

Instructions and Application Type

Instructions

IMPORTANT – PLEASE READ BEFORE STARTING THE APPLICATION.

This application is only intended for applicants wishing to receive the following funding:

1. [FTA 5310 Operating for Specialized Transportation in the Denver-Aurora Large Urbanized Area \(urbanized areas having a population greater than 200,000\)](#): This funding is for agencies who operate specialized transit service (for seniors and persons with disabilities) ([FTA 5310 Fact Sheet](#)). For funding requests for mobility management projects, please use the 2020 CDOT/DRCOG Mobility Management Application.
2. [DRCOG HST-FASTER Set Aside Operating Projects in the DRCOG MPO boundaries](#): This funding is for agencies who operate or purchase transit service that focuses on populations beyond seniors and persons with disabilities, to also include veterans, low-income persons, minorities, and other vulnerable populations.

You will need to fill out a separate application for each category listed above.

Please contact **Kim Phi** at **(303) 512-4055** or kim.phi@state.co.us with any questions about this application.

Agency and Application Name

Agency: [Seniors' Resource Center, Inc. \(SRC\)](#)

Application 2.0 Name: A2.0-0002155

Agency Information Requirement

Before applying, applicants are required to update their COTRAMS Agency Information. In particular, FTA Title VI requires agencies to provide passenger information, including demographic information for your service area. You will not be allowed to submit an application without this information being current. Many questions in the application will contain answers pulled directly from the Agency Information modules. It is important to verify that all of your Agency Information details are correct so that the application is as accurate as possible.

My COTRAMS Agency Information is correct and up-to-date. : Yes

Application Type

Application Type: 5310 - large urban operating for specialized

Applicant Information

Agency Information

The following fields in the Agency Information section are auto-populated from the Agency Information module. Please verify the information below is correct. If any of the information is incorrect, please exit the application and go to the Agency Information module in COTRAMS to update or add information.

Organization Legal Name Defined by DUNS: : [Seniors' Resource Center, Inc. \(SRC\)](#)

Agency DUNS Number: 130865322

What is your SAM expiration date? : 12/11/2019

Agency Description:

Seniors' Resource Center (SRC) is dedicated to enhancing the independence, dignity, and quality of life for older adults in the Denver metro area and adjacent mountain communities. SRC believes older adults are a vital part of the community and provides an array of services that enable older adults to remain in their homes and thrive. Services such as transportation, in home care, and adult day programs provide life-enriching activities and support both older adults and their caregivers.

SRC has been providing direct services to older adults since 1978. Transportation is SRC's most requested service, with more than 146,000 no cost rides provided in 2018. SRC Transportation employs a unique brokerage service approach in both urban and mountain rural service areas that exceeds 2,600 square miles of coverage. With a blend of agency-owned, contractor-supplied (Adams county A-LIFT and RTD), and subcontract vendors, and three volunteer driver program models to deliver services, SRC provides approximately 70% of all rides using fleet vehicles and SRC drivers and brokers the remaining 30% of trips. SRC has three volunteer driver options: drivers using their own vehicles in both urban and rural areas, drivers using an agency owned vehicle, and a new contract with Cultivate/VetsGo, a Boulder-based nonprofit running a volunteer program of veterans using their own vehicles providing transportation for veterans. SRC has a network of five subcontract vendors serving metro county residents, and coordinates with Broomfield County for a pilot volunteer driver project. SRC provides services in Clear Creek County including administration, operations, and support for the deviated fixed route Clear Creek "Prospector." For the past several years, SRC has collaborated with Clear Creek County to develop an LCC while expanding transit in Clear Creek and Gilpin counties. SRC is also under contract to run an RTD two-zone FlexRide in the nearby Evergreen area.

Agency Fiscal Year End Date: 12/31

Your Organization's Cognizant Agency: : N/A

Non-Profit or EIN ID:: 84-0877538

Spent more than \$750,000 in Federal funds in the last fiscal year:: Yes

Contact Information

Please enter information below for the **Local Agency Project Manager** for this request--someone who can be called for additional information, if needed.

Name: Hank Braaksma Title: Director of
Transportation Services
Address: 3227 Chase Street,
Wheat Ridge CO, 80212 Email: hbraaksma@srcaing.org
Work Phone: (303) 235-6970 Cell Phone: (303) 917-6692

Please enter information below for the **Alternative Local Agency Project Manager**.

