinating with local stakeholder groups including hospitals and medical centers, local school systems, colleges and universities, major employers, etc., on gaps in transportation services and resources to address



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As outlined in the FTA [Mobility Management Brochure](#), mobility managers “serve as policy coordinators, operations service brokers, and customer travel navigators. As policy coordinators, mobility managers help communities develop coordination plans, programs, and policies, and build local partnerships. They also work to promote land use policies that favor transit-oriented development, public transportation, and pedestrian access. As brokers, they coordinate transportation services among all customer groups, service providers, and funding agencies. And, as travel navigators, they work with human service agencies and/or workforce centers that coordinate the travel and trip planning needs of individuals who receive human service program assistance”. The following offers an illustration of the various capacities in which you serve.

As mobility managers, you perform a variety of job functions. Although there is variance in job descriptions, some core capabilities are required for the successful operation of a mobility management program. The NCMM offers a best practice in job-related competencies, including a comprehensive listing of knowledge, skills and abilities for this job function. These competencies can be used to formulate and identify knowledge, skills, and abilities, both required and preferred, of a mobility manager. You are encouraged to incorporate these into your work. A summary of primary knowledge areas identified in the NCMM’s most recent, 2017 [Competency Implementation Guide for the Practice of Mobility Management](#) is illustrated in Table 1.

Table 1. Summary of Baseline Competencies for Mobility Managers

Category	Category Description	Competency
<b>General</b>	Applicable across mobility management settings	<ul style="list-style-type: none"> <li>• Address transportation challenges</li> <li>• Understand the unique transportation challenges faced by persons with disabilities, older adults, veterans, transitioning youth, and low-income individuals.</li> <li>• Develop solutions that address unique community challenges</li> <li>• Create process improvements</li> <li>• Work creatively and in collaboration with stakeholders</li> </ul>
<b>Transportation</b>	Knowledge and skill in understanding transportation and mobility systems and services	<ul style="list-style-type: none"> <li>• Address community transportation challenges</li> <li>• Local transportation systems and processes knowledge (Beginner/Introductory, intermediate, and advanced/expert)</li> <li>• Understand various trip planning methods</li> <li>• Local transportation resource knowledge</li> <li>• Local, regional, or statewide information and referral clearinghouse knowledge (ex: one call/one click centers)</li> <li>• Understand the role of transportation in accessing employment opportunities, medical services, affordable housing, and social destinations</li> </ul>
<b>Management/Leadership</b>	Program and project oversight or authority	<ul style="list-style-type: none"> <li>• Address community transportation challenges</li> <li>• Project or program management experience</li> <li>• Staff training and development skills</li> <li>• Committee leadership experience</li> <li>• Community leadership desire</li> </ul>
<b>Coordination</b>	Knowledge and skill in building relationships and sustaining community partnerships	<ul style="list-style-type: none"> <li>• Contribute to the local coordination process</li> <li>• Develop priorities for coordination</li> <li>• Collaborate within small and large groups</li> <li>• Human service transportation coordination experience</li> <li>• Collaborate with federal, statewide and local/community stakeholders</li> <li>• Work across multiple transportation/mobility projects</li> </ul>
<b>Outreach and Marketing</b>	Communication, using various platforms to engage diverse audiences	<ul style="list-style-type: none"> <li>• Seek networking and outreach opportunities</li> <li>• Verbally “sell” program or projects via outreach and networking</li> <li>• Attend outreach events</li> <li>• Liaise and collaborate with community stakeholder groups</li> <li>• Develop social media outreach platforms and program enhancing advertisements</li> <li>• Write or edit press releases</li> </ul>
<b>Program/Financial Administration</b>	Fiscal, organizational and managerial skill	<ul style="list-style-type: none"> <li>• Strategic planning</li> <li>• Grant writing and reporting</li> <li>• Data collection</li> <li>• Federal, state, and local or community funding stream knowledge</li> <li>• Foundation funding stream knowledge</li> <li>• Find and contribute to new funding opportunities</li> </ul>
<b>Technology</b>	Understanding, assessing, and utilizing varying technologies to facilitate mobility management	<ul style="list-style-type: none"> <li>• Assistive technology knowledge or experience</li> <li>• Trip planning mobile application knowledge or experience</li> <li>• Wayfinding mobile application knowledge or experience</li> <li>• Technology procurement experience</li> <li>• One-call/one-click center practice</li> </ul>

Source: National Center for Mobility Management (NCMM)

# What does a Mobility Manager do?

This role performs a variety of job functions, so job descriptions may vary from one agency to another. As noted above, mobility managers serve as policy coordinators, operations service brokers, and customer travel navigators, meeting specific needs of agency and community. This toolkit includes job descriptions pulled from agencies across the industry. Examples can be used by agency leadership in the development of a formal mobility management program and by your HR department when crafting and seeking talent for a mobility manager. A copy of the job descriptions for the referenced positions are included in Appendix A:

1. Template: Community Transportation Association of America (CTAA)
2. Mobility Manager: Upper Cumberland Human Resource Agency
3. Mobility Coordinator: Rural Central Iowa
4. Regional Mobility Manager: Southern New Hampshire Planning Commission
5. Transit Planner/Mobility Manager: Central Indiana Regional Transportation Authority
6. Mobility Coordinator: Columbia County, Oregon
7. Mobility Manager: First Tennessee Human Resource Agency

Hear what it means to be a Mobility Manager from Tracy Kissel, Mobility Manager for NET Trans, the Northeast Tennessee Regional Public Transit system located in Johnson City:

“One significant impact of the role of a mobility manager is when assistance is provided to someone who has never utilized public transportation. Like with any other service, if you have not needed it then you know very little about it. Providing information about public transportation options and processes, for both my agency and other agencies in our region, to a person reaching out for assistance is mobility management at its core.”



Person-Centered Customer Service:

It is reassuring to customers who have my name and direct office number to call with any questions or concerns. My availability as a mobility manager allows for a more person-centered customer service experience.

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## References and Sources

Tennessee Department of Transportation/Office of Accessible Mobility: Mobility and Accessible Transportation Strategic Plan at [tn.gov/content/dam/tn/tdot/multimodaltransportation/omat/TDOT Mobility and Accessible Transportation Report and Strategic Plan.pdf](https://www.tn.gov/content/dam/tn/tdot/multimodaltransportation/omat/TDOT_Mobility_and_Accessible_Transportation_Report_and_Strategic_Plan.pdf)

Federal Transportation Administration: Mobility Manager Brochure at [transit.dot.gov/sites/fta.dot.gov/files/docs/resources/171/mobility-management-brochure.pdf](https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/resources/171/mobility-management-brochure.pdf)

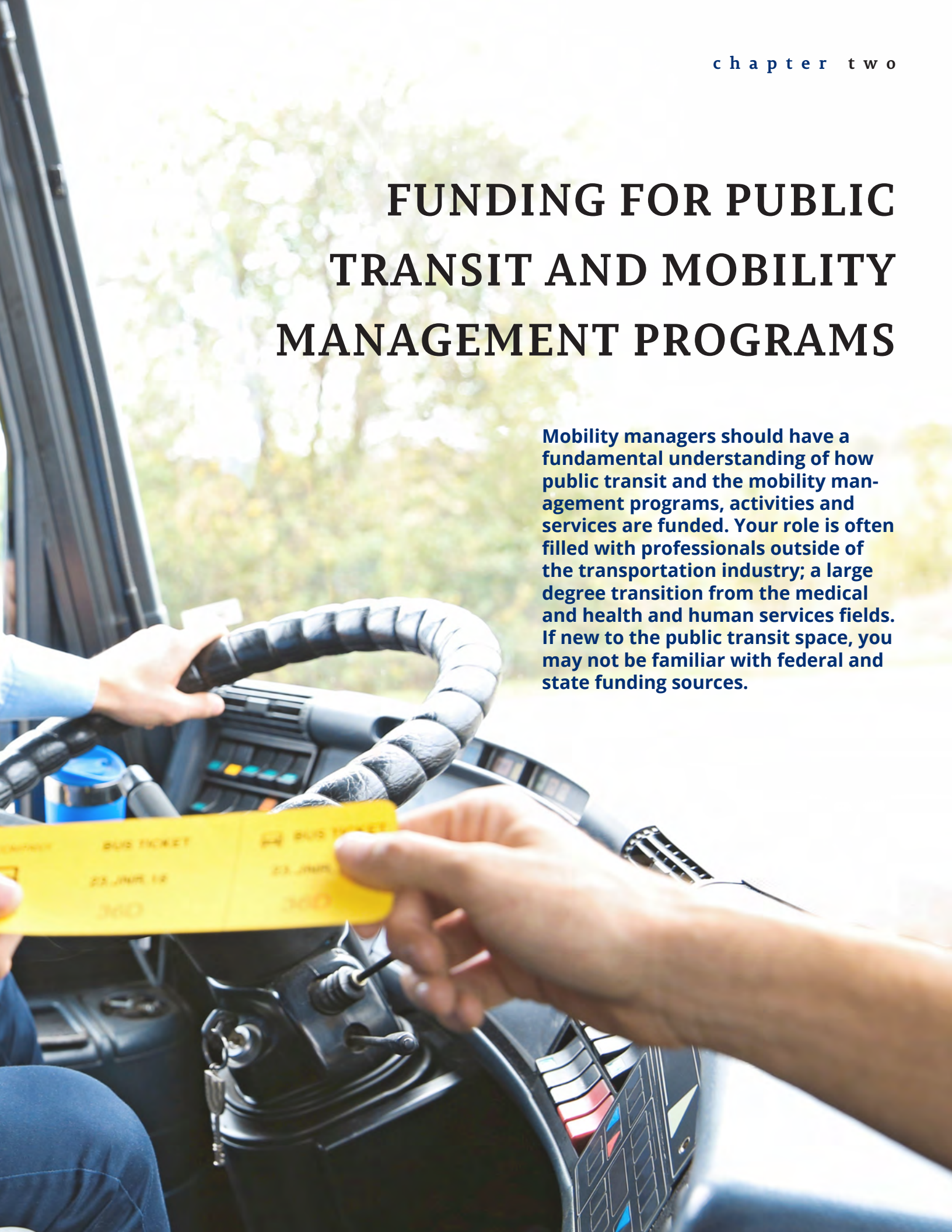
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# FUNDING FOR PUBLIC TRANSIT AND MOBILITY MANAGEMENT PROGRAMS

Mobility managers should have a fundamental understanding of how public transit and the mobility management programs, activities and services are funded. Your role is often filled with professionals outside of the transportation industry; a large degree transition from the medical and health and human services fields. If new to the public transit space, you may not be familiar with federal and state funding sources.

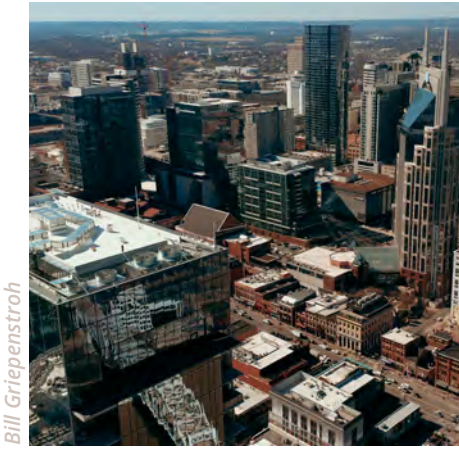


# How is Transit Funded?

The [Federal Public Transportation Program: In Brief](#), published by the Congressional Research Service in January 2021, details how the Federal transportation program is funded.

Federal assistance to public transportation is provided primarily through the public transportation program administered by the Department of Transportation's Federal Transit Administration (FTA). The federal public transportation program was authorized from FY2016 through FY2020 as part of the Fixing America's Surface Transportation (FAST) Act (P.L. 114-94). A one-year extension of the FAST Act was enacted as part of the Continuing Appropriations Act, 2021 and Other Extensions Act (P.L. 116-159). This report provides an introduction to the program as authorized by the FAST Act as extended through FY2021.

The six major programs administered by FTA and a brief description is illustrated in Table 2.



**Table 2. FTA-administered programs**

<b>Program Name</b>	<b>Description</b>
49 U.S.C. §5307 Urbanized Area Formula	The Urbanized Area Formula Grants Program provides funding for public transportation in urbanized areas, places designated by the Census Bureau as having populations of 50,000 or more. Funding can be spent on capital, planning, job access and reverse commute projects, and, in some circumstances, operating expenses. For urbanized areas under 200,000 the distribution of funds is based on population, population density, and the number of low-income individuals. In addition to these factors, in urbanized areas over 200,000 the formula is also based on bus revenue vehicle miles, passenger miles, and operating costs; and fixed guideway revenue miles, route miles, passenger miles, and operating costs.
49 U.S.C. §5309 Capital Investment Grants (also known as “New Starts”)	The Capital Investment Grants Program provides funding to support construction of new rail, bus rapid transit, and ferry systems and to expand existing systems.
49 U.S.C. §5310 Enhanced Mobility of Seniors and Individuals with Disabilities	The Enhanced Mobility of Seniors and Individuals with Disabilities Program provides funding to support specialized public transportation for these population groups. Within these categories, funds are distributed to specific areas based on the relative size of their elderly and disabled population. The program requires that projects come from a locally developed, coordinated human services transportation plan.
49 U.S.C. §5311 Rural Area Formula	The Rural Area Formula Program provides funding to states and Indian tribes for public transportation outside of urbanized areas. Capital, operating, and planning are all eligible expenses.
49 U.S.C. §5337 State of Good Repair (SGR)	The State of Good Repair (SGR) Program provides funding primarily for repairing and upgrading rail transit systems, but also other fixed-guideway systems (such as passenger ferries and bus rapid transit) and bus systems that use high occupancy vehicle (HOV) lanes. The State of Good Repair program has two components: <ol style="list-style-type: none"> <li><b>1.</b> The High Intensity Fixed Guideway SGR Program distributes 97.15% of the funding for maintaining fixed guideway transit systems in a state of good repair.</li> <li><b>2.</b> The High Intensity Motorbus SGR program distributes the remaining 2.85% of the funds for bus service provided on a high occupancy vehicle (HOV) facility.</li> </ol>
49 U.S.C. §5339 Bus and Bus Facilities	The Bus and Bus Facilities Grant Program provides funding for capital expenses to purchase and rehabilitate buses and to construct bus-related facilities, such as maintenance depots.



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In addition to the financial assistance from the federal government, public transportation operations, specifically, are funded by passenger fares, public transit agency earnings, such as revenues from contracted trips, and financial assistance provided by state and local governments. Capital investment is reported only as government funds in the National Transit Database (NTD). The American Public Transportation Association (APTA) offers a concise yet comprehensive breakdown of capital and operating funding and a 30-year historical trendline illustrated by service mode, pages 22–26, in the current publication of the [Public Transportation Fact Book](#). According to APTA, the Fact Book, published annually, contains national aggregate statistical data covering all aspects of the transit industry in the United States and Canada. Major sections include an overview of U.S. transit facts, transit finances and operating statistics by modes of travel, transit vehicle characteristics and deliveries, facts and numbers relating to federal grants and the Federal Transit Act. As the subject matter experts, [APTA](#) offers a host of information on a variety of topics that are useful as a mobility manager in the public transportation arena.

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## References and Sources

Congressional Research Service: Federal Public Transportation Program: In Brief at [sgp.fas.org/crs/misc/R42706.pdf](http://sgp.fas.org/crs/misc/R42706.pdf)

American Public Transportation Association of America: 2021 Public Transportation Fact Book at [apta.com/wp-content/uploads/APTA-2021-Fact-Book.pdf](http://apta.com/wp-content/uploads/APTA-2021-Fact-Book.pdf)

# How are Mobility Management Programs Funded?

Mobility management is an eligible capital expense under most FTA programs included in Table 3.

**Table 3. Mobility management programs**

49 U.S.C. §5307 Urbanized Area Formula	The Urbanized Area Formula Grants Program provides funding for public transportation in urbanized areas, places designated by the Census Bureau as having populations of 50,000 or more. Funding can be spent on capital, planning, job access and reverse commute projects, and, in some circumstances, operating expenses. For urbanized areas under 200,000 the distribution of funds is based on population, population density, and the number of low-income individuals. In addition to these factors, in urbanized areas over 200,000 the formula is also based on bus revenue vehicle miles, passenger miles, and operating costs; and fixed guideway revenue miles, route miles, passenger miles, and operating costs.
49 U.S.C. §5311 Rural Area Formula	The Rural Area Formula Program provides funding to states and Indian tribes for public transportation outside of urbanized areas. Capital, operating, and planning are all eligible expenses.

The State of Tennessee is a designated recipient of 49 U.S.C. §5310 and §5311 funds. Section 5311 funds are then appointed from the state to non-urban areas based upon size of the rural population. Section 5310 funds are administered to eligible recipients including public transit providers through a competitive grant process. Although mobility management programs within the state are supported by a variety of sources, this chapter focuses on the Section 5310 program. An overview of the program is provided in Table 4.

**Table 4. FTA Section 5310 Program: Mobility Management Funding for TDOT Subrecipients**

<b>Title</b>	FTA Section 5310 Program Enhanced Mobility of Senior & Individuals with Disabilities
<b>Purpose</b>	This program (49 U.S.C. 5310) provides formula funding to states for the purpose of assisting private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. Older adults are defined as individuals 65 years of age or older.
<b>Distribution of Funds</b>	Funds are “apportioned” or dispersed based on each state’s share of the population for older adults and people with disabilities. For small urban (population 50,000 to 200,000) and rural (under 50,000) areas, formula funds are apportioned directly to the state Department of Transportation. The funding is administered to eligible sub-recipients on behalf of the state. For large urban (population over 200,000) areas, funds are administered to direct recipients; agencies selected by the governor.
<b>Eligible Recipients</b>	States (rural and small urban areas) and designated recipients (large urban areas) are direct recipients of these funds. Eligible subrecipients include private non-profit organizations, states or local government authorities, or operators of public transportation. Direct recipients have availability in how they select sub-recipient projects for funding, but their decision process must be clearly noted in a state/program management plan. The selection process may be formula based, competitive based or discretionary, and subrecipients can include states, local government authorities, private non-profit organizations, and/or operators of public transportation.
<b>Eligible Activities</b>	Projects are classified into two categories, traditional and non-traditional. A comprehensive listing of eligible activities under each category can be obtained from the FTA website. Direct recipients can define and limit the Department of Transportation. activities/projects available to subrecipients. The eligible activities for subrecipients vary by each state
<b>Local Match Requirements</b>	Capital expenses - 80% federal, 10% state, 10% local

Source: National Center for Mobility Management (NCMM)

The Section 5310 program provides support for an extensive list of tradition and non-traditional projects; however, direct recipients have discretion as to eligible activities offered to subrecipients. The following two projects are eligible to TDOT/OMAT subrecipients under this federal resource:

- 1.** procurement of rolling stock
- 2.** mobility management programs

The initial scope included the purchase of vehicles, both expansion and replacement, but in 2019, it was expanded to include mobility management activities. Table 5 details projects both eligible and ineligible for funding under TDOT’s administration of the Section 5310 grant program. Alternative resources for support FTA eligible activities unavailable to subrecipients under this funding stream are referenced.

Table 5. Eligible Projects under the FTA Section 5310 Program

Eligible Projects	Projects Available to TDOT/OMAT Subrecipients	Alternate Funding Opportunities
<b>Traditional</b>		
Purchase of vehicles (buses and vans)	Yes	<a href="#">FTA Section 5307 Program</a> (formula grant for urban systems) <a href="#">FTA Section 5311 Program</a> (formula grant for rural systems) <a href="#">FTA Section 5339 (a) Bus and Bus Facilities Program</a> (formula grant for states and urban systems) <a href="#">FTA Section 5339 (b) Bus and Bus Facilities Program</a> (competitive grant for states and urban systems) <a href="#">FTA Section 5339 (c) Low or No Emission Vehicle Program</a> (competitive grant for states or urban systems)
Wheelchair lifts, ramps and securement devices	No	<a href="#">FTA Section 5307 Program</a> (formula grant for urban systems)
Transit-related information technology systems, including scheduling/routing/one-call systems	No	<a href="#">FTA Enhancing Mobility Innovation Program</a> (competitive grant for states and urban systems)
Acquisition of transportation services under contract, lease or other arrangement.	No	<a href="#">FTA Section 5307 Program</a> (formula grant for urban systems) <a href="#">FTA Section 5311 Program</a> (formula grant for rural systems)
<b>Non-Traditional</b>		
Travel training	No	Travel training is an operating expense. Available grants to support mobility management functions include: <a href="#">FTA Section 5307 Program</a> (formula grant for urban systems) <a href="#">FTA Section 5311 Program</a> (formula grant for rural systems)
Volunteer driver programs Bus stop enhancements including passenger amenities in the form of a covered shelter or	No	<a href="#">FTA Section 5339 (a) Bus and Bus Facilities Program</a> (formula grant for states and urban systems) <a href="#">FTA Section 5339 (b) Bus and Bus Facilities Program</a> (competitive grant for states and urban systems) <a href="#">FTA Section 5307 Program</a> (formula grant for urban systems)
Improving signage, or way-finding technology	No	<a href="#">FTA Section 5339 (b) Bus and Bus Facilities Program</a> (competitive grant for states and urban systems) <a href="#">FTA Section 5307 Program</a> (Capital investments in bus and bus-related activities including crime prevention and security equipment are eligible projects) (formula grant for urban systems)
Operational support for transit services that serve seniors and individuals with disabilities	No	<a href="#">FTA Section 5307 Program</a> (formula grant for urban systems) <a href="#">FTA Section 5311 Program</a> (formula grant for rural systems)
Incremental cost of providing same-day service or door-to-door service	No	<a href="#">FTA Section 5307 Program</a> (formula grant for urban systems) <a href="#">FTA Section 5311 Program</a> (formula grant for rural systems)
<b>Both</b>		
Mobility management programs (Eligible activities for TDOT subrecipients under Section 5310 Grant Program include, procurement of rolling stock and support for mobility Manager. A sampling of mobility management activities is listed in Chapter 1.)	Yes	<a href="#">FTA Section 5307 Program</a> (formula grant for urban systems) <a href="#">FTA Section 5311 Program</a> (formula grant for rural systems)



A copy of the TDOT Fact Sheet for Section 5307, 5310, and 5311 is included in Appendix B. The TDOT/OMAT issues an annual call for projects to eligible subrecipients through a formal grant process. The grant application provides clear guidance to applicants, defining eligible projects, local match and reporting requirements, and responsibilities of the state and subrecipients. Please consult Appendix C for a copy of the TDOT/OMAT Section 5310 Grant Application and Appendix D for a copy of the Reporting Template for Section 5310 Grant Recipients.

