Appendix

ICCT Clearinghouse
Transportation Coordination Primer

Supplemental Resources to Help Your County Navigate Transportation Coordination
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FOR IMMEDIATE RELEASE • CONTACT: ZANETTA DOYLE, COMMUNICATIONS MANAGER
ZDOYLE@NADO.ORG • 202.624.5257

Interagency Coordinating Committee on Transportation Clearinghouse Receives National Association of Development Organization’s 2007 Excellence in Regional Transportation Award

WASHINGTON, DC – The Rural Transit Assistance Center’s Interagency Coordinating Committee on Transportation Clearinghouse at Western Illinois University’s Institute for Rural Affairs received a 2007 Excellence in Regional Transportation Award from the National Association of Development Organizations (NADO) for its Transportation Coordination Primer.

NADO is a Washington, DC-based association that promotes programs and policies that strengthen local governments, communities and economies through regional cooperation, program delivery and comprehensive strategies. The association’s Excellence in Regional Transportation Awards program recognizes organizations for noteworthy projects and practices in rural and small metropolitan transportation planning, program delivery and special initiatives. Award winners were showcased during the 2007 National Rural Transportation Peer Learning Conference, September 26 – 28 in Chattanooga, Tennessee.

According to NADO President Leanne Mazer, Executive Director of the Tri-County Council for Western Maryland in Cumberland, Maryland, “The Excellence in Regional Transportation Awards showcase the significant effect of transportation programs and projects like the Transportation Coordination Primer, which are key to promoting integrated and efficient transportation systems that foster economic growth in our nation’s regions and communities.”

For more information about the award winning project, contact the Interagency Coordinating Committee on Transportation at 800-526-9943.

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Founded in 1967, the National Association of Development Organizations (NADO) provides advocacy, education, networking and research for the national network of 540 regional development organizations. NADO members provide professional, programmatic and technical assistance to over 2,300 counties and 15,000 municipalities.
There is good news for rural public transportation in Illinois. As a result of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), federal funding that the state receives for eligible rural public transit providers will increase over the next three years, allowing the Illinois Department of Transportation, Division of Public and Intermodal Transportation to expand the Section 5311 Capital and Operating Assistance program to fund Illinois counties that currently are without county-wide public transportation. In anticipation of the increase in federal funds, IDOT has contracted with RLS and Associates to devise a fair and equitable methodology for service expansion to Illinois’ unfunded service areas.

The Section 5311 program currently includes 30 grantees serving 60 counties in Illinois. These grantees consist of counties, small urban areas, and Mass Transit Districts. The 5311 program funds up to 50% of eligible operating costs, up to 80% of administrative costs, and 80% of capital costs. There are still about 35 counties in Illinois without countywide public transportation funding.

In 2003, the Governor and General Assembly created the Interagency Coordinating Committee on Transportation (ICCT) to help transportation-dependent individuals in Illinois access adequate, consistent, convenient, safe and efficient transportation options.

The ICCT Clearinghouse is based at the Rural Transit Assistance Center of the Illinois Institute for Rural Affairs at Western Illinois University, which continues to be a great resource for technical assistance to Illinois communities.

The Clearinghouse recently released their Transportation Coordination Primer which provides a step-by-step methodology any community can use to develop a coordinated transportation system. This nationally recognized Primer is an easy to understand, straightforward process that includes the development of a Transit Partnership Group, the identification of stakeholders and needs and resources, and the creation of a System Model and Action Plan.

To meet new federal coordinating requirements, IDOT is requiring that all new counties interested in applying for Section 5311 funding for fiscal year 2008 and beyond, complete Step One through Step Three of the Five Step Transportation Coordination Primer. All applications for new service funding will be required to submit this information. This includes new counties interested in starting their own public transportation system or new counties that are interested in being annexed by an existing 5311 grantee.

All interested parties should contact:

Mrs. Dawn Piper, Transit Coordination Specialist
Western Illinois University, Illinois Institute for Rural Affairs
Rural Transit Assistance Center, ICCT Clearinghouse
Stipes Hall 318, Macomb, IL 61455
(800) 526-9943
DC-Piper@wiu.edu

We should all be striving towards the same goal – that every citizen in Illinois be given the option of safe and efficient public transportation when they need to go to work, the store, a doctor’s appointment or just to visit a friend.

Sincerely,

Gary DeLeo, Section Chief
Rural and Small Urban Programs
Section 5311 Service Expansion Methodology

Illinois Department of Transportation
Division of Public and Intermodal Transportation

Prepared by RLS & Associates, Inc.

What is Section 5311?