Name: Denise Stadiotto Title: Operations Coordinator
II
Address: 3227 Chase Street,
Wheat Ridge CO, 80212 Email: dstradiotto@srcaing.org
Work Phone: (303) 991-5810 Cell Phone: (303) 565-9294

Population/Discrimination/Complaints

Has your agency had any transit-related discrimination complaints, investigations, or lawsuits in the last three years?:

No

Your agency must not discriminate against its employees because of race, religion, color, sex, disability, national origin or ancestry, or age in the admission or access to, or treatment or employment in, its programs or activities. Has your agency had any discrimination complaints based on these EEO (equal employment opportunity) requirements within the last year? :

No

Does the applicant have a process for handling discrimination complaints?: Yes

Contact Person for Nondiscrimination Issues: Joey Sanvido, HR Director, SRC

Does your organization serve minority or low-income populations?: Yes

Are you a minority organization?: No

To what extent does this project impact minority and low-income persons?:

The majority of SRC clients are considered disadvantaged. SRC serves primarily older adults age 60 and over (the median age of an SRC client is 79 years old). The older adult population SRC serves can often experience limited mobility due to hearing, vision, or physical impairments. Of SRC's client base: 73% are Caucasian, 17% Latino/Hispanic, 7% African American, 1% Asian, 1% are Native American, and 1% identify as Other. The majority (83%) of SRC clients live on low- or fixed-incomes and cannot afford to pay for services. SRC serves all older people seeking assistance, regardless of their ability to pay. SRC values cultural diversity and strives to be culturally relevant and responsive through its programs. Bilingual staff are available to serve Spanish-speaking clients. Additionally, SRC has access to additional language translators through long-standing relationships with community partners, ensuring that language is not a barrier to service. SRC materials are printed in Spanish, as well as English. SRC has developed written affirmative

action plans for women, minorities, individuals with disabilities, and veterans. Additionally, SRC will impact refugee and minority groups and non-elder individuals by offering a new travel training service in collaborative partnership with DRMAC.

For more information on CDOT's Civil Rights Program, please visit <https://www.codot.gov/business/civilrights/DTR>.

Project Information

Project Details

Please answer the following questions about the project for which you are seeking funding.

Project Description:

Project Title: Expanded Transportation Operations Support for Seniors' Resource Center
Funding is requested for SRC Transportation operations, including funds to offset increased staffing costs and driver compensation increases, the addition of full time drivers if expansion vehicles are awarded, the addition of one intake staff member, as well as increases in fuel, vehicle and health insurance costs.

Project Address: 3227 Chase Street, Denver, CO 80212

Project County(s): Adams; Arapahoe; Broomfield; Denver; Jefferson

Type of Service: Demand Response

Demand Response Service

Demand Response Description:

SRC provides accessible, demand response transportation services to individuals age 60 and older and to adults with disabilities throughout the urban Denver metro service area. The approach used by SRC incorporates mobility management as a service under a modified brokerage using subcontractors and volunteers when appropriate. SRC's call-in process uses a three- to seven-day advance notice for rides to allow for efficient vehicle scheduling. Whenever possible, SRC strives to accommodate callers with short notice and employs a "wait list" to fill in vacated availability due to cancellations. Regardless of who is providing the trip, SRC or others under SRC authority provide door-to-door and door-through-door service. This is a highly valued service for riders with extra needs, visual impairments, or mobility issues. The service area is the urbanized portion of the Denver metro area comprising Adams, Arapahoe, Broomfield, Denver, and Jefferson counties. SRC's dispatch and intake center is staffed with full-time, trained, and highly experienced employees who handle a high volume of calls from riders, many of whom have hearing impairments. Call in hours are Monday–Friday from 8 AM to 4 PM; dispatch hours from are Monday–Friday from 7 AM to 5 PM.

SRC has dedicated full time staff positions for intake calls and dispatch. Caller notification technology allows for riders to have trips verified, to receive warning of any service disruptions due, and, if necessary, to cancel a ride request. Tablets equipped with fleet tools allow staff on-board vehicles to accommodate as many riders as possible in the most cost effective and efficient way when filling vacant seats due to last minute cancellations.