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## References and Sources

Tennessee Department of Transportation/Office of Accessible Mobility: Mobility and Accessible Transportation Strategic Plan at [tn.gov/content/dam/tn/tdot/multimodaltransportation/omat/TDOT Mobility and Accessible Transportation Report and Strategic Plan.pdf](https://www.tn.gov/content/dam/tn/tdot/multimodaltransportation/omat/TDOT_Mobility_and_Accessible_Transportation_Report_and_Strategic_Plan.pdf)

Federal Transportation Administration: Mobility Manager Brochure at [transit.dot.gov/sites/fta.dot.gov/files/docs/resources/171/mobility-management-brochure.pdf](https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/resources/171/mobility-management-brochure.pdf)

FTA Sponsored - National Center for Mobility Management at [nationalcenterformobilitymanagement.org/for-mobility-managers](https://nationalcenterformobilitymanagement.org/for-mobility-managers)





# COMMUNITY ENGAGEMENT

As defined in Chapter 2 and reiterated through the Toolkit, mobility management is a method of service design and delivery customized to meet the needs of the local community. Programs are built and sustained on engagement and relationships cultivated with current and prospective customers, non-profit and human service organizations, transportation providers, leaders and public officials, and other key stakeholders. It is important to maintain open communication with stakeholders, and to work together as partners on program development and planning efforts.



## Identifying Stakeholder Groups

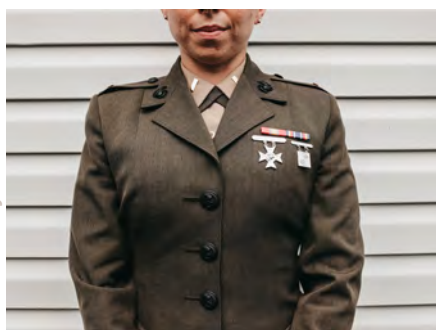
As a mobility manager, you act as a liaison and ambassador for public transportation and mobility options available to your community. Engagement, communication, relationship building, and education are the core functions of this position and are imperative to ensuring the success of any mobility management program. Outreach efforts must be ongoing and tailored to the target audience.

Mobility managers should target engagement efforts toward users of transportation, community stakeholders, and other professionals within the statewide and national mobility management networks. Examples include:

- Human service organizations/human resource organizations
- Senior services programs
- Housing authorities
- County school systems
- Local council on disability and advocacy groups
- Hospitals and medical providers
- Veterans' groups
- Vocational rehabilitation offices
- Area agencies on aging
- Vocational rehabilitation office
- American Association of Retired Persons (AARP) local chapters
- Metropolitan Planning Organizations and Rural Planning Organizations
- Churches and religious organizations
- City/County offices responsible for ADA transition plans for pedestrian infrastructure
- Customers/riders
- Potential riders with unmet transportation needs
- Local leaders – governmental and economic development
- Council of Governments
- Non-profits that serve older adults and individuals with disabilities
- Public and specialized transportation providers
- Statewide mobility managers and transportation providers



Rod Long



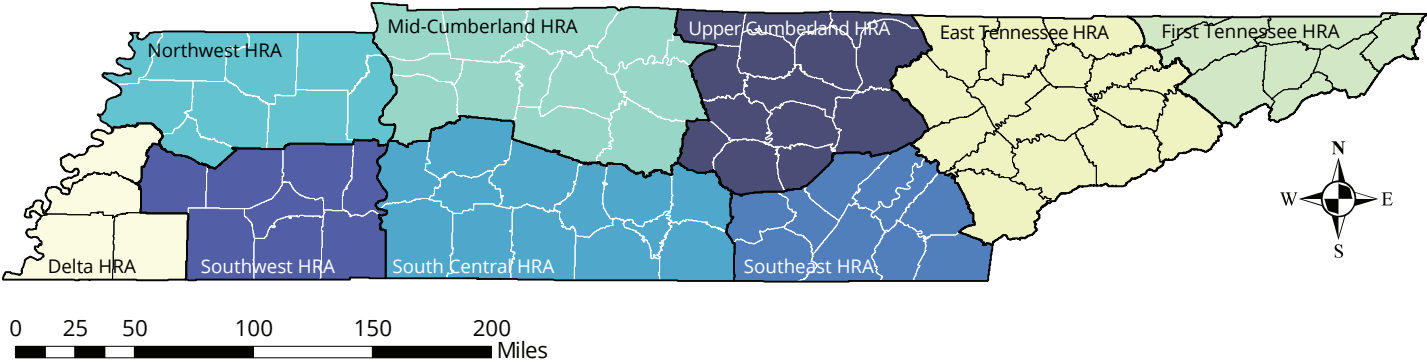
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Established by the state in 1973 under state law as a not-for-profit delivery system designated to implement human service programs, Tennessee is comprised of a total of nine Human Resource Agencies operating within the state, as shown in Figure 1. Mobility managers are traditionally employed by/ employees of the HRA or developmental district. With a strong network of providers across the state, mobility managers have an inherent community of professionals to share resources with and exchange information, ideas, and best practices.

Figure 1. Tennessee Human Resource Agencies



## Stakeholder Checklist

The publication, [Expanding Access to Our Communities: A Guide to Successful Mobility Management Practices in Small Urban and Rural Areas](#) includes a Stakeholder Checklist; a great resource for identifying individuals, organizations, and community groups for engagement and outreach as you develop and/or administer your mobility management program. Please see checklist below:



Antenna

### Transportation Providers

- Public transit providers
- Private transportation providers
- Tribal transit providers

### Planning Agencies

- County and other local planning departments
- Regional planning agencies
- State-level agencies

### Passengers and Advocates

- Existing and potential customers, particularly targeted populations (individuals with disabilities, older adults, veterans, and people with lower incomes)
- Advocacy organizations such as centers for independent living and transportation rider groups
- Volunteer groups, community organizations, and foundations
- Tribes, faith based groups, and organizations representing ethnic groups



## Human Service Partners

- ☑ Agencies that administer health, aging, housing, employment, or other support programs for targeted populations
- ☑ Human service organizations that serve targeted populations
- ☑ Job training and placement agencies
- ☑ Housing agencies
- ☑ Food banks

## Healthcare Providers

- ☑ Hospitals
- ☑ Healthcare centers
- ☑ Doctor's offices
- ☑ Dialysis treatment centers

## Private Industry

- ☑ Employers
- ☑ Developers of new retail, residential, and educational facilities

## Educational Institutions

- ☑ Colleges
- ☑ Universities
- ☑ Child care providers
- ☑ Local education departments/school districts

Source: [Expanding Access to Our Communities: A Guide to Successful Mobility Management Practices in Small Urban and Rural Areas](#)



Joel Muniz



Paul Bradbury/Caia Image



WavebreakMediaMicro



## Public Outreach Strategies

Mobility managers use different public engagement methods to get feedback from the community and targeted demographic groups. Some strategies with proven effectiveness include:

- ➔ **Public Survey:** An online and/or in-person survey can be administered to the general public or targeted groups, at identified locations, and with assistance from stakeholders and community partners. An on-board survey effort can be deployed to capture feedback from customers/current riders. A common electronic survey instrument is [Survey Monkey](#). Mobility managers will need to work in collaboration with local transit agencies, service providers, and community partners to yield the greatest response.
- ➔ **Community Events:** Mobility managers can attend scheduled events to provide information and education on existing transportation services and solicit feedback on need. If a community survey effort is underway, this is a wonderful opportunity to share the survey with the audience, in paper and/or electronic format. Tablets or computers can be available for attendees who wish to complete the survey electronically.
- ➔ **Public Open Houses:** Open house events are another way to get topic-driven discussion. Events should be held at locations and times that capture the most traffic from target groups. Meeting locations must be accessible with advisements available/provided in alternate formats including, large print and Spanish, upon request. Visual aids can be very helpful for education and to drive discussion. As with community events, open houses

allow mobility managers and community partners to advertise survey efforts. Facilitators may also want to present the meeting electronically, such as by sharing the meeting on Facebook Live, or videoed and shared with interested parties.

➔ **Stakeholder Focus Groups:** Interest groups may be established from the larger stakeholder pool. Multiple focus groups might be established based on the availability of agency representatives and current need. Meeting frequencies will vary based upon the activities, development or update of a locally coordinated plan versus evaluation of goals at the conclusion of a planning cycle, and will be established by the mobility manager with guidance from each group. An agenda outlining items for discussion and action should be established and disseminated to the focus group(s) for review in advance of any scheduled meeting. A formal agenda will aid discussion and help you gather substantive input and key takeaways for each group of stakeholders.

➔ **Public Information Meetings:** This type of meeting is educational and includes a defined agenda. A public information meeting is appropriate when specific information or data is available for presentation to the public. Meeting locations must be accessible with advisements available in alternate formats upon request to accommodate the needs of the community.



Chris Montgomery



Febrian Zakaria

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## References and Sources

Tennessee Department of Transportation/Office of Accessible Mobility – Mobility and Accessible Transportation Strategic Plan at [tn.gov/content/dam/tn/tdot/multimodaltransportation/omat/TDOT Mobility and Accessible Transportation Report and Strategic Plan.pdf](https://tn.gov/content/dam/tn/tdot/multimodaltransportation/omat/TDOT%20Mobility%20and%20Accessible%20Transportation%20Report%20and%20Strategic%20Plan.pdf)

National Academies – Transit Research Board – Expanding Access to Our Communities: A Guide to Successful Mobility Management Practices in Small Urban and Rural Areas at [trid.trb.org/view/1511932](https://trid.trb.org/view/1511932)





# LOCALLY COORDINATED PLANNING PROCESS

**This chapter discusses the specific steps required for the development of a Locally Coordinated Plan that is compliant with federal regulations and state requirements and includes best practice examples.**

**Direct recipients of Section 5310 funding must complete locally developed Coordinated Public Transit Human Services Transportation Plans (CPT-HSTPs) and update those plans on regular intervals. This requirement extends to subrecipients receiving Section 5310 funds through TDOT/OMAT.**

**Through these plans, local stakeholders develop coordinated goals and strategies to address identified needs and gaps in transportation for older adults and individuals with disabilities. Many plans also include transportation needs and goals for general public service. Transportation needs identified in Tennessee CPT-HSTPs have a local or regional focus and differ across the state. In all areas, there is a need to break down jurisdictional boundaries that limit service areas or organizational policies that limit eligibility. Access to employment, particularly second and third shifts, was also frequently noted in the regional plans. A copy of the Tennessee CPT-HSTPs can be found on the TDOT/OMAT website.**

# FTA Planning Requirements

[FTA C9070.1G](#), Section V, states projects selected for funding under the Section 5310 Program must “be included in a locally developed, coordinated public transit-human services transportation plan” and that the plan “be developed and approved through a processes that included participation by seniors, individuals with disabilities, representatives of public, private and nonprofit human services providers and other members of the public.”

While eligible projects for Section 5310 subrecipients have restrictions, a coordinated plan should be comprehensive, incorporating all activities offered under the Section 5310 Program and other programs sponsored by federal, state, and local agencies to greatly strengthen its impact.

The *Required Elements* are defined by FTA as follows:

- a.** An assessment of available services that identifies current transportation providers (public, private, and nonprofit);
- b.** An assessment of transportation needs for individuals with disabilities and seniors. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service;
- c.** Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery; and
- d.** Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.

The state identifies which agencies are responsible for the development and coordination of the planning process. As new federal requirements must be met, communities may need to modify their plans or processes as necessary to meet these requirements. FTA encourages communities to consider inclusion of new partners, new outreach strategies, and new activities related to the targeted programs and populations. Plans will vary based on the availability of resources and the existence of populations served under these programs. Plans must be updated at regular intervals.



wavebreak3



Memento Media



## Library of Locally Coordinated Plans

An index of coordinated plans can be found on the National Center for Mobility Management (NCMM) website, where you can access [state and local plans across the nation](#).

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### References and Sources

FTA Circular 9070.1G: Enhanced Mobility of Seniors and Individuals with Disabilities Program Guidance and Application Instructions at [transit.dot.gov/sites/fta.dot.gov/files/docs/C9070\\_1G\\_FINAL\\_circular\\_4-20-15%281%29\\_1.pdf](https://transit.dot.gov/sites/fta.dot.gov/files/docs/C9070_1G_FINAL_circular_4-20-15%281%29_1.pdf)

Coordinated Plan Index - National Center for Mobility Management (NCMM) at [nationalcenterformobilitymanagement.org/states-at-a-glance/states-at-a-glance-list](https://nationalcenterformobilitymanagement.org/states-at-a-glance/states-at-a-glance-list)



# MOBILITY MANAGEMENT PROGRAM DESIGN





Rodney Truitt, Jr

Mobility management programs differ across the nation and within each state due to variances in available resources and community need. Although program applications will vary, practices for surveying capacity and identifying community are applicable to all agencies regardless of geographic location or size. [The FTA Mobility Management Brochure](#) is a great resource as you create a mobility management program that effectively meets the transportation needs of your community and is sustainable into the future. This is no easy task; however, FTA communicates it can be achieved if transportation providers, human service agencies, and the community work together to plan and implement services. The checklist presented below will assist you in your efforts to (re)develop your mobility management program:

- Developing an inventory of available services;
- Identifying customer needs;
- Developing strategies to meet needs;
- Coordinating financial and other resources;
- Improving coordination through transportation brokerage systems;
- Training staff and volunteers;
- Promoting the use of innovative technologies, services, and other methods to improve customer service and coordination; and
- Developing customer information and trip planning systems.

The NCMM developed a [Framework for Action](#) for building a fully coordinated transportation system. The shift to and strategy for “managing mobility” coordinates human service agencies that support transportation with public and private transit providers. Such systems have gone far in meeting the needs of consumers who must have access to healthcare, jobs or job training, education and social networks. Coordinated transportation systems also increase the ability of government officials, at all levels, to make the most efficient and effective use of limited resources.

[The Community Self-Assessment Tool](#) presented in the NCMM publication can help transportation agencies work toward achieving their mobility (and financial) goals. The assessment tool summarized in Figure 2 can be replicated in your community.

Figure 2. Self-assessment

## Section 1 Making Things Happen by Working Together

**Driving Factor:** Individuals and organizations are catalysts for envisioning, organizing, and sustaining a coordinated system that provides mobility, and access to transportation for all.



## Section 2 Taking Stock of Community Needs and Moving Forward

**Driving Factor:** A completed and regularly updated community transportation assessment process identifies assets, expenditures, services provided, duplication of services, specific mobility needs of the various target populations, and opportunities for improvement. It assesses the capacity of human service agencies to coordinate transportation services. The assessment process is used for planning and action.



## Section 3 Putting Customers First

**Driving Factor:** Customers, including people with disabilities, older adults, and low-income riders, have a convenient and accessible means of accessing information about transportation services. They are regularly engaged in the evaluation of services and identification of needs.



## Section 4 Adapting Funding for Greater Mobility

**Driving Factor:** A combination of federal, state, and local funds are utilized to support transportation services. This strategy creates customer-friendly payment systems while maintaining consistent reporting and accounting procedures across programs.



## Section 5 Moving People Efficiently

**Driving Factor:** Multimodal and multi-provider transportation networks are being created that are seamless for the customer but operationally and organizationally sound for the providers.



Included in each of the five sections is a set of questions and associated decision helpers to aid you through the assessment. Review of the full assessment tool, versus the summary presented above, is encouraged.

As noted, successful programs are built on the particular needs of the community in which program and services are delivered. This can only be achieved through coordination with existing transportation providers as well as meaningful and ongoing engagement with community stakeholders, including current customers and prospective users who fall within the defined demographic groups and the agencies that support them.

As outlined in the previous chapter, the locally coordinated planning effort provides an opportunity for increased coordination and community engagement. The unmet transportation needs will be identified through outreach efforts deployed as part of the planning effort. The identification of solutions or alternatives that best address the unmet need will follow suit. Programs and services can be developed around the solutions identified and prioritized to address the existing needs of the community.

The two sources that offer the most appropriate guidance on Program Design are referenced as follows:

- FTA Circular 9070.1G, Chapter IV – Program Development
- National Academies – Transit Research Board - Expanding Access to Our Communities: A Guide to Successful Mobility Management Practices in Small Urban and Rural Areas

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## References and Sources

FTA Circular 9070.1G, Chapter IV – Program Development at [transit.dot.gov/sites/fta.dot.gov/files/docs/C9070\\_1G\\_FINAL\\_circular\\_4-20-15%281%29\\_1.pdf](https://transit.dot.gov/sites/fta.dot.gov/files/docs/C9070_1G_FINAL_circular_4-20-15%281%29_1.pdf)

National Academies – Transit Research Board - Expanding Access to Our Communities: A Guide to Successful Mobility Management Practices in Small Urban and Rural Areas at [onlinepubs.trb.org/onlinepubs/nchrp/docs/NCHRP20-65\(68\)\\_FR.pdf](https://onlinepubs.trb.org/onlinepubs/nchrp/docs/NCHRP20-65(68)_FR.pdf)



# PROGRAM EVALUATION



In addition to an ongoing assessment of community need, mobility management programs must have clearly defined standards for measuring the outcomes of their programs. The NCMM's *Performance Measures for Mobility Management* outlines the value of performance measurement to mobility management and clearly defines and offers practical examples of performance measures specific to mobility management programs. As stated by the NCMM:

Performance measures help Mobility Managers, state, federal and local government officials identify and track how well we have clarified and defined mobility needs, as well as to create and design cost effective modes of transportation.



The NCMM offers a [comprehensive guide to program evaluation](#). Guidance for effective program evaluation is also be obtained from the FTA's [Mobility Performance Metrics \(MPM\) for Integrated Mobility and Beyond](#).

A comprehensive roadmap in performance measurement is outlined in this chapter. Recognized as best practice, the following information is derived from the [New Hampshire Statewide Mobility Management Network – A Blueprint for Implementation](#).



## Background

**PURPOSE:** A performance measure is objective evidence that can be measured and tracked over time to show how well performance is moving in the direction of the desired result or baseline data. They are used to evaluate how well an organization, service or program is fulfilling its mission and meeting customer needs. They can be used at the level of an individual service provider or at a regional or state level. The right performance measures will help:

- Provide accountability to stakeholders & strengthen public credibility
- Demonstrate compliance with federal/state regulations & legislative mandates
- Set priorities and strategic direction (performance measures foster performance-based planning)



- Improve management and decision-making
- Create alignment and the foundation for more effective, reciprocal, and collaborative partnerships
- Elevate and inform dialogue within and across organizations

**MEASURING WHAT MATTERS:** Although efficient and effective operations is a goal for virtually all services, there are a range of other goals that will require a mix of quantitative and qualitative measures that consider the impact of service changes and mobility management programs. Social values and quality of life measurements are often important to appropriately account for the value a service provides.

Characteristics of good performance measures:

- Trackable over time
- Storytelling potential
- Meaningful for types of service measured
- Relation to state and regional public transportation goals
- Data is available

**MEASURING MOBILITY MANAGEMENT OUTCOMES:** Successful mobility management practices employ some form of program evaluation and assessment. They track program outcomes using qualitative and quantitative performance measures with established goals and objectives. A mobility management program (network) itself should have a clear mission and vision, as well as goals against which progress toward mission achievement can be measured. In multi-agency mobility management efforts, all participating organizations support and participate in setting, collecting, and using performance measures.

# Agency (Network) Performance Measures

## **CREATING A SYSTEM OF PERFORMANCE MEASURES:**

A balance of quantitative and qualitative measures should be used. Internal cost and efficiency measures will be a part of any performance evaluation, but should be balanced by measures that report progress on regional goals, needs, health measures, etc. Specifically, measure should show impact over numbers. Finally, measures should be grounded in the goals and roles assigned to the mobility manager as defined by the agency.

**DON'T LOSE THE PRIORITY:** Everything done under mobility management is designed to be customer centered and to expand capacity (rides/services) to meet demand. Performance measures should focus on this priority. It is also reasonable to expect that a focus on the customer does not always move the bottom line.

**INITIAL PERFORMANCE MEASURES:** The performance measures identified for an emerging program should serve as an initial starting point and revised accordingly as the program evolves. The listing of performance measures and indicators should be tailored by the mobility manager to measure more effectively what matters across community transportation. The industry best practice is for performance measures to be organized in a logic model. A sampling of performance indicators presented in the logic model format is illustrated in Table 6.



