



# **Community Transportation Grant Program**

## **Municipal Stream**

### **Application Guidelines and Requirements 2017**

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Ministry of Transportation

Municipal Transit Policy Office

Transit Policy Branch

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## Overview

The Ministry is introducing a new round of funding for community transportation projects through the 2017 Community Transportation Grant Program (the “CT Program”) to provide financial assistance to municipalities across Ontario for the planning, implementation and operation of community transportation projects.

### a. Guide

The purpose of this Guide is to describe the new CT Program and to outline related requirements.

To be considered for CT Program funding, applicants must meet the criteria set out in this Guide.

### b. Applications

Applications, including required attachments, must be submitted through the Grants Ontario System. See Part 5: Application Process, of this Guide.

The deadline to submit an application is 5:00 p.m. (EST) on February 28, 2018 (the “Application Deadline”).

### c. How to Reach Us

By Mail:       Community Transportation Grant Program  
                  Municipal Transit Policy Office, Ministry of Transportation  
                  777 Bay St, 30th Floor  
                  Toronto, Ontario M7A 2J8

By Email:      [CTProgram@ontario.ca](mailto:CTProgram@ontario.ca)

By Phone:     416-585-7362

## Part 1: Definitions

When used in this Guide, the words set out below that import the singular include the plural and vice versa:

“Application Deadline” means 5:00 p.m. (EST) on February 28, 2018.

“Agreement” means an agreement entered into between the Ministry and a municipality

that sets out the terms and conditions under which the Ministry agrees to provide CT Funding to the municipality, and includes any amending agreement entered into pursuant to the Agreement.

“CT” refers to community transportation services, as further described in this Guide, offered to the public by or on behalf of a municipality.

“CT Funds” means the money the Ministry provides to a municipality pursuant to an Agreement to be used strictly toward Eligible Expenditures for a CT Project in accordance with and as set out in the Agreement; “CT Funding” has the same meaning.

“CT Funds Account” means an interest bearing account under the name of the municipality and in a Canadian financial institution, where CT Funds are deposited.

“CT Program” means the Community Transportation Grant Program – Municipal Stream the Ministry has established to provide municipalities with CT Funds.

“CT Project” means a project described in an application for CT Funding, including any modification to the project which has received the prior written approval of the Ministry and that has been selected by the Ministry for funding under the CT Program.

“CT Project Budget” means the budget for a CT Project included in an applicant’s application for CT Funding.

“CT Project Work Plan” means the work plan for a CT Project included in an applicant’s application for CT Funding.

“Eligible Expenditure” means an eligible expenditure as described in Part 4: General Eligibility Requirements.

“Guide” means this guide entitled “Community Transportation Grant Program – Municipal Stream Guidelines and Requirements 2017”, which the Ministry may, at its sole discretion and from time to time, amend.

“Ministry” and “Minister”, respectively, means the Ministry of Transportation that is responsible for the administration of the CT Program and the Minister responsible for the Ministry.

“Pilot Program” means the Community Transportation Pilot Grant Program.

“Reporting Forms” means the forms attached as a Schedule to the Agreement.

## Part 2: Introduction

In 2015, the Ministry of Transportation (MTO) established the Community Transportation Pilot Grant Program (the “Pilot Program”) to provide financial assistance to Ontario municipalities for the development and implementation of community transportation initiatives. The Pilot Program has helped 22 municipalities and their partner community organizations to provide transportation service to Ontarians. The Pilot Program has also demonstrated the effectiveness of coordinating local services and maximizing the use of existing transportation resources in meeting the mobility needs of small and rural municipalities, as well as suburban areas underserved by transit.

Transportation is a key factor in the ability of Ontarians to access medical services, to reach jobs, education and training, to participate in the community, and in general, to achieve a quality of life. In recognizing the importance of transportation to the lives of Ontarians, the Ministry is releasing a new round of funding for community transportation initiatives.

The new Community Transportation Grant Program builds on the Pilot Program to fund the development of community transportation solutions to address local transportation needs, including ways to better utilize existing transportation resources. The new program continues to focus on developing service and improving service to Ontario communities that are not served by public transportation or are underserved. It will continue to emphasize improving mobility options for those who experience transportation barriers, including seniors, people with disabilities, youth, and persons living on low income. There will continue to be an emphasis on partnerships, coordination, and a collaborative approach to service delivery that can provide measurable improvements to transportation service in Ontario communities.

At the same time, the new program is being expanded to meet new challenges:

- More intercommunity service – Ontarians in non-metro areas need to travel further to access medical and other services, often needing to cross municipal boundaries. Many Ontario communities are also experiencing declines in intercity coach bus services while the need for inter-regional travel grows. Regular bus routes that connect smaller population centres to major employment areas, retail centres, or medical facilities help Ontarians to meet their everyday needs.
- More connected services – Local transportation that connects to other transportation services such as municipal transit systems, intercity coach, or rail, other CT services, extends the reach of local services. Coordinating schedules and convenient transfer points amongst transportation partners help build networks and transportation hubs to serve local and regional travel.