In 2020, SRC will expand its demand response service to address documented unmet transportation needs of older adults. In addition to providing transportation for critical appointments, if awarded, SRC will also offer

transportation to non-critical destinations such as shopping, recreation centers, places of worships, beauty salons, and to visit family/friends. For older adults, often the most important rides are the ones they want to take. Personal trips will be integrated into SRC's current service offerings to reduce vehicle downtime between currently scheduled routes. By adding this service, SRC will increase the number of trips and passengers each hour. Additionally, SRC will provide expanded daily coverage and increased rides by adding five full-time drivers and one additional intake staff.

Equivalent Service for All Abilities Description :

For more than forty years, SRC has provided demand response transportation to older adults, ages 60 and over, or who have disabilities. The agency is experienced and well-equipped to assist passengers with disabilities in reaching their destinations safely. The average age of an SRC rider is 79 years old. Many are frail and experience mobility issues and/or visual impairments and require assistance moving from vehicle to venue. SRC services provide not only door-to-door, but door-through-door services. SRC buses and mini-vans are equipped with wheelchair lifts and other adaptive devices. Drivers ensure that passengers reach their destinations, often accompanying them inside their designated venue. All SRC drivers receive training on transporting older adults with mobility and vision impairments and using the wheelchair lifts and adaptive devices. Though 25% of SRC's client database indicates uses a mobility device, only 12% of trips taken require accessible vehicles. All wheelchair trips are given priority scheduling so no requests go unmet unless the request is short notice (less than 48 hours). SRC systems assist Adult Day riders with dementia, strokes, or other cognitive issues. SRC assists adults with intellectual and developmental disabilities as well as many riders going to dialysis appointments. All providers, SRC staff, and subcontractors have training in meeting the needs of diverse populations.

Will this service be used solely for public transportation services?:

Yes

Project Criteria

Note: Responses to questions in this Project Criteria section are limited to 3,000 characters.

Coordination Efforts and Needs

Coordination Efforts:

SRC is an integral player and a leader in regional coordination efforts. SRC Transportation Services use mobility management that involves other local providers such as Lakewood Rides and Thornton Senior Center to prevent service duplication. Acting as a single point of entry for the metro area, SRC has taken a lead role in coordination of services. SRC's Director of Transportation is actively involved in the Jefferson County LCC, Arapahoe County LCC, Broomfield County LCC, Clear Creek LCC, Adco Policy Council/LCC, and DRMAC. He has taken a leadership role with the Jeffco LLC and DRMAC coordinating councils both as chair and past chair. SRC refers clients to DRMAC when they are outside its service area, or to RTD and local providers when SRC is otherwise unable to accommodate them. Additionally, collaborative partnerships have been developed and sustained with many area providers. Brokerage partners include Adams County A-Lift, Lakewood Rides, the Westminster Mature Adult Center, and Thornton Senior Center. Coordination efforts include mobility management, which continually works toward streamlined service delivery and call center efficiencies, and a well-designed brokerage system in place to provide the best possible trip options at the most reasonable cost.

Service Need:

SRC is experiencing a marked increase in demand for service while contending with rising wage, fuel, and insurance costs. The increased demand for rides is a result of unprecedented growth in the older adult population, which is expected to intensify in the near future. According to the state demography office, Colorado's growth in its 60+ population is the third fastest in the nation. By 2040, Colorado's population of individuals age 60+ is projected to double to nearly 1.1 million older adult residents. As more residents choose to remain in their own homes and age in place, expanded transportation services will be needed to

serve the ever-increasing population of older adults. SRC has directly experienced this trend. In 2018, SRC Transportation provide more than 146,800 unduplicated rides. SRC receives more than 400 requests for rides per day and, regrettably, must turn away as many as 150 ride requests each month due to capacity limitations. The number of requests for service will continue to rise as more older adults rely on SRC for safe and affordable/no-fare transportation, requiring increased capacity to provide an increased number of rides.

SRC anticipates increased driver compensations and other staff salaries in order to remain competitive and to retain the staff necessary to maintain current levels of service, as well as expand capacity to meet growing demand. Additionally, SRC has increased the number of vehicles in its fleet through the acquisition of four privately-funded vehicles and will request five additional expansion vehicles as part of this DCOT/DRCOG joint 5310 funding call in order to meet the increasing needs for transportation in the region.

