



Community Transportation  
Pilot Grant Program  
Application Guidelines and Requirements  
2014-2015

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Issued: November 2014  
Ministry of Transportation  
Municipal Transit Policy Office, Transit Policy Branch

## Overview:

The Ministry has established the Community Transportation Pilot Grant Program (the “CT Program”) to provide financial assistance to municipalities across Ontario for the planning and implementation of local, coordinated community transportation projects.

## Guide:

The purpose of this Guide is to describe the CT Program and to outline related requirements.

To be considered for CT Program funding, applicants must meet the criteria set out in this Guide.

## Applications:

Applications must be submitted either by email, postage-prepaid (regular mail), or personal delivery (including prepaid courier) at the addresses below.

**Applications must be received (not solely postmarked) by the Ministry before 5:00 p.m. (EST) on Friday, January 30, 2015.**

## How to Reach Us:

By Mail: Community Transportation Pilot Grant Program  
Municipal Transit Policy Office, Ministry of Transportation  
777 Bay St, 30th Floor  
Toronto, Ontario M7A 2J8

By Email: [CTProgram@ontario.ca](mailto:CTProgram@ontario.ca)

By Phone: 416-585-7362

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## **PART 1: DEFINITIONS**

When used in this Guide, the words set out below that import the singular include the plural and vice versa:

“Application Deadline” means 5:00 p.m. (EST) on Friday, January 30, 2015.

“Agreement” means an agreement entered into between the Ministry and a municipality that sets out the terms and conditions under which the Ministry agrees to provide CT Funding to the municipality, and includes any amending agreement entered into pursuant to the agreement.

“CT” refers to community transportation services, as further described in this Guide, offered to the public by or on behalf of a municipality in collaboration with at least one community organization.

“CT Funds” means the money the Ministry provides to a municipality pursuant to an Agreement to be used strictly toward Eligible Expenditures for a CT Project and in accordance with and as set out in the Agreement; “CT Funding” has the same meaning.

“CT Funds Reserve Account” means an interest bearing account set up by a municipality receiving CT Funds, under the name of the municipality and in a Canadian financial institution, where CT Funds are deposited and tracked separately from any other funds.

“CT Program” means the Community Transportation Pilot Grant Program the Ministry has established to provide municipalities with CT Funds.

“CT Project” means a project described in an application for CT Funding, including any modification to the project which has received the prior written approval of the Ministry, and that has been selected by the Ministry for funding under the CT Program.

“CT Project Budget” means the budget for a CT Project described in an applicant’s application for CT Funding.

“Eligible Expenditure” means an eligible expenditure as described in *Part 4: General Eligibility Requirements*.

“Guide” means this guide entitled “Community Transportation Pilot Grant Program Guidelines and Requirements 2014-2015”, including Appendix A (Community Transportation Pilot Grant Program - Application Form) and Appendix B (Sample of Project Budget), which the Ministry may, at its sole discretion, amend from time to time.

“Ministry” and “Minister”, respectively, means the Ministry of Transportation that is responsible for the administration of the CT Program and the Minister responsible for the Ministry.

“Reporting Forms” means the forms attached as Schedule D to the Agreement.

## **Part 2: INTRODUCTION**

The Ministry of Transportation (MTO) has established the Community Transportation Pilot Grant Program (the “CT Program”), a \$1 million pilot grant program, to provide financial assistance to Ontario municipalities for the development and implementation of community transportation initiatives. The program is an opportunity for the Ministry to explore the effectiveness of different models of coordinating community transportation as a means to addressing transportation challenges.

The projects for which funding may be considered are those related to the development of community transportation solutions to address local transportation needs, including ways to better utilize existing transportation resources.

Community transportation is a way of providing transportation services to a community that extends beyond public transit services. In many communities, individuals often rely on transportation services provided by community organizations, such as health service or social service agencies, or volunteer organizations. Coordinating the range of transportation services available within a community can be a solution to providing more transportation options to more people, improving services, and optimizing existing services within current budgets.

