SOUTH FLORIDA
REGIONAL
TRANSPORTATION
AUTHORITY

Fiscal Year 2012
5316 Job Access Reverse Commute and
5317 New Freedom
Programs Guide and Application Package

Miami Urbanized Area (Broward, Miami-Dade, and Palm Beach Counties)

October 2012

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Notice of Federal Grant Requirements

Potential applicants should review the FTA's regulations at http://fta.dot.gov/legislation_law/12316_808.html and required Certifications and Assurances at www.fta.dot.gov/grants/12825_93.html prior to applying. Selected recipients will be required to comply with all applicable FTA regulations and agree to applicable Certifications and Assurances in order to be eligible for a grant award.

JARC AND NF PROGRAM OVERVIEW

The Safe, Accountable, Flexible, Efficient Transportation Act, a Legacy for Users (SAFETEA-LU) was enacted in August 2005 and provides funding for Federal surface transportation programs, including the Section 5316 Job Access and Reverse Commute (JARC) and Section 5317 New Freedom (NF) programs.

The **Job Access and Reverse Commute (JARC)** program is intended to provide funding for local programs that offer job access and reverse commute services which provide transportation for low income individuals who may live in the city core and work in suburban locations. The program also is intended to improve access to transportation services to employment, job training and support activities for welfare recipients and eligible low-income individuals.

The **New Freedom Program (NF)** is intended to encourage services and facility improvements to address the transportation needs of persons with disabilities that go beyond those required by the Americans with Disabilities Act (ADA).

The South Florida Regional Transportation Authority (SFRTA) as the designated recipient is responsible for overseeing and administering the JARC/NF programs in the Miami Urbanized Area (urbanized areas of Broward, Miami-Dade, and Palm Beach Counties). Through a competitive selection process, the SFRTA will select projects for FY 2012 funding. SFRTA will submit the selected projects to the Federal Transit Administration (FTA) for final determination. Once FTA's concurrence is received, a sub-recipient agreement will be executed by the applicants and SFRTA authorizing the initiation of scope of the projects.

The potential for sustainability and self-sufficiency beyond the grant period will be a major determining factor for operating projects. In order to achieve the most benefit with available resources, project readiness will be considered for all project types.

ESTIMATED FUNDING AVAILABILITY

Indicated below are the estimated JARC and New Freedom funds available for this application cycle. This estimate of available funding is subject to revision as previously programmed funds or additional Federal appropriations become available.

Program	FY 2012
JARC	$3,615,380
New Freedom	$2,084,771
Total	$5,700,151

Note: SFRTA, the Designated Recipient for JARC and New Freedom programs in the Miami UZA, may use up to 10 percent of the yearly apportionment of funding for program administration, planning, and technical assistance.

ELIGIBLE APPLICANTS

The following organizations are eligible to submit applications for JARC/New Freedom funding:

- Private nonprofit organizations,
- State or local governmental authorities, and
- Operators of public transportation services, including private, for-profit operators of public transportation services

Only organizations whose proposed public transportation projects serve the Miami Urbanized Area are eligible to apply.

IMPORTANT PROGRAM DATES

Date(s)	Action
October 16, 2012	Call for Projects
October 30, 2012	Pre-application Workshop
December 21, 2012	Applications due before 12:00 noon EST
2013	PTAC Meeting – Presentation of preliminary Program of Projects (POP)
2013	POP presented to SFRTA Board for Approval

IMPORTANT INSTRUCTIONS FOR APPLICANTS

All applicants must strictly adhere to the following procedures:

- All applicants must use the application provided in Appendix A of this document. Any alterations to the application or the use of a non-standard application will result in rejection.
- All application responses must be type written. Hand written applications will be rejected.
- Incomplete applications (technically and administratively) will be rejected. The applicant must submit all necessary information in order for the application to be evaluated.
- Project cost and revenue data must be clearly provided using the forms provided in the application. Non use of the budget sheets provided in Appendix A will result in rejection. Additional information may be provided as an appendix to the application. The applicant must provide all the information used to estimate the proposed project cost, local match, revenues, etc. Inadequate information may result in the rejection of application.
- Applications are due to the SFRTA before 12:00 noon EST on December 21, 2012. This is a competitive process. Therefore, late or incomplete applications will be rejected regardless of the circumstances.

TECHNICAL ASSISTANCE AND CONTACT INFORMATION

The SFRTA will provide limited technical assistance to prospective applicants to assist them with questions they may have with regard to the Program and Application. All applicants are strongly encouraged to participate in the pre-application workshop on October 30, 2012. Applicants may refer to the program website or contact the SFRTA directly via email. **All questions must be submitted in writing.** The applicants should refer to the SFRTA's Program Management Plan (PMP) for SFRTA's policies and procedures for administering the JARC and New Freedom programs. The current PMP is

included as Appendix E. Please note that the SFRTA periodically updates its PMP; the applicants should visit the program website given below to access the latest PMP.

SFRTA Contact Information:

Ms. Natalie Yesbeck Pustizzi
South Florida Regional Transportation Authority (SFRTA)
Phone: (954) 788-7957
Email: JARC-NF@sfrta.fl.gov
Fax: (954) 942-3325
Program Website: www.sfrta.fl.gov/grants

CONE OF SILENCE FOR JARC/NEW FREEDOM GRANTS

- Any communications between an applicant and any board member, staff member, Planning Technical Advisory Committee ("PTAC") member or consultant of SFRTA regarding its application are strictly prohibited from the date on which the Call for Projects is advertised by SFRTA through the date of grant award.
- The only exceptions to this are: (i) any communications with the SFRTA's designated point of contact; or (ii) any communications made on the record at a publicly noticed meeting of SFRTA.
- Any violation of the Cone of Silence requirements shall constitute grounds for immediate and permanent rejection of an applicant's application. At the Executive Director's sole discretion, it may also serve as grounds for the voiding of the resulting grant with an applicant.

DIRECT RECIPIENT AND SUB-RECIPIENT RESPONSIBILITIES

The competitive selection process may result in JARC and/or NF funds being allocated to a transit authority that is a designated recipient of Section 5307 funds, and thus, typically receives funds directly from FTA. Such agencies will be required to become a direct recipient of JARC and/or NF funds from FTA. All other recipients (i.e., sub-recipients) will be required to enter into a sub-recipient agreement with SFRTA in order to receive funding and implement the project.

The applicants must submit a resolution adopted by their governing body specifying the applicant has the authority to file a grant application to the SFRTA. The resolution must also identify the person who has the authority to act on behalf of the applicant, and that the applicant will provide local share. The resolution template is provided as Exhibit A1 in Appendix A. The applicants without a governing board must complete Exhibit A2 in Appendix A.

All applicants are strongly encouraged to work with other interested parties that may be affected by the proposed project. Projects are evaluated, in part, on an applicant's demonstrated efforts to coordinate with other parties. Evidence of such coordination may be demonstrated through letters of support, funding agreements, or through other appropriate documentation.

PROJECT ELIGIBILITY AND EXPENSES

The JARC projects should comply with program objectives outlined in FTA Circular C. 9050.1, and the NF projects should comply with the program objectives outlined in FTA Circular C. 9045.1. For a detailed list of eligible projects, please refer to Appendix B: JARC and NF Eligible Projects.

Furthermore, to be eligible for funding, projects must be consistent with and derived from a locally developed, coordinated public transit-human services transportation plan (HSTP/"Coordinated Plan"). Broward, Miami-Dade, and Palm Beach Counties have developed Transportation Disadvantaged Service Plans (TDSPs) that are considered as Coordinated Plans. Applicants are encouraged to familiarize themselves with the local HSTP/TDSP. The Coordinated Plans of Broward, Miami-Dade, and Palm Beach Counties are available online in the SFRTA website www.sfrta.fl.gov/grants.

The proposed JARC and NF projects must be confined to the geographic boundaries of the Miami Urbanized Area (Broward, Miami-Dade, and Palm Beach counties). To determine if your project is within the Miami Urbanized Area, refer to the map provided in the SFRTA website www.sfrta.fl.gov/grants.

Operating, capital, and mobility management/planning projects are eligible under both the JARC and NF programs. General administrative expenses are not considered as an eligible expense.

For JARC, operating, capital and mobility management/planning expenses are eligible that support the development and maintenance of transportation services designed to transport low-income individuals and welfare recipients to and from jobs and activities related to their employment and to support reverse commute projects.

For New Freedom, operating, capital and mobility management/planning expenses are eligible that support new public transportation services and alternatives beyond those required by the Americans with Disabilities Act of 1990 (ADA) designed to assist individuals with accessing transportation services, including to and from jobs and employment services.

For the purpose of the New Freedom Program, "new" service is any service or activity that was not operational on August 10, 2005, as evidenced by inclusion in the Transportation Improvement Plan (TIP) or the State Transportation Improvement Plan (STIP). In other words, if not for the New Freedom Program, these projects would not have consideration for funding and proposed service enhancements would not be available for individuals with disabilities. Recipients or sub-recipients may not terminate ADA paratransit enhancement or other services funded as of August 10, 2005, in an effort to reintroduce the services as "new" and then receive New Freedom funds for those services.

Projects currently receiving JARC/NF funds may be eligible for continued funds. If the funding request is for expanding an existing service that currently does not receive JARC/NF funding, only the expansion portion of the project may be eligible for JARC/NF funding.

PURCHASE OF VEHICLES

All vehicle purchases must comply with procurement requirements outlined in FTA Circular 4220.1F or latest version. The applicants are responsible for the procurement process and will be reimbursed only after the purchase invoices are submitted. No advance payments will be made by SFRTA to applicants toward purchasing of vehicles under any circumstances.

LOCAL MATCH REQUIREMENTS

JARC and New Freedom funds may be used to finance capital, mobility management/planning and operating expenses. The federal share of eligible capital and mobility management expenses may

not exceed 80 percent of project costs. The federal share of eligible operating expenses may not exceed 50 percent of project costs.

Type of Funding	Match Requirements Maximum Federal Share	Minimum Local Share
Capital	80%	20%
Operating	50%	50%
Mobility Management/Planning	80%	20%

Consistent with FTA guidance, the local share must be provided from sources other than U.S. Department of Transportation (USDOT) funds. No FTA program funds can be used as a source of local match for other FTA programs, even when used to contract for service. Examples of sources of local match that may be used include the following:

- State or local appropriations
- Other non-DOT Federal funds
- Dedicated tax revenues
- Private donations
- Net income generated from advertising and concessions
- Toll Revenue Credit (Capital projects only)

Fare box revenue is considered an income and is deducted from the total operating cost to determine the net cost of the activity. However, it is important to note that fare box revenue may not be used as local match. A sample calculation to determine local cash match for two projects is provided below.

Steps to Calculate Local Match	Operating Projects (50% Local Match Required)	All Other Projects (20% Local Match Required)
1) Start with Total Project Budget:	$100,000	$100,000
2) Deduct Project Income (e.g., fare box revenue for operating projects):	($10,000)	($0)
3) Deducting the revenue or project income produces the net project cost:	$90,000	$100,000
4) Multiply the net project cost by the required percentage match:	x 50%	x 20%
5) The resultant figure is the minimum amount of local match required:	$45,000	$20,000

The applicants should refer to the SFRTA's Program Management Plan (PMP) for additional guidance on sources of local match.

APPLICATION REVIEW AND SELECTION PROCESS

The SFRTA is conducting this call for projects as part of a competitive selection process. After initial screening by SFRTA staff to determine eligibility, the SFRTA's Planning Technical Advisory Committee (PTAC), which consists of representatives from two Florida DOT districts, as well as three local transit operators, two Regional Planning Councils, and three MPOs, will evaluate and score the applications. The evaluation will be strictly based on the content of the written application. The ranked Program of Projects (POP) will then be submitted to the SFRTA Governing Board for approval at one of its regularly scheduled meetings. Once approved, the POP will be submitted to FTA for final

determination of funding. The applicants must not start their projects until the FTA approves the POP and a sub-recipient agreement is executed with SFRTA. Costs incurred prior to the execution of sub-recipient agreements are not eligible for reimbursement.

The criteria and methods for ranking project applications can be found in Appendix D: Selection Criteria. The criteria are designed to affirm project eligibility of the submitted projects and to gauge the relative strengths of the projects with respect to:

- Eligibility
- Service area and coordination
- Project readiness/scalability/ability to implement
- Sustainability
- Need
- Other factors

FUNDING LIMITATIONS

Applicants may request for project funding of up to two years in any funding cycle. However, projects may be limited to one year of funding at the discretion of the PTAC. The PTAC may recommend project approval at an amount and scope less than originally requested. Grant contract budgets may be lower than amounts originally awarded based on refined cost estimates. Funds should be expended three years from the date of award.

FINANCIAL MANAGEMENT

Applicants whose projects are selected for JARC and/or New Freedom Program funds will be required to comply with all FTA requirements and are subject to audits and monitoring reviews. Further, applicants are required to demonstrate their capability to manage Federal grants by including information on current/previous Federal grants or resumes of employees who have prior experience in managing such grants. Your agency's complete financial statements for the most recent year available must be submitted with your application.

REPORTING REQUIREMENTS

Successful applicants will be required to comply with FTA reporting requirements. Sub-recipients must submit quarterly reports and annual performance measures directly to the SFRTA.

APPLICATION DEADLINE

The application deadline is **12 noon (EST), December 21, 2012**. Applications must be received by SFRTA by this time to be eligible for consideration. **Applications found to be incomplete or received after the deadline will not be considered for funding.** No exceptions will be made.

APPLICATION SUBMITTAL

Six (6) completed hard copy applications and one (1) digital application must be submitted to:

South Florida Regional Transportation Authority
Attn: JARC/NF
800 NW 33rd Street

Pompano Beach, FL 33064

APPENDIX A: APPLICATION PACKAGE

Contents of Grant Application Package

Application Checklist
Section 1: Summary of Application
Section 2: Applicant, Existing Services, and Service Area
Section 3: Project Information
Section 4: Coordination
Section 5: Implementation and Scalability
Section 6: Project Management and Reporting
Section 7: Additional Information – Operating Projects Only
Section 8: Additional Information – Capital/Mobility Management Projects Only
Section 9: Summary of Project Cost
Section 10: Letters of Support

Exhibits
Exhibit A1: Resolution by Applicants with a Governing Board
Exhibit A2: Certification by Applicants without a Governing Board
Exhibit B: Public Hearing
Exhibit C: Single Audit Act
Exhibit D: Federal Certifications and Assurances
Exhibit E: Civil Rights Requirements
Exhibit F: Procurement
Exhibit G: Restrictions on Lobbying
Exhibit H: Milestone Information

Application Checklist

The following information must be included in the final JARC or New Freedom application packet to be considered complete. Incomplete applications will be disqualified after the application deadline has passed. Six (6) copies of the application must be submitted on 8 ½ x 11 inch paper and bounded with a paper clip or black binder clip **and** in electronic format on a CD. Failure to provide either will disqualify project from consideration.