## What's New

To support an expanded program mandate, the 2017 CT Program allows:

- Funding over a five-year period to help build service and ridership;
- Total funding of \$ 30 million for the five-year program with two levels of funding:
  - A. Maximum individual grant of \$500,000 for the five-year period for local community transportation service; and
  - B. Maximum individual grant of \$1.5 million for the five-year period for CT projects that propose long-distance scheduled bus routes.
- Separate eligibility criteria and application requirements for the two levels of funding.

This application Guide is for municipal applicants. Projects that meet the requirements set out in this Guide may be eligible for funding under the CT Program. Both new projects and projects funded under the 2015 Community Transportation Pilot Grant Program are eligible. A municipality may apply for either level of funding or for both levels of funding. However, a municipality may not receive more than one grant for each level of funding.

## Part 3: Community Transportation Grant Program Description

### a. Objectives

The objectives of the CT Program are to:

- Improve mobility options for individuals who do not have access to their own transportation, such as seniors, persons with disabilities, youth, persons living on low income, members of Indigenous communities, and others;
- Build or enhance capacity to better meet local, regional or intercommunity transportation demand, particularly where it is challenging or not feasible to provide conventional transit service due to population size or density or where there is no market viability for private transportation service;
- Create or contribute to networks of transportation services that can support local transportation hubs and that conveniently connect passengers to other communities and regions or to other transportation services; and
- Improve service delivery and service efficiency through collaboration, leveraging existing services, sharing resources, and/or innovation through information technology.

Subject to available funding, the CT Program is for a 5-year period. Despite the above, changes may be made to the length of the CT Program at the province's sole discretion. To be eligible for funding, the proposed community transportation project must be implemented within one year of the effective date of the Agreement and operate until the expiry of the CT Program, March 31, 2023.

## **b. Funding**

The application process is competitive, and not all community transportation proposals will receive funding. Grant applications will be assessed and evaluated based on set criteria, including, without limitation, the extent to which a proposed project meets the objectives and requirements of the CT Program.

There are two levels of maximum funding available:

- A. Maximum individual grant of \$500,000 for the five-year period for local community transportation service; and
- B. Maximum individual grant of \$1.5 million for the five-year period for CT projects that propose long-distance scheduled bus routes.

Applications must indicate the level of funding being requested. The amount of funding requested must be commensurate with the size and scope of the CT Project and the service proposed.

CT Funds will not be paid until the Ministry and a municipality have executed an Agreement and the municipality has provided copies of certain documents, including the municipal by-law(s) designating the signing officers for authorizing the execution of the Agreement.

A municipality receiving CT Funds will be responsible for those funds and the CT Project, and for ensuring the CT Project, for which those funds are provided, is carried out in accordance with the terms and conditions set out in this Guide and in the Agreement with the Ministry. While a municipality is responsible for CT Funds, the CT Project may be carried out and managed by the municipality itself or one or more community organization(s) collaborating with the municipality or a third party provider contracted to implement and provide the proposed service.

Grant recipients are required to build sustainability into project development and will be required to report on a sustainability plan in the fourth year of the program period.

## **c. Funding From Other Sources**

A municipality will be required, as part of its application for funding, to identify any other

sources of funding for the CT Project, including funds from other provincial funding programs or federal funding programs, and funds from any municipality or community organization(s) with which it collaborates for its CT Project. However, funds from the provincial Dedicated Gas Tax Funds for Public Transportation Program must not be used for CT Projects. Furthermore, CT Funds must not be used to replace existing funding or funding from other sources that will be provided to the CT Project, but can be incremental to such existing funding or funding from other sources.

In addition, a municipality receiving CT Funds will be required to inform the Ministry of any contribution, other than the CT Funds, the municipality receives from any source whatsoever towards costs related to its CT Project. This information would be indicated in the financial report, as described in Part 8: Reporting Requirements in this Guide.

## **Part 4: General Eligibility Requirements**

### **a. Eligibility for Local Community Transportation Projects**

#### **i. Eligible Applicants**

Only incorporated Ontario municipalities (lower, upper or single tier) that collaborate with at least one community organization are eligible to apply for a maximum of \$500,000 in funding to undertake a coordinated community transportation project of mutual interest and benefit, and which meets the criteria set out in this Guide. If the CT Project involves the participation of more than one municipality, only one municipality may apply on behalf of other(s).

#### **ii. Eligible Community Organizations**

To be eligible, community organizations must be:

- Incorporated;
- In operation for at least one year prior to the Application Deadline; and
- At least one community organization must already provide transportation services or have transportation resources or assets, or both.

The application must provide the strategic rationale for the involvement of each organization, and demonstrate that each organization will:

- Support the application;
- Participate in the planning and execution of the project;
- Contribute to the project, either financially or through in-kind contributions; and
- Benefit from the project.

The level of contribution, including financial or in-kind (e.g., sharing of assets or resources), will be determined by the municipality and the community organization(s).

Ultimately, the municipality, as the lead applicant, will be responsible for ensuring the municipality and collaborating community organization(s) have all the resources, experience and expertise required to carry out the CT Project.