- Safe, Accountable, Flexible, Efficient
Transportation Equity Act: A Legacy for
Users authorizes guaranteed Federal
transit assistance
- Provides Rural Transportation to areas
with populations less than 50,000
- Funding assistance available for
transportation operations
How Are Funds Administered?

- Funding passed from FTA to State DOT
- State DOT creates program standards, funding criteria, policies and procedures for projects
- State DOT passes funds to local municipalities or human services agencies (grantees)
- State DOT responsible for ensuring grantee compliance with FTA guidelines

What Does Funding Pay For?

- Rural Transportation Services
- Reimbursement for Operating Expenses
  - 80% Administrative Expenses
  - 50% Operating Expenses
- Reimbursement for Capital Purchases
  - 80% Capital Costs (case-by-case basis)
What Does All This Mean???

- Significant Funding Increases for Rural Public Transportation
- Enables IDOT to Expand Operating and Capital Funding
- Enables IDOT to Offer Funding for New Services

Current Funding Level

- 30 Section 5311 Funded Projects Serving 56 Counties/4 Cities
  - 1.4 million Section 5311 Serviced Population (nonurbanized)
  - $6.7M Proposed FY 2008 Section 5311 Operating Assistance Funding
  - $4.72 per capita (per person) avg. for Section 5311 Serviced Population
Non Section 5311 Funded Counties

- 40 Non Section 5311 Funded Counties
  - 4 Counties have projects confined to a City within the County
  - 1 million Non Section 5311 Funded Population (nonurbanized)

Existing Projects

- Will be funded at no lower than FY07 funding level
- Projected 3% increase for FY09 & FY10
Project Equity

- All new projects will be funded at $2.60 per capita
- Any existing projects currently below $2.60 per capita will receive an increase
  - Grundy County
  - Henry County
  - Jackson County MTD
  - Lee County
  - Shelby County
  - West Central MTD

Per Capita Calculation

<table>
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<th>FY 2007 Programmed Funds</th>
<th>FY 2008 Expansion Funds</th>
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<td>Non-urbanized Section 5311 Funded Pop.</td>
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<td>$4.72 per capita</td>
<td>Programmed Funds</td>
<td>$2.60 per capita</td>
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</table>
Per Capita Calculation

- $2.60 per capita established for new service projects
- 6 existing projects below $2.60
- $121,545 required to elevate existing systems to $2.60

FY 2008 Funding Flow

Illinois Section 5311 Apportionment

1. State Administration (15% of Total Apportionment)
2. Intercity Bus (15% of Total Apportionment Mandated)
3. Existing Projects (Not less than FY07 funding levels)
4. Project Equity ($2.60 per capita)
5. New Expansion Projects
6. Rural Capital
7. Carry-Over (Unprogrammed Funds)

OPTION
Forward to FY 2009
## Non Section 5311 Funded Counties

<table>
<thead>
<tr>
<th>County</th>
<th>Nonurbanized Population Outside Transit Service Areas</th>
<th>Recommended “Floor” Funding – Unserved Areas SFY 2008</th>
<th>Recommended “Floor” Funding – Unserved Areas SFY 2009</th>
<th>Recommended “Floor” Funding – Unserved Areas SFY 2010</th>
<th>Recommended “Floor” Funding – Unserved Areas TOTAL</th>
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<td><strong>$2,832,280.06</strong></td>
<td><strong>$8,251,762.13</strong></td>
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How to Use Funds

- Service Area Expansion
- New Service
- Capital
- Rollover program funds
  - Pre-Application each year
  - Drawing operating funds by FY 2010

Example Options

- New Service Option for Knox County
  - Utilize
    - $56,122 to initiate new service
- Service Expansion Option for Knox County
  - City of Galesburg expands into Knox; utilize $56,122 to initiate service expansion
Example Options

- Capital Option for Knox County
  - Utilize $56,122 to purchase new vehicle

- Rollover Option for Knox County
  - FY 08 $56,122
  - FY 09 $57,806
  - FY 10 $59,540
  - Total $173,468

Things to Remember

- Funds can be used for Admin, Operating, or Capital
- Funds MUST be used prior to FY 2010
  - No carry over after the current SAFETEA-LU Authorization
- ICCT/HSTP process requirements
IDOT Support

- Illinois Department of Transportation
  300 W. Adams, Second Floor
  Chicago, IL 60606

- Dave Spacek
  - (312) 793-2154
  - David.Spacek@illinois.gov

- Gary DeLeo
  - (312) 793-6043
  - Gary.DeLeo@illinois.gov

- John Marrella
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  - John.Marrella@illinois.gov