ALL PROJECT APPLICATIONS MUST BE **RECEIVED** AT THE SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY OFFICE BY **DECEMBER 21, 2012 AT 12:00 NOON EST.**

- ☒ Signed Application Checklist
- ☒ Section 1: Summary of Application
- ☒ Section 2: Applicant, Existing Services, and Service Area
- ☒ Section 3: Project Information
- ☒ Section 4: Coordination
- ☒ Section 5: Implementation and Scalability
- ☒ Section 6: Project Management and Reporting
- ☒ Section 7: Additional Information - Operating Projects Only
- ☒ Section 8: Additional Information - Capital/Mobility Management Projects Only
- ☒ Section 9: Summary of Project Cost
- ☒ Section 10: Letters of Support
- ☒ Exhibit A1: Resolution by Applicants with a Governing Board
- ☒ Exhibit A2: Certification by Applicants without a Governing Board
- ☒ Exhibit B: Public Hearing
- ☒ Exhibit C: Single Audit Act
- ☒ Exhibit D: Federal Certifications and Assurances
- ☒ Exhibit E: Civil Rights Requirements

☒ Exhibit F: Procurement

☒ Exhibit G: Restrictions on Lobbying

☒ Exhibit H: Milestone Information

Name: Jorge Azor
(Individual authorized to execute contracts with South Florida Regional Transportation Authority)

Signature:_____

Date: February 1st, 2013

SECTION 1: SUMMARY OF APPLICATION

Application Type

Please indicate whether this is a JARC or New Freedom Application. CHECK ONLY ONE PROGRAM. If both Program boxes below are checked, the application may be deemed ineligible.

☐ **Section 5316 – Job Access and Reverse Commute (JARC)**
☒ **Section 5317 – New Freedom**

Applicant Name and Contact Information

Name of Applicant	Zuni Transportation
Contact Person	Mr. Jorge Azor
Address	23635-A South Dixie Hwy. , Homestead, FL 33032
Email	jazor@zunitrans.com,
Phone Number	305-258-9864

Organization Type

☐ **Local Government Authority**
☐ **Private Non-Profit Organization** ***(please attach IRS 501(c)(3) documentation of non-profit status)***
☐ **Public Operator of Public Transportation Services**
☒ **Private Operator of Public Transportation Services**

Partnering Organization and Contact Information (Indicate N/A if not applicable)

Partnering Organization	N/A
Contact Person	
Address	
Email	
Phone Number	

Project Type (Place an X in the appropriate box). For a detailed list of eligible projects, please refer to Appendix B: JARC and NF Eligible Projects.

Capital Only	X
Operating Only	
Capital & Operating	
Mobility Management/Coordinated Planning	

Project Information

Project Name	Zuni South Dade New Freedom Service
Service Area	Miami-Dade County South of State Road 836
Start Date	July 2013
Total Project Cost	$457,055.00
JARC/NF Funding Requested	$365,644.00
Number of Years for Which Funding Requested	1
Total Local Match	$91,411.00

IMPORTANT: Cost information provided in the above table will be used when the projects are evaluated and **funding is requested for successful projects from FTA.**

To the best of my knowledge, all information in this application is true and accurate. The document has been duly authorized by the governing body or authorized representative of the applicant and the applicant will comply with any certifications and assurances if the fund is awarded.

Signature of Authorized Representative	
Printed Name of Authorized Representative	Jorge Azor
Date	12/21/12

SECTION 2: APPLICANT, EXISTING SERVICES, AND SERVICE AREA

1) Provide a brief description of the applicant and its background with implementing this type of project.

This grant application is submitted by Zuni Transportation (Zuni) a private provider of non-emergency medical and paratransit style transportation in southern Miami-Dade County, Florida since 1989. Zuni proposes a New Freedom Grant funding project in which the South Florida Regional Transportation Authority (SFRTA) would be the direct recipient of certain wheelchair accessible vehicles which would be operated by Zuni to fill the current unmet needs as stated in the SFRTA Human Services Transportation Coordinated Plan (HSTCP) and in Miami-Dade County's Transportation Disadvantaged Service Plan (TDSP). Additional company qualifications and information regarding our ability to operate a successful New Freedom project are further detailed in this application.

Company Background and Qualifications:

ZUNI has a long history of providing services to the elderly & disabled in Miami Dade County since 1994. ZUNI has prided itself in providing excellent services every day as the county motto goes, and has the statistics and awards to prove it.

In 2011, Zuni completed 418,706 trips and 2,149 complaints for a ratio of .0051
Source: Miami Dade Transit monthly Paratransit Reports.
In 2010, Zuni completed 410,280 trips and 1,872 complaints for a ratio of .0045
In 2009, Zuni completed 413,218 trips and 1,818 complaints for a ratio of .0044
In 2008, Zuni completed 439,648 trips and 2,256 complaints for a ratio of .0051
In 2007, Zuni completed 460,995 trips and 2,893 complaints for a ratio of .0063

In 2004, the Florida Commission for the Transportation Disadvantaged selected Zuni Transportation, Inc. as the "Operator of the Year" for 2004 at its annual training and technology conference.

In the field of safety and security, ZUNI has maintained a focus of reducing and managing risk. Zuni employs an in-house risk manager, and on the road supervisor to make sure all safety issues are handled immediately and all company policies are adhered to. Daily reports by the road supervisor are immediately provided to the General Manager, and our road supervisor has full authority to remove a driver, or vehicle from service. ZUNI has passed all Miami Dade Transit on site safety and compliance audits that have been performed.

Zuni's safety record has been identified by national insurer Crum & Forster as "best in class" among other national paratransit firms. The national acceptable accident benchmarks are 3

preventable accidents per 100,000 miles. Zuni far exceeds this ratio as the following statistics will attest:

2007	miles: 4,121,421	15 preventable accidents	1 accident per 274,761 miles
2008	miles: 4,129,486	11 preventable accidents	1 accident per 375,408 miles
2009	miles: 4,052.295	07 preventable accidents	1 accident per 578,899 miles
2010	miles: 4,242,404	09 preventable accidents	1 accident per 471,378 miles
2011	miles: 4,198,691	12 preventable accidents	1 accident per 349,891 miles

In 2009, the Florida Commission for the Transportation Disadvantaged presented Zuni Transportation, Inc. with the "Safety Award" at the annual training and technology conference based on its' outstanding safety record.

2) Provide a brief description of the applicant's existing services.

The services proposed in our New Freedom project application are the type of service that we do every day, and that we have been providing to the residents of southern Miami-Dade County for the past 22 years. Zuni Transportation Inc. is a dynamic company committed to providing quality, cost effective transportation to South Florida.

Incorporated in 1989 by co-founders Exzun Hidalgo and Jorge Azor; Zuni Transportation has maintained a policy of conservative directed growth. This policy has led to Zuni being well positioned to take advantage of unique opportunities in South Florida's transportation industry. Zuni is a provider of Non-Emergency Ambulatory and Non-Ambulatory Transportation services commonly known as Paratransit. Paratransit firms provide governmental entities and medical providers an efficient way to transport their clients and patients.

In 1994 Zuni Transportation became one of five contractors selected to provide transportation under the Metro Dade County Special Transportation Services Contract (STS), and was a major provider for STS clients for most of the past 18 years. This contract typically had annual expenditures of $40 million per year and Zuni Transportation historically transported 25% of the daily trips performed under this contract. Zuni consistently maintained the highest customer satisfaction ratio among the 5 providers. Zuni routinely averages a 99% customer satisfaction ratio for all of its clients.

In addition to the aforementioned contract, Zuni Transportation, in its commitment to managed conservative growth acquired Eastern Medical Courier Services in 1996. By successfully pooling resources common to both companies, Zuni is successfully providing quality cost effective courier service to the medical community encompassing the entire Baptist Health Systems of South Florida as well as The University of Miami, Mercy Hospital, Pan American and Mount Sinai to name but a few.

By concentrating in the South Dade area Zuni Transportation is able to offer cost effective transportation to the medical community providing services for United Healthcare, the Office of Disability Determination for the Florida Department of Labor, area nursing homes and medical clinics.

By continuing to follow a structured plan of conservative growth Zuni Transportation is uniquely positioned to meet the ever-changing needs of the South Florida Transportation industry. Zuni drivers have to go through one of the most vigorous safety and training programs in the county and must complete the following county mandated background checks and training. Zuni complies with all local, state, and federal regulations regarding Federal Transit laws and mandates.

Zuni Transportation has a fleet that meets all of your transportation needs. Our fleet of over 105 contracted and owned vehicles includes everything from cars to buses. Our vans are equipped with hydraulic lifts to suit all wheel chair needs. All of our vehicles provide a luxurious, air conditioned ride. Every vehicle is well-maintained with our own on-site garage where our mechanics provide daily maintenance. Every vehicle meets all state regulations; in fact our vehicles are inspected by the state of Florida and Metro Dade County's vehicle and passenger regulatory divisions.

Zuni maintains all required mandated insurance. The drivers and vehicles must adhere to a Certified System Safety Plan. Zuni must comply with Federal Transit Administration, Florida DOT, and Miami-Dade for-hire rules and regulations.

Finally, Zuni also works with tourist and convention authorities with accessible transportation for their disabled delegates.

3) Provide a brief description of the existing service area (provide demographic, economic, and geographic information).

Northern Boundary- Coral Way
Eastern Boundary- Atlantic Ocean
Southern Boundary- Campbell Drive, Homestead
Western Boundary- Krome Avenue

According to the website of the US Census called Quick Facts, in 2010 there were 2,496,435 people residing in Miami-Dade County. The population density was 447/km² (1,158/mi²). There were 852,278 housing units at an average density of 169/km² (438/mi²). The racial makeup of the county was 18.6% White (not Hispanic), 20.5% Black (not Hispanic) (with a large part being of Caribbean descent) and African American, 0.19% Native American, 1.3% Asian, 4.58% from other races, and 3.79% from two or more races. 60.6% of the population were Hispanic or Latino of any race. 51.4% of the county residents were born outside the United States, while 67% of the population speaks a language other than English at home.

The total of Miami-Dade County residents over 65 was 359,487, or 14.4% of the population. The total number of disabled residents was 360,944, which is 14.5% of the population. The combined total of elderly and disabled riders represents just under 29% of the entire county population.

SECTION 3: PROJECT INFORMATION

4) **Project Title:** Zuni South Dade New Freedom Service

5) **Specify the type of project.**
- ☐ **Continuation of an Existing JARC/NF Project**
- ☐ **Expansion of an Existing Project not previously funded through JARC/NF**
- ☐ **Existing fixed route service not previously funded through JARC**
- ☒ **New Project**

6) **Provide a description of the project.** For projects seeking operating assistance, provide details of proposed routes, schedules, and trip coordination strategies. For capital projects, explain the quantity and type of assets to be procured, use, useful life, and whether assets are expansion or replacement assets. If the project has multiple elements (i.e., operating, mobility management, capital), please include a description of how these elements relate to each other.

Zuni proposes a New Freedom Grant funding project in which the South Florida Regional Transportation Authority (SFRTA) would be the direct recipient of certain wheelchair accessible vehicles which would be operated by Zuni to fill the current unmet needs as stated in the SFRTA Human Services Transportation Coordinated Plan (HSTCP) and in Miami-Dade County's Transportation Disadvantaged Service Plan (TDSP). Additional company qualifications and information regarding our ability to operate a successful New Freedom project are further detailed in this application.

This application is for the purchase of ten (10) wheelchair accessible vehicles for disabled and elderly persons needing Beyond ADA-style services that are not currently available in southern Miami-Dade County. Thus, this proposal is for services specifically targeted in the New Freedom Program Circulars. The project will surpass ADA requirements in several additional ways, including 24 hour, 365 day service in all locations in the service area and without the need for advanced reservations. Our goal is to ensure that all transportation disadvantaged individuals in our service area have access to reliable, demand-responsive transportation by helping to fill local service gaps in current ADA paratransit. There are many other aspects of the New Freedom goals and objectives met by this project and these are further described below.

Miami-Dade County currently does not have very many satisfactory options for demand/response transportation for those needing a wheelchair-accessible vehicle. We know that Miami-Dade County's ADA paratransit service does not provide same-day service. In addition, quality demand-response accessible service from taxicabs, particularly in southern Miami-Dade, is virtually non-existent. In fact, taxicab service at all in southern Miami-Dade County in unreliable even at its best levels.

Although there are some wheelchair-accessible taxicabs in Miami-Dade County, very few of them work the South Dade area. These vehicles tend to congregate on Miami-Beach, downtown Miami, the Civic Center hospital zone, and Miami International Airport. With this application, Zuni intends to fill this major need (demand response accessible transportation) in the county's largest geographic area, southern Miami-Dade.

The lack of demand response accessible transportation service has also affected our county's STS riders. In 2008 and 2009, Easter Seals Project Action did a nationwide study called "The Use of Taxicabs in Paratransit Programs." This report is available of the Project Action website. When the researchers interviewed the managers of Miami-Dade STS program, they learned that, unlike many other American cities, our local paratransit program does not utilize taxicab service as a back-up transportation option. The reason: the service is horrible. At one time many years ago, the entire STS program was run in taxicabs. Now, none.

Zach Naiditch, the STS Manager interviewed by Project Action, stated that the service level was so unacceptable that the decision was made to no longer utilize taxicabs. While that decision has helped to eliminate bad taxi service, the fact remains that many riders have to wait for service in times of inclement weather, vehicle breakdowns or service errors.

As we state elsewhere in our application and also in this document, we aim to offer our New Freedom program to assist every entity currently suffering due to the lack of quality demand-response taxi-like service:

- ADA paratransit riders
- Riders of Miami-Dade transit
- Metro-Rail riders
- Human service agencies
- Hospitals and medical centers
- The transportation disadvantaged
- The members of the public that travel in wheelchairs

These service gaps and unmet needs are monumental, and our company fields, on a daily basis, many phone calls from prospective riders seeking an alternative to their current dearth of options. It is these phone calls that have inspired us to make this application. We feel that 10 vehicles may not be nearly enough to service the demand, but we are committed to making this service a great success.

First, it is important to note that wheelchair accessible, demand-responsive service is one of the specific goals and objectives of the New Freedom program. In the Circulars for New Freedom, this type of service is specifically mentioned several times as an eligible New Freedom project.