Tory Doughty



David Guenther

Table 6. Sampling of Performance Measures Examples in Logic Model Format

Mobility Management Activity	Input Measures	Output Measures	Outcomes/Impact Measures	Satisfaction Measures
Travel Training Program	Indirect costs of program manager/supervisor Direct costs of training and support staff time Cost of transportation passes issued Cost of informational, educational, and/or marketing materials	Total number of participants/ graduates Total number of trainings conducted; percentage of classroom hours and field training hours Percentage of participants who become repeat riders/transition to customers Number of hours travel training services are available	Percentage of participants who reported transportation as a barrier Number of participants who are regular users of the system Increase in the number of customers served; trips performed (over a defined period of time) Number of community organizations and citizens that can navigate the public transit system independently (without a travel trainer)	Percentage or number of satisfied participants/ customers
Operational Support for Fixed Bus Route Serving High Concentration of Elders and Individuals with Disabilities	Indirect costs of operations manager/supervisor Direct costs of providing service (ex. labor and fuel)	Number of trips performed Percentage of trips performed for the intended demographic groups Total number of annual service hours for route Total number of routes within the network	Number or percentage of customers who indicated they would not be able to travel at all, or easily, if the route was not available Number of primary destinations including, educational centers, business institutes, and medical facilities now accessible by public transportation	Percentage or number of satisfied participants/ customers
Installation of Passenger Amenities (Equipment includes covered shelter, bench, and trash receptacle)	Indirect costs of project management (ex. preparing procurement documents and grant application(s) and performing vendor oversight) Direct costs (ex. engineering, procurement of equipment, permitting, and construction)	Number of passenger amenities, per route and per system Total and percentage increase in the number of amenity replacements, upgrades, and new installs within the network Increase in the total number and percentage of passenger amenities within the network	Number of passengers who reported Total number of passenger amenities at major destination points including, educational centers, business institutes, and medical facilities	Percentage or number of satisfied participants/ customers



The following is a listing of expanded performance measures and indicators for mobility managers to reference when developing a baseline.

## Quantitative Measures

- %** • Percent change in number of new individuals served per month
- %** • Percent change in number of new referrals made to/ received from another agency
- #** • Passenger trips per revenue mile
- \$** • Operating costs: a) Per vehicle mile; and b) per one-way passenger trip
- #** • Number of completed outreach activities and events including media coverage, press releases, advertisements, service brochures, schedules, stakeholder meetings, social media/website traffic, etc.
- #** • Number of service providers and stakeholders actively engaged and working collaboratively
- #** • Number of travel training programs in the region
- ✓** • Customer service survey results and satisfaction rating
- #** • Increase in number of connections either between routes, modes, or service providers that maximize the trip-making options available to individuals
- #** • Expanded span of service through new services
- #** • Increased service days per week through new services
- #** • Increase in total number of trips

## Qualitative Measures

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- Active leadership of local coordinated planning efforts
- Improved connectivity between transportation providers to provide more seamless service.
- Integrated service agreements between providers to minimize duplication of service and expand opportunities for customers to transfer between services or access multiple providers
- Public information and transit customer information available in variety of formats, including published in other languages and consistent with Title VI Plans
- Expanded opportunity for residents to access key destinations
- Education programs provided to stakeholders, including elected officials, community organizations, health and human service agencies, and workforce programs
- Establishment of new programs to meet unmet transportation needs and fill gaps in current transportation options

The information presented and resources referenced offer the tools to develop a solid foundation for developing performance measures that are both effective and applicable across scale and size.

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## References and Sources

NCMM: Performance Measures for Mobility Management Programs at [nationalcenterformobilitymanagement.org/wp-content/uploads/2014/09/Performance\\_Measures\\_Final.pdf](https://nationalcenterformobilitymanagement.org/wp-content/uploads/2014/09/Performance_Measures_Final.pdf)

FTA's Mobility Performance Metrics (MPM) for Integrated Mobility and Beyond at [transit.dot.gov/sites/fta.dot.gov/files/docs/research-innovation/147791/mobility-performance-metrics-integrated-mobility-and-beyond-fta-report-no-0152.pdf](https://transit.dot.gov/sites/fta.dot.gov/files/docs/research-innovation/147791/mobility-performance-metrics-integrated-mobility-and-beyond-fta-report-no-0152.pdf)

State Coordinating Council for Community Transportation: New Hampshire Stateside Mobility Management Network—A Blueprint for Implementation at [nh.gov/dot/programs/scc/documents/scc\\_mobility\\_mgr\\_blueprint.pdf](https://nh.gov/dot/programs/scc/documents/scc_mobility_mgr_blueprint.pdf)



Victor Barrios



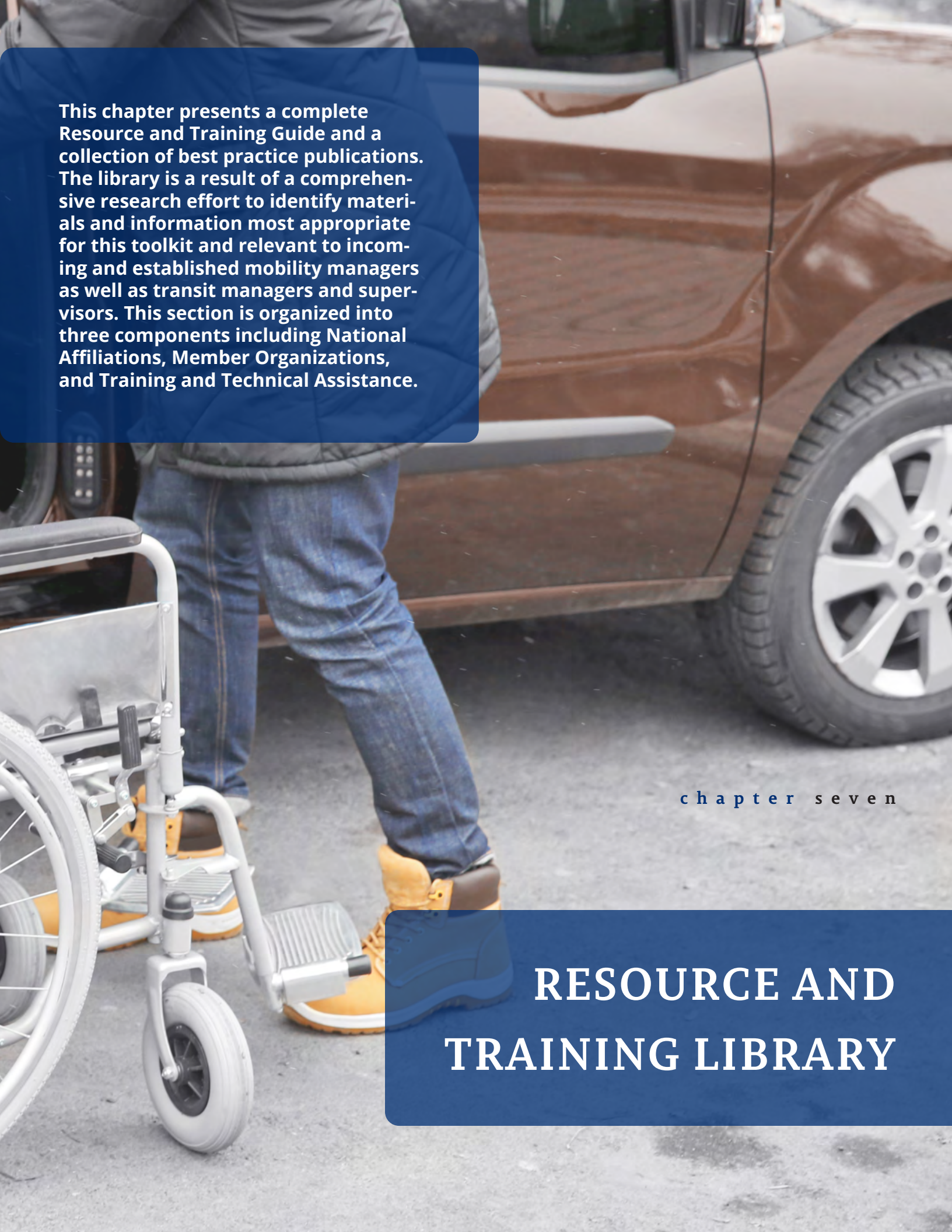
Nathan Anderson



Scott Graham





A person wearing a grey jacket, blue jeans, and yellow boots is standing next to a brown SUV. The person is positioned next to a kick-out door on the side of the vehicle. In the foreground, the front portion of a silver wheelchair is visible, including the front wheel and the lower frame. The background is a plain, light-colored surface.

**This chapter presents a complete Resource and Training Guide and a collection of best practice publications. The library is a result of a comprehensive research effort to identify materials and information most appropriate for this toolkit and relevant to incoming and established mobility managers as well as transit managers and supervisors. This section is organized into three components including National Affiliations, Member Organizations, and Training and Technical Assistance.**

chapter seven

## **RESOURCE AND TRAINING LIBRARY**

# National Affiliations

## Federal Transportation Administration (FTA)

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The Federal Transit Administration (FTA) provides financial and technical assistance to local public transit systems, including buses, subways, light rail, commuter rail, trolleys and ferries. FTA also oversees safety measures and helps develop next-generation technology research.

[transit.dot.gov](https://transit.dot.gov)

## Federal Transportation Administration (FTA) – Coordinating Council of Access and Mobility

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The Coordinating Council on Access and Mobility (CCAM) is a Federal interagency council that works to coordinate funding and provide expertise on human services transportation for three targeted populations: people with disabilities, older adults, and individuals of low income. The CCAM works at the Federal level to improve Federal coordination of transportation resources and to address barriers faced by states and local communities when coordinating transportation. The CCAM's mission is to issue policy recommendations and implement activities that improve the availability, accessibility, and efficiency of transportation for CCAM's targeted populations, with the vision of equal access to coordinated transportation for all Americans.

[transit.dot.gov/coordinating-council-access-and-mobility](https://transit.dot.gov/coordinating-council-access-and-mobility)

## **National Aging and Disability Transportation Center (NADTC)**

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The National Aging and Disability Transportation Center (NADTC) promotes the availability and accessibility of transportation options that meet the needs of older adults, people with disabilities, and caregivers.

[nadtc.org](http://nadtc.org)

## **National Center for Applied Transit Technology (N-CATT)**

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The National Center for Applied Transit Technology (N-CATT) is a technical assistance center funded through a cooperative agreement with the Federal Transit Administration (FTA). N-CATT's mission is to provide small-urban, rural, and tribal transit agencies with practical, replicable resources that help them apply technological solutions and innovations.

[n-catt.org](http://n-catt.org)

## **National Center for Mobility Management (NCMM)**

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The National Center for Mobility Management is a national technical assistance center funded through a cooperative agreement with the Federal Transit Administration and operated through a consortium of three national organizations: the American Public Transportation Association, the Community Transportation Association of America, and Easterseals Inc.

[nationalcenterformobilitymanagement.org](http://nationalcenterformobilitymanagement.org)

## **National Transit Institute (NTI)**

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The National Transit Institute, at Rutgers, The State University of New Jersey, was established under the Intermodal Surface Transportation Efficiency Act of 1991 to develop, promote, and deliver training and education programs for the public transit industry.

[ntionline.com](http://ntionline.com)

## **Shared Use Mobility Center (SUMC)**

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The Shared-Use Mobility Center is a public-interest organization dedicated to achieving equitable, affordable, and environmentally sound mobility across the US through the efficient sharing of transportation assets. By connecting the public and private sectors, piloting programs, conducting new research, and providing policy and technical expertise to cities and regions, SUMC seeks to extend the benefits of shared mobility for all.

[sharedusemobilitycenter.org](http://sharedusemobilitycenter.org)

## **Streetsblog**

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Streetsblog connects people to information about how to reduce dependence on cars and improve conditions for walking, biking, and transit. Since 2006, our reporters have broken important stories about efforts to prevent pedestrian injuries and deaths, build out bicycle networks, and make transit more useful. Our writing raises the profile of these issues with policy makers and makes arcane topics like parking requirements and induced traffic accessible to a broad audience.

[streetsblog.org](http://streetsblog.org)

## **Transit Center**

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TransitCenter is a foundation that works to improve transit in order to make cities more just and environmentally sustainable. We know that frequent, fast, reliable public transit is essential for cities to thrive.

[transitcenter.org](http://transitcenter.org)

## **Transportation for America (T4America)**

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Transportation for America is an advocacy organization made up of local, regional and state leaders who envision a transportation system that safely, affordably and conveniently connects people of all means and ability to jobs, services, and opportunity through multiple modes of travel.

[t4america.org](http://t4america.org)

# Member Organizations

## American Public Transportation Association (APTA)

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The American Public Transportation Association (APTA) is a nonprofit international association of more than 1,500 public and private sector member organizations. Benefits to our members include advocacy for federal funding and policies, research, technical expertise and consulting services, workforce development programs, educational conferences and seminars, and 135 subject-matter working committees.

[apta.com](http://apta.com)

## Community Transportation Association of America (CTAA)

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The Community Transportation Association of America (CTAA) and its members believe that mobility is a basic human right. From work and education to life-sustaining health care and human services programs to shopping and visiting with family and friends, mobility directly impacts quality of life.

CTAA members are in the business of moving people — efficiently and cost-effectively. CTAA staff, board and state/tribal delegates are dedicated to ensuring that all Americans, regardless of age, ability, geography or income, have access to safe, affordable and reliable transportation. Our priority is our members and the communities and passengers they serve

[ctaa.org](http://ctaa.org)

## **Eno Center**

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Eno is a non-profit charitable foundation, recognized by the IRS as a 501(c)(3). The Eno Center for Transportation (Eno) was founded in 1921 by William Phelps Eno (1859–1945), who pioneered the field of traffic management in the United States and Europe. Mr. Eno sought to promote safe mobility by ensuring that traffic control became an accepted role of government and traffic engineering became a recognized professional discipline.

[enotrans.org](http://enotrans.org)

## **MyRideTN**

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MyRide TN is an expanding, sustainable, senior-friendly volunteer transportation service that has taken root in Tennessee. Volunteer drivers use their personal vehicles to carry older Tennesseans to a variety of destinations, including medical appointments and grocery stores. Rides are provided Monday through Friday and priority is given to doctor appointments.

[tn.gov/aging/our-programs/transportation-assistance/myride-tn.html](http://tn.gov/aging/our-programs/transportation-assistance/myride-tn.html)

## **Tennessee Public Transportation Association (TPTA)**

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The Tennessee Public Transportation Association (TPTA) is a non-profit statewide organization dedicated to improving public transportation in all Tennessee communities.

[tntransit.org](http://tntransit.org)

# Training and Technical Assistance

## National Center for Mobility Management (NCMM)

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The National Center for Mobility Management is a national technical assistance center funded through a cooperative agreement with the Federal Transit Administration and operated through a consortium of three national organizations: the American Public Transportation Association, the Community Transportation Association of America, and Easterseals Inc.

[nationalcenterformobilitymanagement.org](http://nationalcenterformobilitymanagement.org)

## National Rural Transit Assistance Program (NRTAP)

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The National Rural Transit Assistance Program's overarching mission is to address the training and technical assistance needs of rural, and tribal transit operators across the nation, and to support the state RTAP programs. Our comprehensive set of free technical assistance programs and resources includes training materials, webinars, newsletters and technical briefs, peer resources, research, and innovative technology initiatives

[nationalrtap.org](http://nationalrtap.org)



## **Small Urban and Rural Center on Mobility (SURCOM)**

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The Small Urban and Rural Center on Mobility (SURCOM), formerly Small Urban and Rural Transit Center (SURTC), increases the mobility of small urban and rural residents throughout the United States and abroad through innovative research, education and outreach.

[ugpti.org/surcom](http://ugpti.org/surcom)

## **Transportation Technical Assistance Coordination Library (TACL)**

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The Transportation Technical Assistance Coordination Library (TACL) provides a sustainable methodology and platform for access and findability of rural and tribal transit coordination resources across a diverse range of transportation technical assistance centers and the Federal Transit Administration (FTA).

[transportation-tacl.org](http://transportation-tacl.org)





# APPENDIX A: AGENCY JOB DESCRIPTIONS

# MOBILITY MANAGER JOB DESCRIPTION

**SCOPE OF WORK:** The mobility manager in a transportation organization serves the general public through conceptualization, planning, developing and operating programs that respond to and influence the demands of the market. These actions and supportive strategies are performed directly or in collaboration with others in order to provide a full range of travel options that are more effective in meeting needs and more efficient through reasonable pricing.

This position is responsible to improve business and community support for the transportation organization. It will require the development and distribution of information that explains how to utilize the available resources in meeting the diverse travel needs of the market it serves.

Some skills, abilities and competencies that enhance the performance of this position are:

- |                            |                   |
|----------------------------|-------------------|
| Change agent               | Problem solver    |
| Innovative thinker         | Leadership        |
| Collaborative partnerships | Negotiator        |
| Conflict resolution        | Mediator          |
| Persuader                  | Empathy           |
| Communicator               | Customer focus    |
| Initiator                  | Team builder      |
| Visionary                  | Management skills |

**ESSENTIAL JOB FUNCTIONS:** Below is a list of actions that are required in the fulfillment of the duties:

- Develops and directs the design, production and distribution of specific marketing materials directed at employers, employees, human service agencies and other entities;
- Serves as the liaison/ salesperson to community leaders in an effort to demonstrate how transportation enhances economic development;
- Provides direct outreach to area employers and employment agencies to gain support for employer and employee transit programs;
- Researches, develops and writes grant applications for future funding;
- Plans annual conference on issues relating to transportation;
- Develops potential for future expansion of transit options across municipal boundaries;
- Plans and coordinates special promotional events and activities related to general public transportation;
- Makes public presentations on the benefits of mobility management for the community;
- Builds supportive community networks;
- Leads in the design of operational functions that are nontraditional in service delivery;
- Is familiar with technological advances that increase travel options and/or convenience;
- Is knowledgeable about techniques that foster transit ridership through links with land development.

## Mobility Manager

The Upper Cumberland Development District has an opening for a **Mobility Manager**. The Mobility Manager serves the agency through the planning, developing, and coordination of transit programs that respond to and influence the demands of the transit market.

Duties include:

- Responsible for the day-to-day coordination of human service and public transportation programs
- Serves as a liaison to identified target groups in an effort to assist in transportation activities
- Provides direct outreach to employers, employees, human service agencies, and other entities
- Researches the potential for future expansion of transit options
- Researches, develops, and writes grant applications for future funding
- Identifies technological advances that increase travel options and/or convenience
- Compiles records and oversees the completion of reports
- Assures compliance with all state and federal guidelines

Qualifications:

- Familiarity with agency policies and procedures
- Knowledge of federal programs providing transportation funding for targeted populations
- Ability to handle multiple projects and set priorities
- Ability to effectively present information to agency staff, board of directors, and public groups
- Ability to use computer applications for reporting and planning purposes; including web-based routing software and assist in the training of such when necessary

obtain Financial Management for Transit Agencies training within the first 12 months.

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# Rural Central Iowa Mobility Coordinator

## Contract Position/No Benefits

**DESCRIPTION:** The Rural Central Iowa Mobility Coordinator will work with local public transit and planning agencies as well as human service agencies to coordinate transportation services to improve overall mobility for the general public, with an emphasis on the elderly, low-income persons, and/or persons with disabilities. This position will focus on the movement of people rather than vehicles to ensure choices for the consumer. This position is under the general supervision of the Heart of Iowa Regional Transit Agency (HIRTA).

### SCOPE OF WORK:

- Develop a system of outreach to low-income, socially isolated older and/or disabled adults and assist them in gaining access to needed transportation services.
- Assist public transit agencies and human service agencies in seven counties; Boone, Dallas, Jasper, Madison, Marion, Story and Warren, to coordinate services.
- Cultivate multi-agency partnerships that can reduce costs through efficient and effective transportation coordination.
- Research needs and demands of users, funding, regulatory process, and develop incentives for participation.
- Investigate the feasibility and eligibility requirements of volunteer driver programs and a one-call center for transportation.
- Develop a travel training program.
- Develop new ways to remove barriers for transportation to and from jobs and employment support services for individuals with disabilities in rural areas.
- Develop goals and objectives for sustainability and growth of the Mobility Coordinator program.
- Attend appropriate conferences, meetings, and trainings as required and appropriate to the position or as assigned by the HIRTA Executive Director.
- Develop an informational and outreach program for current transportation services and mobility options through, public speaking and media presentations, including development of outreach materials and a marketing plan.
- Identify and research corporate, foundation, and government sources of funding for matching funds and new or ongoing programs.
- Participate in Iowa Mobility Managers' Network and the local Transportation Advisory Group (TAG).
- Attend and provide monthly reports at the HIRTA Board of Directors meetings.
- Work in coordination with Urban Central Iowa Mobility Coordinator and Statewide Mobility Manager.
- Perform other related duties as assigned by the HIRTA Executive Director.

### DUTIES AND RESPONSIBILITIES **not to be included:**

- Prepare the Passenger Transportation Plan (PTP) and subsequent updates.
- Provide staff support to planning and advisory committees.
- Accurately record driver reports into dispatch software for billing and tracking purposes.
- Maintain records in RouteMatch software.

**QUALIFICATIONS:** Bachelor's degree in transportation, social services, business or related field. A combination of education, training and experience that results in demonstrated competency to perform the work may be substituted. Excellent verbal and written communication skills. Ability to coordinate multiple projects simultaneously. Detail oriented. Computer skills. Possession of a valid driver's license and access to an insured vehicle for work-related travel.

# **Southern New Hampshire Planning Commission**

## **Request for Proposals (RFP)**

### **Region 8 Mobility Manager**

Issue Date: March 11, 2022

Deadline: April 1, 2022, at 4:00 PM

# Region 8 Mobility Manager Request for Proposals

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## Section I – Project Overview & Background

**A. Purpose of this Request for Proposals:** Southern New Hampshire Planning Commission as Lead Agency for the Region 8 Coordination Council for Community Transportation is requesting proposals for a Regional Mobility Manager. The individual or organization chosen to fulfill this role will work closely with other regional and state stakeholders to implement the New Hampshire Mobility Management Network which will improve the coordination, capacity, accessibility, quality, and sustainability of mobility services statewide with specific focus on Community Transportation in Region 8, which serves the following communities:

- Town of Atkinson
- Town of Auburn
- Town of Bedford
- Town of Candia
- Town of Chester
- Town of Danville
- Town of Deerfield
- Town of Derry
- Town of Goffstown
- Town of Hampstead
- Town of Hooksett
- Town of Londonderry
- City of Manchester
- Town of New Boston
- Town of Plaistow
- Town of Raymond
- Town of Salem
- Town of Sandown
- Town of Weare
- Town of Windham

**B. Notice, Please Read:** This is a comprehensive RFP that includes Federal pass-through requirements and a formal structure that may be daunting to individuals or small organizations. Further, the referenced *New Hampshire Mobility Management Network: A Blueprint for Implementation* outlines a sophisticated ideal for the network and qualifications/experience for its mobility managers. Project stakeholders understand that this network is just being launched and will not reflect that ideal initially. Please note that the Mobility Manager core competencies outlined in Section II are divided into Baseline and Advanced. The Baseline Competencies draw upon skills that are universal to administrative, managerial and service delivery jobs. The Advanced Competencies reflect a Respondent's unique experience in or around the transportation or health and human services sectors. The Lead Agency, State Coordinating Council (SCC) and Region 8 Coordination Council (RCC) are committed to attracting qualified, experienced applicants, but are also flexible with an intent to provide training and experience to qualified Respondents who possess desirable attributes, but less experience. The Lead Agency will also help you to understand and work through the Federal pass-through requirements.