The following provides a non-exhaustive list of community organizations that a municipality may collaborate with for the purpose of carrying out a CT Project:

- Health service agencies (e.g., community support service agencies);
- Social service agencies (e.g., community outreach services);
- District Social Service Administrative Boards;
- Indigenous communities or Indigenous-led organizations;
- Seniors' organizations;
- Registered charitable organizations;
- Other public transit agencies (i.e., a public transit agency that is not operated by or on behalf of the municipality applying for funding under the CT Program);
- Other municipalities;
- Bus operators, including school and private bus operators;
- Taxi companies; and
- Employers.

### **iii. Eligible Local Community Transportation Projects**

Local CT Projects emphasize the coordination of local transportation services. In general, coordinated community transportation is a service delivery model whereby two or more organizations collaborate through the sharing and/or coordination of transportation resources and services to jointly accomplish their transportation objectives.

To be considered for funding, a coordinated community transportation project must:

- Meet program objectives of the CT Program (see Part 3a. Objectives in this Guide);
- Result in the provision or improvement of transportation services through the implementation of new coordinated community transportation or enhancements to existing coordinated community transportation;
- Be implemented within one year of the effective date of the Agreement; and
- Continue to operate its service to the expiry of the CT Program.

The service area for a proposed community transportation project will be determined by the municipality and the community organization(s) with which the municipality is collaborating. The service area may be within a municipality, a region or a county, or

could encompass several municipalities.

The CT Program is focused on providing service to the community. Applicants must include in their application, a plan for measuring service performance and achieving service targets (see Part 8: Reporting Requirements in this Guide).

#### **iv. Types of Local Community Transportation Projects**

Projects can be the coordination and provision of rides to the community or activities that coordinate multiple services with the aim of service improvements and service efficiency. The following projects are eligible:

- New project that coordinates transportation service and/or available transportation resources;
- Project that was previously funded by the CT Pilot Program; and
- Project that enhances an existing coordinated community transportation service **not** previously funded by the Pilot Program.

Coordinated community transportation is not a “one size fits all” solution to the many challenges of providing transportation in underserved areas. In the application for funding, a municipality and the organization(s) with which it is collaborating, can propose the type of coordinated community transportation that best meets the needs of the community and is within its resources.

Below is a list of examples of community transportation projects that could be eligible for funding. This list is not exhaustive. Applicants may propose variations or a mix of service delivery models and approaches.

#### **Examples of Coordinated Community Transportation Delivery Models**

##### **a) Referral Service**

A referral service can be coordinating the use of one contact for several community organizations, such as a toll free 1-800 number or website as the first point of contact for residents seeking transportation or information.

##### **b) Centralizing Functions**

The centralizing of functions is the next step in coordination after a referral service. In this instance, a central point of access, through common software, offers ride and vehicle information data, and centralized trip booking and dispatching. Enhancements to centralizing administrative functions could be standardizing the intake and registration procedures of participating community organizations, centralizing service and route planning, marketing of the service, or pursuing joint procurements.

### c) Collaboration with Other Transportation Providers

School bus operators, municipal transit systems, and taxi operators, for example, are experienced local transportation providers and often have vehicles, drivers and staff resources that can deliver services for a CT Project. A municipality may collaborate with a transportation provider that has available capacity to meet unmet transportation needs in the community.

### d) Sharing of Transportation Assets or Resources

CT Projects could propose the pooling of assets, funding, and staff resources of a municipality(ies) and community organizations. Potential assets and resources that could be shared include vehicles, drivers, administrative staff, service planning expertise, information technology, facilities, etc. There are no requirements as to what transportation resources and assets must be shared or how they are to be shared. The benefits resulting from the sharing of resources are to be reinvested for transportation service improvements.

### e) Projects to Improve Service Delivery and Efficiency

A CT Project could propose implementation of a centralized data base or common platform that allows multiple transportation services to coordinate and share rides, vehicles, drivers, or volunteers. To improve the efficiency and quality of on-demand service, a CT Project could propose adapting shared mobility technology platforms and models to enable such features as dynamic routing, dynamic stops or micro-transit service, which can respond more effectively and rapidly to trip requests. Projects involving information technology should consider documenting the requirement for transportation providers to own the data in its aggregated form or as raw data in its IT design and procurement documents.

## **b. Eligibility for Long-distance Scheduled Intercommunity Transportation Projects**

### **i. Eligible Applicants**

Incorporated Ontario municipalities that are lower, upper or single tier are eligible applicants. A municipality may partner with another municipality(ies), community organizations(s) and/or private intercommunity bus carrier(s) to implement and deliver a long-distance service, but it is not a requirement. If the CT Project involves the participation of more than one municipality, only one municipality may apply on behalf of other(s).

Applicants must obtain the support of municipalities that will be served by the long-distance service and provide letters of support from those municipalities in their

application.

## **ii. Eligible Long-distance Scheduled Intercommunity Transportation Projects**

The CT Program's long-distance service component is seeking to fill gaps in intercommunity service that have resulted from declines in intercommunity coach and rail services. Priority areas where there are currently no service or insufficient service, have been identified. This level of funding is intended to create services in these priority areas that connect local populations to other centres, and to major hubs and destinations, such as major hospitals, with convenient daytime pick-up and drop-off times.