The proposed service will be extremely efficient, as we will be using the existing Zuni Transportation infrastructure to deliver necessary support services for the project, including advanced technology and procedures for reservations, scheduling and dispatch; please see company background exhibits for further information on these capabilities.

Our service will be accessible via a variety of methods, including phone reservations, fax capability, and internet booking. Our vehicles will be dispersed among our entire fleet throughout southern Miami-Dade, and we will guarantee their accessibility on a 24-hour basis.

Our project rationale is based on the fact that as the population centers, and also the commercial zones, of southern Miami-Dade change over time, many important destinations, such as medical facilities, move farther away from the populations who are most dependent on public transportation. Thus, although many local residents who are transportation dependent reside in certain urban or suburban corridors, their places of employment, shopping, and medical care are increasingly difficult to reach. In some cases, the transportation options for individuals to get to the extreme ends of the region and beyond lag behind the commercial growth in those areas. Some Miami-Dade County non-profit human service agencies may have transportation components, but their service areas are often limited, as well as their service hours, so therefore their service is limited in scope and may not be available to all of those in need.

The primary purpose of the new vehicles is to provide a way for the transportation disadvantaged of Miami-Dade County, and in particular, southern Miami-Dade to be able to access services available to the public at large, but not to them.

Here is an example of what we mean. On a Sunday morning, a local family contacts an acquaintance and invites her to Sunday dinner. The acquaintance is an elderly woman in a wheelchair who the family has met at church. The family is unaware that this woman has to set up her rides to and from church in advance, to conform to the requirements of the Miami-Dade County's STS program. The woman sadly explains that she has no way to get to the family's home, even though it is only 2 miles from hers, and has to decline the invitation. This is heartbreaking for the people involved, yet these sad events happen every day, unbeknownst to the public at large.

This example could have been some disabled college students deciding to attend a movie on a Saturday night. Or a disabled citizen who picked up the Sunday paper and read about a free concert in the park that afternoon. These people are continually disappointed that they cannot access the services every else is able to.

Most residents of Miami-Dade County take their mobility for granted, and do not understand the challenges involved for the disabled on matters that seem so simple to us. Our New Freedom Program will be specifically designed to meet all these challenges and to provide the demand –response transportation that the people in those examples deserve; and we will offer them at a reasonable cost.

Zuni will advertise and promote this service through the marketing we intend to do as part of our New Freedom Project outreach plan. By offering this service to the transportation disadvantaged community as well as members of the general public, Zuni is providing an opportunity to save money though ride-sharing for a variety of entities, including the following:

- The general public, including residents who would utilize our service more often if they could share the cost with another rider.
- Elderly and disabled residents, who need demand response service not currently available now in Miami-Dade County. Many of these common needs were detailed in our proposal.
- Human Service organizations that lack either vehicle capacity or a demand response component in their transportation service. This need was also detailed in our proposal.

- The Miami-Dade County STS ADA paratransit service currently has a limited amount of back-up capability on a demand/response basis. So does the broker for the county's Medicaid Transportation service. Zuni intends to offer our accessible vehicles and our Ride Sharing capabilities to both of these entities to provide them with an inexpensive, safe, and professional transportation alternative should they experience service problems during the course of their daily operation.

7) **Identify target population(s) of the project.** Cite any studies conducted and the corresponding recommendations that contributed to the development of the project. Explain how the project will be marketed to those populations. If the project will serve others in addition to the target population, specify how you will assure that the target population will be given priority on all project activities and how the availability of service to the target population will not be compromised by the provision of services to those other than the target population.

This project will fill all current gaps in transportation services for the elderly and riders with disabilities, specifically those gaps in ADA compliant paratransit services by providing service to southern Miami-Dade County, 24 hours-per-day 365 days-per-year, without the necessity of advanced reservations. (Note: Advanced reservations will be suggested, however, for service from 8 p.m. through 6 a.m. and during very busy travel periods (i.e.), or for trips to the airport, to the seaport, or to the Amtrak Station.) Zuni would like to initiate this service and has a plan to ensure its success. For this project, drivers that operate these vehicles will be required to prioritize wheelchair trips in the service area, bringing rapid response wheelchair accessible transportation to members of the elderly and disabled community. Thus, the proposed program will bring prompt dependable service and important new transportation service options to elderly and disabled riders.

Zuni Transportation will help meet transportation needs of those outside the targeted population. Therefore, to ensure priority service for these beyond-ADA trips to our targeted population, all of the drivers that Zuni deploys on this service, as a condition of operating these designated vehicles, will agree to prioritize the coverage of such trips. Zuni has created operational procedures, including using GPS devices to locate the closest vehicle to a trip request, to guarantee that these requirements are complied with over the life of the project. In order to enhance vehicle availability for our proposed service for those residents of South Dade who need service after hours and on weekends, our wheelchair-accessible vehicles will feature multiple drivers, as opposed to being assigned to one driver, as is often the standard in the industry.

By making demand responsive transportation available 24/7/365, without restrictions on who can utilize the service, the general population benefits. Specifically, we will also benefit the following groups.

- Those seeking employment/employed workers who rely on public or for hire transportation to get to and from interviews/work.
- Human services agencies and non-profit organizations that may need assistance in areas not served by local transit.
- Additionally, some of these groups may offer transportation services that are limited in capacity and not able to serve all their clients who need service. Zuni will help to fill that need.

- While the vehicles will accommodate wheelchair passengers via the vehicles rear-entry ramp, ambulatory riders who may ride in the same vehicle as the wheelchair-bound rider will have plenty of comfortable seating. The design of our proposed vehicles will provide ample room for an enjoyable, comfortable ride for all riders.

8) Please specify the unmet needs this project is designed to meet and how those unmet needs were identified.

The ZUNI New Freedom project is designed to address several unmet needs mentioned in the FTA Circulars on New Freedom as well as in the SFRTA Human Services Transportation Coordinated Plan (HSTCP) and in Miami-Dade County's Transportation Disadvantaged Service Plan (TDSP). These unmet needs include the following:

- Promotion of new Beyond-ADA transportation services for the elderly and disabled residents of southern Miami-Dade County
- Providing Non-Emergency Transportation and Beyond-ADA paratransit-style services in southern Miami-Dade for recipients who cannot afford the costs of transportation for Social, Educational, Rehabilitative (TD), and Life sustaining & Medical Services
- Transportation of disabled passengers outside the ¾ mile A.D.A. area in South Dade to the nearest rail stations. We will offer very inexpensive zone-style fares to individuals who ride on this program. This fare will be known to the rider in advance of the trip, and will be only a fraction of the cost of a commercial wheelchair lift-van ride presently available to the public.
- Demand/Response transport of wheelchair passengers from Metro Rail stations to the next station when the elevators breakdown.
- Enhancement of interstate commerce by providing reliable airport transportation to residents in southern Miami-Dade due to the largely unavailable taxi service south of Cutler Bay
- Working with South Florida Commuter Services to market transportation services between Cutler Bay and Marathon Florida in Monroe County.
- Assist Miami-Dade Transit's Planning staff in their program of visits and helping training staff at One Stop centers

We feel that our proposal addresses many of the goals addressed in the FTA Circulars on New freedom, and also those expressed in the in the TDSP, which are:

1. To better serve the populations with special transportation needs, including elderly individuals, individuals with disabilities, and low-income individuals;
2. To eliminate waste in public transportation resources through reduction of duplicated and/or fragmented services among public transit providers;
3. To maximize efficiency in public transportation through collectively developed funding prioritization and implementation strategies.

We also feel that our proposal will improve the delivery of transportation services for the target population, will generate efficiencies in operation that can lead to increased levels of service, and will encourage cooperation and coordination with a consistent means of project development Services for Meeting Unmet Needs.

Categories of services along with sample projects for meeting unmet human services transportation needs are listed below:

- Improve service to transit-dependent persons.
- Purchase vehicles to expand service
- Provide new service – time, location, capacity
- Expand existing service – time, location, capacity
- Modify existing vehicles and facilities to enhance standards beyond Americans with Disabilities Act (ADA)
- Evaluate existing and future needs of transit-dependent persons.
- Review routes and schedules relative to origin and destination. Especially where there are high concentrations of transit-dependent persons.
- Identify connection points among providers to better utilize equipment.
- Improve public transportation for elderly persons.
- Improve public transportation for persons with disabilities.
- Conduct surveys of providers and users to evaluate service effectiveness and efficiency.

Here is the list of our proposed services that we listed in our application to fulfill current gaps. Below this list is more detailed information on our proposed services.

- Promotion of new Beyond-ADA transportation services for the elderly and disabled residents of southern Miami-Dade County
- Providing Non-Emergency Transportation and Beyond-ADA paratransit-style services in southern Miami-Dade for recipients who cannot afford the costs of transportation for Social, Educational, Rehabilitative (TD), and Life sustaining & Medical Services
- Transportation of disabled passengers outside the ¾ mile A.D.A. area in South Dade to the nearest rail stations. We will offer very inexpensive zone-style fares to individuals who ride on this program. This fare will be known to the rider in advance of the trip, and will be only a fraction of the cost of a commercial wheelchair lift-van ride presently available to the public.
- Demand/Response transport of wheelchair passengers from Metro Rail stations to the next station when the elevators breakdown.
- Enhancement of interstate commerce by providing reliable airport transportation to residents in southern Miami-Dade due to the largely unavailable taxi service south of Cutler Bay
- Working with South Florida Commuter Services to market transportation services between Cutler Bay and Marathon Florida in Monroe County.
- Assist Miami-Dade Transit's Planning staff in their program of visits and helping training staff at One Stop centers

Here is an elaboration on the above: As we know, the New Freedom program is specifically designed to fill gaps in local transit options to the transportation disadvantaged, which includes the elderly, the disabled, the infirm, and the indigent.

Throughout Miami-Dade County, several populations are considered to be underserved, the most notably of which were elderly and disabled. Many of these people are also low and fixed income individuals just above the Medicaid threshold that need transportation to medical services. Furthermore, many of these individuals either live in the remote areas of the region, or

in an area far removed from the services they require. Many local people who are either seniors or disabled have difficulty in getting to other destinations other than senior centers, primarily for basic needs like groceries and other non-medical services.

While there are many human services organizations and non-profit agencies providing transportation for the people of our target group, the fact is that most of these organizations provide specific trip types, which may limit their ability to provide transportation to others who do not fall into the categories in which they serve. For example, an agency who serves the disabled may not be able to serve low income individuals due to a restriction on use of funds and/or the agency mission statement. However, agencies with similar needs may be able to "share" a vehicle or resources. Zuni does business with many of these human service agency and non-profit clients throughout southern Miami-Dade County. We can offer our service to provide them with excess capacity.

Our company already transports dozens of elderly and disabled each day of the week to various area social service agencies, non-profits, health care providers, medical centers, and elderly housing facilities. With our professional call center and dispatch component, we will bring even greater efficiencies to this project than we already bring to our current clients. Our ride sharing program combined with our dispatch technology demonstrates our robust ability to conduct mobility management.

Our riders travel to and from many local hospitals and clinics, assisted living centers, government agencies, universities and schools, insurance agencies, travel and transportation attractions centers, and major employers. The wheelchair-accessible cabs will be further marketed via traditional advertising means, including our web site. We will keep the community fully apprised on this project.

Zuni can also create shuttle-type services for remote residential communities to an from areas where residents can access many needed services, even additional transportation services. This is a perfect example of coordination with existing public transportation providers because, for example, Miami-Dade transit does not reach our most remote communities. Zuni would pick-up from where they leave off. Additionally, Zuni can take service requests 24/7/365, so we could be an on demand service for Miami-Dade County transit, and also a Guaranteed Ride Home Program when public transit is not available.

9) Does the project address at least one (1) strategy identified in the local Coordinated Plan? (The Coordinated Plans of Broward, Miami-Dade, and Palm Beach Counties can be found on the SFRTA website at www.sfrta.fl.gov/grants)

☒ Yes
☐ No

If YES, list the strategies in the local Coordinated Plan that your project conforms with. List the name of the Coordinated Plan, conforming goal, and page number.

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- To comply with Federal requirements to ***make the public transit system accessible*** to people who are ***physically*** and ***mentally*** challenged and currently are unable to use the public transit system.
- To perform public transportation orientations to all organizations that serves the disadvantaged.
- ☐ To investigate requests for transportation for the disadvantaged.
- ☐ To respond to complaints and suggestions concerning transportation for the disadvantaged.
- ☐ To monitor transportation service operations and passenger activity for programs that serves the transportation disadvantaged.
- ☐ To act as an information resource for transportation programs and agencies that serves the disadvantaged, as well as citizens in Miami-Dade County.

10) Describe the geographic boundaries of the project. Applicants must attach a map (8.5 x 11) depicting the project boundaries.

Northern Boundary- Coral Way
Eastern Boundary- Atlantic Ocean
Southern Boundary- Campbell Drive, Homestead
Western Boundary- Krome Avenue

See Exhibit 1 at the end of the proposal in Attachments

11) Estimate the number of low-income population (JARC) and individuals with disabilities (NF) that will be served by the project. Provide an explanation as to how the estimate was determined.

The following information was taken from the US Census site Quick Facts, and if certain information was not available on that site it was taken from Miami-Dade County's (TDSP). The total of Miami-Dade County low-income residents that were neither disabled nor elderly is 293,302 which represent 11.7% of the population. The total number of disabled residents was 360,944, which is 14.5% of the population. When adding in the elderly that were neither disabled nor low-income (198,714) we can estimate that the combined total of low-income,

elderly and disabled riders is about 852,960, and that represents over 34% of the entire county population. This group is referred to as being transportation disadvantaged.

According to the Transportation Disadvantaged Service Plan (TDSP) Miami-Dade County remains one of the poorest places in the nation. This population includes the economically disadvantaged, children at-risk, the disabled community, seniors, the unemployed, the homeless, and adults at-risk. There are over 130,000 economically disadvantaged seniors and approximately 5000 Social Security [SSI & SSDI] enrolled in the Golden Passport program; approximately 300,000 Medicaid recipients, and approximately 25,000 enrolled in the Special Transportation program for the disabled.

According to the TDSP, the total disadvantaged population is growing and projections indicate that the disadvantaged population will soon exceed 900,000 in Miami Dade County.

SECTION 4: COORDINATION

12) **Explain how your organization coordinated with existing public transportation providers to develop the project.** Identify other transportation providers that currently operate similar services to the target population within the project area. How do you plan to prevent the duplication of services? Discuss anticipated formal agreements, arrangements to coordinate services, joint funding initiatives, the pooling of resources and any other coordination efforts planned or already initiated.