**C. Contract Period:** The Contract resulting from this RFP is anticipated to be executed on or before May 1, 2022, with an end date of June 30, 2023. The Lead Agency may extend contracted services for up to four (4) additional years, contingent upon satisfactory Contractor performance, continued funding, and agreement of the parties.

**D. Abbreviations/Definitions:** The following shall apply to this Request for Proposal (RFP):

- **Respondent:** Means the individual or organization that submits a proposal under this RFP.
- **Contractor:** The successful individual or organization selected through this RFP procurement process for contract award.
- **SCC:** State Coordinating Council for Community Transportation. More information may be found here: [State Coordinating Council for Community Transportation | NH Department of Transportation](#).
- **RCC(s):** Regional Coordination Council(s) More information found at the SCC link above.

- **Lead Agency:** The agency appointed by a Regional Coordination Council to hold and administer contracts on its behalf. The Lead Agency is also the direct supervisor of the regional Mobility Manager. For the purpose of this RFP, the term “Lead Agency” means the Lead Agency first named in Section I of this RFP.
- **NHDOT:** New Hampshire Department of Transportation.
- **New Hampshire Statewide Mobility Management Network: A Blueprint for Implementation:** Adopted by the SCC, the Blueprint is a historical record of the SCC planning process and focuses on expanding and implementing mobility management goals first identified in the 2016 State Coordination Plan. It represents an ideal for the emerging network that acknowledges current limitations but does not constrain the vision or potential for the network. A full copy of the Blueprint can be found here: [New Hampshire Mobility Manager Network \(nh.gov\)](#).
- **Statewide Mobility Manager:** Contracted by NHDOT to oversee statewide implementation of Mobility Management Network and related activities.
- **Regional Mobility Manager(s):** Hired by a region through a Lead Agency to implement the statewide Mobility Management Network within a region and advance regional mobility management goals/projects.
- **SCC Rural Transportation Equity Project Manager:** Transport New Hampshire holds this position on behalf of the SCC. Its purpose is to provide technical assistance to the Regions and mobility managers, guide implementation of the Statewide Mobility Management Network, and implement statewide projects related to mobility management and capacity building.

**E. Project Location & Lead Agency Contact Information**

<b>Region #</b>	8	<b>Classification of the Region (Rural/Urban)</b>	Urban
<b>Regional Coordination Council Name</b>	Southern New Hampshire Regional Coordination Council		
<i>See Appendix A for a Map of the Community Transportation Regions in New Hampshire.</i>			
<b>Lead Agency</b>	Southern New Hampshire Planning Commission (SNHPC)		
<b>Physical Address</b>	438 Dubuque Street Manchester, NH 03102	<b>RCC Website</b>	<a href="https://www.snhpc.org/transportation/multimodal/pages/human-services-transportation-region-8-9-rcc">https://www.snhpc.org/transportation/multimodal/pages/human-services-transportation-region-8-9-rcc</a>
<b>Mailing Address</b>	Same as Physical Address	<b>Agency Website</b>	<a href="http://www.snhpc.org">www.snhpc.org</a>
<b>Contact</b>	Nathan Miller, AICP	<b>Title</b>	Deputy Executive Director
<b>Phone</b>	(603) 669-4664	<b>Email</b>	<a href="mailto:nmiller@snhpc.org">nmiller@snhpc.org</a>

**F. Project Funding:**

1. **Source:** Funding for the work defined in this RFP is funded 100% by Federal Funds from the following source:
  - a. A New Hampshire Department of Transportation initiative using Federal Transit Administration Enhanced Mobility of Seniors & Individuals with Disabilities - Section 5310 (49 U.S.C. 5310) formula funding to states.

Section 5310 funds aim to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options.

2. **Funding Timeline:** Funds have been allocated for the total project over two fiscal years: July 1, 2021 – June 30, 2022, and July 1, 2022 – June 30, 2023. Per Section I.C above, the Lead Agency reserves the right to extend the contract period for up to four years.
3. **Maximum Funding:** Funding for the work defined in this RFP is capped at a maximum \$120,000 per funding year. This amount must cover a full-time equivalent Mobility Manager including salary, indirect costs and any other eligible direct expenses incidental to the work. Note that the contract cost is based on fulltime equivalent work and not a fixed set of deliverables.
4. **Use of Funding:** Funding for the work defined in this RFP must be used solely to procure a minimum of full-time equivalent mobility management services whether by a single Mobility Manager or a designated Mobility Manager with support staff. Approved expenditures for the MM position have been outlined in Section III.D of the NH Statewide Mobility Manager Network: A Blueprint for Implementation.

## G. Background

1. **Overview:** The New Hampshire State Coordinating Council for Community Transportation (SCC), its members and affiliates, share the vision of an integrated system of safe, reliable, and sustainable transportation options that allow residents to maintain independence and participate in work and community life no matter their age or ability. NH is beginning implementation of a statewide mobility management network in what is the most ambitious project of these coordinated entities in a generation. This project will leverage existing funding sources, improve the efficiency of existing services, and integrate new opportunities in a novel way that not only demonstrates the power of coordination between stakeholders and government agencies, but also highlights New Hampshire's leadership in this new paradigm of transportation systems that improve quality of life outcomes for all people.

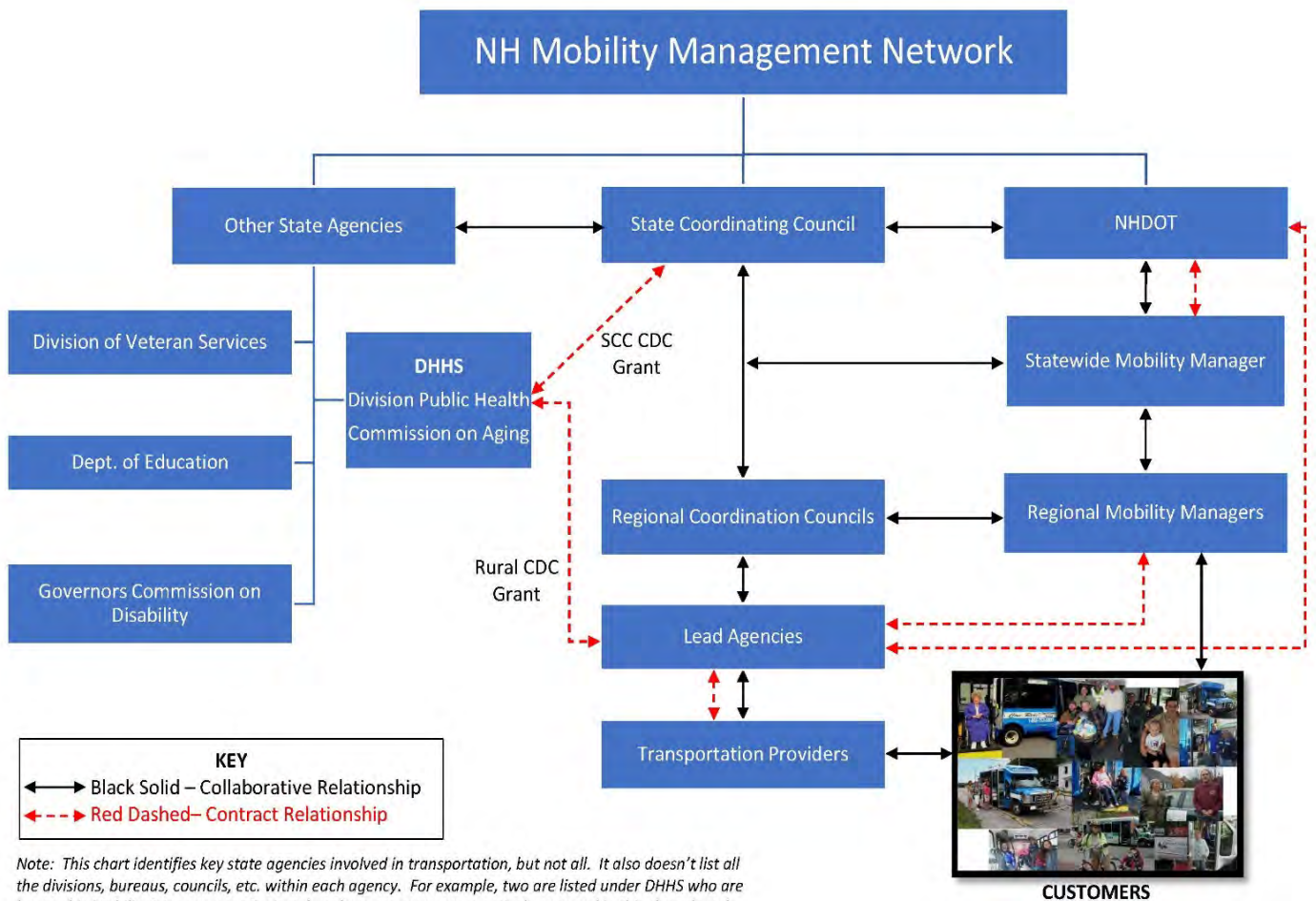
Mobility management is a transportation strategy that prioritizes customer needs, and the meeting of these needs through the coordinated use of a variety of providers, and by extension a variety of funding streams. The NH Mobility Management Network will achieve its goals through a strategy of braided funding that ties together several agencies, contracts, and streams in order to increase consumer engagement and deliver high quality outcomes for residents while maximizing efficiency for transportation providers and funding agencies. This project is a collaborative partnership that unites on-the-ground, regional mobility managers with the SCC, the Regional Coordination Councils, the NH Department of Transportation, the NH Department of Health and Human Services and other federal, state, and local agencies and commissions. All of these groups and stakeholders bring unique strengths, assets, needs, and insights that will be leveraged by this network to develop better transportation outcomes for consumers, while highlighting partnerships between state and federal funding sources targeted to improve mobility of our older adults and people with disabilities.

2. **Mission:** The mission of the New Hampshire Mobility Management Network is to improve the coordination, capacity, accessibility, quality, and sustainability of mobility services statewide.
3. **Guiding Principles:** The SCC established the following guiding principles for hiring regional mobility managers. Respondents should use these principles when determining their approach to the work and overall proposal development (see Section III.F below).
  - a. Mobility management differs from design projects because the focus is on building relationships. This is more effective when the Mobility Manager has “boots on the ground.” For this reason, the Mobility Manager must be able to attend in-person meetings in New Hampshire on a monthly basis. The regional

Mobility Manager will report directly to the Lead Agency and be advised by the Regional Coordination Council.

- b. Mobility Manager staffing should be guided by what is best for the consumers, network, and region.
- c. A single person should hold the title of Mobility Manager. This does not preclude additional staff assisting the Mobility Manager with ancillary tasks, but there must be a single “point person” designated as the Mobility Manager.
- d. Staffing plans for the Mobility Manager and related projects must prevent fragmentation of the work or a weakening in the effectiveness of the Mobility Manager position.

**4. Network Organizational Chart**



**H. Referenced Documents Incorporated:** The following documents are hereby incorporated into this RFP and should be used to deepen the respondent’s understanding of mobility management services and the development and implementation of the NH Mobility Management Network. Any discrepancies between the following documents shall be resolved in favor of the information in this RFP followed by the *New Hampshire Statewide Mobility Management Network: A Blueprint for Implementation*. These documents will be posted in PDF format with the RFP documents on the Lead Agency’s website.

1. *New Hampshire Statewide Mobility Management Network: A Blueprint for Implementation*, adopted by the SCC in October 2021 and periodically updated by SCC.
2. *NH Statewide Coordination of Community Transportation Services Plan* (2016).
3. *Successful Mobility Management Practices for Improving Transportation Services in Small Urban & Rural Areas*, published by the National Cooperative Highway Research Program.
4. *Competencies for the Practice of Mobility Management*, published by the National Center for Mobility Management.



## Section II – Qualifications & Scope of Work

### A. Qualified Mobility Manager Core Competencies

#### 1. Baseline Competencies: Minimum qualifications for all regional Mobility Manager candidates:

- a. Interpersonal Skills: Strong verbal and written communication skills, ability to listen effectively, leadership experience, ability to work in teams, empathy, conflict management skills, and consensus-building skills.
- b. Organization Administration & Finance Skills: Project management, budgeting, strategic planning, funding/grant research, writing and reporting, data collection and basic analysis, outreach and marketing skills.
- c. Personal Skills/Attributes: Positive attitude, a desire to help people, a focus on customer service, ability to problem solve, ability to work independently and collaboratively, time management skills, creative, out-of-the-box thinking, ability to adapt to ever-changing environments, ability to process complex information and explain it in a simplified format.
- d. Basic understanding of the role transportation plays in accessing employment opportunities, medical services, affordable housing, social destinations, etc. and the unique challenges faced by persons with disabilities, older adults, veterans, transitioning youth, low-income individuals, and other vulnerable populations that may rely on transportation services.
- e. Proficient computer skills including Microsoft Office and basic familiarity with social media platforms and websites.

#### 2. Advanced Competencies: These are advanced competencies that are beneficial for a Mobility Manager candidate to have:

- a. Transportation System Knowledge: Familiarity with different transportation modes and how they interact, familiarity with how transportation services operate.
- b. Familiarity with how transportation planning is done at federal, state, and/or regional levels.
- c. Experience conducting trainings for individuals or agencies.
- d. Basic understanding of policies and regulations that impact community transportation services including Americans with Disabilities Act (ADA) Medicaid, Medicare, and the Affordable Care Act (ACA).
- e. Human service transportation coordination experience or familiarity, including brokerage concepts and operations.
- f. Experience or knowledge of one call-one click center operations.
- g. Familiarity with technology integration including various trip planning methods, assistive technology and trip planning and wayfinding mobile applications.

### B. Scope of Work: The following table outlines the expected roles/tasks for the regional Mobility Manager. The roles have been organized by categories to assist in understanding how the work fits into the whole network. These roles/tasks are universal across all regional mobility managers, except for ones identified as region specific. The

source column helps you to understand the origin of these tasks. Source Documents: (Blueprint) from *New Hampshire Statewide Mobility Management Network: A Blueprint for Implementation*; and (Plan) *NH Statewide Coordination of Community Transportation Services Plan (2016)*.

Roles for Regional Mobility Managers		Source
<b>Onboarding &amp; Orientation</b>		
1	Participate in project orientation and kickoff meeting with Southern NH Planning Commission (Lead Agency) staff.	N/A
2	Familiarize self with transportation services and unmet needs as well as providers and funders of transportation and other human services in the region. This should include, at minimum: 1) meeting individually with organizations that provide and/or purchase transportation services in the region; and 2) reading key documents such as the <i>Coordinated Public Transit/Human Services Transportation Plan</i> for the region, the State Plan on Aging, regional Long Range Transportation Plans developed by the regional planning commission(s) in the RCC area, and community needs assessments for hospitals and/or United Ways serving the region.	Blueprint
<b>Regional Service Delivery (Customers)</b>		
1	Assist the RCC and local providers to develop and implement a customer centered approach to transportation access and coordination in the region for older adults, low-income, disabled, veteran and other vulnerable populations.	Plan Revised
2	Develop relationships with transit-dependent and vulnerable populations in the region to address issues of access, diversity, equity, and inclusion (DEI) and ensure their voices are heard.	Blueprint
3	Create and update annually an inventory of available transportation services in the region to be used in marketing these services to the public and other non-transportation service providers (e.g. TANF Counselors, medical facilities, etc).	Plan Revised
4	Conduct outreach activities in the region to educate and train groups and individuals how to access and use available transportation services.	Plan Revised
<b>Regional Coordination (Providers)</b>		
1	Develop new opportunities for coordination and/or expansion of transportation options across municipal and regional boundaries.	Plan Revised
2	Cultivate multi-agency partnerships which may reduce costs through increased efficiency and effective transportation coordination.	Plan Revised
<b>Capacity Building (System)</b>		
1	Assist the RCC with developing its organizational infrastructure and capacity to effectively fulfill its mission. Efforts will include strategic planning, fundraising, communication, and member recruitment and retention.	Plan Revised
2	Conduct periodic assessments to identify barriers to mobility in the region and propose recommendations to reduce those barriers.	Blueprint

3	Build relationships with state, regional, and local elected officials, and community leaders to educate them about the needs, roles and benefits of regional/local transportation services and coordination. These stakeholder relationships may develop into support financially (funding) and operationally (policy) for local and regional transportation services and coordination efforts.	Plan Revised
4	Identify and research corporate, foundation, and governmental sources of funding for matching funds. Include opportunities to use “braided” funding streams.	Plan Revised
5	Evaluate regional systems and identify opportunities to deploy technology that more efficiently delivers mobility services. Consideration should be given to access and ease of use for customers, ability to integrate with other regional/state systems and modes of transportation allowing a customer to effectively plan trips from start to finish.	Plan Revised
<b>Statewide Planning, Coordination &amp; Capacity Building (Connecting the Regions)</b>		
1	Coordinate with and participate in meetings of the SCC, RCC and statewide mobility management network, which includes the statewide Mobility Manager and other regional mobility managers.	Plan Revised
2	Participate in state, regional, and local transportation planning activities including required human services coordinated plans, SCC strategic plan, the RCC strategic plan or workplan, RPC planning and other related plans and initiatives.	Blueprint
3	Assist NHDOT, SCC and statewide Mobility Manager to implement strategic initiatives identified in the SCC Strategic Plan and other statewide planning documents. Examples may include development of a statewide system for data collection and development of a system for tracking medical appointments missed due to lack of transportation in provider’s electronic medical records systems.	Plan Revised
<b>Region Specific Roles/Tasks</b>		
1	Coordinate with regional stakeholders to develop an assessment of regional transportation needs, particularly for elderly and disabled transportation.	Region
2	Build upon existing regional efforts led by the Southern NH Planning Commission to develop and enhance age-friendly communities.	Region

C. Additional Roles/Tasks: It is expected that the Mobility Manager position, roles, and tasks will evolve over time as the network matures. As previously noted in Section I.F.3, the contract cost is based on full-time equivalent work and not a fixed set of deliverables. The successful Respondent is expected to work within the structure of a full-time equivalent position without expectation of cost over-runs or contract amendments.

## Section III – General Information Requirements for Respondents

### A. General Information

1. **Headings and Tables of Contents** - All headings, indices, titles, and tables of contents are for convenience only. They do not control interpretation and do not relieve the parties of the obligation to read the RFP in its entirety.

### B. Requirements

1. **Waiver of Cost:** By submitting a proposal in response to this RFP, the Respondent agrees that in no event shall a Lead Agency be either responsible for or held liable for any costs incurred by a Respondent in the preparation or submittal of or otherwise in connection with a proposal, or for work performed prior to the effective date of a resulting contract.
2. **Applicable Laws, Regulations, & Policies:**
  - a. **Governing Law:** This RFP, project, contract award and any claims or disputes relating thereto, will be governed by and construed in accordance with the laws of the State of New Hampshire.
  - b. **Compliance by Contractor with Laws & Regulations:** In connection with the performance of the work outlined in this RFP, the Contractor shall comply with all applicable statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal employment opportunity laws. In addition, this Contract is funded by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations, and statutes, and with any rules, regulations and guidelines as the State of New Hampshire or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property laws. Failure by the Contractor to carry out these requirements is a material breach of contract, which may result in the termination of the Contract or such other remedy, as the Lead Agency deems appropriate. A list of applicable Federal Requirements and Certifications can be found in **Appendix B Federal Clauses and Appendix E Federal Certifications**.
  - c. **No Assignment:** Assignment by the successful Contractor to any third party shall be absolutely prohibited and will not be recognized by Lead Agency and Regional Coordination Council unless approved in advance by the Lead Agency in writing.
  - d. **Force Majeure:** Lead Agency, RCC and Contractor will not be liable to the other for any failure or delay in rendering performance arising out of causes beyond its control and without its fault or negligence. Such causes may include, but not be limited to, acts of God or the public enemy, freight embargoes, and unusually severe weather, but the failure or delay must be beyond its control and without its fault or negligence. Dates or times of performance may be extended to the extent of delays excused by this section, provided that the party whose performance is affected notifies the other promptly of the existence and nature of such delay.

### C. RFP Questions, Clarifications & Amendments:

1. **Respondent's Duty to Notify:** If ambiguities are discovered in this RFP, Respondents shall not take advantage of any ambiguity, error, omission, conflict, or discrepancy relating to this RFP. If a Respondent discovers any

such ambiguity, etc., it must notify the Lead Agency contact in writing prior to submission of a proposal. Failure to provide such notice constitutes a waiver of any claim by the Respondent.

