**2024-25 Newfoundland and Labrador**

**Community Transportation Program**

**Guidelines**

These guidelines contain information on the application process for the **Newfoundland and Labrador Community Transportation Program,** funded through the Department of Children, Seniors and Social Development (CSSD). Please review these guidelines in detail before beginning your application. Alternate formats are available upon request.

# Introduction

Many individuals identify a lack of transportation options as a barrier to social inclusion, especially in rural areas. These individuals may include:

* Individuals with mobility issues;
* Caregivers;
* Individuals living with low income or no income;
* Individuals who are underemployed or unemployed; and,
* Individuals who no longer drive due to a change in ability or circumstance.

The **Newfoundland and Labrador Community Transportation Program** supports the development, implementation and evaluation of accessible and inclusive community transportation services. These services make it easier for Newfoundlanders and Labradorians to get around their communities; attend work, school, and appointments; run errands; visit loved ones; and participate in social activities. Community transportation services should be:

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| **Criteria** | **Description** | **Consideration** |
| **Available** | Service is available to reach desired destinations at desired times | * Daytime and evening service * Weekday and weekend service * Accommodates all types of trips |
| **Acceptable** | Service is comfortable, safe, and user-friendly | * Drivers trained to work with seniors, persons with a disability etc. * Easy to schedule and arrange trips * Service can be booked on-demand * Minimal wait times * Well maintained vehicle(s) |
| **Accessible** | Service is accessible | * Accommodates riders during all stages of life * Passenger assistance provided to and from the vehicle and into and out of the vehicle * Wheelchair accessible vehicle(s) |
| **Adaptable** | Service can be adapted to meet the diverse needs of riders | * Routes and schedules have flexibility to change and meet demand * Door-to-door service * On-demand service * Fixed route service * Ride-sharing or ride-hailing |
| **Affordable** | Service is affordable for all riders | * Free, discounted service, or sliding scale option |
| **Responsive to community needs** | The service is tailored to meet the community's needs | * Community-led or advised * Feedback from the community and people who will use the service * Fits existing resources |
| **Sustainable** | The service is reliable in its ability to provide a consistent service over time | * A consistent source of funding |

# Eligibility

Applicants are encouraged to partner with nearby or neighbouring communities. Eligible applicants include:

* Municipalities
* Indigenous Governing Bodies
* Provincially incorporated not-for-profit organizations

Incorporated organizations must be in good standing with the Government of Newfoundland and Labrador provided by the Registry of Companies and Deeds Online (CADO). To check your organization’s status, please visit: <https://cado.eservices.gov.nl.ca/CADOInternet/Company/CompanyMain.aspx>

Preference will be given to applicants who have not received funding through this program in the last five years.

For-profit organizations, individuals, and federal entities are not eligible to apply but may partner with an eligible applicant.

# Available Funding

Contributions of up to $100,000 are available.

# Eligible Activities and Expenses

**Planning Projects**

Planning activities that support the development of a new or expansion of an existing community transportation service. Activities may include public engagement, needs assessments, feasibility or viability studies, surveys, assessments of routes, modes of travel, and Business Plan development. A Business Plan template is available in Annex A.

**Implementation Projects**

Supports the purchase of an accessible vehicle or conversion of an existing vehicle, implementation of a long-term sustainable community transportation service, and ongoing monitoring and evaluation.

Eligible expenses are those considered direct and necessary for the development, implementation or evaluation of a community transportation service and support day-to-day activities.

# Ineligible Activities and Expenses

A project is not eligible if there is already a service in the area receiving funding from the Newfoundland and Labrador Community Transportation Program.

Ineligible expenses include, but are not limited to:

* Expenditures incurred before funding approval;
* Expenditures related to cost overruns or incurred for cancelled projects; and
* Furnishings and non-fixed assets that are not essential for the project.

# Required Documents

In addition to a completed application form, the following documents are required, as applicable:

* All partners are encouraged to provide a letter of support demonstrating the need for the service and their support for the project.
* All organizations providing in-kind or financial contributions must provide a letter of support confirming the contribution.
* Applicants applying for an Implementation Project must include a copy of their Business Plan.
* Quotes for the purchase of an accessible vehicle or conversion of an existing vehicle.
* All applicants must provide an updated online supplier form. This can be found at: <https://www.gov.nl.ca/fin/supplier-form/>.

Provincially incorporated not-for-profit organizations are also required to provide:

* Letters of support or council resolutions from all Municipal and Indigenous Governing Bodies in the proposed service area indicating support for the project.
* Proof of provincial incorporation status, a list of the current Board of Directors with contact information, a copy of the minutes from their most recent annual general meeting and audited financial statement.

# Accountability Requirements

Successful applicants must sign a contribution agreement and maintain proper fiscal records. Projects may be subject to audit by an independent third party or Auditor General. The lead applicant is responsible for a collaborative project with several partners and must retain ownership of assets.