Should Zuni be granted the award, we will be able purchase ten (10) wheelchair accessible vehicles, and thus offer both pre-arranged and demand-responsive transportation services to any and all current transit programs that are in need of accessible transportation., including the Miami-Dade STS program, and to our county's Medicaid Transportation program.

Also, through both a telephone and direct mail marketing campaign, we will offer these services directly to any and all of Miami-Dade County's human service agencies. Zuni is already a transportation provider for various social service agencies, non-profits, health care providers, medical centers, and elderly housing facilities in our service area. Through these existing accounts, our company already transports dozens of elderly and disabled each day of the week.

Since our proposed service meets many unmet needs as previously delineated in this document, we also realize that we may receive a large number of demand-responsive service requests from the general public. Cash riders will pay the same fares as riders of non-accessible taxicabs.

We will bring the same high-level of efficiency to this project that we are currently providing to our portfolio of clients, which span a broad range of businesses and human service agencies as we serve both the public and private sectors on a daily basis. We specialize in ride sharing, and we look forward to being a major component of any proposed program of mobility management in Miami-Dade County.

13) **Explain how your organization coordinated with human service transportation providers and/or other private non-profit/for-profit operators to develop the project.** Identify other human service transportation providers and/or other private non-profit/for-profit operators that currently

operate similar services to the target population within the project area. How to you plan to prevent the duplication of services? Discuss anticipated formal agreements, arrangements to coordinate services, joint funding initiatives, the pooling of resources and any other coordination efforts planned or already initiated.

Zuni has been arguably the largest provider of shared rides in Miami Dade County over the past 18 years. Zuni Transportation has been the largest provider of ADA transportation in Miami Dade County since 1994 through our work as a provider on the county's STS program. Our load-factor, that is, the number of riders transported on each trip, was the highest in the county. Our company's dispatching component is one of the most experienced and knowledgeable in South Florida, and is the premier unit in South Miami Dade.

Furthermore, our company has a formal program of ride-sharing available not just to our municipal, corporate, and non-profit clients, but also to the public. In addition to what we offer the public, Zuni has agreements with several Miami-Dade County hospitals, including Baptist Health Systems of South Florida as well as The University of Miami Hospital, Mercy Hospital, Pan American Hospital and Mount Sinai Medical Center. It is very common for our company to transport two or more hospital patients or visitors on the same trip, and in those cases the hospital simply pays one fare, not two. The hospital pays one shared cost, even if the passengers go to different destinations.

For example, if Baptist Hospital calls Zuni to assist the hospital case manager in discharging two different patients with one going, for example, to Cutler Ridge and the second to Homestead, Zuni can dispatch only one vehicle, and charge only one fare, which would be the total fare at the completion of the trip in Homestead. In this example, Baptist would incur little to no charge for the Cutler Ridge patient, since he or she would be dropped off on the way to Homestead. That is what Zuni currently does on a daily basis, and has been doing throughout our company's history. We intend to broaden and extend this service under our new Freedom Ride Sharing Program. We intend to do a comprehensive program of outreach and networking with stakeholders, not only including the elderly and disabled residents of south Miami-Dade County, bit also local transit organizations, human service organizations, and all non-profits who provide elderly and disabled transportation. We will also reach out to other groups like Assisted Living Facilities, Independent Living Facilities, and Nursing Homes. We feel that after making them aware of our demand/response wheelchair accessible service, many of these entities will start to utilize our inexpensive mode of transportation instead of spending heavily for capital costs the next time they have a need for service expansion. Thus, the entire community would profit by offering excellent transportation to our target population at a lower cost than in the past.

We would also like you to know that our New Freedom Program will be highly effective for two distinct reasons:

1) The aforementioned level of outreach to stakeholders, and
2) The extremely high level of technological capability that exists in our call center. Our communications, routing, scheduling, and dispatching capability will provide the highest degree of demand/response accessible wheelchair transportation available in the county.

As stated above, our clients span the gamut of local area social service agencies, hospitals and clinics, assisted living centers, government agencies, schools, insurance agencies, and

other major entities that serve the elderly, disabled, and infirm populations of Miami-Dade County.

The following are a few of our many available contract or account references.

Baptist Health Systems of South Florida
Homestead Hospital
Mercy Hospital
Mount Sinai Medical Center
Pan American Hospital
The Alliance on Aging, Inc.
The Florida Department of Labor
The Miami Project to Cure Paralysis
The Military Affairs Committee
The Office of Disability Determination
The Special Olympics
The United States Southern Command
The United Way
The University of Miami
The Veterans Administration
United Healthcare
Many area nursing homes, adult living facilities and medical clinics.

First-Mile, Last Mile: Zuni intends to offer the public a way to better access public transit, and the services already provided by local government. One of the ways that Zuni will do this is by addressing the gap in transit known as "First Mile, Last Mile." This service gap occurs when a local elderly or disabled rider is able to access Metro bus service or the Metro Rail, but cannot get from their home to the bus stop or the Metro Rail Station, nor can they get from the destination bus stop to their final destination. Zuni's demand-response service for wheelchair accessibility provides a very inexpensive way for riders to get from their home to the bus stop or the bus transfer depot, and then from the destination drop off to their final destination.

Zuni also plans to approach Miami-Dade County about offering to provide an inexpensive alternative to operating transit buses for all day shifts in remote areas or during times of low ridership. Many communities in this country now use demand/response accessible transportation in non-peak periods to service disabled riders, and the cost savings to the transit agency is often significant, with the agency no longer having to deploy large buses and hourly-paid drivers during periods of low ridership.

SECTION 5: IMPLEMENTATION AND SCALABILITY

14) **Please provide the number of months needed upon receipt of award to begin providing services to the project's target population.** Identify the activities that have been completed thus far to develop the project. Provide a schedule for project implementation and complete the Milestone Information Form provided in Exhibit H. If your service is dependent upon the purchase of vehicles, use the vehicle anticipated delivery date as your starting point to determine the number of months needed to begin initiation of service.

Suggested Timeline Including Proposed Milestones

Activity	Responsibility	Time Frame
Applications Due	Applicant	February 1, 2013
Application Review	SFRTA	Months 1 & 2
Award Notification	SFRTA	Month 3
Vehicles Ordered from Manufacturer	SFRTA /Zuni	Month 3
Execute Contracts	SFRTA /Zuni	Month 10
Create press releases & community outreach materials	SFRTA /Zuni	Month 10
Coordination meetings: SFRTA, non-profits, stakeholders	SFRTA /Zuni	Month 11
Potential Drivers recruited or selected from current roster	Zuni	Month 11
Final group of selected drivers processed & tested	Zuni	Month 11
Drivers trained	Zuni	Month 12
Take Delivery of Vehicles	Zuni	Month 12
Contact stakeholders regarding roll-out	SFRTA/Zuni	Month 12
Begin Service	Zuni	Month 12
Performance Reports/ Invoices	Zuni	Monthly/Quarterly
Zuni Compliance Reviews	SFRTA	Ongoing

15) **Provide evidence of financial capability to implement the project.** Please note that no advance payments will be made by SFRTA to applicants under any circumstances.

Please see the attached document regarding our financial capabilities.

16) **Could the project be implemented on a more limited scope with less funding?**

☐ Yes
☒ No

If YES, please describe in detail how your project could be scaled down with less funding. Please provide specific funding scenarios.

SECTION 6: PROJECT MANAGEMENT AND REPORTING

17) How will the project be monitored and evaluated on an ongoing basis? What criteria will be used to establish the success of the project?

Zuni Transportation has established specific performance measures that we will include in our project to both monitor our own performace and to evaluate ourselves on an ongoing basis. Our performance measures include the following categories:

Passenger Trips and Trip Productivity- Our statistical reports will include both the number passenger trips measured on a monthy and annual basis, but also what type of trip our client needed (i.e., ambulatory and wheelchair).

Response Time Performance- Zuni will closely monitor this essential part of the project. We will track our company's response times, also by type of trip (i.e., ambulatory and wheelchair).

Customer feedback, including complaints, compliments, or other customer service issues will be categorized according to type of trip. Zuni will act on each complaint immediately. Zunii has a long history of outstanding customer service, and we record all customer input including written complaint and incident reports. Zuni Transportation always takes steps to eliminate or minimize the circumstances which give rise to complaints. As part of our program of continuous improvement, Zuni will encourage customers to voice any dissatisfaction with the service or any suggestions so that the service can be further improved. Complaints can be defined as any written or verbal communication provided to the company, to the driver, or to officials regarding adverse service.

Each complaint received will be documented, investigated, and acted upon, regardless of the source of the complaint information. Permanent records of all complaints will be maintained and copies furnished on a periodic basis or on request in addition to the statistical summaries of complaints to be provided.

Field Observation Reports Including Safe Driving. Zuni will set up a program of field monitoring done by both superviosrs and lead drivers, and we will create records of objective random and pre-scheduled field vehicle inspections. A formal inspection form and procedures will be utilized.

Breakdown Analysis. If a vehicle is repaired and additional corrective repair is then needed for the defect, this is a repeat failure and will be tracked, reported and investigated.

Telephone Response Statistics are tracked on an ongoing basis including minimizing average time to answer and abandoned calls. Additionally, please note that Zuni also tracks live statistics for faster action on many call-center measures.

All required grant and regulatory reports turned in on timely fashion.

Please note that the FTA requires that the following measures be reported on by program:

JARC

- *Actual or estimated number of jobs that can be accessed as a result of geographic or temporal coverage of JARC projects implemented in the current reporting year.*
- *Actual or estimated number of rides (as measured by one-way trips) provided as a result of the JARC projects implemented in the current reporting year.*

New Freedom

- *Services provided that impact availability of transportation services for individuals with disabilities as a result of the New Freedom projects implemented in the current reporting year. Examples include geographic coverage, service quality and/or service times.*
- *Additions or changes to environmental infrastructure (e.g., transportation facilities, sidewalks, etc), technology, vehicles that impact availability of transportation services as a result of the New Freedom projects implemented in the current reporting year.*
- *Actual or estimated number of rides (as measured by one-way trips) provided for individuals with disabilities as a result of New Freedom projects implemented in the current reporting year.*

18) Does your organization have experience in administering federal grants? Your response should include the following:

- Details of federally funded grants that your agency has managed.
- Procedures your organization has developed for implementing a Civil Rights Program.

See Exhibit 3 for information on Key Personnel

Zuni Transportation's Staff Consultant is Mr. Joseph Rubino of J. M. Rubino Consulting. Zuni Transportation has maintained a professional relationship with Mr. Rubino since our company's inception in 1989. Should we be granted an award from the SFRTA, Mr. Rubino will lead our project implementation as well as our program of local, state, and federal compliance for this proposed project. This application includes a request for funding for consulting expenses as Mr. Rubino will play a key role in the administration of our New Freedom Project.

Mr. Rubino has more than 38 years of passenger transportation experience in the State of Florida, and was the senior manager at Miami-Dade County's largest transportation company (Metro Transportation Services) for 26 years. He was one of the pioneers of both Miami-Dade's STS program in 1974 and the county's Medicaid Transportation Program in 1973.

Mr. Rubino has more than 25 years of experience in administering federal grants. More than 20 years ago, he created the first known outsourced FTA 5310 Grant program in the United States. Working with a lease agreement approved by the FDOT, his company took over the operation of more than ten 5310- Grant transportation programs for non-profit organizations in Miami-Dade County, performed all the FDOT and FTA compliance, completed the Annual Operating Reports (AOR) and represented his non-profit clients at Miami-Dade County's annual FDOT 5310 meetings.

He is one of the most knowledgeable individuals in the United States regarding the conception and operation of New Freedom Projects. In fact, in 2008, Mr. Rubino was selected by the Federal Transit Administration (FTA) to provide assistance to private companies on government contracting, including Medicaid, ADA-paratransit, and various federal grant programs which provide transportation for the indigent, the infirm, the disabled, and the elderly.

Mr. Rubino was the consultant on the inaugural New Freedom Programs in Washington, DC, Los Angelos, CA, Memphis, TN, Denver, CO, Dallas, TX, Boise, ID, Boston, MA, Columbia, SC,

Pensacola, FL, Tampa, FL, Clearwater, FL, Pittsburgh, PA, Coos Bay. OR, New Haven, CT, West Palm Beach, FL, and more than 30 other US cities.

He is currently the transportation Staff Consultant for:
Miami Jewish Health Services
Memorial Health Systems- Broward County
North Broward Hospital District
Lucas County, Ohio (Toledo)

Much of Mr. Rubino's current work involves projects funded by either the Federal Transit Administration or by state or local DOT's, but his private sector client list has included the Special Olympics, Carnival Cruise Lines, Royal Caribbean Cruise Lines, Kaiser Permanente, Motorola, Blue Cross/Blue Shield, Humana HealthCare, Prudential, United HealthCare, Cigna, HealthSouth, Tenet HealthSystems, HCA Healthcare, LogistiCare, Ericsson Communications, and Veolia North America.

From 1998 to 2003, Mr. Rubino served on the Board of Directors of the South Florida Hospital and Healthcare Association, being elected to that position by a committee of 23 CEO's of South Florida Hospitals. He is one of the nation's foremost authorities on elderly & disabled transportation, and has authored more than 300 published articles and made more than 140 speeches on the passenger transportation industry. Please see our application attachments for Mr. Rubino's complete CV containing more information on his experiences and references.

19) Describe your agency's ability to manage the project, including its financial and human resources, and its institutional capacity.

Project Management

Our company business model is to provide wheelchair-accessible paratransit-style service, both on-demand and via reservation, to any and all Miami-Dade County area entities that have unfilled demand. We plan to assimilate the operation of this New Freedom service directly into our existing infrastructure including its round-the-clock, year round full service operation.

All of our projects, including New Freedom, will be managed by our call center and dispatch system. As also stated, our computer-assisted dispatch system matches the closest available vehicle with the requested pick up address, ensuring the fastest response time possible. Our method of taking reservations, processing the request, dispatching it to the most appropriate driver, and provide all accounting and data recording services is also explained in detail elsewhere in this document. Finally, our talented operations team will allow for a smooth transition of the New Freedom project.

We also make a practice of implementing any software upgrades necessary to operate any new project, and having it ready by the starting date. One can be assured that, if any new systems or practices are ever required, that our reservationists, dispatchers and other staff will be fully trained in the requirements of the program and the reservations, scheduling and dispatching process for the service

Call Center Operation
Our call center features computer-aided dispatching. Due to this technology and our strong company management, for many years, Zuni Transportation has far exceeded the industry standard of responding to 76% or more of all service orders within 20 minutes or less. Given our extensive experience, we see no reason to anticipate any problems meeting the same level of service with the new accessible vehicles. Zuni Transportation will make every effort to achieve the response time goals 100% of the time. As far as service is concerned, Zuni Transportation company policy requires all drivers to assist each passenger into and out of the vehicle while providing curb to curb service. When passengers are waiting inside their homes, our dispatch technology allows the driver to request that the dispatcher telephone the passenger to alert him or his that the vehicle is outside.