2. **Questions From Respondents:** All questions or requests for information must be directed to the Lead Agency Contact identified in Section I of this RFP. General inquiries regarding proposal submission and contracting procedures must be submitted in writing. All technical questions must be submitted in writing and received no later than ten (10) days before the deadline for proposal submission. Responses to technical questions will be made in writing and posted on the Lead Agency's website identified in Section I of this RFP no later than seven (7) days before the deadline for proposal submission so that all prospective Respondents have access.
3. **RFP Amendments or Clarifications:** The Lead Agency reserves the right to amend this RFP, as it deems appropriate prior to the Proposal Submission Deadline on its own initiative or in response to issues raised through Respondent questions. The Lead Agency will interpret or modify the RFP only by written Amendment. The Lead Agency is not bound by any other oral or written representations, including information exchanged verbally. The Lead Agency will issue written amendments in response to questions from Respondents when the answers: (A) relate to ambiguous, incorrect, or missing information in the RFP; and (B) could have a significant impact on the cost, quality, conformity, or timeliness of the work. Amendments will be posted on the Lead Agency's website identified in Section I of this RFP so that all prospective Respondents have access. The Respondent is responsible for obtaining all posted RFP Amendments or clarifications from the Lead Agency website. In the event of an amendment to the RFP, the Lead Agency, at its sole discretion, may extend the Proposal Submission Deadline.

#### D. Proposal Submission, Withdrawal & Opening:

1. **Deadline:** All proposals must be received electronically by 4:00 PM on April 1, 2022 or by the date indicated in any Amendment issued by the Lead Agency.
2. **Proposal Submission:** All proposals must be submitted electronically to the Lead Agency. Proposals should be addressed and sent to the Lead Agency contact using the email address provided in Section I of this RFP. All submittals must be in PDF (Portable Document Format) and sent as an attachment rather than embedded in the body of an email. Maximum file size per email submission is 10 MB; larger files should be separated into smaller files and submitted via multiple emails to avoid rejection by servers because a file exceeds maximum size allowed.
3. **Withdrawal of Proposal:** A Respondent may withdraw a proposal after delivery, provided the request for such withdrawal is made in writing or in person before the submission deadline. The Respondent may revise and resubmit a proposal so withdrawn before the deadline for submission.
4. **Proposal Opening and Evaluation Schedule:** The Lead Agency will open and review submitted proposals internally. Within two weeks of the Proposal Submission Deadline the Lead Agency may, at its sole discretion, schedule interviews with the top ranked Respondent or Respondents. The Lead Agency retains its right to conduct interviews, but is not obligated to do so, nor is it obligated to conduct interviews with all Respondents. Within four weeks of the proposal submission deadline, the Lead Agency will issue a Notice of Intent to Award, a draft contract, and schedule a meeting with the apparent successful qualified Respondent to conduct final negotiations and complete the contracting process.
5. **Confidentiality:** Respondents must specifically identify any portions of their submittals deemed to contain confidential or proprietary information, or trade secrets. Those portions must be readily separable from the balance of the proposal. Such designations will not necessarily be conclusive, and Respondent may be required to justify why the Lead Agency should not, upon written request, disclose such materials.

**E. Selection Process**

1. **Basis of Award: Best Value** - The Lead Agency will select a proposal based upon the criteria and standards contained in this RFP and by applying the evaluation criteria and scoring set forth in Section III.E.4 below.
2. **Favorable Terms Advised:** Respondents are advised that a Notice of Intent to Award may be made without discussion or any contact with the apparent successful Respondent except for clarification. Therefore, proposals should be based on the most favorable terms the Respondent is able to submit.
3. **Priority Consideration:** Respondents are advised that a higher value will be placed on the qualifications of the designated Mobility Manager over any support or supervisory personnel.
4. **Proposal Evaluation Criteria & Scoring:** The following matrix will be used to score each proposal. Criteria is weighted by percentage. Proposals will be ranked on a scale of 1 (low) to 10 (high) under each criterion and then multiplied by the percentage to produce a score. The weighted scores will be totaled for each proposal and ranked accordingly. The higher the score, the higher the ranking.

#	Criteria	Evaluation Considerations	Weight %
1	<b>Proposal Quality &amp; Completeness</b>	Respondent included all information, forms, and certifications requested in this RFP. The submittal is clear, concise and free of errors.	10%
2	<b>Experience</b>	Respondent demonstrates successful completion of projects of similar size, nature, and scope. Experience within transportation and/or human services sectors. Familiarity with transportation coordination initiatives in New Hampshire and the NH Mobility Management Network.	20%
3	<b>Qualifications</b>	Key personnel have the education, training, tools, and experience to successfully undertake a project of this nature, and scope as detailed in the narrative describing the Mobility Manager’s baseline and advanced competencies and resumes for any identified support personnel. Emphasis is on the qualifications of the designated Mobility Manager over those of any support or supervisory personnel identified.	20%
4	<b>Project Narrative</b>	Respondent demonstrates a basic understanding of the Region in which the project will operate. The approach to the work is clear and reflects a solid understanding of the project, and how tasks are prioritized and interrelated. The narrative should also describe any innovative or value-added recommendations that the Respondent built into the proposal. The narrative presents a clear logistical plan to undertake the work including a staffing plan, office location, equipment, and other resources necessary to undertake the work independently. If additional staff beyond the Mobility Manager are proposed, there should be a clear delineation of roles and responsibilities.	20%
5	<b>Cost Proposal</b>	Respondent’s cost proposal is reasonable and balanced, adequately funds the designated full-time equivalent Mobility Manager and meets any applicable federal and state cost parameters.	25%
6	<b>References</b>	Respondent provides professional references that confirm Respondent’s qualifications and experience, that key personnel are competent and professional, and that similar work has been completed on time and within budget.	5%
<b>Total</b>			<b>100%</b>

## F. Proposal Development

1. **Proposal Format & Completeness:** All Proposals must be submitted per the guidelines detailed in Section III.D.2 of this RFP. Proposals must provide all requested information organized in the order and format specified by this RFP. The Respondent's degree of compliance with these requirements, and the quality and completeness of the proposal is a factor in the evaluation of the proposal.
2. **Ownership:** All material submitted by Respondents becomes the irrevocable and sole property of the Lead Agency unless otherwise specified in this RFP. Respondents who choose to submit confidential information do so at their own risk. The Lead Agency is under no obligation to return any Proposals or material submitted by a Respondent in response to this RFP.
3. **Proposal Narrative & Submittals:** Proposals must include the following information in narrative form and/or on any provided forms. Information must be organized in the order listed below.
  - a. **Letter of Transmittal:** The letter must include company or individual name, contact information including phone, e-mail and website if applicable, and a brief introductory statement to the proposal. It must also include the following certifications signed by a person who is authorized to bind the individual/company:
    1. The individual signing this letter is authorized to bind the individual/company to all statements, including services and prices contained in the proposal; and
    2. Respondent is available to start work no later than 30 days from Notification of Award; and
    3. Acknowledge that the Proposer has read this RFP, understands it, and agrees to be bound by its requirements; and
    4. Within the last 10 years, the Respondent (or any predecessor entities or related entities) or any officers, owners or key personnel of the same have not been indicted on, convicted of, or plead or consented to a violation of a bid crime including bid collusion or any other crime involving fraud or knowing misrepresentation.
  - b. **Respondent Work Experience:** This section should demonstrate Respondent's successful completion of projects of similar size, nature, and scope. Include experience within transportation and/or human services sectors and with any federally funded projects. Please respond specifically to the following items and put any additional supporting information you wish to submit in an appendix at the end of the Proposal.
    1. Respondent's overall experience with projects of similar nature, scope, and budget. Respondent should include specific examples of projects of similar scope and should highlight projects that involve transportation and/or health and human services.
    2. Respondent's experience working on Federally funded projects. Respondent should highlight projects that involve transportation and/or health and human services.
    3. Respondent's ability to complete work on time with a high level of quality control. This should include the Respondent's ability to respond to state, federal and local requirements to meet project schedules/timelines with a high level of quality control including Respondent's approach to effective project management.
  - c. **Respondent Qualifications:** This section should highlight the education, training, and experience of key personnel that will allow successful undertaking of a project of this nature, and scope. Baseline and

Advanced Competencies as outlined in Section II.A of this RFP should be identified for key personnel along with resumes. Emphasis is on the qualifications of the designated Mobility Manager over those of any support personnel identified. Please respond specifically to the following items and put any additional supporting information you wish to submit in an appendix at the end of the Proposal.

1. **Personnel:** Identify the person who will be the designated Mobility Manager and any support or supervisory staff who would be paid in whole or part from project funds.
  2. **Key Personnel Resumes:** Provide resumes for all personnel who will oversee or participate in specific project work.
  3. **Mobility Manager Competencies:** In narrative form, identify and describe the Baseline and Advanced Competencies (see Section II.A) that the designated Mobility Manager named in your proposal possesses.
  4. **Specialization:** Use this to highlight any specialized certifications, trainings, or licenses relevant to this project that the Mobility Manager and other key personnel possess.
- d. **Project Approach:** This section should demonstrate your basic understanding of the Region in which the project will operate and display a clear understanding and approach to the Scope of Work, including overall understanding of the project, understanding of how tasks are prioritized and interrelated, and identification of any innovative or value-added services that you will bring to the project. It should also identify a clear logistical plan to undertake the work including geographic location, equipment, and other resources necessary to undertake the work independently. Please respond specifically to the following items and put any additional supporting information you wish to submit in an appendix at the end of the Proposal.
1. **Basic Understanding of the Project:** Based on your understanding of this RFP and the incorporated documents identified in Section I.H of this RFP, briefly describe your understanding of mobility management in general and this specific project. Highlight any outcomes that you feel are particularly important to the purpose and goals of this project.
  2. **Methodology:** Based on your understanding of the roles/tasks identified in Section II.B of this RFP, briefly describe how you would approach the project. A formal workplan is not necessary, but this description should provide a sense of how you envision the sequencing of tasks, the integration of staff, and how you would engage diverse stakeholders in the work.
  3. **Staffing & Logistics:** If you have identified key personnel other than the Mobility Manager, please define the roles each will have and how it will support the work of the Mobility Manager. Describe your logistical plan to undertake the work including geographic location of personnel, equipment, and other resources necessary to undertake the work effectively and independently.
  4. **Use of Specialized Technology & Services:** Briefly highlight any specialized technology or services that you may plan to use to innovate or increase project capacity and efficiency. Note that this is different from the personnel qualifications identified above and a response here is optional.
- e. **Cost Proposal:** This is a Cost-Plus Fixed Fee Contract. Using **Appendix D Budget Form**, please list all budget items that would be paid for using project funds. Additionally, please note that the proposed Indirect Cost Rate shall be based on a rate approved by a federal cognizant agency, or a negotiated rate, or a *de minimis* rate of 10% in accordance with 2 CFR 200 if there is no federally approved indirect rate. Respondents are



advised to review Section III.D. – Incidental Expenses from the *NH Statewide Mobility Management Network: A Blueprint for Implementation* for a list of allowable direct expenses under this Project.

- f. **Professional References:** Please provide three (3) professional references including their organization, title, and contact information.
- g. **Forms & Certifications:** The following forms and certifications required under this RFP must be completed and submitted with the proposal:
  1. Appendix C - Signed Acknowledgment of any RFP Amendments Issued
  2. Appendix D - Budget Form
  3. Appendix E - Federal Certifications: Lobbying Certification; and Government-Wide Debarment & Suspension (Non-procurement)

## G. Proposal Award

1. **Award or Rejection of Proposal:** The Lead Agency must receive the proposal by the Proposal Submission Deadline and in the manner specified or it may be rejected as non-compliant, unless waived by the Lead Agency as a non-material deviation. The Lead Agency will conduct an initial screening to verify Respondent compliance with the submission requirements of this RFP. The Lead Agency may waive or offer a limited opportunity for a Respondent to cure immaterial deviations from the RFP requirements if it is deemed to be in the best interest of the Lead Agency. The Lead Agency also reserves the right to reject a proposal from a Respondent who has previously failed to perform properly, provide all required submittals or complete work on time pursuant to contracts of a similar nature, or from a Respondent who is not in a position to perform the Contract. To ensure fair competition and to permit a determination of the qualified Respondent, the Lead Agency at its discretion may reject Proposals that are demonstrably unbalanced.
  2. **Negotiations:** The Lead Agency retains the right to negotiate the terms for the Contract with the top ranked Respondent or Respondents. If a satisfactory agreement cannot be reached, negotiations with that Respondent will be suspended and negotiations opened with the next ranked Respondent. The process may continue until an agreement is reached and the Contract is executed.
  3. **Award Conditions:** The apparent successful qualified Respondent must provide and/or perform any pre-execution items listed in this RFP and/or those requested by the Lead Agency within five (5) business days of receipt of the Notice of Intent to Award.
  4. **Forfeiture of Award:** The Lead Agency reserves the right to stop the award of any Contract at any time before the execution without liability if doing so is in the best interest of the Lead Agency and Region.
- H. **Protest Procedures:** The Lead Agency is responsible for resolving all contractual and administrative issues, including protests of evaluations and contract awards, arising out of its third-party procurements using good administrative practices and sound business judgment. The procedure for addressing third party procurement protests is described in below.

### 1. Solicitation Provision

#### a. Pre-Proposal Protests

1. All protests concerning solicitation specifications, criteria and/or procedures shall be submitted in writing (defined as being sent or received via letter or facsimile on official firm/agency letterhead or

by electronic mail) to Lead Agency not later than ten (10) business days prior to the deadline for submission of proposals.

2. The Lead Agency may, within its discretion, postpone the deadline for submission of proposals, but in any case, shall provide a written response to all protests not later than five (5) business days prior to the deadline for submission for proposals. If the deadline for submission of proposals is postponed by the Lead Agency as the result of a protest, the postponement will be announced through an Amendment to the solicitation.
3. The decision by Lead Agency will be the final agency decision on the matter.

**b. Pre-Award Protests**

1. With respect to protests made after the deadline for submission of proposals but before contract award by Lead Agency, protests shall be limited to those protests alleging a violation of Federal or State law, a challenge to the proposal evaluation and award process, Lead Agency's failure to have or follow its protest procedures or its failure to review a complaint or protest. Such protests shall be submitted in writing (defined as being sent or received via letter or facsimile on official firm/agency letterhead or by electronic mail) to the Lead Agency not later than five (5) business days after the Recommendation for Contract Award announcement by the Lead Agency.
2. The Lead Agency may, within its discretion, postpone the award of the contract, but in any case, shall provide a written response to all protests not later than three (3) business days prior to the date that Lead Agency shall announce the contract award.

**2. Requirements for Protests**

- a. All protests must be submitted to the Lead Agency in writing (defined as being sent or received via letter or facsimile on official firm/agency letterhead or by electronic mail), with sufficient documentation, evidence, and legal authority to demonstrate that the Protestor is entitled to the relief requested. The protest must be certified as being true and correct to the best knowledge and information of the Protestor and be signed by the Protestor. The protest must also include a mailing address to which a response should be sent.
- b. Protests received after the deadline for receipt of protests specified above are subject to denial without any requirement for review or action by the Lead Agency.
- c. All protests must be directed in writing (defined as being sent or received via letter or facsimile on official firm/agency letterhead or by electronic mail) to the Lead Agency at the address shown in the solicitation documents.

**3. Protest Response**

- a. The Lead Agency will issue written responses to all protests received by the required protest response dates. All protest responses shall be transmitted by first-class U.S. Postal Service to the address indicated in the protest letter.
- b. For convenience, the Lead Agency will also send a copy of the response to a protest to the Protester by facsimile and/or electronic mail if a facsimile number and/or electronic mail address are indicated in the protest letter. The protest response transmitted by the U.S. Postal Service shall be the official Lead Agency

response to the protest and Lead Agency will not be responsible for the failure of the Protester to receive the protest response by either facsimile or electronic mail.

### **List of Appendices**

- Appendix A - Map of NH Community Transportation Regions
- Appendix B - Federal Clauses
- Appendix C - Acknowledgment of RFP Amendments
- Appendix D - Budget Form
- Appendix E – Required Federal Certifications

**Appendix A - Map of NH Community Transportation Regions**

# New Hampshire Community Transportation Regions

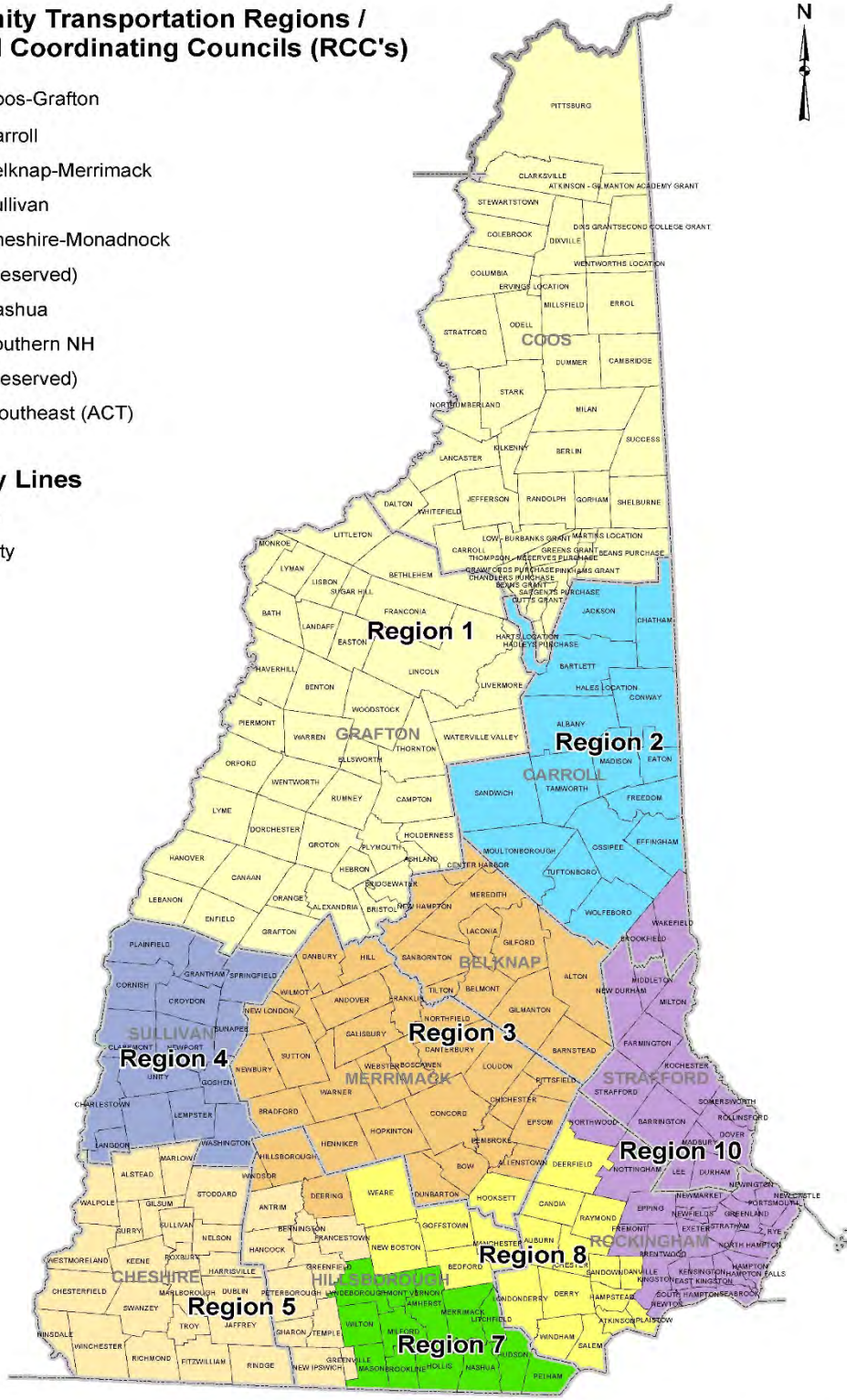


## Community Transportation Regions / Regional Coordinating Councils (RCC's)

- Region 1: Coos-Grafton
- Region 2: Carroll
- Region 3: Belknap-Merrimack
- Region 4: Sullivan
- Region 5: Cheshire-Monadnock
- Region 6: (Reserved)
- Region 7: Nashua
- Region 8: Southern NH
- Region 9: (Reserved)
- Region 10: Southeast (ACT)

### Boundary Lines

- - - - Town
- County



# Appendix B - Federal Clauses

Appendix B  
Federal Clauses

## ACCESS TO RECORDS AND REPORTS

- a. Record Retention. The Contractor will retain, and will require its subcontractors of all tiers to retain, complete and readily accessible records related in whole or in part to the contract, including, but not limited to, data, documents, reports, statistics, sub-Contracts, leases, subcontracts, arrangements, other third party Contracts of any type, and supporting materials related to those records.
- b. Retention Period. The Contractor agrees to comply with the record retention requirements in accordance with 2 C.F.R. § 200.333. The Contractor shall maintain all books, records, accounts and reports required under this Contract for a period of at not less than three (3) years after the date of termination or expiration of this Contract, except in the event of litigation or settlement of claims arising from the performance of this Contract, in which case records shall be maintained until the disposition of all such litigation, appeals, claims or exceptions related thereto.
- c. Access to Records. The Contractor agrees to provide sufficient access to FTA and its contractors to inspect and audit records and information related to performance of this contract as reasonably may be required.
- d. Access to the Sites of Performance. The Contractor agrees to permit FTA and its contractors access to the sites of performance under this contract as reasonably may be required.

## BYRD ANTI-LOBBYING AMENDMENT

Contractors who apply or bid for an award of \$100,000 or more shall file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Each tier shall also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the Agency."

## CIVIL RIGHTS LAWS AND REGULATIONS

The following Federal Civil Rights laws and regulations apply to all contracts.

**1 Federal Equal Employment Opportunity (EEO) Requirements.** These include, but are not limited to:

- a) Nondiscrimination in Federal Public Transportation Programs. 49 U.S.C. § 5332, covering projects, programs, and activities financed under 49 U.S.C. Chapter 53, prohibits discrimination on the basis of race, color, religion, national origin, sex (including sexual orientation and gender identity), disability, or age, and prohibits discrimination in employment or business opportunity.
- b) Prohibition against Employment Discrimination. Title VII of the Civil Rights Act of 1964, as amended, 42 U.S.C. § 2000e, and Executive Order No. 11246, "Equal Employment Opportunity," September 24, 1965, as amended, prohibit discrimination in employment on the basis of race, color, religion, sex, or national origin.