Coordinated community transportation services can help municipalities meet new and growing transportation needs. Such services require grassroots collaboration, sharing of resources, and a flexible approach to service delivery. Ontario’s CT Program is a pilot grant program that encourages a collaborative approach to addressing local transportation needs and priorities, as determined by the local community, through the coordination of existing community resources.

Projects that meet the requirements set out in this Guide may be eligible for funding under the CT Program.

## **PART 3: COMMUNITY TRANSPORTATION PROGRAM DESCRIPTION**

### **a. Objectives**

The objectives of the CT Program are to:

- Improve mobility options for individuals who do not have access to their own transportation, including seniors, people with disabilities, and others;
- Build capacity to better meet local transportation demand, particularly where it is challenging or not feasible to provide conventional or specialized transit service due to population size or density; and
- Create networks of coordinated community transportation service that leverages existing services and pools resources to provide more rides, to more people, and to more destinations.

Subject to annual appropriation of funds by the Legislative of Assembly of Ontario, the CT Program is for a two-year period, from April 1, 2015 to March 31, 2017. To be eligible for funding, the proposed coordinated community transportation project must be implemented within one year of the effective date of the Agreement and last until the end of the CT Program.

## **b. Funding**

As further described in *Part 4: General Eligibility Requirements*, to be eligible for funding under the CT Program, a CT project must be carried out by or on behalf a municipality in collaboration with at least one community organization.

For greater clarity, while a municipality receiving CT Funds will be responsible for those funds, the CT Project may be carried out by the municipality itself or one or more community organization(s) collaborating with the municipality.

In addition to being responsible for such funds, a municipality receiving CT Funds will be responsible for ensuring the CT Project for which those funds are provided is carried out in accordance with the terms and conditions set out in this Guide and an Agreement.

The maximum funding that may be provided to a municipality for a CT Project is \$100,000.00. The application process is competitive, and not all community transportation projects will receive funding. Grant applications will be assessed and evaluated based on set criteria, including the extent to which a proposed project meets the objectives and requirements of the CT Program.

## **c. Funding From Other Sources**

A municipality will be required, as part of its application for funding, to identify any other sources of funding, including that from the municipality or the community organization(s) with which it collaborates for its proposed coordinated community transportation project.

In addition, a municipality receiving CT Funding will be required to inform the Ministry of any contribution, other than the CT Funds, the municipality receives from any source whatsoever towards costs related to its CT Project. This information would be indicated in the financial report, as described in *Part 7: Reporting Requirements*.

## **PART 4: GENERAL ELIGIBILITY REQUIREMENTS**

### **a. Eligible Applicants & Community Organizations**

#### **i. Applicants - Eligibility Criteria**

Only Ontario municipalities that collaborate with at least one community organization are eligible to apply for CT Program funding to undertake a coordinated community transportation project of mutual interest and benefit, and which meets the criteria set out in this Guide. If the CT Project involves the participation of more than one municipality, only one municipality may apply on behalf of other(s).

#### **ii. Community Organizations - Eligibility Criteria**

To be eligible, community organizations must be:  
Incorporated;

- In operation for at least one year prior to the Application Deadline; and
- At least one community organization must provide transportation services or have transportation resources or assets, or both.

The application must provide the strategic rationale for the involvement of each organization, and demonstrate that each organization will:

Support the application;

- Participate in the planning and execution of the project;
- Contribute to the project, either financially or through in-kind contributions; and
- Benefit from the project.

The level of contribution, including financial or in-kind (e.g., sharing of assets or resources), will be determined by the municipality and the community organization(s).

Ultimately the municipality, as the lead applicant, will be responsible for ensuring the municipality and collaborating community organization(s) have all the resources, experience and expertise required to carry out the CT Project.

The following provides a non-exhaustive list of community organization(s) that a municipality may collaborate with for the purpose of carrying out a CT Project:

- Health service agencies (e.g., community support service agencies);
- Social service agencies (e.g., community outreach services);
- District Social Service Administrative Boards;
- Seniors' organizations;
- Registered charitable organizations;
- Other public transit agencies (i.e., a public transit agency that is not operated by or on behalf of the municipality applying for funding under the CT Program);
- Bus operators, including school and private buses;
- Taxi companies; and

- Employers.