Implementation will go smoothly since our affiliate companies add new accounts and new customers on a regular basis. Zuni Transportation personnel are experienced in handling all types of reservations. We utilize state-of-the-art call scheduling and dispatch systems to efficiently serve our customers and passengers. There are many safeguards built into the system that help to prevent overbooking, scheduling conflicts and passenger capacity to name a few. It has invoicing, budgeting and forecasting capabilities also. Our transportation software system maximizes efficiencies in scheduling both our pre-scheduled and our demand response customers. It has batching capabilities to ensure the passengers we transport spend the least amount of time on the vehicle. Our systems allow us to schedule our daily transportation commitments in a way that benefits both our passenger as well as the customers that we are contracted with.

Reservations
Once a client caller has completed the authorization process, our customer service representatives will schedule all trip reservations in an efficient and cost-effective manner. Zuni Transportation will designate specific pickup times for all trip reservations. Customer service representatives will suggest optimal pickup times that allow adequate travel time, but which do not place the rider at their destination too early. Zuni Transportation is experienced in handling all types of reservations. Zuni Transportation's reservation system can accommodate either demand service or advance reservation service for all clients. Advance reservation service may be either individual or subscription (on-going) trips, such as for dialysis. By tagging the trip as a repeat, the system automatically re-schedules the trip into the future.

If the duration of the services associated with a subscription trip for a client is unknown or not expected to end (as in the case of dialysis services) a mandatory renewal date which forces our staff to confirm the client's status. This mandatory renewal process prevents active reservations from being perpetuated for clients that may have terminated from the program or otherwise ended services. It also allows us to ensure that important trip data (appointment time, client address and phone number, etc) has not changed over time. Our system automatically informs the customer service representative when the renewal date of a subscription trip is approaching.

Zuni Transportation Preventive Maintenance Program & Repair Shop Procedures
Zuni Transportation has a Two-Pronged Program of Preventive Maintenance, involving both our drivers and our mechanics. This system not only enhances vehicle maintenance and controls costs by identifying vehicle issues at their inception, but also elevated our safety

program by making both drivers and mechanics aware of even minor changes in a particular vehicle's status.

Driver Daily Pre-Shift Inspection – These are the procedures that each driver follows every day before their vehicle is put into service:

- Each driver receives a pre trip form
- Beginning mileage and start time of the manifest must be documented
- Horn is checked to make sure it is working
- Windshield is checked for any cracks and chips, and windshield wipers are checked to make sure that there are working properly
- All mirrors are checked for any cracks and chips
- Tires are checked for air pressure and proper tread wear levels
- Seat belts are checked to make sure that they are all working properly
- Wheelchair transport equipment is checked and confirmed to be operational
- Directional signals, back up siren, and hazards lights are checked
- All drivers checked to make sure that make sure that they have enough wheelchair tie downs and seat belts for the number of wheelchairs that the van holds
- Water is checked
- Oil level is checked when the van is off to make sure it is at the correct level
- Transmission level is checked when van in running to make sure it is at the proper level
- Brake fluid and windshield wiper fluid is also checked
- Each driver must have their driver license and DOT card, and the vehicle must have a gas card and Insurance card
- Once the driver has inspected their cab, the correct boxes are then checked on the pre trip form. The form is then signed and dated. A copy of the pre trip form is then kept in the office and the driver keeps the other copy inside of the vehicle folder.
- If the driver finds a problem with the vehicle during the inspection, he or she will then bring it to the attention of the supervisor. If the supervisor can't fix the problem at that time, the driver will be given another vehicle to inspect and use.

Zuni Transportation's Formal Preventive Maintenance Program –This is the regular vehicle maintenance program used by Zuni Transportation's mechanics.

Zuni Transportation utilizes a progressive, mileage based preventive maintenance ("PM") program that meets or exceeds the standards of the vehicle or component manufacturer and the CFP. Zuni Transportation also monitors repair trends and modifies the PM requirements for that vehicle type as appropriate. In addition to the mileage-based PM program, Zuni Transportation performs additional inspections (see below).

Before the arrival of any new equipment or the beginning of a contract, all PM procedures are reviewed and modified as necessary. A vehicle inspection will also be performed on newly arriving equipment and a record made in the vehicle's permanent file. Where the equipment is used, maintenance records are also reviewed; based on the vehicle and record inspection, a PM will be performed as appropriate. Vehicle mileage and PMs performed are tracked and that information then generates the PM due report. Mileages are obtained and input into the system.

When a category of PM is due, the mechanic will be issued a schedule of inspection and activities to perform. These forms vary based on the type of equipment and the interval. Again,

in all instances the activities meet or exceed manufacturer, regulatory and contractual requirements. Completed PM forms are then reviewed, and the date and mileage of the PM input into the tracking system.

General A-Level PM are done at (3,000 mile) intervals by a certified mechanic that will do all preventive maintenance and minor repairs. All PM'S class B-Level (6000miles) & C-Level (24000miles) will be completed at the Zuni Transportation maintenance facilities. All paper work on vehicle mileage, PM performed, and any item repaired. Fluids added will be kept on our Database with a hard copy in the vehicle file.

Vehicle Repair and Daily Maintenance
Zuni Transportation is committed to providing well-maintained vehicles on this project. Our vehicles all receive preventive maintenance as well as corrective repairs in conformance with all government regulation, all contractual requirements and all standards of the vehicle/component manufacturer. Zuni Transportation's maintenance facility and equipment is maintained in conformance with all regulations and contract standards.

All mechanical, electrical and hydraulic systems are maintained in proper working condition including but not limited to air conditioning and heating systems, ramps, communications equipment, lighting, and upholstery. All body damage to vehicles is repaired in a timely fashion. Vehicles are kept clean, including engine areas, as well employ part-time cleaning staff every weekend.

Vehicles that do break down are expeditiously towed with licensed tow equipment. Proper repair records are kept on breakdowns, vehicles out-of-service, and all repairs performed. Records are made available for inspection on request. Maintenance department management monitors vehicular and department performance, including repeat failures, and takes appropriate action.

Our maintenance department employees possess proper qualifications for each repair that we perform. Maintenance department employees are also properly trained and supervised, and have the proper equipment, tools, parts and supplies to perform their jobs. Whenever we subcontract for a particular maintenance function, we always closely monitor vendor performance take corrective action taken as required.

20) Describe your agency's financial management system, including accounting software and accounting system.

Zuni Transportation has the organization and the financial management capabilities to successfully manage and complete the project.

Managerial Capabilities- Instrumental to our quality service delivery for this project are our procedures and technologies for efficient management, accounting, and management information systems.

Administrative- Our strong organization and experienced management team provides a solid administrative base on which to launch our proposed service. The experience and acumen of our team, along with the quality of our transportation service and customer care, as well as our

technological capabilities guarantee the level of service that Zuni Transportation's proposed Project will provide to the public.

Accounting- Quality control, reporting and accountability are cornerstones at Zuni Transportation. In our computer dispatching system for example, all phases of each transaction are time and date stamped, from point of call to passenger pickup and delivery. The information generated from time and date stamping can be formatted to create a multitude of customized reports to effectively monitor the performance of the service provider. The methods for time and date stamping involve communication from the dispatch computer to the vehicles' Mobile Data Computer (MDC) and back again. With this technology, Zuni Transportation is able to trace every facet of each trip from point of call to delivery of the passenger. Not only is this capability valuable to customers from a performance and safety standpoint, but it also allows for tracking and evaluating many performance aspects of the drivers.

Technology- Zuni Transportation believes strongly that technology and technical capabilities are extremely important to the efficient delivery of high quality transportation service. We are therefore committed to being a leader in implementing advanced technology for such areas as our call-center, dispatching and vehicle control functions (including in-vehicle mobile data computers ("MDC"s) and automatic vehicle location ("AVL"), telecommunications and call management, reservations, routing and scheduling, driver management, vehicle communication systems, vehicle maintenance, management information and reporting, and general administrative. We similarly emphasize systems integration, technology training and strong vendor/consultant relationships. Zuni Transportation believes its resources and experience make us an ideal choice for approval of this application

SECTION 7: ADDITIONAL INFORMATION OF OPERATING PROJECTS

Questions 21 - 29 apply to projects that include an operations element. If your project does not include an operations element, please skip to question 30.

21) Indicate how the proposed service will be operated.

- ☐ **Applicant will operate service**
- ☐ **Service will be contracted out (explain how an operator will be selected).**

N/A

22) If the proposed project is the continuation of an existing JARC/NF funded project, is the project currently meeting its main objectives including serving target population ridership projections?

N/A

23) If the proposed project is an expansion of an existing project, explain how the expanded project will differ from the current service with respect to service coverage area, hours of service, trip purpose, or level of service.

N/A

24) Explain how the project you are seeking funding for differs from other services in the area with respect to service coverage area, hours of service, trip purpose, or level of service.

25) **Explain what connections the project provides to key destinations and activity centers, particularly those destinations that present opportunities for employment assistance or employment. Be as specific as possible in identifying significant destinations.**

26) **Explain how this project provides access to other transportation services that go beyond the project's proposed geographic boundary.**

27) **Provide the projected ridership in the table below.**

PROJECTED RIDERSHIP (12-month period)

Target Population	Current Ridership (one-way trips)	Projected Ridership (one-way trips)
Low Income/Welfare		
Individuals with Disabilities		
Other		
TOTAL		

Explain how the ridership was determined.

28) **Summarize operating funding request in the table below. <u>Please round all numbers to the nearest dollar</u>.**

OPERATING FUNDING REQUEST (50%/50% Match Required)

	12-month period	24-month period (maximum allowable)
Total Operating Cost (all eligible operating costs)	$ 0	$ 0
Less Project Revenues (Fare box)	$(0)	$(0)
Net Project Cost	$ 0	$ 0
Local Share Requirement (50% of Net Project Cost)	$ 0	$ 0
Request for Operating Funding	$ 0	$ 0

If the funding request is for any other duration, clearly state the project duration,

Provide supplementary budget sheets to illustrate how the total operating cost was derived. If funding is sought for multiple routes, cost estimates must be provided for individual routes. Failure to provide necessary details to justify the project cost may result in rejection of the application.

If the funding request is for expanding an existing service that currently does not receive JARC/NF funding; only the expansion portion of the project is eligible for JARC/NF funding consideration.

29) **Based on the projected ridership and operating cost, estimate the cost per one-way trip.**

SECTION 8: ADDITIONAL INFORMATION OF CAPITAL/MOBILITY MANAGEMENT PROJECTS

Questions 30 - 33 apply to projects that include Capital and/or Mobility Management elements. If your project does not include these elements, please skip to question 34.

30) **For each capital project element, provide the appropriate information in the table below. Please round all numbers to the nearest dollar.**

CAPITAL FUNDING REQUEST (80%/20% Match Required)

Capital Elements	Estimated Cost	Local Share	Federal Request
Ford 250E Wheelchair -Lift Vans	$ 362,785.00	$ 72,557.00	$ 290,228.00
Dispatch/vehicle technology	$ 41,470.00	$ 8,294.00	$ 33,176.00
Consulting/Project Implementation	$ 20,000.00	$ 4,000.00	$ 16,000.00
Marketing/compliance/reporting/misc	$ 32,800.00	$ 6,560.00	$ 26,240.00
TOTALS	$ 457,055.00	$ 91,411.00	$ 365,644.00

Provide supplementary budget sheets to illustrate how the total capital cost was derived. Failure to provide necessary details to justify the project cost may result in rejection of the application.

See Exhibit 2 in Attachments for supplementary Budget Sheets

See Exhibit 5 for Region's Bank Letter

See Exhibit 6 for Mobility Works vehicle quote

31) **For each element identified in question #30, please explain the major items that are included in the estimated cost and how the estimate was derived.**

Dispatch and Vehicle Technology- Zuni Transportation is requesting that the SFRTA allow our company to acquire certain hardware and software devices that would improve our current dispatch system so that we would have the ability to not only select the closest available vehicle to each client, but to provide turn by turn directions to our drivers in both locating the client and in transportation the client to their destination.

These costs are broken down per item on our attached Excel Spread Sheet which illustrates our New Freedom Project Capital Budget. The Mentor Paratransit Package, along with the proposed AVL-GPS vehicle locator and navigator systems would allow us to accomplish this and to provide the highest level of service to the public. We also propose to deploy SmartDrive On Board Cameras and Driver Monitoring Systems, as well as real-time data collection . The cost of this technology is $41,470.00. Zuni's local match will be $8,294.00 with the Federal 80% share being $33,176.00.

Consulting and Implementation- Our proposal also includes $20,000.00 of capital funds for our Project Consultant, Mr. Joseph Rubino. We will also pay the 20% match, or $4,000.00, in this case. Mr. Rubino has consulted on more the 50 New Freedom Projects in 30-some states, and he is not only assisting in conceiving our project but he will remain part or team

on into the future as our Staff Consultant. More information about Mr. Rubino is available later in the document. (See Exhibit 7).

Marketing, Compliance, Reporting and Miscellaneous Items- Zuni is requesting $32,800.00 for various items which are detailed on our attached Excel Spread Sheet which illustrates our New Freedom Project Capital Budget. Zuni's local match will be $6,560.00 with the Federal 80% share being $26,240.00.

32) **For each Mobility Management/Planning project element, please provide the appropriate information below. Please round all numbers to the nearest dollar.**

MOBILIY MANAGEMENT/PLANNING FUNDING REQUEST (80%/20% Match Required)

Major Activities	Estimated Cost	Local Share	Federal Request
N/A	$	$	$
	$	$	$
	$	$	$
	$	$	$
	$	$	$
TOTALS	$	$	$

33) **For each element identified in question #32, please explain the major items that are included in the cost estimate and how the estimate was derived.**

N/A

SECTION 9: SUMMARY OF PROJECT COST

Questions 34-36 apply to all projects.