Successful applicants will be required to submit a final report. The final report will require reporting on the following indicators in addition to other outcomes outlined in the contribution agreement:

* Passenger trips,
* Number of riders,
* Kilometres travelled,
* Vehicle hours – the number of hours the vehicle is in operation, and
* The number of volunteers.

# How to Apply

Applicants must complete the application form and provide all required documentation. Annex B of this guide includes additional information on completing the application form and an overview of what information to provide when answering each question. Applicants with difficulty completing their application are encouraged to contact the Seniors and Aging Division for additional support.

Send completed applications and required documents to[CSSDGrantPrograms@gov.nl.ca](mailto:CSSDGrantPrograms@gov.nl.ca) and note 2024-25 Newfoundland and Labrador Community Transportation Program in the subject line.

# Deadline

The deadline to submit applications and all required documents is May 2, 2024.

# Decisions

Applicants may be contacted for additional information throughout the review process. CSSD will communicate funding decisions as soon as possible to all applicants.

# Contact Information

For questions about the **Newfoundland and Labrador Community Transportation Program** or the application process, please contact the Seniors and Aging Division at [aging-and-seniors@gov.nl.ca](mailto:aging-and-seniors@gov.nl.ca) or toll-free at 1-888-494-2266.

# Annex A: Business Plan Template

Below is a Business Plan template that applicants may choose to use.

**Title Page**

**Table of Contents**

**Results of Needs Assessment** - Describe the demographic profile of the community; community and stakeholder engagement activities that were conducted; current transportation options available; challenges faced by residents in accessing and utilizing various mobility options for themselves and their family; three year ridership projections (for example, 100 per cent of residents may agree the service is an excellent idea while only 25 per cent intend to use it); the community’s ability and capacity to administer the service; and expected benefits.

**Management Structure** - Description of the organization, board of directors, community partners, etc., that will manage the community transportation service.

**Partners** - Communities, groups, organizations, and businesses that will collaborate on the service and the role each partner will play.

**Service Model** – Describe the service delivery model. Including but not limited to:

Availability – Where the service will operate and proposed routes, if applicable, days and hours of operation, destinations, types of trips, rider eligibility etc.

Acceptable – Type of vehicle(s) that will transport riders and maintenance requirements. Staff and volunteers (number of drivers, dispatch etc.) that are required and training requirements. Reservations and dispatching method(s) such as phone-based, web-based, and app-based rider-contact options

Accessible – Accessibility features of the service.

Adaptable – How service will be able to adapt to meet the diverse needs of riders.

Affordable - Fare structure

**Marketing & Communication Strategy** - Plans to market the service. This could include how you will increase ridership, educate riders, share progress, and recruit volunteers.

**Performance Management and Evaluation** - How success will be measured, performance monitored, and service evaluated.

**Sustainability** - Strategies being considered that will ensure that the service has long-term sustainability, including how any ongoing operational costs (e.g., insurance, licensing and permit, fuel, training, and maintenance, etc.) will be covered through planned revenues (e.g., fares) or other sources of long-term financial support.

**Financial Analysis** - A three years expense and revenue budget (a template is available below), detailed description of how expenses were calculated, identification of potential funding sources and analysis of fare revenue sensitivity based on potential demand.

**Next Steps** – Actions to be taken, who will be responsible and timelines.

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| **Budget** | | | | |
|  | **Year 1** | **Year 2** | **Year 3** | **Total** |
| **REVENUES** | | | | |
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| **Cash Expenses** | | | | |
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| **In-Kind Expenses** | | | | |
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| **Subtotal - In-Kind Expenses** |  |  |  |  |
| **TOTAL - EXPENSES** |  |  |  |  |

# Annex B: How to Complete the Application

All interested Newfoundland and Labrador Community Transportation Program applicants are invited to complete the application form on CSSD’s website. Detailed instructions on how to complete an application are outlined below. The numbers in this section correspond to the numbered sections on the application.