## **b. Eligible Projects**

### **i. Eligibility Criteria for Community Transportation Projects**

In general, coordinated community transportation is a service delivery model whereby two or more organizations collaborate through the sharing and/or coordination of transportation resources and services to jointly accomplish their transportation objectives.

To be considered for funding, a coordinated community transportation project must:

- Meet the objectives of the CT Program;
- Result in the improvement of transportation services through the implementation of new or enhancements to existing coordinated community transportation services, within one year of the effective date of the Agreement.

To demonstrate the above, the application for funding must indicate the expected service improvements and include a plan that describes how the applicant will monitor and report on these measurable service improvements. For example, the plan may illustrate how the proposed project will measure the following types of service improvements:

- Increase the number of rides, and customers/passengers, including seniors, using the coordinated community transportation services for which CT Funding is provided.
- Increase hours of service, days of service (e.g., expand from weekday service to include weekend service), and number of destinations.
- Reduce wait times, unaccommodated trips, and travel times.
- Expand the service area(s).

The service area for a proposed community transportation project will be determined by the municipality and the community organization(s) with which the municipality is collaborating. The service area may be within a municipality, a region or a county, or could encompass several municipalities.

### **ii. Examples of Coordinated Community Transportation Projects**

Coordinated community transportation is not a “one size fits all” solution to the many challenges of providing transportation in underserved areas. In the application for funding, a municipality and the organization(s) with which it is collaborating, can propose a model of coordinated community transportation that best meets the needs of the community and is within its resources.



Below is a list of examples of coordinated community transportation projects that could be eligible for funding. This list is not exhaustive. Applicants may propose variations or a mix of service delivery models.

### *Referral Service*

Coordinating the use of one contact number for several community organizations is often the first step in a coordinated community transportation service. A toll free 1-800 number or website is provided as the first point of contact for residents seeking transportation or information. When new customers call they are screened centrally and referred to the most appropriate organization for service. Registration of customers, trip planning information, and other services can also be provided.

### *Centralizing Functions*

The centralizing of functions is the next step in coordination after a referral service. In this instance, a central point of access, through a common software, offers ride and vehicle information data and centralized trip booking and dispatching.

Enhancements to centralizing administrative functions could be standardizing the intake and registration procedures of participating community organizations, centralizing service and route planning, marketing of the service, or pursuing joint procurements.

### *Collaboration with School Bus Operators*

School bus operators are experienced local transportation providers and often have the information technology, vehicles, and staff resources to help communities coordinate, plan, book and dispatch trips, and increase service levels. A municipality may collaborate with a local school bus operator, whereby the school bus operator could provide vehicles and/or drivers to increase local capacity and/or take on the role of centralizing booking and dispatch of trips to help coordinate multiple transportation services in the community.

### *Sharing of Transportation Assets or Resources*

CT Projects could propose the pooling of assets, funding and staff resources of a municipality(ies) and community organizations. There are no requirements as to what transportation resources and assets must be shared or how they are to be shared. The benefits resulting from the sharing of resources are to be reinvested for transportation service improvements.

Potential assets and resources that could be shared include:

- Vehicles;
- Administrative staff;
- Service planning expertise;

- Drivers (paid or volunteer);
- Vehicle maintenance;
- Information technology;
- Facilities;
- Staff/volunteer training programs;
- Promotion and marketing of services; and
- Other operating costs.

### *Collaboration with Other Public Transit Agencies*

Municipal transit agencies, whether conventional or specialized, may participate in coordinated community transportation projects by providing booking and dispatch services for participating community organizations or by acting as a mobility manager in referring individuals to community organizations and other transportation providers. Participating in coordinated community transportation projects could be a way for public transit agencies to use accessible vehicles to increase capacity and/or expand service hours and to meet accessibility requirements.

Public transit agencies may also coordinate their services with other public transit agencies to improve or provide new inter-municipal and inter-regional service.