SRC conducts an annual survey of clients' experience with each program. The majority of respondents to the survey are riders. In 2018, SRC sent surveys to 2,799 individuals with a response rate of 32%. Results from the survey include:

- 97% of respondents indicated that SRC staff are courteous and professional;
- 91% stated that SRC has improved the quality of their life;
- 88% responded that SRC has helped them to remain living independently; and
- 73% responded that rides through SRC Transportation are very accessible.

The final section of the survey receives many responses concerning SRC's transportation services. While the vast majority of the comments are positive in nature, passenger comments also indicate regarding the need for increased capacity and expansions of transportation services, including the addition of supplementary rides and call-center staff.

- "It's hard to get in contact with you to set-up rides. The phone lines are so busy for long periods of time."

Financial Need:

Competitive compensation levels are critical to building the staffing infrastructure to be able to increase capacity and add additional routes. Increased demand for trips, combined with rising fuel and insurance costs, an increase in fleet size, and the expansion of SRC transportation services, demonstrates SRC's need for federal assistance. The cost of health insurance and worker's compensation insurance continue to rise, vehicle insurance cost rates have increased by 50% due to a greater number of vehicles in the fleet, and fuel costs have increased by 25% due to an increase in the number of trips delivered, and an increased level of traffic congestion.

Increased Funding from CDOT will allow SRC to expand its capacity and more effectively and efficiently coordinate efforts to deliver the maximum number of rides with agency-owned (paid and volunteer drivers), subcontractors, voucher programs, and volunteers using personal vehicles. SRC has not experienced a decrease in funding this year. However, SRC continues to experience a high call volume and demand for rides increase weekly. For the 2020 award year, SRC seeks funding to hire five additional full-time drivers and one additional intake personnel to address increased calls and gaps in service. The additional staff will enable SRC to provide expanded daily coverage and increased rides in the service region.

Jefferson County has informed SRC that it will reduce the amount of funds it awards SRC for services during the next award year. Reduced funding will result in fewer rides available for older adults to medical appointments, grocery stores, and other critical trips, as well as to personal destinations such as the hair salon and shopping centers or to visit family and friends, destinations consistently requested by older adults.

Technical and Financial Capacity

Technical Capacity:

For more than 40 years, SRC has provided transportation services for Colorado residents throughout the Denver metro area. SRC helps older adults reach important destinations such as medical appointments, work, shopping, and community services. The addition of Route Match software and various modules has increased the technical capacity of SRC's transportation program by improving organizational ability to track and analyze all facets of service. Most recently, a rider notification module was added to provide riders with needed information and the ability to cancel rides so as not to be marked as a no-show. SRC drivers are equipped with tablets to manage their rider needs in real time, including cancellations, which heightens the organization's technical capacity. SRC prepares monthly internal reporting, SAMS data monthly reports for DRCOG funding, and has a Systems Manager/Broker Coordinator staff member who prepares detailed on-going reporting.

Hank Braaksma, SRC's Director of Transportation, has more than 30 years' experience in this field. SRC's

Transportation Department works with the agency's Finance Department to track all performance indicators such as trip costs, rider numbers, revenue and non-revenue miles, and additional technical facets of this program.

Technical Training:

SRC has a comprehensive training program for drivers and transportation staff. New drivers receive up to three weeks of training that encompasses all aspects of driving a commercial vehicle and transporting older people with mobility and vision impairments. After passing all pre-employment background checks, new drivers work with an on-staff Lead driver and receive training on the following:

- Handling and securing wheel chairs according to PASS guidelines;
- Following the trip manifest via a tablet;
- Dealing with a variety of passenger situations and communicating effectively with passengers;
- Documenting and updating information that may have changed for a client;

Training concludes with a week of driving under the supervision of a trainer, who monitors each new driver's progress and competency, followed by a written test. After receiving a passing score, new drivers complete a route with a lighter than normal schedule without supervision.

Additionally, all drivers receive drug and alcohol training and defensive driving certification annually. SRC's Transportation Operations Manager has recently completed Certified Commercial Transportation Management training, the PASS Course, SMITH System Driver Safety training, and supervisor certification training. Other trainings for staff include sessions on transportation software programs, bloodborne pathogens, elder abuse laws, and dementia. SRC will continue to offer additional trainings for staff with the goal of increasing the safety and wellbeing of clients.