To be considered for funding, long-distance CT Projects must meet all of the following criteria:

- Offers fixed route and fixed schedule route(s) within Ontario that links multiple communities;
- Offers convenient service that is available to the general public;
- Provides service 5 days per week; with 2 return trips per day where feasible;
- Provides regular stops along the route that serve identified travel demand;
- Proposes routes that are not currently served by a private or public carrier or proposes convenient schedules that are not currently offered by other carriers;
- Charges fares that cover a portion of the operating costs;
- Uses vehicles for the service that carry a minimum of 10 passengers; and
- Provides service to the expiry of the CT Program.

Projects that propose routes where an intercommunity service operated during the application period will not be considered for funding. Priority will be given to CT projects that propose bus routes within the priority areas identified in Appendix A.

Applicants proposing long-distance schedule routes must demonstrate in their applications all of the following:

- The currently unmet travel demand in the proposed service routes with available data (e.g., statistics, transportation studies, survey responses) and the major destinations being served (e.g., hospitals, employment centres, transportation hubs);
- That there is no other intercommunity service being provided or was provided during the application period, or that the service provided is insufficient; and
- How the proposed routes and service will meet the identified unmet travel demand.

Municipalities applying for funding to provide long-distance scheduled service have flexibility in how the service is delivered. Municipalities may choose to operate the service, or procure a third party service provider through its own procurement processes and policies.

## **c. Eligible and Ineligible Expenditures**

### **i. Expenditures - Eligibility Criteria**

A CT Project expenditure may be considered eligible for funding under the CT Program (an “Eligible Expenditure”) if it meets all of the following general criteria:

- Directly related to and necessary for the successful completion and operation of the CT Project;
- Specifically identified in, and made in accordance with, the budget the municipality provided to the Ministry as part of its application for funding under the CT Program. No changes to the budget will be allowed without the prior written approval of the Ministry;
- Non-capital costs incurred between the date of notification by the Ministry of provincial approval in principle of funding for the CT Project and the expiry date of the CT Program. No expenditures incurred outside of this period will be eligible for payment under the CT Program;
- Capital costs incurred between the effective date of the Agreement and the expiry date of the CT Program. No capital expenditures incurred outside of this period will be eligible for payment under the CT Program; and
- Documented through paid invoices or original receipts, or both.

### **ii. Eligible Expenditures - Examples**

Provided that the above-noted general eligibility criteria are met, Eligible Expenditures for a CT Project may include:

- Salary and benefits of a coordinator responsible for planning, implementing and operating coordinated community transportation services;
- Consultant services to assist the applicant municipality and community organization(s) in implementing coordinated services or long-distance scheduled bus routes (e.g., to assist in the implementation of information technology or the facilitation of cooperative initiatives between the municipality and community organizations or design of long-distance scheduled routes and locations of stops);
- Consultant/facilitation services to assist the applicant municipality in developing and building partnerships with community organizations or other municipalities that

- are part of the CT Project;
- Administrative costs directly related to the planning, implementation or operation of the CT Project;
- Purchase, implementation and operation costs of a contact number or website, or both;
- Purchase, implementation/installation and licensing costs for software or hardware, or both;
- Procurement of community transportation services or long-distance scheduled transportation services from a service provider (e.g., vehicles, drivers, booking and dispatch services) that are part of the CT Project;
- Legal services for the drafting of legal agreements related to the CT Project;
- Costs of holding, facilitating or attending meetings/consultation, events/workshops with community transportation organizations and/or partner municipalities for the CT Project or for the purpose of learning, networking and information exchange that is related to the CT Project
- Training costs related to the implementation or operation of the CT Project; Ontario-only travel and accommodation costs directly related to the CT Project. Expenses must align with the [Government of Ontario's Travel, Meal and Hospitality Expenses Directive](#);
- Facilities costs of centralizing functions or operations of the CT Project, including the costs of securing locations for pick-up and drop-off of passengers;
- Public outreach, communications materials and activities to promote the CT Project and service;
- Vehicle leases or purchases (accessible vehicles must comply with O.Reg 629 – Accessible Vehicles);
- Permits and fees required for vehicles used for the community transportation or long distance service; and
- Equipment, supplies, materials, and services associated with the implementation and operation of the CT Project.

### **iii. Ineligible Expenditures**

Notwithstanding anything else contained in this Guide, the following expenditures are not eligible for CT Funding:

- Cash prizes or direct subsidies to individuals that are not related to CT services;
- Food and beverages;
- Refundable goods and services tax, pursuant to the Excise Tax Act, R.S.C. 1985, c. E. 15, as amended, or other refundable expenses;
- Deficit reduction;
- Costs covered by other funding programs; and

- Any other costs as determined by the Ministry from time to time and in its sole discretion.

The lists indicated above are not exhaustive and are only intended as general guides. If applicants are unsure whether or not a particular cost is eligible, the Ministry should be contacted for clarification prior to incurring the cost.