**2 Nondiscrimination on the Basis of Sex.** Title IX of the Education Amendments of 1972, as amended, 20 U.S.C. § 1681 et seq. and implementing Federal regulations, "Nondiscrimination on the Basis of Sex in Education Programs or Activities Receiving Federal Financial Assistance," 49 C.F.R. part 25 prohibit discrimination on the basis of sex.

**3 Nondiscrimination on the Basis of Age.** The "Age Discrimination Act of 1975," as amended, 42 U.S.C. § 6101 et seq., and Department of Health and Human Services implementing regulations, "Nondiscrimination on the Basis of Age in Programs or Activities Receiving Federal Financial Assistance," 45 C.F.R. part 90, prohibit discrimination by participants in federally assisted programs against individuals on the basis of age. The Age Discrimination in Employment Act (ADEA), 29 U.S.C. § 621 et seq., and Equal Employment Opportunity Commission (EEOC) implementing regulations, "Age Discrimination in Employment Act," 29 C.F.R. part 1625, also prohibit employment discrimination against individuals age 40 and over on the basis of age.

**4 Federal Protections for Individuals with Disabilities.** The Americans with Disabilities Act of 1990, as amended (ADA), 42 U.S.C. § 12101 et seq., prohibits discrimination against qualified individuals with disabilities in programs, activities, and services, and imposes specific requirements on public and private entities. Third party contractors must comply with their responsibilities under Titles I, II, III, IV, and V of the ADA in employment, public services, public accommodations, telecommunications, and other provisions, many of which are subject to regulations issued by other Federal agencies.

### Civil Rights and Equal Opportunity

The Agency is an Equal Opportunity Employer. As such, the Agency agrees to comply with all applicable Federal civil rights laws and implementing regulations. Apart from inconsistent requirements imposed by Federal laws or regulations, the Agency agrees to comply with the requirements of 49 U.S.C. § 5323(h) (3) by not using any Federal assistance awarded by FTA to support procurements using exclusionary or discriminatory specifications. Under this Contract, the Contractor shall at all times comply with the following requirements and shall include these requirements in each subcontract entered into as part thereof.

**1. Nondiscrimination.** In accordance with Federal transit law at 49 U.S.C. § 5332, the Contractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, religion, national origin, sex, disability, or age. In addition, the Contractor agrees to comply with applicable Federal implementing regulations and other implementing requirements FTA may issue.

**2. Race, Color, Religion, National Origin, Sex.** In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e et seq., and Federal transit laws at 49 U.S.C. § 5332, the Contractor agrees to comply with all applicable equal employment opportunity requirements of U.S. Department of Labor (U.S. DOL) regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor," 41 C.F.R. chapter 60, and Executive Order No. 11246, "Equal Employment Opportunity in Federal Employment," September 24, 1965, 42 U.S.C. § 2000e note, as amended by any later Executive Order that amends or supersedes it, referenced in 42 U.S.C. § 2000e note. The Contractor agrees to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, national origin, or sex (including sexual orientation and gender identity). Such action shall include, but not be limited to, the following: employment, promotion, demotion or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

**3. Age.** In accordance with the Age Discrimination in Employment Act, 29 U.S.C. §§ 621-634, U.S. Equal Employment Opportunity Commission (U.S.

## Appendix B

EEOC) regulations, "Age Discrimination in Employment Act," 29 C.F.R. part 1625, the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6101 et seq., U.S. Health and Human Services regulations, "Nondiscrimination on the Basis of Age in Programs or Activities Receiving Federal Financial Assistance," 45 C.F.R. part 90, and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees to refrain from discrimination against present and prospective employees for reason of age. In addition, the Contractor agrees to comply with any Implementing requirements FTA may issue.

**4.Disabilities.** In accordance with section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. § 794, the Americans with Disabilities Act of 1990, as amended, 42 U.S.C. § 12101 et seq., the Architectural Barriers Act of 1968, as amended, 42 U.S.C. § 4151 et seq., and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees that it will not discriminate against individuals on the basis of disability. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

**5.Promoting Free Speech and Religious Liberty.** The Contractor shall ensure that Federal funding is expended in full accordance with the U.S. Constitution, Federal Law, and statutory and public policy requirements: including, but not limited to, those protecting free speech, religious liberty, public welfare, the environment, and prohibiting discrimination.

## **CLEAN AIR ACT AND FEDERAL WATER POLLUTION CONTROL ACT**

The Contractor agrees to comply with all applicable standards, orders, or regulations issued pursuant to the Clean Air Act (42 U.S.C. § 7401-7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. § 1251-1387). Violations must be reported to FTA and the Regional Office of the Environmental Protection Agency. The following applies for contracts of amounts in excess of \$150,000:

### Clean Air Act

- (1) The contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. § 7401 et seq.
- (2) The contractor agrees to report each violation to the Agency and understands and agrees that the Agency will, in turn, report each violation as required to assure notification to the Agency, Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
- (3) The contractor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance provided by FTA.

### Federal Water Pollution Control Act

- (1) The contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq.
- (2) The contractor agrees to report each violation to the Agency and understands and agrees that the Agency will, in turn, report each violation as required to assure notification to the Agency, Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
- (3) The contractor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance provided by FTA."



## CONFORMANCE WITH ITS NATIONAL ARCHITECTURE

Intelligent Transportation Systems (ITS) projects shall conform to the National ITS Architecture and standards. Conformance with the National ITS Architecture is interpreted to mean the use of the National ITS Architecture to develop a regional ITS architecture in support of integration and the subsequent adherence of all ITS projects to that regional ITS architecture. Development of the regional ITS architecture should be consistent with the transportation planning process for Statewide and Metropolitan Transportation Planning (49 CFR Part 613 and 621).

## DEBARMENT AND SUSPENSION

a. Applicability: This requirement applies to all FTA grant and cooperative agreement programs for a contract in the amount of at least \$25,000

(1) This contract is a covered transaction for purposes of 2 C.F.R. pt. 180 and 2 C.F.R. pt. 3000. As such the contractor is required to verify that none of the contractor, its principals (defined at 2 C.F.R. § 180.995), or its affiliates (defined at 2 C.F.R. § 180.905) are excluded (defined at 2 C.F.R. § 180.940) or disqualified (defined at 2 C.F.R. § 180.935).

(2) C.F.R. pt. 3000, subpart C and must include a requirement to comply with these regulations in any lower tier covered transaction it enters into.

(3) The accompanying certification is a material representation of fact relied upon by the subrecipient. If it is later determined that the contractor did not comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, in addition to remedies available to the Agency and subrecipient, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment.

The bidder or proposer agrees to comply with the requirements of 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C while this offer is valid and throughout the period of any contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.”

## DISADVANTAGED BUSINESS ENTERPRISE (DBE)

The contractor or subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 C.F.R. part 26 in the award and administration of DOT-assisted contracts. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as the Agency deems appropriate, which may include, but is not limited to:

(1) Withholding monthly progress payments; (2) Assessing sanctions; (3) Liquidated damages; and/or (4) Disqualifying the contractor from future bidding as non-responsible. 49 C.F.R. § 26.13(b).

Prime contractors are required to pay subcontractors for satisfactory performance of their contracts no later than 30 days from receipt of each payment the Agency makes to the prime contractor. 49 C.F.R. § 26.29(a).

Finally, for contracts with defined DBE contract goals, each FTA Recipient must include in each prime contract a provision stating that the contractor shall utilize the specific DBEs listed unless the contractor obtains the Agency’s written consent; and that, unless the Agency’s consent is provided, the contractor shall not be entitled to any payment for work or material unless it is performed or supplied by the listed DBE. 49 C.F.R. § 26.53(f) (1).

It is the policy of the Agency and the United States Department of Transportation (“DOT”) that Disadvantaged Business Enterprises (“DBE’s”), as defined herein and in the Federal regulations published at 49 C.F.R. part 26, shall have an equal opportunity to participate in DOT-assisted contracts.

## DHS SEAL, LOGO, AND FLAGS

The contractor shall not use the DHS seal(s), logos, crests, or reproductions of flags or likenesses of DHS agency officials without specific FTA pre-approval.

## ENERGY CONSERVATION

The contractor agrees to comply with mandatory standards and policies relating to energy efficiency, which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act.

## EQUAL EMPLOYMENT OPPORTUNITY

During the performance of this contract, the contractor agrees as follows:

(1) The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin. The contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex, sexual orientation, gender identity, or national origin. Such action shall include, but not be limited to the following: Employment, upgrading, demotion, or transfer, recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the contracting officer setting forth the provisions of this nondiscrimination clause.

(2) The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.

(3) The contractor will not discharge or in any other manner discriminate against any employee or applicant for employment because such employee or applicant has inquired about, discussed, or disclosed the compensation of the employee or applicant or another employee or applicant. This provision shall not apply to instances in which an employee who has access to the compensation information of other employees or applicants as a part of such employee's essential job functions discloses the compensation of such other employees or applicants to individuals who do not otherwise have access to such information, unless such disclosure is in response to a formal complaint or charge, in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or is consistent with the contractor's legal duty to furnish information.

(4) The contractor will send to each labor union or representative of workers with which it has a collective bargaining agreement or other contract or understanding, a notice to be provided by the agency contracting officer, advising the labor union or workers' representative of the contractor's commitments under section 202 of Executive Order 11246 of September 24, 1965, and shall post copies of the notice in conspicuous places available to employees and

applicants for employment.

(5) The contractor will comply with all provisions of Executive Order 11246 of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.

(6) The contractor will furnish all information and reports required by Executive Order 11246 of September 24, 1965, and by the rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the contracting agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.

(7) In the event of the contractor's non-compliance with the nondiscrimination clauses of this contract or with any of such rules, regulations, or orders, this contract may be canceled, terminated or suspended in whole or in part and the contractor may be declared ineligible for further Government contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.

(8) The contractor will include the provisions of paragraphs (1) through (8) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The contractor will take such action with respect to any subcontract or purchase order as may be directed by the Secretary of Labor as a means of enforcing such provisions including sanctions for noncompliance: Provided, however, that in the event the contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

## FEDERAL CHANGES

49 CFR Part 18 Federal Changes - Contractor shall at all times comply with all applicable FTA regulations, policies, procedures and directives, including without limitation those listed directly or by reference in the Master Agreement between Purchaser and FTA, as they may be amended or promulgated from time to time during the term of this contract. Contractor's failure to so comply shall constitute a material breach of this contract.

## FLY AMERICA

a) Definitions. As used in this clause—

1) "International air transportation" means transportation by air between a place in the United States and a place outside the United States or between two places both of which are outside the United States. 2) "United States" means the 50 States, the District of Columbia, and outlying areas. 3) "U.S.-flag air carrier" means an air carrier holding a certificate under 49 U.S.C. Chapter 411.

b) When Federal funds are used to fund travel, Section 5 of the International Air Transportation Fair Competitive Practices Act of 1974 (49 U.S.C. 40118) (Fly America Act) requires contractors, Agencies, and others use U.S.-flag air carriers for U.S. Government-financed international air transportation of personnel (and their personal effects) or property, to the extent that service by those carriers is available. It requires the Comptroller General of the United States, in the absence of satisfactory proof of the necessity for foreign-flag air transportation, to disallow expenditures from funds, appropriated or otherwise established for the account of the United States, for international air transportation secured aboard a foreign-flag air carrier if a U.S.-flag air carrier is available to provide such services.

c) If available, the Contractor, in performing work under this contract, shall use U.S.-flag carriers for international air transportation of personnel (and their personal effects) or property.

d) In the event that the Contractor selects a carrier other than a U.S.-flag air carrier for international air transportation, the Contractor shall include a statement on vouchers involving such transportation essentially as follows:

### Statement of Unavailability of U.S.-Flag Air Carriers

International air transportation of persons (and their personal effects) or property by U.S.-flag air carrier was not available or it was necessary to use foreign-flag air carrier service for the following reasons. See FAR § 47.403. [State reasons]:

e) Contractor shall include the substance of this clause, including this paragraph (e), in each subcontract or purchase under this contract that may involve international air transportation.

## INCORPORATION OF FEDERAL TRANSIT ADMINISTRATION (FTA) TERMS

Incorporation of Federal Transit Administration (FTA) Terms - The provisions within include, in part, certain Standard Terms and Conditions required by DOT, whether or not expressly set forth in the preceding contract provisions. All contractual provisions required by DOT, as set forth in the current FTA Circular 4220 are hereby incorporated by reference. Anything to the contrary herein notwithstanding, all FTA mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this Contract. The Contractor shall not perform any act, fail to perform any act, or refuse to comply with any request which would cause a violation of the FTA terms and conditions.

## NO GOVERNMENT OBLIGATION TO THIRD PARTIES

The Agency and Contractor acknowledge and agree that, notwithstanding any concurrence by the Federal Government in or approval of the solicitation or award of the underlying Contract, absent the express written consent by the Federal Government, the Federal Government is not a party to this Contract and shall not be subject to any obligations or liabilities to the Agency, Contractor or any other party (whether or not a party to that contract) pertaining to any matter resulting from the underlying Contract. The Contractor agrees to include the above clause in each subcontract financed in whole or in part with Federal assistance provided by the FTA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to its provisions.

## NOTIFICATION TO FTA

If a current or prospective legal matter that may affect the Federal Government emerges, the Recipient must promptly notify the FTA Chief Counsel and FTA Regional Counsel for the Region in which the Recipient is located. The Recipient must include a similar notification requirement in its Third Party Agreements and must require each Third Party Participant to include an equivalent provision in its sub agreements at every tier, for any agreement that is a "covered transaction" according to 2 C.F.R. §§ 180.220 and 1200.220.

(1) The types of legal matters that require notification include, but are not limited to, a major dispute, breach, default, litigation, or naming the Federal Government as a party to litigation or a legal disagreement in any forum for any reason.

(2) Matters that may affect the Federal Government include, but are not limited to, the Federal Government's interests in the Award, the accompanying Underlying Agreement, and any Amendments thereto, or the Federal Government's administration or enforcement of federal laws, regulations, and requirements.

(3) The Recipient must promptly notify the U.S. DOT Inspector General in addition to the FTA Chief Counsel or Regional Counsel for the Region in which the Recipient is located, if the Recipient has knowledge of potential fraud, waste, or abuse occurring on a Project receiving assistance from FTA. The notification provision applies if a person has or may have submitted a false claim under the False Claims Act, 31 U.S.C. § 3729 et seq., or has or may have committed a criminal or civil violation of law pertaining to such matters as fraud, conflict of interest, bribery, gratuity, or similar misconduct. This responsibility occurs whether the Project is subject to this Agreement or another agreement between the Recipient and FTA, or an agreement involving a principal, officer, employee, agent, or Third Party Participant of the Recipient. It also applies to subcontractors at any tier. Knowledge, as used in this paragraph, includes, but is not limited to, knowledge of a criminal or civil investigation by a Federal, state, or local law enforcement or other investigative agency, a criminal indictment or civil complaint, or probable cause that could support a criminal indictment, or any other credible information in the possession of the Recipient.

## PATENT RIGHTS AND RIGHTS IN DATA

### Intellectual Property Rights

This Project is funded through a Federal award with FTA for experimental, developmental, or research work purposes. As such, certain Patent Rights and Data Rights apply to all subject data first produced in the performance of this Contract. The Contractor shall grant the Agency intellectual property access and licenses deemed necessary for the work performed under this Contract and in accordance with the requirements of 37 C.F.R. part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by FTA or U.S. DOT. The terms of an intellectual property agreement and software license rights will be finalized prior to execution of this Contract and shall, at a minimum, include the following restrictions:

Except for its own internal use, the Contractor may not publish or reproduce subject data in whole or in part, or in any manner or form, nor may the Contractor authorize others to do so, without the written consent of FTA, until such time as FTA may have either released or approved the release of such data to the public. This restriction on publication, however, does not apply to any contract with an academic institution. For purposes of this Contract, the term "subject data" means recorded information whether or not copyrighted, and that is delivered or specified to be delivered as required by the Contract. Examples of "subject data" include, but are not limited to computer software, standards, specifications, engineering drawings and associated lists, process sheets, manuals, technical reports, catalog item identifications, and related information, but do not include financial reports, cost analyses, or other similar information used for performance or administration of the Contract.

1. The Federal Government reserves a royalty-free, non-exclusive and irrevocable license to reproduce, publish, or otherwise use, and to authorize others to use for "Federal Government Purposes," any subject data or copyright described below. For "Federal Government Purposes," means use only for the direct purposes of the Federal Government. Without the copyright owner's consent, the Federal Government may not extend its Federal license to any other party.

a. Any subject data developed under the Contract, whether or not a copyright has been obtained; and

b. Any rights of copyright purchased by the Contractor using Federal assistance in whole or in part by the FTA.

2. Unless FTA determines otherwise, the Contractor performing experimental, developmental, or research work required as part of this Contract agrees to permit FTA to make available to the public, either FTA's license in the copyright to any subject data developed in the course of the Contract, or a copy of the subject data first produced under the Contract for which a copyright has not been obtained. If the experimental, developmental, or research work, which is the subject of this Contract, is not completed for any reason whatsoever, all data developed under the Contract shall become subject data as defined herein and shall be delivered as the Federal Government may direct.

3. Unless prohibited by state law, upon request by the Federal Government, the Contractor agrees to indemnify, save, and hold harmless the Federal Government, its officers, agents, and employees acting within the scope of their official duties against any liability, including costs and expenses, resulting from any willful or intentional violation by the Contractor of proprietary rights, copyrights, or right of privacy, arising out of the publication, translation, reproduction, delivery, use, or disposition of any data furnished under that contract. The Contractor shall be required to indemnify the Federal Government for any such liability arising out of the wrongful act of any employee, official, or agents of the Federal Government.

4. Nothing contained in this clause on rights in data shall imply a license to the Federal Government under any patent or be construed as affecting the scope of any license or other right otherwise granted to the Federal Government under any patent.

5. Data developed by the Contractor and financed entirely without using Federal assistance provided by the Federal Government that has been incorporated into work required by the underlying Contract is exempt from the requirements herein, provided that the Contractor identifies those data in writing at the time of delivery of the Contract work.

6. The Contractor agrees to include these requirements in each subcontract for experimental, developmental, or research work financed in whole or in part with Federal assistance.

**PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS AND RELATED ACTS**

The contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to the contractor's actions pertaining to this contract."

**PROMPT PAYMENT**

The contractor is required to pay its subcontractors performing work related to this contract for satisfactory performance of that work no later than 30 days after the contractor's receipt of payment for that work. In addition, the contractor is required to return any retainage payments to those subcontractors within 30 days after the subcontractor's work related to this contract is satisfactorily completed.

The contractor must promptly notify the Agency, whenever a DBE subcontractor performing work related to this contract is terminated or fails to complete its work and must make good faith efforts to engage another DBE subcontractor to perform at least the same amount of work. The contractor may not terminate any DBE subcontractor and perform that work through its own forces or those of an affiliate without prior written consent of the Agency.

**SIMPLIFIED ACQUISITION THRESHOLD**

Contracts for more than the simplified acquisition threshold, which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 U.S.C. § 1908, or otherwise set by law, must address administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate. (Note that the simplified acquisition threshold determines the procurement procedures that must be employed pursuant to 2 C.F.R. §§ 200.317–200.327. The simplified acquisition threshold does not exempt a procurement from other eligibility or processes requirements that may apply. For example, Buy America's eligibility and process requirements apply to any procurement in excess of \$150,000. 49 U.S.C. § 5323(j)(13).

**SAFE OPERATION OF MOTOR VEHICLES****Seat Belt Use**

The Contractor is encouraged to adopt and promote on-the-job seat belt use policies and programs for its employees and other personnel that operate company-owned vehicles, company rented vehicles, or personally operated vehicles. The terms "company-owned" and "company-leased" refer to vehicles owned or leased either by the Contractor or Agency.

**Distracted Driving**

The Contractor agrees to adopt and enforce workplace safety policies to decrease crashes caused by distracted drivers, including policies to ban text messaging while using an electronic device supplied by an employer, and driving a vehicle the driver owns or rents, a vehicle Contractor owns, leases, or rents, or a privately-owned vehicle when on official business in connection with the work performed under this Contract.

**SPECIAL NOTIFICATION REQUIREMENTS FOR STATES**

Applies to States –

a. To the extent required under federal law, the State, as the Recipient, agrees to provide the following information about federal assistance awarded for its State Program, Project, or related activities:

- (1) The Identification of FTA as the federal agency providing the federal assistance for a State Program or Project;
- (2) The Catalog of Federal Domestic Assistance Number of the program from which the federal assistance for a State Program or Project is authorized; and
- (3) The amount of federal assistance FTA has provided for a State Program or Project.

b. Documents - The State agrees to provide the information required under this provision in the following documents: (1) applications for federal assistance, (2) requests for proposals or solicitations, (3) forms, (4) notifications, (5) press releases, and (6) other publications.

**TERMINATION**Termination for Convenience (General Provision)

The Agency may terminate this contract, in whole or in part, at any time by written notice to the Contractor when it is in the Agency's best interest. The Contractor shall be paid its costs, including contract close-out costs, and profit on work performed up to the time of termination. The Contractor shall promptly submit its termination claim to Agency to be paid the Contractor. If the Contractor has any property in its possession belonging to Agency, the Contractor will account for the same, and dispose of it in the manner Agency directs.

Termination for Default [Breach or Cause] (General Provision)

If the Contractor does not deliver supplies in accordance with the contract delivery schedule, or if the contract is for services, the Contractor fails to perform in the manner called for in the contract, or if the Contractor fails to comply with any other provisions of the contract, the Agency may terminate this contract for default. Termination shall be effected by serving a Notice of Termination on the Contractor setting forth the manner in which the Contractor is in default. The Contractor will be paid only the contract price for supplies delivered and accepted, or services performed in accordance with the manner of performance set forth in the contract. If it is later determined by the Agency that the Contractor had an excusable reason for not performing, such as a strike, fire, or flood, events which are not the fault of or are beyond the control of the Contractor, the Agency, after setting up a new delivery of performance schedule, may allow the Contractor to continue work, or treat the termination as a Termination for Convenience.