Financial Capacity:

Over the last year, SRC has implemented a more sustainable business model that increases the agency's financial, management, and programmatic capacity to best serve the needs of its clients. SRC engaged in an assessment opportunity that has implemented more sustainable system solutions to better manage activities and programs, and to ensure accurate and timely program and financial reporting. The most recent system that SRC has prioritized for implementation includes solutions for payroll and finance. The prior systems were obsolete and were not pacing with the agency's growth, assessment, and reporting.

As a priority, SRC has implemented strong accounting systems, processes and procedures to ensure the accuracy of its recordkeeping, including mapping services to funders, cost centers and other relevant controls to accurately track and report results. The SRC Finance team maintains excellent records through its four staff members that make up the Finance Department. Each staff member is adept and experienced in both grant tracking and accounting.

Hank Braaksma, Director of Transportation, supervises all aspects of adhering to an efficient and cost-effective system. In collaboration with the finance department, the transportation department maintains ongoing communication to ensure all relevant details are accurately tracked and reported. SRC's general operating funding and foundation grants fortify its capacity and stability.

Planning

Planning Efforts:

SRC's Transportation program's goals and strategies are in alignment with those of the Colorado Department of Transportation's strategies as expressed in the Statewide Transit Plan, March 2015.

Page Number and Strategy:

Page 9, Development of Transit Asset Management Plan

Page 33, Need for dual language transportation staff

Pages 70-71, Coordination and Collaboration

Page 77, Gap Analysis

Page 79, Identifying transportation needs of older adults and adults with disabilities

Page 80, Coordination and collaboration with partners

Pages 81-100, Addressing funding gaps and maintaining diverse funding stream

Page 110, Survey to determine transportation needs of older adults and adults with disabilities

Page 125, Coordination strategies

Page 126, CDOT grant process

Page 127, Maintain involvement on coordinating councils

Project Outcome:

SRC will improve driver recruitment and increase of driver retention. Additional routes and expanded personal trips will increase the number of trips and riders through brokerage system at the lowest possible cost.

Budget

Expenses and Budget

Previous Year's End-of-Year Operating Expenses:

\$2,995,361.00

Please upload your previous year's end-of-year Operating expenses in the Attachments section.

Award Year Operating Budget:

\$966,720.00

Please upload your award year draft Operating budget in the Attachments section.

Detailed Project Budget

Please enter the detailed draft award year budget into the table below. The amounts you list and the categories entered will later be added to your Scope of Work and Contract. Please be as specific and accurate as possible. Only enter the costs for which you know you will be seeking reimbursement. You will be responsible for a 50% local match for Operating costs. Administrative costs are not reimbursable in this grant program.

Description	Type	Total Cost	Grant Amount	Local Match
Salaries and Wages	Operating	\$580,000.00	\$290,000.00	\$290,000.00
Employee Benefits	Operating	\$126,000.00	\$63,000.00	\$63,000.00
Fuel	Operating	\$185,000.00	\$92,500.00	\$92,500.00
Repairs and Maintenance of Equipment	Operating	\$75,680.00	\$37,840.00	\$37,840.00

Update Totals:

Total Cost: \$966,680.00

Total Grant Amount: \$483,340.00

Total Local Match: \$483,340.00

Local Funding Detail

Local Funding

Please enter the secured local matching funds you plan to use for this project into the table below. Your total local funding amount needs to equal or exceed the local match amount listed above in the Budget section. Do not include any other DOT or FTA grants or project income (e.g., fares).

Please upload documentation or letters of commitment for funds coming from a third-party in the Attachments section.

Source of Funds	Local Match Amount	Status
HST-FASTER Funds	\$100,000	Pending
Local Municipalities	\$95,835	Budgeted
DRCOG	\$287,505	Approved

Update Totals:

Total Local Match: \$483,340

In-Kind & Indirect Rate

In-Kind Match

Note on in-kind match:

Third-party in-kind contributions represent eligible project costs provided by an eligible third-party to your project to satisfy your local match requirements. Examples of third-party in-kind contributions include donated services, materials or goods, and equipment. Federal aid guidance regarding non-federal matching requirements can be found under [2 CFR 200.306 - Cost sharing or matching](#).