## **d. Fares**

Fares must be charged for the community transportation services supported through the CT Project. For local CT Projects applying for the lower level of funding, fares may be any amount that is affordable to the community. Fares may be subsidized or waived to support affordability.

For long-distance CT Projects, fares may be subsidized to be affordable to a general ridership, but must cover a portion of operating costs. Applicants are required to propose a fare recovery ratio that is appropriate to the needs of their communities, and which contributes to cost recovery.

## **Part 5: Application Process**

This grant application process is not a procurement process and does not create a legally binding contract. For greater clarity, this grant application process does not give rise to the rights or duties that may apply to a formal legally binding procurement process.

A municipality applying for funds under the CT Program must submit an application package that provides information about the proposed project. The Ministry will review the application packages from all applicants and select the projects that best meet the criteria set out in this Guide and the policy objectives of the CT Program. Once the Ministry selects a project, the municipality will be required to enter into an Agreement with the Ministry prior to receiving funding.

For greater clarity, CT Funds cannot be used to pay for expenses incurred prior to notification by the Ministry of provincial approval in principle of funding for the CT Project. Furthermore, CT Funds cannot be used to pay for capital expenses incurred prior to the effective date of the Agreement.

For technical assistance or for more information on the Grants Ontario Application form or process, please contact Grants Ontario Customer Service by phone: 1-855-216-3090 or 416-325-6691 or by email: [GrantsOntarioCS@Ontario.ca](mailto:GrantsOntarioCS@Ontario.ca).

## a. Deadline and Required Application Documentation

The complete application package must be submitted online through the Grants Ontario System. The complete application package consists of the following:

- Grants Ontario Application Form; and
- The following attachments, submitted separately to the Grants Ontario System:
  - A. Community Transportation Grant Program – Municipal Stream Application Form (CT Program Form);
  - B. CT Project Work Plan;
  - C. CT Project Budget;
  - D. Letters of support from municipalities (only for long-distance CT Projects).

The Ministry will not consider incomplete applications.

**Deadline: the complete application package must be submitted onto the Grants Ontario System by 5:00 p.m. (EST) on February 28, 2018. Applications received after such time or which do not comply with this Guide may NOT be considered.**

## b. How to Apply

Applications, including required attachments, are submitted through the Grants Ontario System. In order to apply, all applicants must be registered on the Grants Ontario System and have a ONE-key account.

The ONE-key account is registered at an individual level and not the municipal level. If someone in the applicant's municipality has an account that is used for another grant program, the applicant will still need their own account if they are the one submitting the application.

Applicants who are not already registered are encouraged to register with Grants Ontario as soon as possible and **at least three (3) weeks prior to the Application Deadline.**

### Step 1: Register with Grants Ontario

If applicants are not registered, they must go to [Grants Ontario System](#) to complete the following:

- Create a ONE-key Account;
- Complete the Transfer Payment Common Registration (TPCR) using the Canada Revenue Agency Business Number (CRA BN), if applicable. Please see [Canada Revenue Agency - Registering your business](#) for more information; and
- Enrol your organization and receive an enrolment number and PIN from Grants

Ontario.

For full instructions on how to register, please visit the [Transfer Payment Common Registration](#) web page on the Grants Ontario System.

## **Step 2: Complete the Grants Ontario Application Form**

To complete the Grants Ontario Application Form:

- Log in to the [Grants Ontario System](#) website;
- Click on the “Apply for Grant” tab, and then click on the “New Application” link found to the left of the open grant called “Community Transportation Grant Program – Municipal Stream.” The attachments are available under “1. Review Program Information” in the “Program Documentation” section (see Step 3 in this Guide).
- Click on “2. Complete Application Form.” Click on “Download Application Form.” The form can be saved on the computer until you have completed the form and are ready to upload the application.

The Grants Ontario Application Form is organized into the following sections. Applicants must complete all of the sections.

- Section A – Organization Information
- Section B – Organization Address information
- Section C – Organization Contact Information
- Section E – Grant Payment Information
- Section F – Application Contact Information
- Section Z – Declaration / Signing

Please note: There are no sections D and G-Y. Below are descriptions of the sections that require completion. Refer to the [Grants Ontario System – Reference Guide for Applicants](#) document for more information.

### **Section A – C: Organization Information, Address Information, and Contact Information**

- Sections A and B are automatically populated with information from applicants during the Grants Ontario System registration process. If the prepopulated information is incorrect, please contact Grants Ontario Customer Service.
- Section C may be prepopulated with contact information about your municipality that was entered during a previous application submission. You may edit this information if you wish, or leave it as it appears. You must complete the “Organization Contact” fields; completing other contact information is optional.

### **Section E – Grant Payment Information**

- This information is required for payment of grant funds if the application is selected for funding. Please see the Grants Ontario Application Form for more information.

### **Section F – Application Contact Information**

- Please provide the name and contact information of the person who will be managing the Community Transportation Program application as the sole individual responsible for all communication with the Ministry. This individual can be the same as the Organization Contact and will receive the automated submission confirmation email.

### **Section Z – Declaration / Signing**

- Please see the Grants Ontario Application Form for more information.