Opportunity to Cure (General Provision)

The Agency, in its sole discretion may, in the case of a termination for breach or default, allow the Contractor [an appropriately short period of time] in which to cure the defect. In such case, the Notice of Termination will state the time period in which cure is permitted and other appropriate conditions

If Contractor fails to remedy to Agency's satisfaction the breach or default of any of the terms, covenants, or conditions of this Contract within [10 days] after receipt by Contractor of written notice from Agency setting forth the nature of said breach or default, Agency shall have the right to terminate the contract without any further obligation to Contractor. Any such termination for default shall not in any way operate to preclude Agency from also pursuing all available remedies against Contractor and its sureties for said breach or default.

Waiver of Remedies for any Breach

In the event that Agency elects to waive its remedies for any breach by Contractor of any covenant, term or condition of this contract, such waiver by Agency

## Appendix B

shall not limit Agency's remedies for any succeeding breach of that or of any other covenant, term, or condition of this contract.

### Termination for Convenience (Professional or Transit Service Contracts)

The Agency, by written notice, may terminate this contract, in whole or in part, when it is in the Agency's interest. If this contract is terminated, the Agency shall be liable only for payment under the payment provisions of this contract for services rendered before the effective date of termination.

### Termination for Default (Supplies and Service)

If the Contractor fails to deliver supplies or to perform the services within the time specified in this contract or any extension, or if the Contractor fails to comply with any other provisions of this contract, the Agency may terminate this contract for default. The Agency shall terminate by delivering to the Contractor a Notice of Termination specifying the nature of the default. The Contractor will only be paid the contract price for supplies delivered and accepted, or services performed in accordance with the manner or performance set forth in this contract. If, after termination for failure to fulfill contract obligations, it is determined that the Contractor was not in default, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of the Agency.

### Termination for Default (Transportation Services)

If the Contractor fails to pick up the commodities or to perform the services, including delivery services, within the time specified in this contract or any extension, or if the Contractor fails to comply with any other provisions of this contract, the Agency may terminate this contract for default. The Agency shall terminate by delivering to the Contractor a Notice of Termination specifying the nature of default. The Contractor will only be paid the contract price for services performed in accordance with the manner of performance set forth in this contract.

If this contract is terminated while the Contractor has possession of Agency goods, the Contractor shall, upon direction of the Agency, protect and preserve the goods until surrendered to the Agency or its agent. The Contractor and Agency shall agree on payment for the preservation and protection of goods. Failure to agree on an amount will be resolved under the Dispute clause.

If, after termination for failure to fulfill contract obligations, it is determined that the Contractor was not in default, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of the Agency.

### Termination for Default (Construction)

If the Contractor refuses or fails to prosecute the work or any separable part, with the diligence that will ensure its completion within the time specified in this contract or any extension or fails to complete the work within this time, or if the Contractor fails to comply with any other provision of this contract, Agency may terminate this contract for default. The Agency shall terminate by delivering to the Contractor a Notice of Termination specifying the nature of the default. In this event, the Agency may take over the work and compete it by contract or otherwise, and may take possession of and use any materials, appliances, and plant on the work site necessary for completing the work. The Contractor and its sureties shall be liable for any damage to the Agency resulting from the Contractor's refusal or failure to complete the work within specified time, whether or not the Contractor's right to proceed with the work is terminated. This liability includes any increased costs incurred by the Agency in completing the work.

The Contractor's right to proceed shall not be terminated nor shall the Contractor be charged with damages under this clause if: 1. The delay in completing the work arises from unforeseeable causes beyond the control and without the fault or negligence of the Contractor. Examples of such causes include: acts of God, acts of Agency, acts of another contractor in the performance of a contract with Agency, epidemics, quarantine restrictions, strikes, freight embargoes; and 2. The Contractor, within [10] days from the beginning of any delay, notifies Agency in writing of the causes of delay. If, in the judgment of Agency, the delay is excusable, the time for completing the work shall be extended. The judgment of Agency shall be final and conclusive for the parties, but subject to appeal under the Disputes clause(s) of this contract. 3. If, after termination of the Contractor's right to proceed, it is determined that the Contractor was not in default, or that the delay was excusable, the rights and obligations of the parties will be the same as if the termination had been issued for the convenience of Agency.

### Termination for Convenience or Default (Architect and Engineering)

The Agency may terminate this contract in whole or in part, for the Agency's convenience or because of the failure of the Contractor to fulfill the contract obligations. The Agency shall terminate by delivering to the Contractor a Notice of Termination specifying the nature, extent, and effective date of the termination. Upon receipt of the notice, the Contractor shall (1) immediately discontinue all services affected (unless the notice directs otherwise), and (2) deliver to the Agency's Contracting Officer all data, drawings, specifications, reports, estimates, summaries, and other information and materials accumulated in performing this contract, whether completed or in process. Agency has a royalty-free, nonexclusive, and irrevocable license to reproduce, publish or otherwise use, all such data, drawings, specifications, reports, estimates, summaries, and other information and materials.

If the termination is for the convenience of the Agency, the Agency's Contracting Officer shall make an equitable adjustment in the contract price but shall allow no anticipated profit on unperformed services. If the termination is for failure of the Contractor to fulfill the contract obligations, the Agency may complete the work by contract or otherwise and the Contractor shall be liable for any additional cost incurred by the Agency. If, after termination for failure to fulfill contract obligations, it is determined that the Contractor was not in default, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of Agency.

### Termination for Convenience or Default (Cost-Type Contracts)

The Agency may terminate this contract, or any portion of it, by serving a Notice of Termination on the Contractor. The notice shall state whether the termination is for convenience of Agency or for the default of the Contractor. If the termination is for default, the notice shall state the manner in which the Contractor has failed to perform the requirements of the contract. The Contractor shall account for any property in its possession paid for from funds received from the Agency, or property supplied to the Contractor by the Agency. If the termination is for default, the Agency may fix the fee, if the contract provides for a fee, to be paid the Contractor in proportion to the value, if any, of work performed up to the time of termination. The Contractor shall promptly submit its termination claim to the Agency and the parties shall negotiate the termination settlement to be paid the Contractor.

If the termination is for the convenience of Agency, the Contractor shall be paid its contract close-out costs, and a fee, if the contract provided for payment of a fee, in proportion to the work performed up to the time of termination.

If, after serving a Notice of Termination for Default, the Agency determines that the Contractor has an excusable reason for not performing, the Agency, after setting up a new work schedule, may allow the Contractor to continue work, or treat the termination as a Termination for Convenience.

## **VIOLATION AND BREACH OF CONTRACT**

### Rights and Remedies of the Agency

The Agency shall have the following rights in the event that the Agency deems the Contractor guilty of a breach of any term under the Contract.

1. The right to take over and complete the work or any part thereof as agency for and at the expense of the Contractor, either directly or through other contractors; 2. The right to cancel this Contract as to any or all of the work yet to be performed; 3. The right to specific performance, an injunction or any

other appropriate equitable remedy; and 4. The right to money damages.

For purposes of this Contract, breach shall include.

Rights and Remedies of Contractor

Inasmuch as the Contractor can be adequately compensated by money damages for any breach of this Contract, which may be committed by the Agency, the Contractor expressly agrees that no default, act or omission of the Agency shall constitute a material breach of this Contract, entitling Contractor to cancel or rescind the Contract (unless the Agency directs Contractor to do so) or to suspend or abandon performance.

Remedies

Substantial failure of the Contractor to complete the Project in accordance with the terms of this Contract will be a default of this Contract. In the event of a default, the Agency will have all remedies in law and equity, including the right to specific performance, without further assistance, and the rights to termination or suspension as provided herein. The Contractor recognizes that in the event of a breach of this Contract by the Contractor before the Agency takes action contemplated herein, the Agency will provide the Contractor with sixty (60) days written notice that the Agency considers that such a breach has occurred and will provide the Contractor a reasonable period of time to respond and to take necessary corrective action.

Disputes

Disputes arising in the performance of this Contract that are not resolved by agreement of the parties shall be decided in writing by an authorized representative of Agency. This decision shall be final and conclusive unless within [10] days from the date of receipt of its copy, the Contractor mails or otherwise furnishes a written appeal to the Agency's authorized representative. In connection with any such appeal, the Contractor shall be afforded an opportunity to be heard and to offer evidence in support of its position. The decision of the Agency's authorized representative shall be binding upon the Contractor and the Contractor shall abide by the decision.

In the event that a resolution of the dispute is not mutually agreed upon, the parties can agree to mediate the dispute or proceed with litigation. Notwithstanding any provision of this section, or any other provision of this Contract, it is expressly agreed and understood that any court proceeding arising out of a dispute under the Contract shall be heard by a Court de novo and the court shall not be limited in such proceeding to the issue of whether the Authority acted in an arbitrary, capricious or grossly erroneous manner.

Pending final settlement of any dispute, the parties shall proceed diligently with the performance of the Contract, and in accordance with the Agency's direction or decisions made thereof.

Performance during Dispute

Unless otherwise directed by Agency, Contractor shall continue performance under this Contract while matters in dispute are being resolved.

Claims for Damages

Should either party to the Contract suffer injury or damage to person or property because of any act or omission of the party or of any of its employees, agents or others for whose acts it is legally liable, a claim for damages therefor shall be made in writing to such other party within a reasonable time after the first observance of such injury or damage.

Remedies

Unless this Contract provides otherwise, all claims, counterclaims, disputes and other matters in question between the Agency and the Contractor arising out of or relating to this Contract or its breach will be decided by arbitration if the parties mutually agree, or in a court of competent jurisdiction within the State in which the Agency is located.

Rights and Remedies

The duties and obligations imposed by the Contract documents and the rights and remedies available thereunder shall be in addition to and not a limitation of any duties, obligations, rights and remedies otherwise imposed or available by law. No action or failure to act by the Agency or Contractor shall constitute a waiver of any right or duty afforded any of them under the Contract, nor shall any such action or failure to act constitute an approval of or acquiescence in any breach thereunder, except as may be specifically agreed in writing.

**Appendix C - Acknowledgment of RFP Amendments**

Appendix C  
**Regional Mobility Manager**  
**Acknowledgment of RFP Amendments**

With this form, the Respondent acknowledges that it is his/her responsibility to determine if there are Amendments to the RFP, to obtain such amendments, and to incorporate them into the Proposal.

Amendment Number	Date

The Respondent, for itself, its successors and assigns, hereby acknowledges that it has received all the above referenced Amendments to the RFP. Failure to acknowledge receipt of all Amendments will be considered a defect and grounds for rejection of the Proposal subject to the provisions of Section III.G.1 of the RFP.

**Respondent**

\_\_\_\_\_  
Signature of Authorized Agent                      Date

\_\_\_\_\_  
Name & Title Printed



# Appendix D - Budget Form

**Regional Mobility Manager Budget Form**

Please list all budget items that would be paid for using these Contract funds. Note that the proposed Indirect Cost Rate may be verified by the Lead Agency or NH Department of Transportation prior to Contract execution. Respondents are advised to review Section III.D. – Incidental Expenses from the *NH Statewide Mobility Management Network: A Blueprint for Implementation* for a list of allowable expenses for this project.

Key Personnel	Hours	Direct Rate	Indirect Costs	Fixed Fee	Total Cost
<b>Total Personnel Costs</b>					
Direct Expenses	Number of Units	Cost (Per Unit)			Total Cost
<b>Total Direct Expenses</b>					
<b>Total Costs</b>					

**Note:** If a Respondent does not have an approved indirect cost rate or cost allocation plan, any eligible non-salary expenses detailed in Section III.D of the *NH Statewide Mobility Management Network: A Blueprint for Implementation* would be included as “Direct Expenses” in this form. Additional questions about how to fill out the budget form may be submitted in writing via the process detailed in Section III.C of this RFP.

**Appendix E – Required Federal Certifications**

Appendix E  
Federal Certifications

**CERTIFICATION AND RESTRICTIONS ON LOBBYING**

I, \_\_\_\_\_ hereby certify  
(Name and title of official)

On behalf of \_\_\_\_\_ that:  
(Name of Bidder/Company Name)

- No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, and officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.
- If any funds other than federal appropriated funds have been paid or will be paid to any person influencing or attempting to influence an officer or employee of any agency, a Member of Congress, and officer or employee of Congress, or an employee of a Member of Congress in connection with the federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form – LLL, “Disclosure Form to Report Lobbying,” in accordance with its instructions.
- The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including sub-contracts, sub-grants and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31 U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

The undersigned certifies or affirms the truthfulness and accuracy of the contents of the statements submitted on or with this certification and understands that the provisions of 31 U.S.C. Section 3801, et seq., are applicable thereto.

Name of Bidder/Company Name: \_\_\_\_\_

Type or print name: \_\_\_\_\_

Signature of authorized representative: \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Signature of notary and SEAL: \_\_\_\_\_

**GOVERNMENT-WIDE DEBARMENT AND SUSPENSION  
(NONPROCUREMENT)**

**Instructions for Certification:** By signing and submitting this bid or proposal, the prospective lower tier participant is providing the signed certification set out below.

(1) It will comply and facilitate compliance with U.S. DOT regulations, "Nonprocurement Suspension and Debarment," 2 CFR part 1200, which adopts and supplements the U.S. Office of Management and Budget (U.S. OMB) "Guidelines to Agencies on Governmentwide Debarment and Suspension (Nonprocurement)," 2 CFR part 180,

(2) To the best of its knowledge and belief, that its Principals and Subrecipients at the first tier:

- a. Are eligible to participate in covered transactions of any Federal department or agency and are not presently:
  - 1. Debarred,
  - 2. Suspended,
  - 3. Proposed for debarment,
  - 4. Declared ineligible,
  - 5. Voluntarily excluded, or
  - 6. Disqualified,
- b. Its management has not within a three-year period preceding its latest application or proposal been convicted of or had a civil judgment rendered against any of them for:
  - 1. Commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction, or contract under a public transaction,
  - 2. Violation of any Federal or State antitrust statute, or,
  - 3. Commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making any false statement, or receiving stolen property,
- c. It is not presently indicted for, or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with commission of any of the offenses listed in the preceding subsection 2.b of this Certification,
- d. It has not had one or more public transactions (Federal, State, or local) terminated for cause or default within a three-year period preceding this Certification,
- e. If, at a later time, it receives any information that contradicts the statements of subsections 2.a – 2.d above, it will promptly provide that information to FTA,
- f. It will treat each lower tier contract or lower tier subcontract under its Project as a covered lower tier contract for purposes of 2 CFR part 1200 and 2 CFR part 180 if it:
  - 1. Equals or exceeds \$25,000,,
  - 2. Is for audit services, or,
  - 3. Requires the consent of a Federal official, and
- g. It will require that each covered lower tier contractor and subcontractor:
  - 1. Comply and facilitate compliance with the Federal requirements of 2 CFR parts 180 and 1200, and
  - 2. Assure that each lower tier participant in its Project is not presently declared by any Federal department or agency to be:
    - a. Debarred from participation in its federally funded Project,
    - b. Suspended from participation in its federally funded Project,
    - c. Proposed for debarment from participation in its federally funded Project,
    - d. Declared ineligible to participate in its federally funded Project,
    - e. Voluntarily excluded from participation in its federally funded Project, or
    - f. Disqualified from participation in its federally funded Project, and
  - 3. It will provide a written explanation as indicated on a page attached in FTA's TrAMS platform or the Signature Page if it or any of its principals, including any of its first tier Subrecipients or its Third-Party Participants at a lower tier, is unable to certify compliance with the preceding statements in this Certification Group.

(3) It will provide a written explanation as indicated on a page attached in FTA's TrAMS platform or the Signature Page if it or any of its principals, including any of its first tier Subrecipients or its Third-Party Participants at a lower tier, is unable to certify compliance with the preceding statements in this Certification Group.

**Certification**

Contractor: \_\_\_\_\_

Signature of Authorized Official: \_\_\_\_\_ Date \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Name and Title of Contractor's Authorized Official: \_\_\_\_\_

**CENTRAL INDIANA REGIONAL TRANSPORTATION AUTHORITY  
JOB DESCRIPTION**

**POSITION:**           **Mobility Manager**

**REPORTS TO:**       **Executive Director**

**SALARY RANGE:**   **\$45,000 to \$60,000**

**RESPONSIBILITIES:**

The primary role of the Mobility Manager is to both enhance and promote regional mobility in the multi county CIRTAs service area. The incumbent is responsible for the coordination of existing transportation services within the region; planning for future public transportation needs, developing new regional transportation services; and promoting available transportation resources to the region's residents, businesses and organizations. The incumbent is also responsible for federal grant administration, from the point of initial application to close-out, and everything in between.

The Mobility Manager reports to the Executive Director. The Mobility Manager shall have the overall responsibility for recommending policy to the Executive Director and, where appropriate, the Board, and upon Board authorization, shall effectively implement those policies.

**Duties include:**

- Develop and administer new programs to support coordinated transportation, including, but not limited to, the recommendations of the 2010 Central Indiana Regional Rural and On-Demand Transportation Study and the local Coordinated Human Services Plan.
- Grant management, including but not limited to, grant application, compliance, and reporting
- Contract management, including, but not limited to, management of procurement process and compliance monitoring
- Program management of existing and future CIRTAs transportation services, including but not limited to:
  - Plainfield Connector
  - North Plainfield Connector
  - Whitestown Connector
- Program management of County Connect, including, but not limited to:
  - Facilitate regular meetings of public transportation providers in the CIRTAs service area, in order to develop collaborative strategies to improve regional mobility
  - Maintain the County Connect website ([www.327RIDE.net](http://www.327RIDE.net))
- Assure that all local, state, and federal policies, rules, and regulations are properly implemented and followed during the provision of CIRTAs coordinated transportation services
- Institute and maintain a performance monitoring system sufficient to provide statistics necessary to make quarterly assessments of all services provided
- Determine and assess service delivery areas, provider utilization, and geographical assignments in coordination with local and state transportation plans
- Research, pursue and secure funding for projects beyond their initial grant period
  - Coordinate the engagement of municipalities, agencies and private sector entities.

The availability of this position is contingent upon continued revenue from grants and other sources and employment in this position is at-will. CIRTAs is an equal opportunity employer.

- Deliver monthly reports to the CIRTA Board of all activities related to the position
- Respond to questions and inquiries from Board members and from the community in a timely fashion
- Any other duties as assigned

**REQUIREMENTS:**

- Four-year college degree in planning, public administration, business, or non-profit management, or the equivalent work experience
- 3 or more years of project management experience
- 3 or more years of transit planning experience preferred

**Essential Skills:**

- Grant writing, fundraising
- Administration of federal grants
- Comfortable and adept at making presentations to small and large audiences, and communicating with people of varied backgrounds; including, elected officials, community and business leaders.
- Organized, punctual and a self-starter who can work with minimal supervision
- Analytical skills to provide solutions/recommendations
- Track record of successes and overcoming obstacles
- Articulate, persistent, performance driven, results oriented, and a sense of humor
- Work well in a team environment

Revised 6.8.15

The availability of this position is contingent upon continued revenue from grants and other sources and employment in this position is at-will. CIRTA is an equal opportunity employer.

Job Title: **Mobility Coordinator**

**Job Summary:** Human services transportation coordination aims to improve transportation services for persons with disabilities, older adults and individuals with lower incomes by ensuring that communities coordinate transportation resources through multiple federal programs. This position will be responsible for Mobility Coordination which, under the Federal Transit Administration (FTA) definition: "consists of short-range planning, coordination activities and projects for improving coordination among public transportation agencies and other transportation service providers and the public with the intent of expanding and enhancing knowledge of the availability of services."

This position is funded through grants from the Oregon and Washington Department(s) of Transportation and is contingent upon grant funding. Eligible activities for this position shall be limited and shall meet all program requirements of those agencies and the Federal Transit Administration (FTA) regulations.

**Duties:**

Promotes the enhancement and facilitation of access to transportation services, including the integration and coordination of services with all agencies.

Supports state and local coordination planning and policy bodies such as regional partnering agencies and funding partners. Promotes the FTA initiative on the development of coordinated transit services as appropriate, within the region.

Supports operational planning for the acquisition and implementation of ITS technologies to help plan and operate coordinated systems.

Gathers and analyzes data to evaluate intermodal transportation service options for persons with disabilities, the elderly and others who are transportation disadvantaged to design the most efficient and cost effective option possible.

Assists in the development of strategies for seeking other funding sources and to leverage existing funding with non-FTA federal programs.

**Required Knowledge, Skills, and Abilities:**

Knowledge of the Americans with Disabilities Act (ADA) and its specific applications to public transportation.

Knowledge of the updated JARC (Section 5316), NFP (Section 5317) and Elderly Individuals and Individuals with Disabilities (Section 5310) programs.

Knowledge of federal programs providing transportation funding.

Knowledge of the principles, procedures and strategies of coordinated human services transit-transportation planning and coordination strategies.



Knowledge of Federal Transit Administration (FTA) and Oregon Department of Transportation (ODOT) policies, procedures and practices.

Proficiency with spreadsheet, word processing, presentation, database and project management software.

Excellent interpersonal, written and verbal communication skills.

Ability to provide leadership and speak before public groups.

Ability to work independently and with others in an effective manner.

Ability to use a personal computer and other modern office equipment.

Ability to analyze data, define problems, identify potential solutions, develop implementation strategies and evaluate outcome.

Ability to prepare clear and concise oral and written reports.

Ability to read and understand transportation and program planning documents and standards.

Ability to establish and maintain effective working relationships with all levels of staff, community leaders, government representatives, and customers.

Ability to operate a motor vehicle; must possess and maintain a valid Oregon Driver's License.