CDOT DTR defines third-party in-kind contributions as goods or services which are necessary, allowable, eligible, and reasonable to carry out the scope of the federally-assisted project or program. These goods or services are rendered without charge to the grantee, and must be preapproved and supported through documentation.

You should spend time reviewing the guidance concerning in-kind contributions and should allow ample time in your schedule if you anticipate that your project will have this source of funds. If in doubt about whether or not a contribution qualifies as in-kind, ask your CDOT Project Manager.

Will you be using any in-kind match for this project?:

No

Indirect Cost Rate

Do you plan to charge an indirect cost rate or use cost allocation plan for this project?:

Yes

Have you previously received CDOT approval for the use of indirect funds?:

Yes

What is your approved indirect cost rate?:

22.51%

When does your indirect cost rate agreement expire?:

12/31/2019

Amount charged to this application:

\$108,799.83

Please provide the current approved indirect rate or cost allocation plan. Indicate proof of this approval by attaching a letter from the cognizant agency or CDOT Audit Department designating the indirect rate. CDOT may request additional information concerning your indirect rate during the review process.

Attachments

Attachments

Document Name	Update Date/Time
SRC_5310 Operating_ HST-Faster Funds Request Justification.pdf	6/10/2019 3:57 PM
AdamsCtyTrnContractYr2018thru2019.pdf	6/10/2019 3:55 PM
2018 Operations Expenses.pdf	6/10/2019 3:55 PM
DRCOG_2020 Trans Contract.pdf	6/10/2019 3:31 PM
Seniors' Resource Center _Indirect Rate 2019.pdf	6/10/2019 3:31 PM
SRC_Contract with Jefferson County2019.pdf	6/10/2019 3:30 PM
SRC_CDOT-DRCOG - 5310 Operating 2020.pdf	6/10/2019 3:13 PM

Submit Application

Certifications

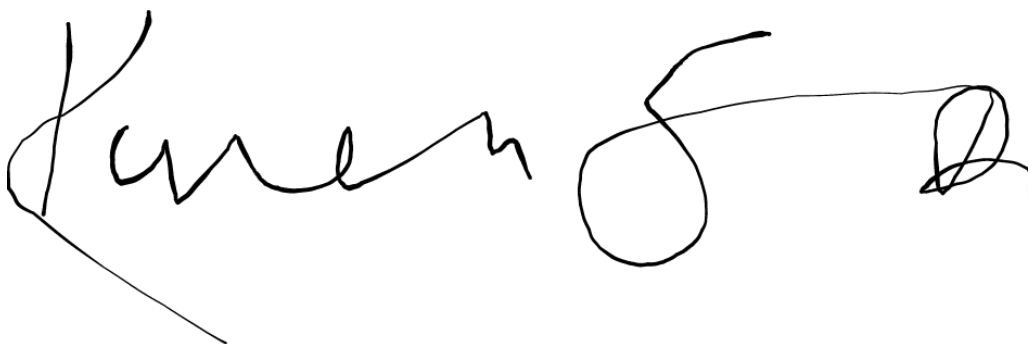
I certify that my COTRAMS Agency Information is correct and up-to-date.

I certify that the information I provided on and in connection with this application is true, accurate, and complete.

I understand that if the requested grant is awarded, my agency will adhere to all reporting requirements.

Certifying Official: Karen Stran

Signature

A handwritten signature in black ink, appearing to read "Karen Stran". The signature is fluid and cursive, with a large initial "K" and a distinct "S" at the end.

Submit

Before submitting the application, please make sure you have completed all of the required fields and have entered all of the information as accurately as possible. If you need to submit an additional Operating application, please contact DTR to have another application released in COTRAMS.

If you do not see a "Submit" button, it is because you did not answer "Yes" to the question in the Instructions and Application Type section confirming your Agency Information module is correct and up-to-date. Please ensure your Agency Information is updated in COTRAMS, then select "Yes" to the statement "My COTRAMS Agency Information is correct and up-to-date".

You will receive an email once your application has been submitted. If you do not receive an email, please contact Kim Phi at (303) 512-4055 or at kim.phi@state.co.us.