## **Step 3: Complete the CT Program Form, CT Project Work Plan and Budget**

- Applicants can download the CT Program Form, the CT Project Work Plan template and the CT Project Budget template onto their computers from the Community Transportation Program portal page on the Grants Ontario website, or by logging in to the Grants Ontario System, clicking on the “Apply for Grant” tab, and then viewing “1. Review Program Information.”
- These three attachments can be completed as the project proposals are being developed. Complete the CT Form, CT Project Work Plan and CT Project Budget as separate documents.

## **Step 4: Submit the Full Application**

Before submitting your application, please review all documents in the application package to ensure that the information is filled out correctly:

- Grants Ontario Application Form; and
- The required attachments, submitted separately to the Grants Ontario System:
  - A. Community Transportation Grant Program – Municipal Stream Application Form (CT Program Form);
  - B. CT Project Work Plan; and
  - C. CT Project Budget.
  - D. Letters of support from municipalities (long-distance CT Projects only).

**Please do not scan documents A, B and C to PDF format before submitting. Note that once submitted, the application cannot be changed.**

The following list outlines how to submit the full application:

- Log in to the Grants Ontario System and click on the “Apply for Grant” tab.

- Submit the Grants Ontario Application Form by clicking “2. Complete Application Form” and uploading your form.
- Submit the CT Program Form, CT Project Work Plan and Budget by clicking and following “3. Attach Supporting Documents.” Add each document as a separate attachment, using the appropriate attachment type.
- Complete the application process by clicking and following “4. Confirm Submission.”

For technical assistance, contact Grants Ontario Customer Service by phone: 1-855-216-3090 or 416-325-6691 or by email: [GrantsOntarioCS@Ontario.ca](mailto:GrantsOntarioCS@Ontario.ca).

## Part 6: Evaluation of the Application

### a. Selection Process and Evaluation

CT Funding will be awarded through a competitive process. The Ministry reserves the right to exercise its discretion to select a range of projects that:

- Provide coordinated community transportation throughout the Province or offer long-distance routes serving identified priority areas;
- Are within communities of varying sizes;
- Offer diverse solutions to the needs and challenges of community transportation or long distance intercommunity service; and
- Meet the eligibility criteria set out in this Guide.

Only applications meeting all applicable requirements will be considered for review.

Applications will be evaluated and projects selected for funding, at the Ministry’s sole discretion, based on the considerations below and any other criteria the Ministry considers necessary to ensure the projects selected meet the objectives of the CT Program. There are separate criteria for projects proposing long-distance routes. Municipalities applying for both levels of funding will have their CT Project proposals evaluated separately as two applications.

### b. Evaluation Criteria

<b>Project Proposal (Section 2 of the CT Application Form)</b>	<b>40%</b>
<p>For Local CT Projects (maximum grant of \$500,000)</p> <p>Applications will be evaluated on the following criteria:</p> <ul style="list-style-type: none"> <li>• Demonstrates understanding of mobility needs and travel demand in the</li> </ul>	

community.

- Provides a detailed description of the proposed CT Project and how the service meets CT Program objectives in Part 3 Community Transportation Grant Program Description. Projects that propose service to Indigenous communities, connections to intercommunity service or local transportation hubs will score higher.
- Proposed project addresses the identified and evident transportation service gaps and unmet transportation needs of the community.
- Proposed project collaborates with partner community organizations to coordinate service, share resources and provide mutual benefit.

For Long-distance CT Projects (maximum grant of \$1.5 million)

Applications will be evaluated on the following criteria:

- Demonstrates understanding of intercommunity travel demand in the community.
- Proposed service provides the following service coverage:
  - Serves a priority area as indicated in Appendix A (highest score); or
  - Serves other areas where there is demonstrated unmet travel demand (applications will be evaluated on how the service meets this demand).
- Service is available to the general public.
- Provides service 5 days/week, with 2 return trips per day where feasible, and convenient hours of service;
- Links multiple communities across counties, regions or inter-regionally; service that connects major destinations, such as hospitals, employment centres will score higher.
- Provides regular stops along the route that serve identified travel demand.
- Proposed routes are not currently (or during the application period) served by a private or public carrier or provides convenient service not offered by other carriers.
- Vehicle(s) used for the service carries a minimum of 10 passengers.

**Project Implementation (Section 3 of the CT Application Form)**

**30%**

Applications will be evaluated on the following criteria:

- Identifies the project lead and team and demonstrates their organizational capacity and experience to lead and undertake the CT Project.
- Detailed work plan includes breakdown of tasks that corresponds to the proposed CT service.
- Work plan indicates proposed service will be in place within the first year of the

program period. For projects with larger scope and phased implementation, the plan indicates an initial service is in place within the first year of the program period.

- Work plan includes tasks for performance monitoring and project reporting that meet reporting requirements.

<b>Funding Requirements and Project Budget (Section 4 of the CT Application Form)</b>	<b>20%</b>
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Applications will be evaluated on the following criteria:

- The Project Budget provides detailed estimated costs that correspond with the project tasks and the size and scope of the proposed service. The Budget provides estimated costs for all five years of the program period.
- The proposed fare is affordable to the community and provides information that supports the fare proposal.  
  