34) **Provide the requested information in the following table for the year you are requesting funds. Transfer the information from questions 28, 30, and 32 as appropriate for the funding request. If a request is for less than 12 months please note the funding period in terms of months. Please round all numbers to the nearest dollar.**

TOTAL FUNDING REQUEST

Eligible Project Activities		Year 1Request			Year 2 Request		
		Federal Funding	Local Match	Total Net Cost	Federal Funding	Local Match	Total Net Cost
Operating – 50% Match Required	N/A	$0	$0	$0	$0	$0	$0
		$0	$0	$0	$0	$0	$0
Capital – 20% Match Required	W/C Accessible Vans	$290,228	$72,557	$362,785	$0	$0	$0
	Consulting/Implementation	$16,000	$4,000	$20,000	$0	$0	$0
	Vehicle Dispatch Technology	$33,176	$8,294	$41,470	$0	$0	$0
	Misc Items	$26,240	$6,560	$32,800	$0	$0	$0
Mobility Management / Planning – 20% Match Required		$0	$0	$0	$0	$0	$0
	TOTAL	$365,644	$91,411	$457,055	$0	$0	$0

35) **Indicate the source of local match for each year that funding is requested.** If local match funds are being derived from an existing grant, please attach a copy of the grant agreement/contract or supporting documentation. Also, explain how stable the local match funding source is.

The source of the local match is company resources. Zuni has the resources to provide not only our required 20% match of all capital funding but also the available credit to fund 100% of the vehicle costs until such time as we receive our reimbursement for fronting the payments for the 80% federal match. Please see the attached document regarding our financial capabilities.

36) **Is there a commitment of funds beyond the requested grant period?** ☐ Yes ☒ No
If yes, please explain the nature of the commitment.
If no, please explain the steps you will take to attain sustainability.

Zuni will have no problem attaining and maintaining sustainability. Thanks to our previously mentioned excellent preventative maintenance program, our vehicles will be able to fulfill their 5 year standard usage plus at least another 2 to 3 years. This dynamic, along with the demand momentum we expect to establish in our first couple of years of service will help this project to achieve sustainability.

This project will bring wheelchair accessible vehicle service to the service area including all local health and human service agencies, the public and private sector, non-profit agencies, other transportation providers (who frequently use vehicles for backup service), and individuals with disabilities. These organizations and individuals are among the largest users of vehicle service, and wheelchair populations should also receive this important service.

Involvement will be achieved though our outreach to local agencies, non-profits, and elderly and disabled advocate groups. We will work to inform local entities of this service.

Zuni plans to market the expanded services we will be able to offer with the vehicles provided by New Freedom. It is our goal and expectation to expand and promote this accessible service, which will facilitate sustainability.

Additionally, Zuni will pursue subcontracting opportunities with existing agencies that can or cannot provide accessible transportation. It is our goal to maximize utilization of the accessible vehicles.

For marketing, first as a major operator of vehicles in the service area, Zuni is pleased to have a comprehensive network of clients throughout the service area. Zuni's clients include all of its riders and the gamut of local area social service agencies, hospitals and clinics, assisted living centers, government agencies, universities and schools, insurance agencies, travel and transportation attractions centers, major employers, other local area business and individuals. On a daily basis we are communicating with these clients constantly.

Zuni's communications to this client network about these new programs will result in rapid dissemination of project information, via both direct mail and direct contact. This outreach will include a wheelchair vehicle program. The wheelchair vehicles will be further marketed via traditional advertising means, web site, advertising materials, etc. Finally Zuni's management networks with area agencies, non-profit and private sector users and facilitators of disabled transportation services. We will keep the community fully apprised on this project.

SECTION 10: LETTERS OF SUPPORT

Letters of Support

All letters of support must be submitted with the application. Letters should indicate the nature of support (financial, participation, coordination, etc.).

Indicate if letters of support are included. ☒ **Yes** ☐ **No**

See Exhibit 4 in Attachments for Letters of Support

APPLICANT SIGNATURE

I certify, to the best of my knowledge, that the information in this application is true and accurate and that this organization has the necessary fiscal, data collection, and managerial capability to implement and manage the projects associated with this application.

Applicant Agency	ZUNI TRANSPORTATION
Project Title	Zuni South Dade New Freedom Service
Name of Signatory	Jorge Azor
Title of Signatory	President

Authorized Signature

02/01/13
Date

EXHIBIT A1: RESOLUTION BY APPLICANTS WITH A GOVERNING BOARD

Exhibit A1 (see next page) must be completed by all applicants with a Governing Board. The resolution must clearly identify the person who is authorized to enter into an agreement with SFRTA if the proposed project is awarded a JARC/NF grant. Further, the resolution must certify the availability and source of local match. Failure to provide an executed resolution along with the completed application will result in rejection.

Resolution No. **Zuni Has No Governing Board /NOT APPLICABLE**

Project Title **Zuni South Dade New Freedom Service**

Resolution authorizing applications for and execution of a Job Access Reverse Commute or New Freedom grant agreement under the South Florida Regional Transportation Authority's general authority to make such Grants.

Whereas, the South Florida Regional Transportation Authority ("SFRTA"), is authorized make such grants as the designated recipient of Job Access Reverse Commute and New Freedom programs for Broward, Miami-Dade, and Palm Beach counties; and

Whereas, the SFRTA has the power to expend funds for use in connection with Job Access Reverse Commute or New Freedom projects, and

Whereas, the SFRTA has the power to make and execute all contracts and other instruments necessary or convenient to the exercise of its powers, and

Whereas, approval for said funds will impose certain financial obligations upon the recipient.

NOW, THEREFORE, BE IT RESOLVED BY THE GOVERNING BOARD OF THE *[Name of Applicant]*:

Section 1. That the [*Authorized Official], (Title) and his/her successor* is authorized to execute and file applications on behalf of *[Name of Applicant]* with the South Florida Regional Transportation Authority for a Job Access Reverse Commute or New Freedom grant for [*Project Title].*

Section 2. That the [*Authorized Official], (Title) and his/her successor* is authorized to furnish such additional information, assurances, certifications and amendments as the SFRTA may require in connection with this Job Access Reverse Commute or New Freedom grant agreement application.

Section 3. That the [*Authorized Official], (Title) and his/her successor certify that (Name of Applicant) will provide the required local match from (Source of Funds and the Amount of Local Match) funds.*

Section 4. That the [*Authorized Official], (Title) and his/her successor* is authorized and directed on behalf of *the [Name of Applicant]* to execute and deliver grant agreements and all subsequent amendments thereto between the *[Name of Applicant]* and the SFRTA for Job Access Reverse Commute or New Freedom grant, and the Secretary of the (Name of Applicant) is authorized and directed on behalf of the *[Name of Applicant]* to attest said agreements and all subsequent amendments thereto.

Section 5. That the [*Authorized Official], (Title) and his/her* is authorized and directed to take such action as is necessary or appropriate to implement, administer and enforce said agreements and all subsequent amendments thereto on behalf of the *[Name of Applicant].*

PRESENTED and ADOPTED the _____ *day of* _____, *20*_____

_____	_____
Signature of Authorized Official	Signature of Attest
President	
_____	_____
Title	Title

EXHIBIT A2: CERTIFICATION BY APPLICANTS WITHOUT A GOVERNING BOARD

Exhibit A2 (see next page) must be completed by all applicants without a Governing Board. The certification must clearly identify the person who is authorized to enter into an agreement with SFRTA if the proposed project is awarded a JARC/NF grant. Further, the applicant must certify the availability and source of local match. Failure to provide an executed certification along with the completed application will result in rejection.

Project Title **Zuni South Dade New Freedom Service**

The undersigned hereby certifies that (applicant) Zuni Transportation is authorized to enter into an Agreement with the South Florida Regional Transportation Authority to receive a Section 5316 (Job Access and Reverse Commute) and/or a Section 5317 (New Freedom) grant for programs and services designed to improve access to transportation for people with disabilities or individuals with lower incomes as noted herein.

The undersigned also certifies that Zuni Transportation agrees to provide the (applicant) requisite local share of $91,411.00 from company resources funds.

Jorge Azor

Name Signature

President Zuni Transportation

Title Organization

Notary: _____

Thu 2/1/13, Jorge Azor personally known by me.

NEISY N. ALVERNIA
Commission # EE 222965
Expires November 12, 2016
Bonded Thru Troy Fain Insurance 800-385-7019

EXHIBIT B: PUBLIC MEETING

An opportunity for a public hearing is required ONLY for Public Agencies requesting capital grants under Sections 5316 and 5317. An application for Section 5316 and/or Section 5317 submitted by a public agency should contain a copy of the notice of public hearing (identified as Exhibit B) and an affidavit of publication. If Exhibit B is not applicable, this should be stated in the application.

A public notice should contain all pertinent information relating to the project (such as number and types of vehicles as well as the estimated cost of the vehicles) and should be published at least one time in a newspaper of general circulation in the applicant's service area, no less than 15 or more than 30 days prior to the submission of an application. The notice should state that persons requesting a hearing must notify the applicant of the request, in writing, and send a copy of the request for a hearing to the SFRTA.

The deadline for hearing requests **must** be prior to the date applications are due at the SFRTA. If a hearing is requested:

1. A hearing must be conducted;
2. The SFRTA must be notified of the date, time, and location of the hearing; and
3. A copy of the minutes of the hearing (to include a discussion of issues raised and resolution of issues) must be submitted to SFRTA, before a Section 5316 and/or 5317 award can be made.

EXHIBIT C: SINGLE AUDIT ACT

All non-Federal entities that expend $500,000 or more of Federal awards in a year are required to obtain an annual audit in accordance with the Single Audit Act as described in OMB Circular A-133. A single audit is intended to provide a cost-effective audit for non-Federal entities in that one audit is conducted in lieu of multiple audits of individual programs. The Single Audit's objective is to provide assurance to the Federal government as to the management and use of such funds by recipients. A Single Audit encompasses an examination of a recipient's financial records, financial statements, federal award transactions and expenditures, the general management of its operations, internal control systems, and federal assistance it received during the audit period.

To determine if your agency is subject to the Single Audit Act, please select the appropriate statement(s) below regarding your agency's current use of Federal funds.

A. ☐ **Receives $500,000 or more for the current fiscal year from all Federal sources.**
B. ☒ **Does not receive $500,000 or more in Federal funds for the current fiscal year from all Federal sources combined.**
C. ☐ **Receives ONLY Section 5316 and/or Section 5317-funded vehicles/equipment.**

If you checked option A, then your agency is subject to the Single Audit Act and the following requirements must be satisfied:

1. A copy of the applicant's most recent audit report must be submitted with the application if this was not done previously. The report should be marked "Exhibit C."
2. If the most recent audit report was previously sent to the SFRTA, the date submitted should be shown in "Exhibit C" in the application.
3. Applicants that received a Section 5316 and/or a Section 5317 award in the last fiscal year should include a copy of the pages from the annual audit that indicates the auditor specifically tested for Section 5316 and/or Section 5317 requirements and certifies compliance.

Jorge Azor, President- Zuni Transportation N/A

(Type name and title of authorized individual) (Signature of authorized individual) (Date)

If you checked option B and/or C, then your agency is not subjected to the Single Audit Act. The applicant must certify the following:

1. Will not receive $500,000 or more for the current Fiscal Year from all federal sources combined, and is, therefore, exempt from the Single Audit Act as described in OMB A-133; and
2. In the event the applicant does receive $500,000 or more in total from all federal sources during the current fiscal year, the applicant will comply with the Single Audit Act and submit to the SFRTA a copy of its most recent audit conducted in compliance with the Act.

Jorge Azor, President- Zuni Transportation 2/1/13

(Type name and title of authorized individual) (Signature of authorized individual) (Date)

EXHIBIT D: FEDERAL CERTIFICATIONS AND ASSURANCES

To ensure compliance with various federal requirements, sub-recipients of JARC and New Freedom funds are required to sign Federal Certifications and Assurances for FTA Assistance Programs as part of the application, and these are reviewed as part of the overall application review process. The Federal Register Notice is revised annually and is usually available around January 1 of each year. Applicants may obtain a copy of the current year document through http://www.fta.dot.gov/documents/2012_Certs_Appendix_A.pdf. If unable to access the form, applicants may contact SFRTA for assistance.

The last page (Appendix A) of the annual Federal Register Notice that applies to Federal Certifications and Assurances provides applicants with a signature page. An individual authorized by the applicant's governing board and its attorney must certify compliance with the requirements of the various Federal Transit Administration grants or cooperative agreements. The appropriate signed Federal certification/assurance form must be included in the application when it is submitted to the South Florida Regional Transportation Authority. Blue ink is suggested as it distinguishes an original signature from a photocopied signature.

The FY 2012 Certifications and Assurances for FTA Assistance Programs list 24 Groups. To make a single selection of certifications and assurances, place an "X" at the top of Appendix A next to the statement that reads: "The Applicant agrees to comply with applicable provisions of Groups 1-24."

EXHIBIT E: CIVIL RIGHTS REQUIREMENTS

As a condition of receiving Federal Transit Administration Section 5316 or 5317 program funds through the South Florida Regional Transportation Authority (SFRTA), sub-recipients must comply with the requirements of the US Department of Transportation's Title VI regulations. The purpose of Title VI is to ensure that no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. Sub-recipients are also responsible for ensuring compliance of each third party contractor at any tier of the project.

REQUIREMENT TO DEVELOP TITLE VI PROGRAM

All successful sub-recipients must submit a Title VI program to the SFRTA. Please refer to the Title VI circular that can be found at http://www.fta.dot.gov/documents/FTA_Title_VI_FINAL.pdf for specific information on developing a Title VI program. Below are some of the elements that should be included in your TITLE VI program.

REQUIREMENT TO DEVELOP TITLE VI COMPLAINT PROCEDURES

Sub-recipients must develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public upon request.

REQUIREMENT TO RECORD TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

Sub-recipients must prepare and maintain a list of any active investigations conducted by entities other than FTA, lawsuits, or complaints naming the sub-recipient that allege discrimination on the basis of race, color, or national origin.

REQUIREMENT TO PROVIDE MEANINGFUL ACCESS TO LIMITED ENGLISH PROFICIENCY PERSONS

Sub-recipients must take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP). To this end sub-recipients may develop and carry out a language implementation plan. Certain sub-recipients, such as those serving very few LEP persons or those with very limited resources may choose not to develop a written LEP plan. However, the absence of a written LEP plan does not obviate the underlying obligation to ensure meaningful access by LEP persons to a recipient's program or activities. Sub-recipients electing not to prepare a written language implantation plan should consider other ways to reasonably provide meaningful access.

REQUIREMENT TO NOTIFY BENEFICIARIES OF PROTECTION UNDER TITLE VI

Sub-recipients must provide information to the public regarding their Title VI obligations and apprise members of the public of the protections against discrimination afforded to them by Title VI. Sub-recipients that provide transit service shall disseminate this information to the public through measures that can include but shall not be limited to a posting on the agency's Web site.