**Physical Requirements:**

Extended periods sitting at a table, desk or workstation with use of a computer; normal visual acuity and field of vision; hearing, speaking and color perception; work involves periodic bending, stooping, reaching, standing and walking; requires dexterity in operating office machines and equipment; periodic need to carry items for short distances weighing up to 10 lbs. Periodic fieldwork in varying environments. Travel as necessary within or outside of service area via automobile or other mode of transportation.

**Required Education and Experience:**

A Bachelor's Degree from an accredited college or university in Transportation/Urban Planning, Business/Public Administration or a related field and experience with a public transit system handling the day-to-day operations of service planning, accessible services, human services transportation coordination or a related field. Qualifying experience must include computer proficiency and at least two (2) years of experience at an independent decision-making level. An equivalent combination of related education, training and experience that demonstrates the knowledge, skills and ability to effectively perform the functions of this position may be considered. A Master's Degree in Transportation/Urban Planning, Business/Public Administration or a related may be substituted for the 2 years of the required experience.

**FIRST TENNESSEE HUMAN RESOURCE AGENCY**  
**JOB DESCRIPTION**

**AGENCY NAME:** First Tennessee Human Resource Agency

**POSITION TITLE:** Mobility Manager

**SALARY RANGE:** \$33,372 - \$48,767

**REPORTS TO:** Program and Management Analyst

**JOB SUMMARY:**

The mobility manager serves the general public through conceptualization, planning, developing and operating programs that respond to and influence the demands of the market. These actions and supportive strategies are performed directly or in collaboration with others in order to provide a full range of travel options that are more effective in meeting needs and more efficient through coordination. This position is responsible to improve business and community support for the transportation program. It will require the development and distribution of information that explains how to utilize available resources in meeting the diverse travel needs of the communities we serve. Employee in this class is under general direction, with authority to make routine decisions regarding day-to-day operation of the transit system's mobility management program. Assists with the management of operational activities related to the program. Focus will be in the areas of resource management and efficiency, quality service delivery and customer service.

**DUTIES AND RESPONSIBILITIES:**

1. Responsible for implementing the Mobility Management Plan which includes developing goals to meet the state and federal requirements of the program, determining evaluation metrics and instituting a performance monitoring system to capture the data needed to assess effectiveness.
2. Develop an informational and outreach program for current transportation services and mobility options through, public speaking and media presentations, including development of outreach materials and a marketing plan, travel training and group training on the operation of the system. The target audiences will include the general public, regional municipalities and private sector companies.
3. Responsible to educate the public on the transportation services available, working directly with the elderly and disabled and/or facilities/agencies that are directly involved with such passengers to identify the barriers that prevent utilization of the public transit system and provide solutions which enable self-sufficiency. This will include meeting individually with customers to assess their current situation and connecting them with resources when necessary. An in depth understanding of ADA, Title VI and other state/federal regulations will be required.

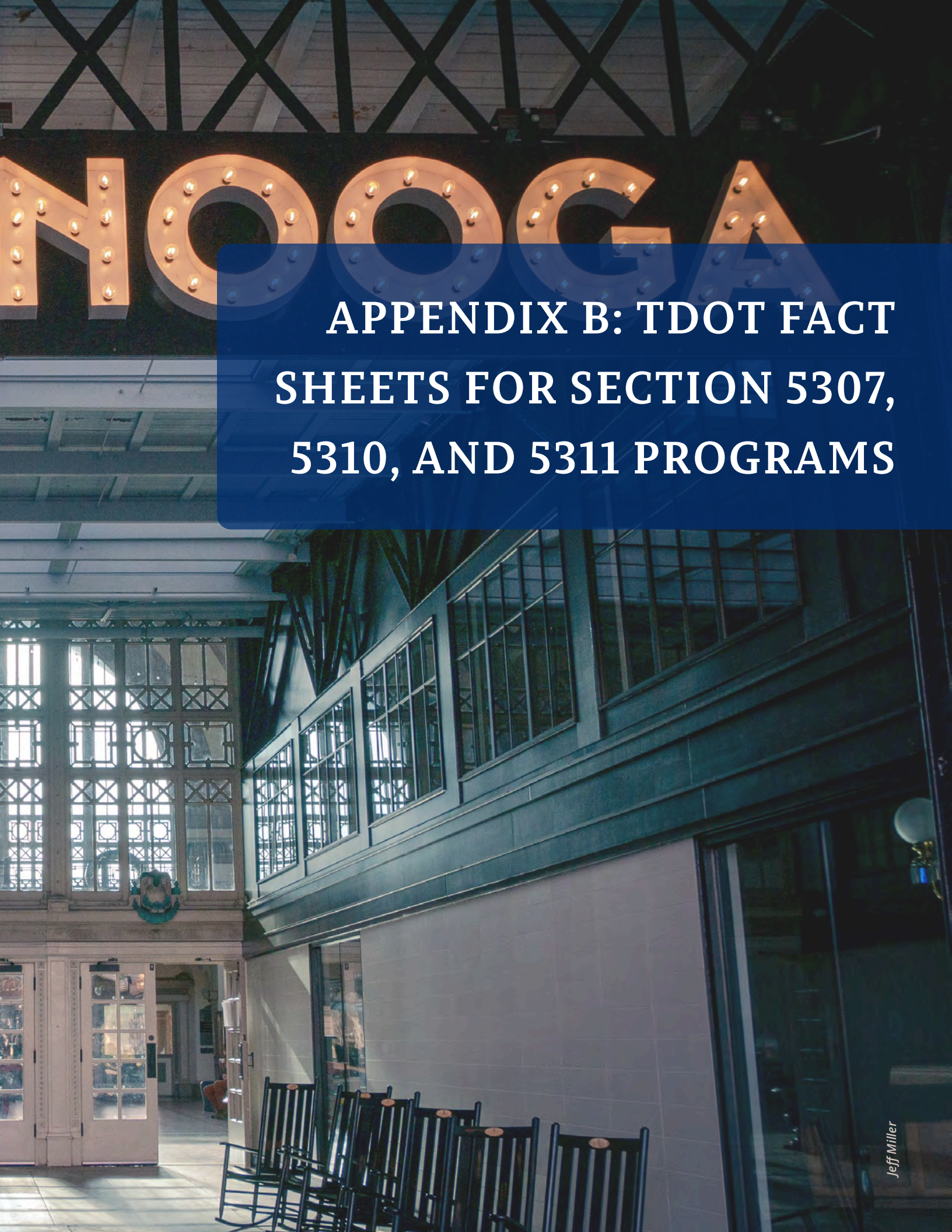
4. Responsible for overseeing the Coordinated Human Services Plan activities. Develops potential for future expansion of transit options across municipal boundaries by building supportive community networks with the RPO, MPOs, other transit agencies, etc.
5. Research, pursue and secure funding for projects through grant applications, and other funding opportunities.
6. Responsible for ensuring quality customer service and a high level of service delivery. This will require the ability track and analyze current operating statistics to identify areas of improvement and provide suggestions to address these areas. Must perform above minimum standards required by federal, state, or contractual agreements/statute.
7. Acts as liaison between customers and the agency which will include working directly with customers to resolve complaints within the timeframe outlined in the agency's complaint policy.
8. Responsible for reviewing, interpreting, and applying federal/state regulations, contract and grant requirements, and applicable laws. Including by not limited to Certification of Equivalent Service, ADA, Title VI, etc.
9. Attends training sessions and conferences to ensure adequate knowledge of the transit industry and any changing requirement. This will require overnight travel at times.
10. Abides by FTHRA Personnel Rules and Regulations as may be amended from time to time.
11. This job description is not intended to be all-inclusive and the employee shall perform other duties as may be assigned.

**REQUIREMENTS:**

1. Bachelor degree in the areas of Business Administration, City/Public Management, Communications, Public Finance, or Transportation Management is preferred.
2. Three to five years increasingly responsible management and/or supervisory experience preferred.
3. Prior experience in public or private transportation desired.
4. Effective oral and written communication skills. Ability to communicate with a diverse employee and client base.
5. In depth knowledge of Microsoft Office products is required.
6. Ability to utilize new technological advances related to the industry including Scheduling/Dispatching software.
7. Available flexible hours to meet the needs of the program.

# CHATTA





**APPENDIX B: TDOT FACT  
SHEETS FOR SECTION 5307,  
5310, AND 5311 PROGRAMS**



# FACT SHEET

## FTA Section 5307 Program Formula Grants for Urbanized Areas

### **Program Purpose**

This program provides annual funding to urbanized areas to assist in public transportation administration, planning, capital, and operating activities.

### **Eligible Applicants**

Public transportation agencies providing general public transportation service in urbanized areas greater than 200,000 in population are eligible for state matching funds only. Public transportation agencies providing general public transportation service in urbanized areas less than 200,000 in population are eligible for state and federal program funds.

General public transportation service includes demand response service.

### **Eligible Projects**

TDOT restricts state matching funds for capital program activities only. This includes administration, asset investments, preventative maintenance, and planning. Operating activities are NOT eligible for state match under the 5307 program.

### **Project Selection**

TDOT provides state match to direct recipients of federal 5307 program funds for capital activities only.

Annual program funds are apportioned by formula to the State. TDOT allocates funds apportioned to urbanized areas less than 200,000 in population by formula based on population, general public ridership, general public revenue miles, and local participation funding.

### **Match Requirements**

TDOT is not a pass through entity of federal funds.

TDOT provides for a state match if available in the state annual budget.

Contracts are established with grantees to receive state funds.

Capital - 80% Federal, 10% State, 10% Local

ADA Capital – 85% Federal, 7.5% State, 7.5% Local

Operating – Not Matched

### **Program Requirements**

Program activities must adhere to all state and federal rules and requirements as detailed in the federal program circular as well as meet all grant administration and procurement guidelines.

For urbanized areas less than 200,000 in population, TDOT has established deadlines for obligating program funds. Annual funds not obligated by the deadline will be reallocated at the discretion of the Commissioner unless compelling circumstances warrant an exception. Obligation deadlines are available in the most recent Program Allocation Letter and upon request.



## FTA Section 5310: Enhanced Mobility of Seniors and Individuals with Disabilities

### Program Fact Sheet

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#### Program Purpose

The purpose of the Federal Transit Administration (FTA) Section 5310 program is to improve mobility for seniors and individuals with disabilities by removing barriers to transportation services and expanding the transportation mobility options available to seniors and individuals with disabilities.

#### Eligible Projects

Section 5310 capital, or “traditional,” projects will be eligible for funding. Vehicle projects are restricted to replacement vehicles and expansion vehicles. Applicants will be required to prioritize their vehicle requests. All vehicles must be ADA accessible.

Mobility Management projects led by public transit agencies (current recipients of 5307 or 5311 funds) will also be eligible for funding. Mobility management is intended to build coordination among existing transportation service providers with the result of expanding the availability of service. Eligible Mobility Management projects include but are not limited to the promotion, enhancement, and facilitation of accessible transportation services, the provision of coordination services, and the support of state and local coordination policy bodies and councils.

All eligible projects must be identified in a locally developed coordinated transportation plan. Projects in urbanized areas must be identified in the area's Transportation Improvement Plan (TIP).

#### Eligible Applicants

Private non-profits and public agencies located in small urban or rural areas with a population of less than 200,000 are eligible to apply. Non-profits must be in good standing and have current non-profit status. Public agencies can qualify in one of two ways:

1. The public agency certifies that no private non-profits in the area are readily available to provide the proposed service.
2. The public agency has been approved by the state to coordinate transportation services for the elderly and individuals with disabilities.

## **Match Requirements**

Capital projects are funded by federal, state, and local funds. Federal funds cover 80% of the total project cost, and the state provides funding for an additional 10% of the total. Applicants are responsible for the local match, or 10% of the total project. Successful 5310-only applicants (non-profits and local governmental authorities not currently receiving other FTA funds) must provide their local match to TDOT prior to contract execution.

## **Funding Selection Process**

TDOT evaluates applications for basic eligibility and compliance with FTA requirements. Applications are then rated based on several evaluation factors, including number and type of persons served, financial management and capacity, and project need. Fleet management is also considered for all vehicle applications. Current sub-recipients are also evaluated based on current 5310 grant funds, past performance, and reporting history.

Once applications have been evaluated, TDOT notifies applicants of their award status. Selected applicants may be required to submit additional documentation, and all applicants will be required to formally accept the award as well as state and federal terms and conditions.

The application process is competitive and program funding is limited; therefore, not all applications will be approved and funded. Incomplete applications will receive a lower score and may not be considered eligible for funding.

## **Program Requirements**

Successful 5310-only applicants will enter into a standard contract agreement with TDOT and provide the local matching funds to TDOT prior to contract execution. TDOT will then purchase the vehicles identified in the award letter. If the grantee declines to accept the award after entering into a contract with TDOT, then TDOT will require official notice and justification for declining the award, and may retain the grantee's local match funds.

Successful public transit applicants will enter a standard reimbursement contract agreement with TDOT. These applicants will be responsible for purchasing their own vehicles, as specified in their award letter, and/or operating a mobility management program in accordance with the application and in compliance with state and federal requirements, and then invoicing the state for reimbursement.

All grantees are responsible for the proper use, operating costs, and maintenance of all project equipment. Grantees must comply with the conditions and requirements of TDOT, including submitting documentation of service provisions and plans, as well as regularly submitting data and information to measure grant program performance.



### **COVID-19 Emergency Relief Match Requirements**

Capital projects funded through COVID-19 Emergency Relief programs, including the Coronavirus Response and Relief Supplemental Appropriations Act of 2021 (CRRSAA), the American Rescue Plan Act of 2021 (ARP), and all unobligated Section 5310 apportionments from Federal Fiscal Year 2021 and earlier, are eligible to be funded at 100% federal share.

**Projects awarded using COVID-19 Relief funding will be funded at 100% federal share and will not require a local match.** All other Section 5310 requirements apply, including the requirement that all grantees are responsible for the proper use, operating costs, and maintenance of all project equipment.

### **COVID-19 Emergency Relief Special Conditions**

CRRSAA and ARP funds may not be used for capital projects, such as mobility management and rolling stock purchases, unless the recipient certifies to FTA that it has not furloughed any employees. This requirement applies to all subrecipients who are providers of public transportation. Subrecipients who provide closed-door transportation services only to their clients are not considered providers of public transportation.

Projects funded by COVID-19 Emergency Relief are not required to be identified in the area's Transportation Improvement Plan (TIP).



# FACT SHEET

## FTA Section 5311 Program Formula Grants for Rural Areas

### **Program Purpose**

This program provides capital, planning, and operating assistance to support public transportation in rural areas with populations less than 50,000, where many residents often rely on public transit to reach their destinations. It also provides funding for state and national training and technical assistance through the Rural Transportation Assistance Program.

### **Eligible Applicants**

General public transportation providers in rural areas of less than 50,000.

### **Eligible Projects**

Administration, planning, capital investments, operating, and job access reverse commute projects.

### **Project Selection**

Annual program funds are apportioned by formula to the State. TDOT Multimodal allocates funds apportioned to rural areas by formula based on population, general public ridership, and general public revenue miles.

### **Match Requirements**

TDOT is a pass through entity of federal funds.

TDOT provides for a state match if available in the state annual budget.

Contracts are established with subrecipients to receive federal and state funds.

Capital - 80% Federal, 10% State, 10% Local

ADA Capital – 85% Federal, 7.5% State, 7.5% Local

Operating – 50% Federal, 25% State, 25% Local

Project Administration – 80% Federal, 10% State, 10% Local

Planning – 80% Federal, 10% State, 10% Local

State Overmatch (if available in the state annual budget) – All activities listed at 0% Federal, 50% State, 50% Local

### **Program Requirements**

Agencies awarded federal and state funding are required to comply with all federal and state program rules and requirements as detailed in the federal program, administration, and procurement circulars, as well as in the TDOT State Management Plan. Monthly, quarterly, and annual submission of information and reports to document compliance and measure project performance is required.

Compliance reviews, including on-site visits to monitor project performance and management, will be conducted by TDOT.

# APPENDIX C: TDOT/ OMAT SECTION 5310 GRANT APPLICATION



# Part IIb: Funding Request

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This section of the application must be completed for all Mobility Management projects. Agencies submitting Mobility Management projects should review Attachment 2, Mobility Management Resources, prior to application development.

## 1. Grant Applications – Mobility Management

Is your agency also applying for funding from another program (i.e. other FTA programs, Department of Health and Human Services, State/Local funds, etc.) for **this proposed project**?

Yes     No

If yes, please provide an attachment detailing the grant program, amount requested, and timeframe for the award.

## 2. Project Proposal – Mobility Management

Mobility Management is intended to build coordination among existing transportation service providers with the result of expanding the availability of service. Eligible Mobility Management projects include but are not limited to the promotion, enhancement, and facilitation of accessible transportation services, the provision of coordination services, and the support of state and local coordination policy bodies and councils. Proposed projects must be eligible for Mobility Management funding per [FTA Circular 9070.1G \(III-11, 14.f\)](#).

**Attach a detailed budget for the proposed project.** Agencies may apply for up to three years of funding, with the understanding that partial awards may be made due to funding availability. All project expenses must be directly related to the mobility management program and be identified by Policy 03 category. A fillable budget is provided; see [Attachment 3, Budget Worksheet](#). In the table below, please list the yearly amounts requested for this project.

Funding Request Totals	
Year 1	
Year 2	
Year 3	
<b>Total Amount</b>	<b>\$ 0.00</b>

**Mobility Management**

Provide a detailed description of the proposed mobility management service, including the service area and the activities to be funded through this project.

Identify whether the proposed project will maintain current level of mobility management services, add new or expanded mobility management services, or both. As applicable, describe how funding is needed in order to ensure continuance of existing services, and/or explain how the service area will benefit from the new service or service expansion.

# Part IIIb: Applicant Performance

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## 1. Technical Capacity

Does your agency **currently** provide mobility management?     Yes     No

If **yes**, how many years of experience does your agency have in providing mobility management? \_\_\_\_\_

If **yes**, how many years of experience does your agency have in providing mobility management to the elderly and people with disabilities? \_\_\_\_\_

If **no**, how many years of experience does your agency have in providing non-mobility management services or coordination of services to the elderly and person with disabilities? \_\_\_\_\_

Describe your organization's experience and history of providing efficient and effective mobility management services. Do not include service provided by subcontractors. If you will be a first-time mobility management provider, describe your organization's experience and history providing transportation, social services, and/or service coordination to elderly individuals and individuals with disabilities.

Describe your agency's mobility manager training program. Specifically address the following components. For each component, indicate whether it will be performed in-house or under contract, as well as the staff or position(s) responsible for the training:

1. Mobility Manager Orientation, Training, and Testing
2. Passenger/Client Sensitivity Training
3. Emergency Preparedness
4. Title VI/Civil Rights Training

Describe your agency's method for evaluating and tracking program outcomes. Identify the qualitative and quantitative performance measures your agency intends to use for program evaluation.

## 2. Financial Capacity

Attach a copy of your agency's current audited financial report.

Describe how your agency will track program expenses and ensure that only reasonable and eligible expenses will be charged to the grant. Specifically address the following components:

1. Indirect Costs
2. Staff salary allocation - specifically address whether staff will partially allocate time to mobility management activities
3. Other Direct Costs such as program materials & supplies
4. Travel & Training expenses

Describe other funding your agency has received or pursued (e.g. other grants, donations, contracts, cash reserves of the agency, etc.) and why these are not available to fund the proposed project.



## Proposed Budget for Mobility Management Program

See Application Instructions for specific requirements in completing this page.

### Part A: Annual Mobility Management Budget

<b>Estimated Budget for Mobility Management</b>	
a. Passenger Fare Revenue	\$
b. Other Revenues (Describe):	\$
c. Total grants, donations, subsidies from other agency funds	\$
<b>Total Income</b>	<b>\$ \$ 0.00</b>
<b>Estimated Expenses</b>	
a. Wages, Salaries, and Benefits (Mobility Management personnel only)	\$
b. Indirect Costs	\$
c. Travel & Training Expenses	\$
d. Insurance	\$
e. Administrative & General Expense	\$
f. Other Expenses (e.g. materials & supplies, taxes)	\$
g. Contract Services (Specify):	\$
<b>Total Expenses</b>	<b>\$ 0.00</b>

### Part B: Mobility Management Fund Sources

Sources	Prior Year	Current Year	Next Year
a.	\$	\$	\$
b.	\$	\$	\$
c.	\$	\$	\$
d.	\$	\$	\$
<b>Total</b>	<b>\$ 0.00</b>		



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**APPENDIX D: REPORTING  
TEMPLATE FOR SECTION  
5310 GRANT RECIPIENTS**



## FTA Section 5310: Enhanced Mobility of Seniors and Individuals with Disabilities

# Mobility Management: Quarterly Reporting

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### *Instructions*

All Mobility Management subrecipients must be prepared to submit quarterly reports on Mobility Management program activities. The report may include a narrative description of program activities as well as other assessment and evaluation factors as noted in the 5310 application. Reporting requirements will differ based on the type of project awarded. The following list gives examples of the types of information that may be included in quarterly reports:

- Number of people who participate in coordination meetings (people with disabilities, older adults)
- Number of coordination council meetings held
- Number of meetings with decision makers
- Data collection activities and participation in activities
- Number of publications distributed
- Number of hits on website, app downloads
- Number of meetings attended
- Number of people in audience at trainings or presentations
- Lead agency of the coordinated plan
- Number of other planning efforts that include transportation
- Number of formal agreements established
- Number of new stakeholder workgroups established
- Number of curriculums created
- Number of rides coordinated
- Number of individuals served (including special populations)

# Sample Quarterly Report

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<b>Agency Name</b>		<b>Report Period</b>	
<b>Contact Information</b>		<b>Date</b>	

Provide a narrative description of mobility management activities undertaken during the previous quarter:

As applicable, describe current progress towards goals and evaluation factors as indicated in the project's 5310 application:

Additional documentation and narrative pages may be attached as needed.



**TDOT**  
Department of  
Transportation

Office of Mobility &  
Accessible Transportation



**505 Deaderick Street  
Nashville, TN 37243**