### **c. Eligible and Ineligible Expenditures**

#### i. Expenditures - Eligibility Criteria

A CT Project expenditure will only be eligible for funding under the CT Program (an “Eligible Expenditure”) if it meets all of the following general criteria:

- Directly related to and necessary for the successful completion of the CT Project;
- Specifically identified in, and made in accordance with, the budget the municipality provided to the Ministry as part of its application for funding under the CT Program. No changes to the budget will be allowed without the prior written approval of the Ministry;
- Incurred and paid after the effective date of the Agreement and prior to April 1, 2017. No expenditures incurred outside of this period will be eligible for payment under the CT Program; and
- Documented through paid invoices or original receipts, or both.

#### ii. Eligible Expenditures - Examples

Provided that the above-noted general eligibility criteria are met, Eligible Expenditures for a CT Project may include:

- Salary and benefits of a coordinator responsible for planning and implementing coordinated community transportation services;
- Consultant services to assist the applicant municipality and community organization(s) in implementing coordinated services (e.g., to assist in the

implementation of information technology or the facilitation of cooperative initiatives between the municipality and community organizations);

- Purchase and implementation of a contact number or website, or both;
- Purchase and implementation/installation of software or hardware, or both;
- Acquisition of community transportation services (e.g., vehicles, drivers, booking and dispatch services) that are part of the CT Project from third-party service providers (i.e., a provider that is not indicated as a community organization in the application for CT Funding);
- Legal services for the drafting of legal agreements;
- Costs of holding and facilitating meetings/consultation events/workshops with community transportation organizations for the CT Project;
- Training costs related to the implementation of the CT Project;
- Ontario-only travel and accommodation costs directly related to the CT Project. Expenses must align with the [Government of Ontario's Travel, Meal and Hospitality Expenses Directive](#);
- Facilities costs of centralizing functions;
- Public outreach, communications materials and activities to promote the CT Project and service; and
- Equipment, supplies and materials associated with the implementation of the CT Project.

### iii. Ineligible Expenditures

Notwithstanding anything else contained in this Guide, the following expenditures are **not eligible** for CT Funding:

- Cash prizes or direct subsidies to individuals, including multi-use transit passes;
- Food and beverages;
- Refundable goods and services tax, pursuant to the *Excise Tax Act*, R.S.C. 1985, c. E. 15, as amended, or other refundable expenses;
- Deficit reduction;
- Monetary service referral incentives; and
- Any other costs as determined by the Ministry from time to time and in its sole discretion.

The aforementioned lists are not exhaustive and only intended as general guides. If you are unsure whether or not a particular cost is eligible, please contact the Ministry for clarification prior to incurring the cost.

### d. Fares

Fares must be charged for the community transportation services supported through the CT Project. Fares may be any amount and may be subsidized or waived.

## **PART 5: APPLICATION AND REVIEW PROCESS**

The application process is not intended to create a formal, legally binding procurement process and must not give rise to the rights or duties applied to a formal legally binding procurement process.

A municipality applying for funds under the CT Program for a coordinated community transportation project must submit an application package that provides information about the project. The Ministry will review the application packages from all applicants and select the projects that best meet the criteria set out in this Guide. Once the Ministry selects a project, the municipality will be required to enter into an Agreement with the Ministry prior to receiving funding.

A municipality relying on CT Funds for the successful completion of a CT Project should not commence such CT Project prior to the effective date of the Agreement, and having met all relevant conditions precedent (e.g., providing any necessary insurance certificates). For greater clarity, CT Funds cannot be used to pay for expenses incurred prior to the effective date of an Agreement.

### **a. Submitting the Application**

The application package submitted to the Ministry must include:

- An application form (in the form attached to this Guide as Appendix A), completed in full;
- Project work plan;
- Project budget; and,
- Any other documents deemed necessary by the applicant.

If submitted by means other than email, one (1) electronic copy of the application, in Microsoft Word format, emailed to [CTProgram@ontario.ca](mailto:CTProgram@ontario.ca).