DISADVANTAGED BUSINESS ENTERPRISE REQUIREMENTS

It is the policy of SFRTA that Disadvantaged Business Enterprises (DBE), as defined in 49 CFR Part 26, shall have the maximum opportunity to participate in the performance of

contracts. SFRTA will never exclude any person from participation in, deny any person the benefits of, or otherwise discriminate against anyone in connection with the award and performance of any contract covered by 49 CFR Part 26 on the basis of race, color, sex, or national origin.

Sub-recipients are encouraged to take all necessary and reasonable steps to ensure that DBE's have the maximum opportunity to compete for and perform services on contracts, including participation in any subsequent supplemental contracts. If the sub-recipient intends to subcontract a portion of the services on the project, sub-recipient is encouraged to seek out and consider DBE's as potential subcontractors, by soliciting their interest, capability, and qualifications.

EXHIBIT F: PROCUREMENT

FTA has developed Circular 4220.1F "Third Party Contracting Guidance" to assist its recipients and their sub-recipients in complying with the various Federal laws and regulations that affect their FTA-assisted procurements. This document is located at www.fta.dot.gov/documents/FTA_Circular_4220.1F.pdf.

FTA C 4220.1F sets forth the requirements a sub-recipient must adhere to in the solicitation, award and administration of its third party contracts. FTA encourages sub-recipients to review their written procurement policies to ensure that they are in compliance with FTA C 4220.1F.

Applicants should also reference FTA's Best Practices Manual located at www.fta.dot.gov/grants/13054_6037.html.

EXHIBIT G: RESTRICTIONS ON LOBBYING

Pursuant to the Byrd Anti-Lobbying Amendment, 31 U.S.C. 1352, as amended by the Lobbying Disclosure Act of 1995, P.L. 104-65 [to be codified at 2 U.S.C. § 1601, et seq.] - Contractors who apply or bid for an award of $100,000 or more shall file the certification required by 49 CFR part 20, "New Restrictions on Lobbying." Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier shall also disclose the name of any registrant under the Lobbying Disclosure Act of 1995 who has made lobbying contacts on its behalf with non-Federal funds with respect to that Federal contract, grant or award covered by 31 U.S.C. 1352. Such disclosures are forwarded from tier to tier up to the recipient.

The applicants with project value exceeding $100,000 must submit the certification regarding lobbying (see next page).

CERTIFICATION REGARDING LOBBYING
Certification for Contracts, Grants, Loans, and Cooperative Agreements
(To be submitted with each bid or offer exceeding $100,000)

The undersigned Zuni Transportation certifies, to the best of his or her knowledge and belief, that:
(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for making lobbying contacts to an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form–LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions [as amended by "Government wide Guidance for New Restrictions on Lobbying," 61 Fed. Reg. 1413 (1/19/96). Note: Language in paragraph (2) herein has been modified in accordance with Section 10 of the Lobbying Disclosure Act of 1995 (P.L. 104-65, to be codified at 2 U.S.C. 1601, et seq.)]

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

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

[Note: Pursuant to 31 U.S.C. § 1352(c)(1)-(2)(A), any person who makes a prohibited expenditure or fails to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such expenditure or failure.]

The Firm, Zuni Transportation, certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Firm understands and agrees that the provisions of 31 U.S.C. A 3801, et seq., apply to this certification and disclosure, if any.

_____ Signature of Firm's Authorized Official

Jorge Azor, President _____ Name and Title of Firm's Authorized Official

February 1, 2013 _____ Date

EXHIBIT H: MILESTONE INFORMATION

Use the Milestone format below for bus (vehicle) purchases. This is the required FTA format for this activity and you should not change Milestone descriptions.

Item Description or Purpose	Total Budget Amount
Bus Purchase	$ N/A
Milestone Description	*Milestone Dates*
RFP/IFB Issued	
Contract Award Date	
First Vehicle Delivery	
All Vehicles Delivered	
Contract Complete Date	

Use the format below to develop Milestones for all other budget items.

Item Description or Purpose	Total Budget Amount
	$457,055
Milestone Description	*Milestone Dates*
RFP/IFB Issued	10/16/12
Contract Award Date	2013
Contract Complete Date	
Program Initiated	
Program Review	
Program Completed	
Route Initiated	
Route Review	
Route Determination	

ATTACHMENTS

Exhibit #1- Map of Service Area- Southern Miami-Dade

Exhibit # 2- New Freedom Project Capital Budget, Excel Chart

Exhibit # 3- Company BIOS

Exhibit #4 - Letters of Support

Exhibit #5 - Regions Bank Letter

Exhibit #6- Vehicle Quote

Exhibit #7- Consultant Quote and Credentials

Exhibit 1 - Map of Service Area (source – Miami-Dade DTSP)

Southern Miami-Dade County
WEST WOOD LAKES
KENDALE LAKES
NORTH KENDALL DR
KENDALL
SOUTH MIAMI
CORAL GABLES
COCONUT GROVE
BISCAYNE BAY
PINECREST
HOWARD
RICHMOND HEIGHTS
PERRINE
CUTLER RIDGE
FRANJO
BOULDS
ALAQUIN CITY
REDLAND
NARANJA
PRINCETON
SOUTH ALLAPATTAH
LEISURE CITY
HOMESTEAD
FLORIDA CITY
N
W
E
S
Points of Interest
Parks & Golf Courses
Medical Facilities
Airports
GREATER MIAMI
AND THE BEACHES
©2005 Greater Miami
Convention & Visitors Bureau
LOCATOR MAP - NOT DRAWN TO SCALE

Exhibit 2: Zuni Transportation 2013 Budget Worksheet

Equipment	Quantity	Unit Cost	Total
Vehicles:			
2013 Ford E-250 Extended Van with ADA lift and Sure-Loc tie downs and restraints	10	$ 36,278.50	$ 362,785.00
AVL/GPS:	10	$ 300.00	$ 3,000.00
Mentor Paratransit Package	10	$ 2,800.00	$ 28,000.00
Monthly Data Service (annual)	10	$ 132.00	$ 1,320.00
Installation/Training/Licensing	10	$ 410.00	$ 4,100.00
Cameras:			$ -
SmartDrive On board Cameras and Driver Monitoring Systems	10	$ 385.00	$ 3,850.00
Monthly Reporting Service (annual)	10	$ 480.00	$ 4,800.00
Installation/Training/Licensing	10	$ 120.00	$ 1,200.00
Project Compliance/Monitoring and Reporting	240	$ 75.00	$ 18,000.00
Marketing & Promotions	200	50.00	$ 10,000.00
Project Consulting/Implementation			$ 20,000.00
Total Capital Budget			$ 457,055.00

Exhibit #3 – Company Bios

Jorge E. Azor, President / CEO, Zuni Transportation, Inc.

Zuni Transportation, Inc. President Jorge E. Azor is one of the most experienced transit professionals in South Florida. Jorge graduated from Miami Beach Sr. High in 1978, and Florida State University in 1983 with degrees in accounting and finance. Jorge has lived in South Florida for 49 years. Jorge began his career in 1983 when he went to work for Metro Limo Inc. right out of college. Metro Limo was a large taxi, limo, and paratransit conglomerate that managed the STS contract from 1976-1994. Mr. Azor served as Metro Limo's operations manager until 1989. In 1987, Miami Dade officials selected Jorge to oversee the wheelchair transport of all residents, and visitors to the Pope John II Papal Mass at the Tamiami Fairgrounds. On that particularly rainy day, more than 4000 wheelchair bound worshippers were able to see the mass along with several hundred thousand other onlookers. It was in 1989, that he joined forces with longtime friend and former driver: Exzun Hidalgo and co-founded Zuni Transportation, Inc. On February 12, 1990, ZUNI rolled out its first vehicles to commence providing Paratransit services. Jorge saw early on the importance and need of the Paratransit industry, and has been instrumental in its development and history in Miami Dade County. Since its modest beginnings in 1990, ZUNI has grown from a small minority owned firm to one of the largest privately owned transportation concerns in Florida. ZUNI received local and state recognition in the aftermath of Hurricane Andrew in 1992, when it hit the streets just days after the storm looking for its dialysis clients in the affected area of south Dade. ZUNI coordinated and transported Medicaid customers that needed to be dialyzed all the way to north Dade and Broward County so they could receive treatment. At the time, ZUNI principals did not know if they would be reimbursed for the service, but knew it was the right thing to do. In 1994, Jorge was selected as the private provider representative for Miami-Dade's Transportation Disadvantaged Commission (TD). He has served on this Board since and been it's vice chair since 1998. The TD program brings in much needed state revenue for Miami-Dade every year, and Jorge has tirelessly advocated, lobbied, and brought awareness of the important need of this program to our State lawmakers. Mr. Azor makes it a point to personally attend the STS riders meeting, and reads and answers each complaint. Mr. Azor has been asked to speak on transportation issues at the state TD convention and at seminars. Through Mr. Azor's leadership, ZUNI is also one of the most active corporate citizens in Miami-Dade County as members of the Greater Miami Chamber, and the Homestead-Florida City Chamber. Mr. Azor serves on the Board of the South Florida Golf Foundation, Florida State University Boosters, the Military Affairs Committee of Homestead-Florida City. He is a volunteer for Untied Way, Baptist Health Foundation, and the Miami Project to cure Paralysis. Under his leadership, ZUNI has maintained the lowest number of customer complaints, and best safety record in the STS program.

Carlos Azor, General Manager

Carlos Azor, younger brother of ZUNI President Jorge Azor has been General Manager since 2004. Mr. Azor has learned his craft from the ground up since first joining ZUNI in 1999. Mr. Azor has been a mechanic apprentice, driver, dispatcher, and router before assuming his position as GM. He is a lead by example Manager who demands compassion, loyalty, hard work, and dedication from his staff. Carlos is responsible for supervision of dispatch, routing and drivers. Under Mr. Azor's leadership, ZUNI has improved all phases of its operations from efficiencies to complaints to safety. In 2004, ZUNI received the Operator of the Year award from the Florida Commission for the Transportation Disadvantaged, and the Safety Award in 2009. Also in 2009, under his leadership ZUNI received the "Best in Class" award from national insurance company: Crum & Forster. Mr. Azor has completed Training Certifications in Accident Investigation, Paratransit Management, Train the trainer, Reasonable Suspicion and Drug Testing compliance. In his spare time, Carlos enjoys supporting all the local sports teams in Miami.

Neisy Nunez, Vice President / Office Manager

Neisy has been involved in the family business since she was 16 years old. Neisy learned the business early on from her Uncle: ZUNI co-founder Exzun Hidalgo. Neisy has worked in one form or another at ZUNI upon her graduation from South West Sr. High in 1999. She has served as a driver, dispatcher, billing clerk, before assuming her current position of Office Manager. Neisy performs all Human Resource functions for the firm including payroll, benefits, health insurance, and profit sharing plan. Neisy has completed training certifications in human resources, dispatch, drug and alcohol, and audit compliance. In her spare time, Neisy volunteers for United Way and Special Olympics.

Mercedes Hidalgo-Lezcano, Vice President

Mercedes has worked at Zuni Transportation, Inc. since 1993. In the aftermath of Hurricane Andrew, then ZUNI President Exzun Hidalgo asked his sister Mercedes to help in the billing, and administration end of the operation. Mercedes has been with ZUNI ever since serving in whatever capacity she is needed. Currently, Mercedes oversees the billing department verifying passenger counts through the Trapeze system; preparing daily, weekly, and monthly reports. Mercedes also conducts on the road spot checks of the drivers to ensure their manifests are properly filled out and accurate.

Eduardo Moron, Fleet Manager

ZUNI fleet manager Eduardo Moron supervises the maintenance department. He is responsible for scheduling, managing, supervising of all maintenance personnel. He is responsible for personally taking ZUNI vehicles to the For-Hire Inspection station of Miami Dade County because he solicits PTRD's opinions of ZUNI's vehicles. Eddie started with ZUNI in 1995 as a mechanic apprentice to ZUNI President Exzun Hidalgo, and has worked his way up to to his current position of Fleet Manager. Eddie monitors preventative maintenance schedules, training bulletins, and vehicle technical specs to ensure all ZUNI vehicles are performing at optimal levels. He also provides guidance and advice to ZUNI President regarding new vehicle specs and ordering. In his spare time, Eddie enjoys spending time with his 2 daughters and going fishing.

Karin Mas, Risk Manager

Karin Mas joined the ZUNI team in 2006. Mr. Mas, as all new employees must do had to start his training from the ground up. First serving as a mechanic apprentice, dispatch trainee, and billing clerk, Mr. Mas has learned the intricacies' of the transportation business. When the ZUNI President wanted to hire a Risk Manager in mid 2007, Karin showed management why the right person was right here in the office. Mr. Mas was instrumental for organizing, and creating a large database of all ZUNI accidents dating back to 1990. The accidents were categorized by accident type, driver, location, vehicle type, and weather conditions. The database gave management an excellent picture into reasons, and causes of accidents. ZUNI has modernized these reports and now can track all vehicle miles, miles per accidents, and frequencies. ZUNI has improved its accident record, and safety initiatives each of the last 3 years. In 2009, the Florida Commission for Transportation Disadvantaged awarded ZUNI the 2009 Safety Award for the entire State of Florida. Along with this database, Mr. Mas follows through on the handling of all claims, and coordinates with our insurance company: reports, interviews, pictures, and site visits. Mr. Mas handles all pre-employment, random, and post accident drug testing, and prepare these reports for the President. A self-described "computer geek", Mr. Mas has modernized ZUNI's computer systems, reports, and taught dispatchers, and managers how to better use today's available technology and work smarter.
A 1999 graduate of South Miami Sr. High, Karin has resided in Miami-Dade all of his 29 years.

Exhibit 4 – Letters of Reference

Feel good about giving

Easter Seals South Florida, Inc.

www.southflorida easterseals.com

301 NW 103rd Avenue
Pembroke Pines, Fl 33026
954.450.6888 telephone
954.447-1730 fax

1475 NW 14th Avenue
Miami, Florida 33125
305.325.0470 telephone
305.325.0578 fax

BOARD OF DIRECTORS 2009-2010

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Eugenia McCree
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Felipe Blanco
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Manuel Rodriguez
Aristides J. Sastre *
Barry J. Silverman, MD *
Stanley G. Tate

* PAST CHAIR

February 8, 2010

To Whom It May Concern:

This letter serves to inform that Easter Seals adult day care participants have been transported by Zuni transportation for the last several years. Our experience with Zuni's driver has been very positive. Drivers are very professional and empathetic. They are able to address the needs of senior riders.

I can also add that we have had very scheduling conflicts. Clients are picked up on time at home as well as the return has been for the most part on schedule. If a driver is delayed, we receive a call informing of this fact.

If you need additional information, please don't hesitate to call me at (305) 547-4721.