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| **Application Field** | |
| **1. Project Identification** | |
| Project Title | Provide a concise but meaningful project title for your project, and include the location of the project (e.g., Purchase of an assessable vehicle to provide on-demand transportation service in [community name]) |
| **2. Lead Applicant** | |
| Name of Applicant | Provide the legal name of the lead applicant that will receive funds and deliver the project. |
| Mailing Address | Provide the mailing address for the lead applicant. |
| Eligible Organization Type | Select the type of organization. |
| **3. Lead Applicant Contacts** | |
| Primary Contact Name | Provide the first and last name for a primary contact person from the lead applicant. |
| Primary Contact Phone Number | Provide the phone number for the primary contact. |
| Primary Contact Email Address | Provide the email address for the primary contact. |
| Secondary Contact Name | Provide the first and last name for a back-up contact person from the lead applicant.  This information will be used if the primary contact provided is not available. |
| Secondary Contact Phone Number | Provide the phone number for the back-up contact. |
| Secondary Contact Email Address | Provide the email address for the back-up contact. |
| **4. Project Partners** | |
| Are you partnering with other organization(s) to deliver this project? | Please select Yes or No.  In particular, please identify whether another local government or organization(s) will contribute to delivering the proposed project. Paid contractors and service providers do not need to be identified here.  All partners are encouraged to provide a letter of support demonstrating the need for the service and their support for the project. |
| Legal Name of Partner Organization(s) | Provide the legal name of the organization(s) that will support the project. |
| Description of partner organization(s) | Provide a description of the role and mandate of the partner organization(s). Describe the support that will be provided to the proposed project. |
| **5. Project Location** | |
| Please specify where the project will occur | List all the municipalities/regions/towns in which the project will operate. |
| **6. Project Description** | |
| Project Description | Provide a meaningful description of the work to be completed, including the nature of the project and a description of all major quantifiable components. Describe key outputs the project will generate. What are you looking to achieve with the project? Describe the main benefit(s) including information on the communities and any vulnerable populations that will benefit. Include information about the timelines associates with the different stages of your project. |
| Does your proposed project address specific challenges outlined in your Municipal Plan or alternate local community planning documentation? | Please select Yes or No. |
| If yes, please explain. | If yes, please identify any current local planning documents referencing local transportation needs, and explain how the proposed project aligns with these documents. |
| **Complete section 6.1 for Planning Projects only.**  **6.1 Planning Projects** | |
| Will there be any public consultation and/or participation? | Please answer Yes or No. |
| If yes, please explain. | If yes, please describe the planned opportunities for members of the community to contribute their views to the proposed project. |
| Please explain how the project will identify vulnerable community populations who could benefit from improved community transportation. | Please summarize plans to or the anticipated approach to include an assessment of vulnerable populations in the project. |
| Please explain how the project will be shared with community members and decision-makers to support and advance the development of a community transportation service. | Please explain the plans for sharing the final document/outcomes of the project with community members and decision-makers.  What are next steps following the completion of the project. |
| **7. Project Financials** | |
| Estimated Total Project Cost | Please indicate how much the project is expected to cost. |
| Requested Provincial Contribution | Please state the total funding request. A maximum contribution of up to $100,000 is available from the Newfoundland and Labrador Community Transportation Program. |
| Applicant's share of the total cost | Please indicate your financial contribution. |
| Other contributors | Please indicate the name and amounts from other sources and confirm if these funds are secured.  All organizations providing in-kind or financial contributions must provide a letter of support confirming the contribution. |
| Budget | Provide a detail breakdown of revenues and expenses for you project including both cash and in-kind expenses. |
| **8. Required Documents** | |
| Please provide the following documents, as applicable | Attach required documents as needed see \*below for more information.   * Letters of support from all partners demonstrating the need for the service and their support for the project are encouraged. * Letter of support confirming any financial contributions. * Business Plan if applying for an Implementation Project. * Quotes for the purchase of an accessible vehicle or conversion of an existing vehicle.   Provincially incorporated not-for-profit organizations are also required to provide   * Letters of support or council resolution from all Municipal and Indigenous Governing Bodies in the proposed service area indicating support for the project. * Proof of provincial incorporation status, list of the current Board of Directors with contact information, a copy of the minutes from their most recent annual general meeting and audited financial statement. |
| **9. Access to Information and Protection of Privacy, Declaration, and Signature** | |
|  | Please read and complete the declaration.  Acknowledgment is confirmed with the signature of an authorized official from the applicant. |

# Annex C: Definitions

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| **Term** | **Explanation** |
| Fixed route service | Is defined as a service provided on a repetitive, fixed-schedule basis along a specific route with busses stopping to pick up and deliver passengers to specific locations; each fixed-route trip services the same origins and destinations. |
| Municipal Plan/alternate local community planning documentation | A municipal development plan (sometimes referred to as a community sustainability plan) is a framework used by municipalities or other local government bodies to address long-term community development, land use, and growth. |
| On-demand services | On-Demand services enables passengers to book their journey at a convenient time (during service operating hours), and to be picked up from an agreed location. |
| Ride-sharing or ride-hailing | An arrangement in which a passenger travels in a private vehicle, free or for a fee, especially as arranged by means of a website or application. |
| Vulnerable population | Vulnerable populations include but are not limited to, Indigenous peoples, racialized persons, youth, persons with disabilities, seniors, linguistic minorities, newcomers to Canada (Immigrants, Refugees), women, persons experiencing poverty, persons experiencing homelessness, and LGBTQ2+. |