**The documents listed above must be submitted to the Ministry by email, postage-prepaid mail (regular mail) or personal delivery (including prepaid courier) in accordance with and at the addresses set out in Part 8: Information and Notices.**

**Applications must be received (not postmarked) before 5:00 p.m. (EST) on Friday, January 30, 2015. Applications received after such time or which do not comply with this Guide will NOT be considered.**

### **b. Selection Process and Evaluation**

CT Funding will be awarded through a competitive process. The Ministry reserves the right to exercise its discretion to select a range of projects that promote coordinated community transportation throughout the Province; are within communities of varying sizes; and, offer diverse solutions to community transportation needs and challenges. Only applications meeting all applicable requirements will be considered for review.

Applications will be evaluated and projects selected for funding, at the Ministry's sole discretion, based on the following considerations.

*Project Proposal (Section 2 of the Application Form) - 40%*

The application will be evaluated on how well the proposed coordinated community transportation project would:

- Meet the objectives of the CT Program listed in Paragraph a (Objectives) of *Part 3: CT Program Description*;
- Optimize local community transportation services;
- Address identified transportation service gaps and needs of the community;
- Improve service levels (i.e., number of trips provided or customers/passengers served); and
- Involve a range of community organizations.

*Project Implementation (Section 3 of the Application Form) - 30%*

The application will be evaluated on whether the CT Project and the resulting coordinated community transportation service being proposed are reasonably feasible for the municipality and collaborating organization(s) to implement.

To that effect, the application must demonstrate that the municipality and the community organization(s) have the experience and organizational capacity to lead and undertake the proposed coordinated community transportation project.

The work plan for the proposed project must adequately describe the tasks and resources required to implement the project.

*Funding Requirements/Budget (Section 4 of the Application Form) - 20%*

The application will be evaluated on whether the budget for the proposed coordinated community transportation project:

- Is realistic in terms of total estimated costs relative to proposed CT service and the tasks required;
- Demonstrates an efficient use of resources;
- Includes in-kind or cash contributions; and
- Factors in funding from sources, other than that which may be received under the CT Program, required for the implementation of the project.

*Pilot Evaluation (Section 5 of the Application Form) - 10%*

The application will be evaluated on whether the proposed coordinated community transportation project improves community transportation as demonstrated by the:

- Performance measures to be tracked as indicated in the application;
- Immediate and long-term impacts of the CT Project to the municipality(s); and

- Plan to monitor and report outcomes.

### **c. Clarification and Notification**

When the selection process is completed, the Ministry will notify each applicant, in writing, whether or not the applicant is eligible for funding under the CT Program.

Although an applicant will not be allowed to make changes to its application package after the application deadline, as part of the review process, the Ministry may seek clarification and supplementary information. The clarification and additional information received from the applicant will form an integral part of the application package. The Ministry may elect not to consider an applicant whose application package, in the Ministry's opinion, contains misrepresentations or any inaccurate, misleading, or incomplete information.

### **d. Agreement**

A municipality selected for funding will be required to enter into an Agreement. In addition to confirming the CT Funds for which the municipality may be eligible, the Agreement will set out the terms and conditions upon which the Ministry will provide the CT Funds to the municipality and by which it will be bound.

Furthermore, under the terms and conditions of the Agreement, the municipality will be required to provide the Ministry with copies of the municipal by-law(s) designating the signing officers for and authorizing the execution of the Agreement, and any certificates of insurance, or other proof the Ministry may request to confirm the insurance coverage required pursuant to the Agreement. The by-law and any insurance certificate will need to specifically reference the CT Project.

For greater clarity, the application process, including notice to the municipality that its CT Project has been accepted, does not constitute a legally binding offer to enter into an agreement on the part of the Ministry.

## **PART 6: PAYMENT OF COMMUNITY TRANSPORTATION FUNDS**

Any amount of CT Funds provided to a municipality will be subject to adjustment as set out in an Agreement.

Although this may be modified at the discretion of the Ministry, the Ministry's intent is for CT Funding to be provided as follows:

### **First Instalment - 50%**

To support project implementation, the Ministry may, once the Ministry and a municipality have executed an Agreement and the municipality has provided the

Ministry with all required documentation, deposit the first instalment of the grant into the municipality's CT Funds Reserve Account.

