



REQUEST FOR PROPOSALS

Rural Regional Alternate Transportation for Seniors Project

Brief Project Overview

The Medically At-Risk Driver (MARD) Centre is inviting proposals from interested rural coalitions (e.g., Alberta community organizations, rural municipalities, counties, or municipal districts) to work with MARD on developing a regional alternate transportation for seniors (ATS) service in a rural area in Alberta. The expectation is that this regional ATS service will consist of two or more organizations in a defined region in rural Alberta interacting to jointly accomplish their transportation objectives through the development of a coordinated model of ATS service delivery.

Background

The MARD Centre is located in the Department of Family Medicine at the University of Alberta. Alternate transportation for seniors (ATS) is one of MARD's priority areas of research. Transportation is essential to maintaining the health, independence, and social inclusion of seniors. Although the private automobile is the most common and preferred method of transportation, not all seniors have access to one. Conventional public transportation is unavailable in almost all rural areas of the province due to costs of service delivery, low population densities, and long distances between residents and businesses. As a result, some rural communities in Alberta have implemented ATS services. These services most often consist of a not-for-profit service provided via a handivan, minivan, and/or a bus or through private vehicles with volunteer drivers. Often these ATS services transport small numbers of people great distances (e.g., medical transportation) or provide transportation within a confined jurisdiction (e.g., in-town). Over the next several decades, the demand for coordinated ATS services in rural areas will increase significantly due to the aging of the population, the steadily increasing number of seniors who are transportation disadvantaged due to health and/or mobility challenges, and the regionalization of many services.

Project Goals

The goal of this project is to successfully develop and/or implement a regional ATS service in a rural area in Alberta. To achieve this goal, MARD will work with a *Regional Collaboration Group* in an identified rural region in the province of Alberta in the development of a coordinated ATS service within that region. MARD will disseminate the learnings from this project to local, regional, and provincial stakeholders.

Project Objectives

The objectives of this project are to:

- document the process for the development and implementation of the rural regional ATS service, including the selection of the type of coordination model used¹;
- assess the expected efficiencies in service provision as a result of regional collaboration;
- assess the potential for ride-scheduling software for the delivery of ATS services at a regional level; and,
- disseminate the learnings from the project through a web-based version of the report (www.mard.ualberta.ca) and through a *Virtual CoP* web-based environment.

MARD will work with the successful *Regional Collaboration Group* in the development, implementation, assessment, and dissemination activities related to the above noted objectives.

Measurable Outcomes

In collaboration with the *Regional Collaboration Group*, MARD will collect data on identified outcomes. The data collected will be jointly shared by MARD and the successful *Regional Collaboration Group*. Measurable outcomes include identified:

- improvements in the provision of service (e.g., change in the # rides provided post- vs pre-RFP, an increase in locations rides provided to post- vs pre-RFP, an increase in the # rides provided in-town/out of town, an increase in the type of rides provided);
- improvements in quality of service (e.g., overall scheduling, mapping, and managing rides post- vs pre-RFP); and
- improvements in cost of providing service (e.g., reductions in costs of transporting clients by cost-sharing; cost-sharing for marketing, sharing scheduling software, etc.).

Proposal Requirements

All applicants are required to complete their application using the proposal template. The proposal should have:

- **identified two or more organizations** that share the common goal of developing and/or implementing a regional ATS service in a rural area in Alberta;
- provided commitment from the identified organizations with documentation of that commitment attached;
- completed an inventory of existing transportation services and key stakeholders in the region and have included that inventory in an appendix of the application;
- demonstrated capacity to undertake the pilot project;
- described current strengths and gaps related efforts related to the implementation and sustainability of the ATS service once the pilot project is complete;
- described current and expected funding streams; and

¹ For example, the model may be one where two or more transportation providers enter into an agreement that one organization takes full responsibility for transportation services within the region (the lead organization), with the other organizations (partner organizations) partnering in funding, having a shared role in decision making, etc. (Centralized Model). Or, the individual organizations retain ownership and operation of its vehicles, but with central booking of services (Central Coordination Models). Examples provided on request.

Provide letters of support for your application (e.g., ability of your service/organization to *establish* and *support* the implementation of a regional model of ATS service; the need for the proposed pilot project and level of support [real and in-kind support] in your community; and the need for and benefits of the proposed regional model from the respective communities).

Eligibility

Proposals will be accepted from interested parties that have:

- Identified the need for regional ATS services;
- Organizations/service providers in a number of locations within their defined region that have formally committed² (e.g., have letters of commitment) to collaborating on developing and implementing a regional ATS service in a rural area in Alberta;
- Identified development and implementation of a *coordinated ATS service provision within the region* as the **goal** of the proposal;
- **Baseline funding** must be in place to assist in the development and implementation of a *coordinated ATS service provision within the region*; and
- The proposal must demonstrate capacity to undertake the project.

Project Funding (\$34,000)

Funding for this project includes \$10,000 in **direct funding** for eligible expenses as outlined below and \$24,000 in in-kind project support from MARD personnel for training, mentorship, data capture, and assistance in data evaluation, report generation, and knowledge dissemination activities.

Eligible direct funding expenses include:

- Workshops with identified transportation provider partners on:
 - Assessing different coordination models and selecting a model;
 - Developing an administrative structure for the selected model; and
 - Developing a Project Plan (including a Budget) for implementing the selected model;
- Hiring a facilitator to assist the *Regional Collaboration Group* in the decision making process;
- Developing a communication strategy;
- Developing a website;
- Hosting a Town Hall meeting or meetings;
- Implementing ride-scheduling software; and
- Attendance at the Grey Matters 2018 Conference and presentation of results (registration, accommodations, and dinner for 2 community members) (\$1,300).
- Any direct financial support that exceeds the project funding limit is the responsibility of the community/Regional Collaboration Group.

Funding provided through the Ministry of Seniors and Housing, Government of Alberta.

² Letters of commitment must be provided from all organization/service provider identified in the proposal as having formally committed.

Project Timelines

- **Proposal Deadline: February 9, 2018**

Your RFP application, using the proposal template, must be received on or before **1530 hours (3:30 pm)** on **February 9, 2018** in either hard-copy or electronic format. Late applications will not be accepted.

- **Adjudication of Proposal: February 10-28, 2017**

An Adjudication Review Committee, consisting of internal and external committee members, will independently review and rate all proposals based on pre-defined criteria. The final decision will be based on consensus among Committee members.

- **Notification of Successful Applicant: March 1, 2018**

The successful applicant will be notified by **March 1, 2018**, with posting on the MARD website **March 1, 2018**.

- **Commencement of Project: March 1, 2018**

MARD will commence working with successful applicant/organization **March 1, 2018 through February 28, 2019**.

- **Final Report: April 30, 2019**

A draft final report due to MARD four weeks in advance (April 2, 2019) to allow time for edits/changes.

Proposal Submission Instructions

Using the formal proposal template, electronic RFP applications can be emailed to mard@ualberta.ca.

Hard copies may be mailed to

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