(For local CT Projects, fares may be subsidized or waived to support affordability. For long-distance CT Projects, fares may be subsidized to support affordability, but not waived).
- Projects that include cash contributions from the applicant or partner community organizations and/or funding from other grant programs will score higher.

<b>Performance Monitoring and Reporting (Section 5 of the Application Form)</b>	<b>10%</b>
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Applications will be evaluated on the following criteria:

- Provides a detailed plan to monitor and collect data for reporting on the required performance measures indicated in Part 8b Project Performance Report.
- Assigns a project team member responsible for performance monitoring, review and service improvements.
- Sets performance targets, such as an annual percentage increase in passenger trips for each year.
- Includes a process for reviewing annual service performance; adjusting service to address changing travel demands or operational needs, and to achieve service targets.

### **c. Clarification and Notification**

As part of the review process, the Ministry may seek clarification and supplementary

information from an applicant. The clarification and additional information received from the applicant will form an integral part of the application package.

The Ministry may elect not to consider an applicant whose application package, in the Ministry's opinion, contains misrepresentations or any inaccurate, misleading, or incomplete information.

When the selection process is completed, the Ministry will notify each applicant, in writing, whether or not the applicant is selected for funding under the CT Program.

#### **d. Agreement**

A municipality selected for funding will be required to enter into an Agreement. In addition to confirming the CT Funds for which the municipality may be eligible, the Agreement will set out the terms and conditions upon which the Ministry will provide the CT Funds to the municipality and by which it will be bound.

Municipalities may modify their services and their partnerships over the program period to respond appropriately to changes in travel demand, to gain new ridership, or to meet any changing mobility needs in their communities. The protocol for communicating changes to the Ministry will be provided to applicants selected for funding through the Agreement.

Furthermore, under the terms and conditions of the Agreement, the municipality will be required to provide the Ministry with copies of certain documents, including the municipal by-law(s) designating the signing officers for and authorizing the execution of the Agreement, and any certificates of insurance, or other proof the Ministry may request to confirm the insurance coverage required pursuant to the Agreement. The by-law and any insurance certificate will need to specifically reference the CT Project.

As stated in Part 5: Application Process, notification by the Ministry of provincial approval in principle of funding for the CT Project, will not constitute a legally binding contract on the part of the Ministry.

### **Part 7: Payment of Community Transportation Funds**

Any amount of CT Funds provided to a municipality will be subject to adjustment as set out in an Agreement. Funds will be paid out in five instalments with the first instalment to fund implementation and/or service, and the second, third, fourth and fifth instalments to fund the operation of the CT service, as well as any secondary phases of implementation. The payment of the second and subsequent instalments will be made only after 100% completion of the primary implementation of the CT Project.

The amount for each payment will be distributed as follows: the first amount is the amount the municipality proposes in its budget to be necessary to support implementation of the CT Project, up to 25% of the total amount requested. The remainder of the CT Funds, after the first instalment, will be distributed in four equal amounts. The fifth instalment will be paid in two parts, the first part representing 50% of the instalment and the second part representing 50% is paid after expiry of the program period and receipt of final reports. Municipalities also have the choice of having funds paid in equal amounts in each of the five years.

Although this may be modified at the discretion of the Ministry, the Ministry's intent is for CT Funding to be provided as follows:

### **a. First Instalment**

To support project implementation, the Ministry may, once the Ministry and a municipality have executed an Agreement and the municipality has provided the Ministry with all required documentation, deposit the first instalment of the grant into the municipality's CT Funds Account. The amount of the first instalment is up to 25% of the total amount requested.

### **b. Second Instalment**

The second instalment may be paid 12 months from the date of notification from the Ministry and if the project implementation is 100% complete, and upon receipt of:

- A project status report indicating 100% completion of implementation or a phase of implementation for larger projects; and
- An interim financial report.

### **c. Third Instalment**

The third instalment may be paid 24 months from the date of notification from the Ministry, and upon receipt of:

- A project performance report on service levels achieved in the previous 12 months using the performance indicators provided in Part 8b Project Performance Report; and
- An interim financial report.

### **d. Fourth Instalment**

The fourth instalment may be paid 36 months from the date of notification from the Ministry and upon receipt of:

- A project performance report on service levels achieved in the previous 12 months using the performance indicators provided in Part 8b Project Performance Report; and
- An interim financial report.

## **e. Fifth Instalment**

The first part of the fifth instalment may be paid 48 months from the date of notification from the Ministry and upon receipt of:

- A project performance report on service levels achieved in the previous 12 months using the performance indicators provided in Part 8b Project Performance Report;
- A sustainability plan for continuing service after program expiry; and
- An interim financial report.

The second part of the fifth instalment may be paid 60 months from the date of notification from the Ministry and upon receipt of:

- A final project report that summarizes the service delivered and the service levels achieved over the program period; and
- A final financial report.

The content required for the above reports is described in Part 8: Reporting Requirements.

