

# FYE 2019 Existing Shuttle and Ridesharing Program Frequently Asked Questions

## 1. What surveys are required for the application and project?

- A. Each applicant or project sponsor must provide the results of two (2) User Surveys during the course of their project. The first survey must be conducted within the previous 12 months, and the results must be submitted with the application. Applicants who were awarded funding from this Program in the FYE 2018 cycle may submit the results from their FYE 2018 project survey to satisfy this requirement. The second survey must be conducted within the first six months of the project's Operational Phase and submitted along with the first Operational Report.

## 2. How many people do I need to survey for the User Survey, and what questions do I need to ask?

- A. For ridesharing projects, the user survey results need to be representative of the users of the service, and for shuttle projects, the user survey results need to be representative of the commute-hour ridership. Because each service will be a different number of users and have unique characteristics, we encourage applicants to contact the Air District directly to discuss their specific project surveying needs. A list of questions that must be included in the User Survey can be found in the "User Survey Guidance" document located under the "Resources" section of the Program's website at [www.baaqmd.gov/shuttles](http://www.baaqmd.gov/shuttles).

## 3. Can User Surveys be administered electronically?

- A. The Air District prefers User Surveys are administered to riders directly. Electronically administered User Surveys may be acceptable if the applicant or project sponsors consults with and receives Air District approval prior to conducting the survey. The applicant or project sponsor must demonstrate that electronically administered surveys will be restricted to only commute-hour riders and that the survey will achieve a representative sample of the users of the service during commute-hours.

## 4. Are the application requirements different for the Ridesharing services and the Existing Shuttle services? For example, is the letter of concurrence required from the local transit authority for a Ridesharing project?

- A. An online application along with the required supplemental documents are required for both the Ridesharing and Shuttle programs. Links to the online application can be found on the Program website at [www.baaqmd.gov/shuttles](http://www.baaqmd.gov/shuttles). The required supplemental documents can be found in the "Existing Shuttle/Feeder Bus and Regional Ridesharing Services

Application Guidance for FYE 2019” document located under the “Resources” section of the Program’s website at [www.baaqmd.gov/shuttles](http://www.baaqmd.gov/shuttles).

A letter of concurrence certifying that the service does not conflict with any existing service is required for both applications.

5. Who within our agency can provide the signed Letter of Commitment or Resolution authorizing the submitting of applications and committing funds?

- A. The person within your agency with the authority to enter into a binding funding agreement can be the signatory on the required Letter of Commitment. Examples include the Chief Financial Officer (CFO), Chief Executive Officer (CEO), Executive Director, or City Manager. Alternatively, a resolution can be passed by a governing body (City Council, Board of Directors, etc.) that commits the entity to carrying out the project.

6. Can FYE 2019 Existing Shuttle and Ridesharing Program project funds be used to reimburse for eligible costs incurred in calendar year 2020?

- A. The FYE 2019 Existing Shuttle and Ridesharing Program funds support the operation of eligible Shuttle and Ridesharing services for one year beginning in 2019. Depending on when in calendar year 2019 a project starts, the funds may be used to support operations spanning into calendar year 2020.

7. Can we replace the vehicle we are using for service during the operational phase of our project?

- A. Yes. However, if you are planning to change vehicles at any point during the project, or plan on using multiple vehicles to complete service, you must submit materials related to *each* vehicle that will be used during the 12-month operational phase with your initial application.

Required materials for each vehicle include a copy of the current vehicle registration, Executive Order for each vehicle’s engine; and Executive Order of any retrofit device installed.

As a reminder, this program does not provide funding to pay for costs related to the purchase or lease of vehicles or equipment. For new and replacement vehicle projects, you may be able to apply for funding opportunities through the Carl Moyer Program ([www.baaqmd.gov/moyer](http://www.baaqmd.gov/moyer)).

8. How do you define the peak-hour service? Are costs eligible for reimbursement during non-peak hour service?

- A. Peak-hour service, also known as peak commute-hour service, is service that is provided between 5:00 AM – 10:00 AM and 3:00 PM – 7:00 PM. Only direct operational costs occurring within peak-hours are eligible for reimbursement.

9. How do you determine whether an area is under-served?

- A. An area is considered under-served if there is no comparable service that exists, either currently or within the last three years. A comparable service is a direct, timed, and publicly accessible service that brings passengers to within one-third (1/3) mile of the proposed project's destination from the mass transit hub. Please see policy #28.d in Appendix A of the Program Guidance for more information.

10. Can we use the funds for an employer shuttle to connect our employees from transit to the workplace?

- A. Yes, as long as the service is open to all members of the public and not restricted to the employees only. Funds can be used for existing shuttles, feeder buses, and ridesharing services that connect employees directly between a mass transit hub and an employment location.

11. What matching funds must my agency provide?

- A. This Program offers funding to reimburse for up to a maximum of 90%, not to exceed \$1.5 million, of eligible costs ( direct cost of operating an existing shuttles or ridesharing services). So agencies must provide matching funds to cover any costs not reimbursed for by the grant and for at least 10% of the Eligible Cost.

12. If we have any questions during the application process, who should we contact?

- A. You can contact Chengfeng Wang, Air Quality Program Manager, via email at [grants@baaqmd.gov](mailto:grants@baaqmd.gov) or by phone at (415) 749-8647 or Ken Mak, Supervising Staff Specialist, via email at [kmak@baaqmd.gov](mailto:kmak@baaqmd.gov) or by phone at (415) 749-8660.