Sincerely,

Angela Aracena
Senior Director
Adult Day Services

Homestead Behavioral Clinic

February 9, 2010

To Whom It May Concern:

This letter is to convey that Homestead Behavioral Clinic is very satisfied with the services provided by Zuni Transportation and it's staff. We are quite pleased with the drivers and the way they treat our clients as well as their ability to transfer them safely to and from our facility. We always observe the Zuni staff to display great teamwork and are very prompt in helping this facility and it's clients with any needs we may have. It is our great pleasure to have this company working with us and we hope to continue due so in the future.

If you need any further information, please do not hesitate to contact me at 305-248-3488 ext 215.

Sincerely,

Aidelyn Lopez
CEO

Tel. 305.248.3488 Fax: 305.248.3499
654 NE 9 PL Homestead, FL 33030

Joint Commission
on Accreditation of Healthcare Organizations

Good Hope Equestrian Training Center
P.O. Box 700016 • Miami, Florida 33170-0016

February 9, 2010

Zuni Transportation
23635-A South Dixie Highway
Miami, Florida 33032

To Whom It May Concern:

The Good Hope Equestrian Training Center, Inc. has been utilizing Zuni services for the past nine and a half years. Many of the participants at GHETC continue to utilize Zuni transportation to attend their day program, employment sites, as well as to participate in community based activities. Throughout this period of time, the drivers have been kind & patient while transporting our participants. We highly recommend that this agency continue providing Paratransit services to the disabled in our community, because they have safe, reliable and trustworthy drivers who are compassionate about serving and meeting the needs of the disabled community.

GHETC is Miami-Dade County's premiere rehabilitative, educational, vocational and recreational facility serving the needs of South Florida's disabled persons. Through thoughtfully designed programs such as Adult Day Training, Supported Employment, Companion services and Therapeutic Horseback Riding, children and adults are enabled to augment independence and their personal quality of life.

Please feel free to call me at (305) 258-2838 if you have any questions pertaining to this letter of recommendation.

Best wishes,

Margaret Bass

Margaret Bass, Ph.D.
Executive Director

Healthcare Solutions Network
19355 South Dixie Hwy
Miami, FL 33157
PH: 305-259-8882 FAX: 305-234-6164

January 25, 2010

To whom it may concern:

We have been using your services (Zuni Transportations) for that past several years and are very pleased with your company and its employees. We believe that your company is an outstanding transportation service and is highly recommended.

If any additional information is needed, please do not hesitate to contact the undersigned.

Sincerely yours,

Lisset M. Palmero
Office Manager

"Providing full range of services for persons with disabilities"

IHS
INTEGRATED HABILITATION SERVICES INC

Date: January 26, 2010

RE: STS/ Zuni Transportation

To Whom It May Concern:

Zuni Transportation is dependable, professional, and well organized. The company has been a pleasure to work with over the years. Their dedication to serve and compassion to help the elderly and disabled community is rare to encounter when providing transportation. The effort of the drivers and staff to ensure that their passengers arrive safely and on time is greatly appreciated.

I would highly recommend Zuni Transportation as an asset to any company for their continued quality service.

Sincerely,

Ella Mayo
Vice President

305 South Flagler Ave Homestead, FL. 33030
Tel. 305.245.4555 • Fax 305.245.4549

January 25, 2010.

RE: STS/ZUNI TRANSPORTATION

To whom it may concern:

It gives me great pleasure to recommend STS/Zuni transportation. I have personally worked with Zuni for over a year now, and in that time they have always been punctual and very courteous to our residents. I appreciate their attention to detail and have never had any calls for complaint with any of their drivers.

I recommend them with enthusiasm, and if given the opportunity, would hire them again for future work.

Sincerely,

Sheila Melhbaum

Medical records custodian

9869 S.W. 152ND STREET • MIAMI, FLORIDA 33157 • (305) 255 3720 • FAX (305) 255 1778

Fresenius Medical Care

January 25, 2010

Re: STS/Zuni services

To whom it may concern:

I would like to commend Zuni transportation for its continued high quality services.

The staff at our dialysis unit praises them on an ongoing basis. They run in a timely fashion and take special care of the patients; treating them with utmost respect and dignity. We know we can always rely on them.

If you would like to discuss this, please do not hesitate to contact me at 305-252-7575.

Sincerely,

Maggie Zaiz, LCSW
Licensed Clinical Social Worker

Fresenius Medical Services
BMA Cutler Ridge 189428 Dixie Hwy. Miami, FL 33157 305-252-7575 Fax: 305-252-9539

ST. ANNE'S
NURSING CENTER

11855 Quail Roost Drive
Miami, Florida 33177
Tel: (305) 252-4000
Fax: (305) 969-6752

January 25, 2010.

Re: STS/Zuni Services

To whom it may concern:

I would like to commend Zuni transportation for its high quality services.

The staff at St Anne's Nursing Center is very satisfied on an ongoing basis. Zuni transport is always on time and take good care of our patients with lots of dignity and respect. I recommend this transportation services to anyone.

Please do not hesitate to contact me , if further information is needed.

Sincerely,

Damaris Rodriguez, MSW
Social Services Director

Joint Commission
on Accreditation of Healthcare Organizations

CHC inc.

Committed to Helping Individuals learn Community and work skills

11450 S W 79th Street .Miami, Florida 33173. ph 305/279.7999. Fax 305.279.6627. info@chcmiami.org

February 24, 2009

Ms. Rita Kane
Section Chief
MDT Paratransit Operations
701 NW 1 Ct. 11th Floor
Miami, FL 33136

Dear Ms. Kane,

I have been employed at Community Habilitation Center *(CHC inc)* for twenty-five years. I have known and worked with many supervisors, managers, and drivers of various transportation companies that have provided services to our individuals with disabilities. I could state from my own personal experience that there are very few companies that meet the professionalism and excellence in the field of transportation like Zuni Transportation. Zuni deserves special recognition for their hard work, commitment, and dedication to people with disabilities in the community. In addition, Zuni is the "only transportation company" that has generously assisted *CHC inc.* with our fundraising activities in order to support the valuable services provided to our individuals.

Mr. Jorge Azor, President, and Carlos Azor, General Manager, have been extremely helpful and supportive of our organization in so many different ways. In the past, they have resolved transportation issues in an expedite manner, worked cooperatively with the administrative staff, and supervised and executed transportation services efficiently. It is always a pleasure to work with them, because they truly listen to our concerns and always provide effective solutions to our transportation problems. Their ultimate concern is to provide good quality of services to our individuals, and they understand this priority.

In addition, it is crucial to mention Zuni's drivers who have direct and daily contact with our individuals, their families and our staff members. According to our observation, most of them are punctual, responsible, and reliable, especially Tommy Opreso and Angel Rodriguez. Our staff members are extremely grateful to Mr. Opreso and Mr. Rodriguez for their genuine concern to the safety and well-being for our individuals. They maintain on-going communication with our staff members whenever there are any concerns with our individuals in the van. They also have a good rapport with the individuals which is due to their empathy and compassion for them. We are very grateful for their kindness and excellent services.

In conclusion, Miami Transit Transportation and *CHC inc.* are fortunate to have Zuni providing dependable transportation to people with special needs in the community. Their services should be commended.

Sincerely,

Lourdes Matamoros

Lourdes Matamoros,
Director of Social Services

cc: Jorge Azor, President
Carlos Azor, General Manager
Tommy Opreso, STS driver
Angel Rodriguez, STS driver

MIAMI-DADE COUNTY

Delivering Excellence Every Day

Miami-Dade Transit
Office of Safety & Security
Stephen P. Clark Government Center
111 NW 1st Street
4th Floor
Miami, FL 33128

November 21, 2012

Jorge Azor
Zuni Transportation
23635-A South Dixie Highway
Homestead, FL 33032

Dear Mr. Azor:

On October 18, 2012, Miami-Dade Transit (MDT) Office of Safety & Security (OSS) conducted a Florida Department of Transportation (FDOT) Rule 14-90 Review of Zuni Transportation to determine compliance with the provisions of FDOT Rule 14-90, Florida Administrative Code, effective September 16, 2010.

As a result of the review, Zuni Transportation was found to be in compliance with FDOT Rule 14-90.

Please do not hesitate to contact Jim Heisler, Transit Safety Officer, at 305-375-4240 with any questions that you may have.

Sincerely,

Lee Vega
Safety Manager
Office of Safety and Security

Exhibit 5 – Bank Letter

REGIONS

January 30, 2013

South Florida Regional
Transportation Authority
800 NW 33rd Street, Suite 100
Pompano Beach, Florida 33064

Re: Zuni Transportation Inc.

Dear Sir/Madam:

Zuni Transportation, Inc. has maintained a banking relationship with Regions Bank and its successors since August 2nd, 1985. Zuni has maintained all of its accounts in good standing and currently has the ability to acquire the needed capital to finance the transportation enhancements requested. Zuni is a valued client of the bank and held in our highest regards.

Should you have any questions, please feel free to call me at (305)283-9116.

Sincerely

Odalis Pena
Relationship Manager
Business Banking

REGIONS BANK
2800 PONCE DE LEON BLVD
CORAL GABLES, FL 33134

Exhibit #6 – Vehicle Quote

1/30/2013
Quote is valid for 30 days

MobilityWorks COMMERCIAL
MAKING THE WORLD ACCESSIBLE

1090 West Wilbeth Road, Akron, Ohio 44314 LOCAL: 330-861-1118 FAX: 330-861-0281
TOLL FREE: 1-800-769-8267

COMPANY ZUNI TRANSPORTATION		SALESPERSON JOE REILLY	QUOTE #
CONTACT JORGE AZOR		COUNTY DADE	TAX ID # 76-6113494
STREET 23635-A S DIXIE HWY		YEAR, MAKE & MODEL FORD 2013 E-250 EXT V-8	JOB REFERENCE
CITY, STATE, ZIP MIAMI, FL 33032		F.O.B MIAMI, FL	EMAIL ADDRESS
PHONE	FAX	DELIVERY 4-6 weeks from receipt of order	

Qty	2013 VEHICLE and EQUIPMENT DESCRIPTION
1	E250 5.4L V8 EXTENDED Length Van w/ Power Group
1	Extended length one-piece fiberglass roof with FMVSS 220 certified support cage: 6 cross tubes and 3 longitudinal members; 1-1/2" insulation between headliner and top
1	Extended 16" Executive TV raised roof, in Oxford white to match (includes exterior height windshield sticker)
1	Extended TV/full-size ABS plastic headliner with 4 dome lights, storage over driver/passenger - AC (4 VENTS) VENTED TO HEADLINER
	Raised doors, painted to match
1	12" tapered rear doors with rear door grabbers
	Interior flooring:
6	Rows of bolted "L" track, with 5/8" commercial grade plywood subfloor (refer to attached drawing)
1	REAR LIFT ONLY - build out floor at side cargo doors (fill stepwell area)
1	Altro floor covering, in gray - EXTENDED length van
1	MobilityWorks one-piece ABS plastic interior wall system with door covers, in gray - EXTENDED TV
1	Rear heat & air conditioning - 30,000 BTU AC, 32,000 BTU Heat
1	Window tint
1	Braun automatic ADA lift, 34" x 51" platform, Century series model C919 FIB, REAR door mounted, ADA interlock, spot lights on lift, FMVSS 403 & 404 compliant - manual roll stop
1	Dash-mounted display for interlock functions - new build
4	Sure-Lok retractable 4-point wheelchair tiedowns, with manual lap & shoulder restraints (LEVEL 2)
3	One (1) passenger side-facing handi-flip seat, with lap belt SEE FLOOR PLAN
1	Back-up alarm
1	Complete safety kit (fire extinguisher, first aid kit, web cutter, triangle reflector kit)
1	Vehicle prep - cleanup, QA, payload, required certifications/labels, training CDs, emergency exit & no smoking stickers
1	DELIVERY INCLUDED

GPC # KE013

Total vehicle package (before rebates)	$45,060.00
Dealer document fee / temp tag	$118.50
Commercial rebate	$0.00
Mobility rebate	$1,000.00
Additional Ford rebate or special finance rate	$0.00
Government Price Concession for qualified buyers (with valid GPC code)	$7,900.00
Total vehicle package (after applicable rebates & discounts) *	$36,278.50
Plus tax and title fee if applicable	

*Manufacturer's discounts and rebates are subject to change.

All material is guaranteed as to as specified. All work to be completed in a workmanlike manner according to standard practices. Any alteration or deviation from above specifications involving extra costs will be executed only upon written orders, and will become an extra charge over and above the estimate. All agreements contingent upon strikes, accidents or delays beyond our control. Owner to carry fire, tornado, and other necessary insurance. Our workers are full covered by worker's comp insurance.
CREDIT CARDS WILL BE ACCEPTED FOR DEPOSITS ONLY.

QUOTE APPROVAL

Authorized Signature:

A non-refundable deposit of $1,000.00 is required on all special order units.

"Expert Consulting in the field of Passenger Ground Transportation"

J. M. Rubino Consulting
6919 Sea Place Avenue,
Saint Augustine, Fl. 32086
904-797-6941
JMRubino@aol.com

Time & Expense Estimate for New Freedom Program Consulting

January 9th, 2013
Quotation for: Zuni Transportation
Attention: Jorge Azor

Estimated Hours for FTA New Freedom Grant Implementation:

160 Hours @ $110.00/hour- **(20 days @ 8/hrs/day)**	**$17,600.00**
Expenses- (Travel, hotel, meals) **(20 days @ $120.00/day)-**	**$ 2,400.00**

Total Estimated Fees **$20,000.00**

Zuni Transportation
New Freedom Capital Budget

Equipment	Quantity	Unit Cost	Total
Vehicles:			
2013 Ford E-250 Extended Van with ADA lift andSure-Loc tie downs and restraints	10	$ 36,278.50	$ 362,785.00
AVL/GPS:	10	$ 300.00	$ 3,000.00
Mentor Paratransit Package	10	$ 2,800.00	$ 28,000.00
Monthly Data Service (annual)	10	$ 132.00	$ 1,320.00
Installation/Training/Licensing	10	$ 410.00	$ 4,100.00
Cameras:			$ -
SmartDrive On board Cameras and Driver Monitoring Systems	10	$ 385.00	$ 3,850.00
Monthly Reporting Service (annual)	10	$ 480.00	$ 4,800.00
Installation/Training/Licensing	10	$ 120.00	$ 1,200.00
Project Compliance/Monitoring and Reporting	240	$ 75.00	$ 18,000.00
Marketing & Promotions	200	50.00	$ 10,000.00
Project Consulting/Implementation			$ 20,000.00
Total Capital Budget			$ 457,055.00