## **Part 8: Reporting Requirements**

Unless otherwise approved in writing by the Ministry, all reports provided by a municipality must be signed by a municipal chief administrative officer. The following reports will follow the format of the Reporting Forms.

### **a. Project Status Report**

To receive the second instalment, the municipality must prepare and deliver to the Ministry a status report on the CT Project that confirms 100% completion of the implementation, and that the CT service is taking place. For projects with a larger scope, the report confirms completion of an implementation phase and the phase of service to take place. The report should reflect the work plan submitted as part of the application and indicate the relevant milestones completed.

### **b. Project Performance Report**

To receive the third, fourth and fifth instalments, a municipality must prepare and deliver

to the Ministry a report that indicates CT service performance in the previous 12 months and reports on progress in achieving performance targets for the following indicators (Performance targets may be adjusted as appropriate.)

For local CT Projects

1. Total number of rides (passenger trips) in the past 12-month period.  
For fixed-route service, the number of boardings in the past 12-month period.
2. Total number of clients/passengers served in the past 12-month period.
3. Average number of service hours per week. (The number of hours per week that vehicles are on the road providing service.)
4. The days of the week that service is provided.
5. The municipalities the service connects.
6. The number of connections to other transportation services and/or local transportation hubs.

For long-distance CT Projects

1. The total number of boardings in the previous 12-month period.
2. The average number of boardings per one-way trip in the previous 12-month period.
3. The total number of one-way trips in the previous 12-month period.
4. The days per week that service is available.
5. The schedule of service.
6. The municipalities served by the route(s).
7. The major destinations the service links (hospitals, employment centres, retail, etc).
8. The connections to other transportation services (municipal transit, local CT services) and/or local transportation hubs.
9. The percentage of trips that are on time.

For larger projects with phased implementation, the report must indicate the progress of implementing the phases of the CT Project. The report should include descriptions of any service changes and any service targets.

## **c. Financial Report**

A municipality must prepare and deliver to the Ministry interim and final financial reports containing a statement of revenues and expenditures of the CT Project, including revenue from fares received, CT Funds received from other funding sources, and Eligible Expenditures broken down by category. The statement of revenues and expenditures will reflect actual revenues received and actual project expenditures. It will also provide an explanation for any variances.

At the same time, additional detailed financial reporting may also be required from the municipality to reflect the amount of the CT Funds received for the CT Project and the Eligible Expenditures that occurred during the fiscal year.

## **d. Service Sustainability Plan**

To receive the first payment of the fifth instalment, a municipality must provide a plan that describes a strategy to maintain the CT service after expiry of the program, or to work with community organizations and other providers who can provide an alternative service, or a plan for phasing out the service that mitigates impacts to riders after the program expiry.

## **e. Final Report on Community Transportation Services**

To receive the second payment of the fifth instalment, the municipality will be required to submit a final report on the CT Project that summarizes the project and the services provided. The report must provide the following information:

- Description of the community transportation services implemented and operational through the CT Project, including any technology used, resources shared, service optimization, and centralizing functions;
- Levels of service achieved over the five-year period using the performance indicators in Part 8b Project Performance Report;
- Any feedback from clients/passengers and other community members.

## **f. Other Reporting**

The municipality, upon the Ministry's request, will be required to submit records and documentation, including all evidence of payment, relating to expenditures to which CT Funds apply. A municipality may also be subject to inspections and audits as set out in an Agreement. The Ministry may, at its sole discretion, audit or have audited by any third party, any records and documentation related to the CT Project, including CT Funds.

In addition, the municipality, upon the Ministry's request, will be required to participate in post-program evaluation session(s) and/or questionnaires to report on its experiences and lessons learned in carrying out a CT Project.

## **g. Unmet Reporting Requirements**

A municipality will have to submit and complete reports to the Ministry's satisfaction. The final payment of the CT Funds allocated to the CT Project will not be released until all reporting requirements are met to the satisfaction of the Ministry.

Accuracy in the calculation and reporting of CT Funds is paramount. Payment of CT Funds may be adjusted or withheld, or both, where incorrect amounts have been reported.

## **Part 9: Information and Notices**

For questions or additional information regarding the CT Program, contact the Municipal Transit Policy Office, by phone at 416-585-7362 or by email at [CTProgram@ontario.ca](mailto:CTProgram@ontario.ca).

Notices and exchange of documents between the Ministry and a municipality for matters related to the CT Program, including those required pursuant to the Agreement and this Guide, must be in writing and delivered by email, postage-prepaid mail (regular mail) or personal delivery (including prepaid courier), and must be addressed to the Ministry and the municipality as set out below:

### **To the Ministry:**

Mailing Address:     Community Transportation Grant Program  
                              Municipal Transit Policy Office  
                              Ministry of Transportation  
                              777 Bay St, 30th Floor  
                              Toronto, Ontario M7A 2J8  
                              Attention: Katrina Fernandez

E-mail Address:     [CTProgram@ontario.ca](mailto:CTProgram@ontario.ca)

### **To the Municipality:**

Notices to the municipality will be sent to either the mailing address or the email address provided by the municipality in its application for CT Funding.

# Appendix A – Priority Areas for Long-distance CT Service