### **Second Instalment - 40%**

The second instalment may be paid when the project is 75% complete and upon submission and acceptance of:

- A project status report; and
- A draft financial report.

### **Third Instalment - 10%**

The remaining 10% of the grant will be paid upon receipt of:

- A final financial report; and
- A report on coordinated community transportation service.

The content required for the above reports is described in *Part 7: Reporting Requirements*.

## **PART 7: REPORTING REQUIREMENTS**

Unless otherwise approved in writing by the Ministry, all reports provided by a municipality must be signed by a municipal chief administrative officer. The following reports will follow the format of the Reporting Forms.

### **a. Project Status Report**

To receive the second instalment, the municipality must prepare and deliver to the Ministry a report on the implementation of the CT Project that confirms 75% completion and indicates the relevant milestones completed. The report should reflect the work plan submitted as part of the application.

### **b. Financial Report**

In order to receive the second and third funding instalment, a municipality must prepare and deliver to the Ministry draft and final financial reports containing a statement of revenues and expenditures of the CT Project, including CT Funds received, interest earned, other funding sources, and Eligible Expenditures broken down by category. The statement of revenues and expenditures will reflect actual project expenditures and will provide an explanation for any variances.

At the same time, additional detailed financial reporting may also be required from the municipality to reflect the amount of the CT Funds received for the CT Project and the Eligible Expenditures that occurred during the fiscal year.

### **c. Report on Coordinated Community Transportation Services**

To aid in the evaluation of CT Projects, the municipality will be required to submit a final report on the CT Project implementation and the resulting coordinated community transportation services to the Ministry on February 28, 2017. The report must provide the following information:

- Level of community transportation services provided prior to the implementation of the CT Project;
- Description of the community transportation services implemented and operational through the CT Project, including any technology used, resources shared; service optimization, and centralizing functions;
- Level of performance of the community transportation services that have been implemented and are operational using the performance indicators provided as part of the municipality's application for funding;
- Lessons learned;
- The level of collaboration of the municipality and the community organization(s); and
- Any feedback from clients/passengers and other community members.

### **d. Other Reporting**

The municipality, upon the Ministry's request, will be required to submit records and documentation, including all evidence of payment, relating to expenditures to which CT Funds apply. A municipality may also be subject to audit. The Ministry may, at its sole discretion, audit or have audited by any third party, any records and documentation related to the CT Project, including CT Funds.

In addition, the municipality, upon the Ministry's request, will be required to participate in post-program evaluation session(s) to report on its experiences and lessons learned in carrying out a CT Project.

### **e. Unmet Reporting Requirements**

The reports a municipality submits must be completed to the Ministry's satisfaction.

The final ten (10) percent of the CT Funds allocated to the CT Project will not be released until all reporting requirements to date are met to the satisfaction of the Ministry.

Accuracy in the calculation and reporting of CT Funds is paramount. Payment of CT Funds may be adjusted or withheld, or both, where incorrect amounts have been reported.



## **PART 8: INFORMATION AND NOTICES**

For questions/information regarding the CT Program please contact the MTO, Municipal Transit Policy Office, by phone at 416-585-7362 or by email at [CTProgram@ontario.ca](mailto:CTProgram@ontario.ca) .

Notices and exchange of documents between the Ministry and a municipality for matters related to the CT Program, including those required pursuant to the Agreement and this Guide, must be in writing and delivered by email, postage-prepaid mail (regular mail) or personal delivery (including prepaid courier), and must be addressed to the Ministry and the municipality as set out below:

### **To the Ministry:**

Mailing Address:

Community Transportation Pilot Grant Program  
Municipal Transit Policy Office  
Ministry of Transportation  
777 Bay St., 30th Floor  
Toronto, Ontario M7A 2J8  
Attention: Katrina Fernandez

E-mail Address: [CTProgram@ontario.ca](mailto:CTProgram@ontario.ca)

### **To the Municipality:**

Notices to the municipality will be sent to either the mailing address or the email address provided by the municipality in its application for CT Funding.