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  Rural Transit Assistance Center
  ICCT Clearinghouse
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Rich Garrity
(910) 328-5770
RichG@cris.com
Federal Interagency Coordinating Council on Access and Mobility  
Vehicle Resource Sharing  
FINAL POLICY STATEMENT

Policy:

Federal Executive Order 13330 on Human Service Transportation Coordination directs Federal agencies funding human services transportation services to undertake efforts to reduce transportation service duplication, increase efficient transportation service delivery, and expand transportation access for seniors, persons with disabilities, children, low-income persons and others who cannot afford or readily use automobile transportation. Consistent with this presidential directive, members of the Federal Interagency Coordinating Council on Access and Mobility (CCAM) adopt the following policy statement:

“Member agencies of the Federal Coordinating Council on Access and Mobility resolve that Federally-assisted grantees that have significant involvement in providing resources and engage in transportation should coordinate their resources in order to maximize accessibility and availability of transportation services”.

Background:

Often Federal grantees at the State and local levels restrict transportation services funded by a Federal program to clients or beneficiaries of that Federal program. Some grantees do not permit vehicles and rides to be shared with other federally-assisted program clients or other members of the riding public. Federal grantees may attribute such restrictions to Federal requirements. This view is a misconception of Federal intent. In too many communities, this misconception results in fragmented or unavailable transportation services and unused or underutilized vehicles. Instead, federally assisted community transportation services should be seamless, comprehensive, and accessible to those who rely on them for their lives, needs, and livelihoods.

Purpose:

This policy guidance clarifies that Federal cost principles do not restrict grantees to serving only their own clients. To the contrary, applicable cost principles enable grantees to share the use of their own vehicles if the cost of providing transportation to the community is also shared. This maximizes the use of all available transportation vehicles and facilitates access for persons with disabilities, persons with low income, children, and senior citizens to community and medical services, employment and training opportunities, and other necessary services. Such
arrangements can enhance transportation services by increasing the pool of transportation resources, reducing the amount of time that vehicles are idle, and reducing or eliminating duplication of routes and services in the community.

**Applicable Programs:**
This policy guidance applies to the programs listed at the end of this document, as well as any other Federal program that allows funds to be used for transportation services. Any specific arrangements would be subject to the rules and policies of participating program(s). This guidance pertains to Federal program grantees that either directly operate transportation services or procure transportation services for or on behalf of their clientele.

**Federal Cost Principles Permit Sharing Transportation Services:**
A basic rule of appropriations law is that program funds must only be used for the purposes intended. Therefore, if an allowable use of a program’s funds includes the provision of transportation services, then that Federal program may share transportation costs with other Federal programs and/or community organizations that also allow funds to be used for transportation services, as long as the programs follow appropriate cost allocation principles. Also, if program policy permits, vehicles acquired by one program may be shared with or used by other Federal programs and/or community organizations to provide transportation services to their benefiting population.¹

Federal agencies are required to have consistent and uniform government-wide policies and procedures for management of Federal grants and cooperative agreements—i.e., a “Common Rule.” Federal agencies are also required to follow uniform cost principles for determining allowable costs found in OMB circulars, the guidance which the Office of Management and Budget (OMB) developed on these matters.

These circulars set forth the standard Federal cost principles for determining allowable costs. For example, the allowability of costs incurred by State, local or federally-recognized Indian tribal governments is determined in accordance with the provisions in OMB Circular A-87, *Cost Principles for State, Local, and Indian Tribal Governments*. The allowability of costs incurred by non-profit organizations is determined in accordance with the provisions in OMB Circular A-122, *Cost Principles for Nonprofit Organizations*. The allowability of costs incurred by education institutions is determined in accordance with the provisions in OMB Circular A-21, *Cost Principles for Education Institutions*. The OMB Circulars are available at [http://www.whitehouse.gov/omb/circulars/index.html](http://www.whitehouse.gov/omb/circulars/index.html).

OMB also required Federal agencies that administer grants and cooperative agreements to State, local and Tribal governments to put the uniform standards into their respective regulations. The table below illustrates where in the Code of Federal Regulations (CFR) you may find the uniform management and financial standards for applicable programs by responsible department.

