

# TAG Program Q&A

## January 2024

**Regional  
Transportation  
District**

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## ABOUT TAG

### What is TAG?

The Transit Assistance Grant Program is designed to help organizations serving clients with immediate transit needs. RTD has set aside \$1 million for this program, which will provide grants of up to \$50,000 per calendar year in RTD fares for qualified nonprofit and governmental community/social service organizations.

### Will the awards be in cash?

No, the awards will be in the form of 10-ride ticket books. The maximum an organization can get is \$50,000 worth of 10-ride ticket books.

### How many ticket books is that?

One ticket book has 10 tickets, valued at \$27.50. An organization could receive up to approximately 1820 ticket books each.

### Am I eligible?

You are eligible if you meet the following criteria:

1. Serve immediate needs clients.
2. Use the tickets to help immediate needs clients
3. Be in good account standing with RTD
4. Agree to only distribute the tickets to its clients
5. Agree to provide quarterly reports to RTD documenting how many tickets they have issued and approximately how many unique immediate needs clients received these tickets.

### What do you mean by "immediate needs clients"?

Immediate needs clients are clients who fall under one of the following criteria:

1. Access to Essential Services: Ensuring that vulnerable populations, such as seniors, people with disabilities, low-income individuals, clients of the judicial system or others, have reliable transportation to access essential services like groceries, pharmacies, mental health and medical appointments.
2. Employment Transportation: Facilitating access to employment opportunities by offering transportation options for job seekers or low-wage workers who may not have access to private vehicles.
3. Education and Training: Supporting students, their parents/guardians or individuals pursuing vocational training and education by providing transportation to schools, colleges, child care centers or training centers.
4. Community Outreach and Social Services: Assisting nonprofit organizations in reaching out to underserved communities or populations with transportation challenges to deliver critical social services or programs.
5. Crisis Intervention: Transporting individuals in crisis situations, such as domestic violence victims seeking shelter, to safe and supportive environments.
6. Homelessness Support: Offering transportation solutions to help individuals experiencing homelessness access shelters, social services or employment opportunities.
7. Specialized Needs: Catering to the transportation needs of specific vulnerable groups, such as refugees, immigrants or individuals with severe health conditions.

### **Should we apply as individual organizations or as parts of a bigger organization?**

If you are a branch of a bigger organization, then you should submit one application from your parent organization, listing who all they are applying on behalf of. Each individual branch **SHOULD NOT** submit individual applications. The only time we encourage an individual application is if one branch has a mission or clientele completely different from the parent organization.

### **Where do I apply?**

Application is available on RTD's website at [www.RTD-Denver.com/TAG](http://www.RTD-Denver.com/TAG) and will be open until Feb 29, 2024.

### **How will the amount awarded to each organization be decided?**

Awards will be decided based on the size, scope and suitability of the organization and its mission and how well that aligns with what the TAG grant is intended for. RTD has an internal matrix it will judge all applicants by. The awarding committee is comprised of experts from various cross-teams and will apply the same matrix for all applications.

### **For the application are you asking for the number of individuals served or anticipated number of ticket books that the organization would anticipate using?**

The application asks for the number of individuals your organization serves. We will base the number of ticket books you are awarded, based on the number of individuals your organization serves.

## **PROGRAM REQUIREMENTS**

### **What are the reporting requirements?**

Via the form provided by RTD you need to:

1. Document the number of tickets issued,
2. The approximate number of immediate needs clients served.

### **How often do I have to report?**

We require you to report 3 times a year.

1. First report due: June 14, 2024
2. Second report due: September 13, 2024
3. Final report due: December 13, 2024

### **Is this grant going to continue into 2025?**

While we are hopeful it will, we are not sure. Therefore, it is imperative that you understand that this is a one-time funding opportunity, and do not see this as a continued source of revenue for transportation needs for your clients. This funding should augment what you have, not replace it.

### **I missed the pre-application webinar. Can I attend another one?**

Yes! We will host one more before the application closes. Please register [here](#).

### **Is there a match requirement?**

No, there is no match requirement.

### **Can a city apply by itself or do they need a partner with the 501 (C)(3) status?**

A city can apply on their own as they are a governmental agency.

### **How could an agency be denied participation?**

An agency can be denied if:

1. They do not serve immediate needs populations with immediate transportation needs.
2. They are not a 501(C)(3) or affiliates, governmental or social services agency.
3. They are a for-profit agency.
4. Are in or serve population not served by RTD.

**For the reporting requirements, will organizations have to provide any personally identifying information for clients? Will organizations have to track unique clients that received ticket books through the grant period?**

No, RTD will not ask for any personally identifying information. Yes, you will have to keep track of number of unique clients, although we will not ask any personally identifying information. The reporting will include the following:

1. How many individuals with immediate needs were assisted per quarter?
2. How many tickets (on average) were given to said individuals?

**Why are you asking for this information about our clients?**

Keeping in mind, we are not asking for any personally identifying information or PII, we want some data to be able to gauge the effectiveness of this grant and measure the impact it has on the community. It is helpful to see if this is something beneficial to the community and worth allocating resources for in the future, particularly if we can see how it impacts the most vulnerable people in our communities.

## **GRANT DISTRIBUTION**

**How will I know if I got the grant?**

Whether you are awarded or not, you will be notified by email by March 18, 2024. If you are awarded, we will let you know next steps. If you are not awarded, the decision is final and cannot be appealed.

**Are the tickets physical or virtual? I.e., when distributing, do we have to have personal contact with the clients first?**

Tickets are physical paper products. You will hand the tickets out in person and have a physical inventory of tickets.

**Do the 10-ticket books have to go to individual clients? Or can we split up the books to divide the tickets among clients?**

The tickets can be split and given based on need. If a client only needs 2 tickets, you can break the ticket book apart and give them just two tickets.

**If awarded, what is the requirement to promote LiVE?**

If awarded, RTD requires awardees to promote LiVE. At a minimum, this means letting their clients know about LiVE and how to apply. Ideally, we would like awardees to assist their clients with understanding LiVE, helping them understand if they qualify, and if so, helping them with their application. All collateral needed will be provided by RTD. RTD will also host training sessions for awardees to become proficient at LiVE.

**Does the agency determine how to distribute the tickets or are you providing guidelines?**

We provide basic guidelines, like what is considered immediate needs, and who this is intended to serve. However, you ultimately get to decide how you will distribute the tickets. You understand the community the best and are best suited to decide what immediate needs looks like for your clients. As long as you are not selling these ticket books, we ask you use your best judgement and do what is right for your clients. *So short answer, it is up to each agency to determine how to distribute tickets, as long as you are not violating any of our requirements.*

**Do the recipients of these tickets have to qualify for LiVE fares, or can it be anyone in need within our organization?**

While LiVE and its promotion is a major component of this grant, you can give the tickets to any of your clients in need. *Please note: It is meant for program participants only and not to be given to staff, volunteers, interns, etc.*

**If our agency needs more ticket booklets than allotted by this grant, will we be able to order and purchase additional tickets/bus passes?**

Yes, you can purchase additional tickets/bus passes. If you are not already, your agency will be enrolled in our non-profit pass program and can place orders directly with RTD.