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¹ Program funds mean Federal funds. To the extent allowable under the applicable program’s statutory and regulatory provisions, program funds also mean any State or local funds used to meet the Federal program’s matching or cost-sharing requirement.
<table>
<thead>
<tr>
<th>Department</th>
<th>Grants Management Common Rule (State &amp; Local Governments)</th>
<th>OMB Circular A-110 (universities &amp; non-profit organizations)</th>
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<td>Agriculture</td>
<td>7 CFR 3016</td>
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<td>Veterans Affairs</td>
<td>38 CFR 43</td>
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OMB established Title 2 of the CFR as the single location where the public can find both OMB guidance for grants and cooperative agreements (subtitle A) and the associated Federal agency implementing regulations (subtitle B). To date, the provisions of OMB Circular A-110 have been codified at 2 CFR Part 215; OMB Circular A-21 at 2 CFR Part 220; OMB Circular A-87 at 2 CFR Part 225; and, OMB Circular A-122 at 2 CFR Part 230. Once the consolidation project has been completed, title 2 of the CFR will serve as a “one stop-shop” for grant policies and governmental guidance on applicable financial principles and single audit policy.

None of the standard financial principles expressed in any of the OMB circulars or associated Federal agency implementing regulations preclude vehicle resource sharing, unless the Federal program’s own statutory or regulatory provisions restrict or prohibit using program funds for transportation services. For example, one common financial rule states the following. “The grantee or sub grantee shall also make equipment available for use on other projects or programs currently or previously supported by the Federal Government, providing that such use will not interfere with the work on the project or program for which it was originally acquired. First preference for other use shall be given to other programs or projects supported by the awarding agency. User fees should be considered if appropriate. Notwithstanding the encouragement to earn program income, the grantee or subgrantee must not use equipment acquired with grant funds to provide services for a fee to compete unfairly with private companies that provide equivalent services, unless specifically permitted or contemplated by
Federal statute.” Hence, this directive clearly signals Federal policy calling for multiple and full use of equipment purchased with grant funds. Grantees may even charge reasonable user fees to defray program costs. Program income includes income from fees for services performed and from the use or rental of real or personal property acquired with program grant funds. As a general matter, each program would use its share of the income in accordance with the program’s regulations or the terms and conditions of the award.

In summary, allowability of costs is determined in accordance with applicable Federal program statutory and regulatory provisions and the cost principles in the OMB Circular that applies to the entity incurring the costs. Federal cost principles allow programs to share costs with other programs and organizations. Program costs must be reasonable, necessary, and allocable. Thus, vehicles and transportation resources may be shared among multiple programs, as long as each program pays its allocated (fair) share of costs in accordance with relative benefits received.

A limited number of Federal block grant programs are exempt from the provisions of the OMB uniform standards and the OMB cost principles circulars. Excluded programs in the U.S. Department of Health and Human Services include the Community Services Block Grant program, the Social Services Block Grant program, the Community Mental Health Services Block Grant program, and the Substance Abuse Prevention and Treatment Block Grant program. The State Community Development Block Grant program under the U.S. Department of Housing and Urban Development (HUD) is also an excluded program. State fiscal policies apply to grantees and their subrecipients under these programs. Unless Federal law or any applicable implementing program regulations restrict or prohibit the use of Federal program funds for transportation services, we believe that it is unlikely that a State’s fiscal policies would impede vehicle sharing.

Of course, all recipients (e.g., grantees, subgrantees and subrecipients) of Federal program funds must use the funds in ways that meet all applicable programmatic requirements, together with any limitations, restrictions, or prohibitions.

Possibilities for Meeting Transportation Needs:

- Partner with other program agencies. For example, a program serving the aging population owns and operates shuttle buses that provide transit services for senior citizens in several rural communities. The agency partnered with other programs to expand service to provide transportation for persons with disabilities working in community rehabilitation programs (CRPs), to provide transportation to key employment locations, and to provide Medicaid non-emergency medical transportation. This was done via a cost-sharing arrangement.

- Maximize use. For example, a for-profit organization receiving Federal Head Start funds purchased specially equipped buses to transport children to and from their Head Start

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2 Uniform Administrative Requirements for Grants and Cooperative Agreements to State, Local and Tribal Governments, in the regulations shown in column two of the above table. For example, these provisions appear in the Department of Agriculture’s regulation at 7 CFR 3016.32 and in the Department of Health and Human Services’ regulation at 45 CFR 92.32. These provisions also appear in the Uniform Administrative Requirements for Grants and Agreements with Institution of Higher Education, Hospitals, and Other Non-Profit Organizations (OMB Circular A-110) at 2 CFR 215.34.
facility. Generally, the buses are only used during specific hours of the day. During the idle periods (including evenings and week-ends), the organization rents the vehicles to another program serving seniors and persons with disabilities to provide transportation for recreational events, and personal needs (e.g., grocery shopping, hair dresser, medical appointments). The rental contract includes payment for extra costs incurred, such as expanded insurance coverage and additional fuel expenses. While this extra service is not allowable with Head Start funds, the income generated by the use of the buses during idle periods may be viewed as incidental to the primary use of the buses, as long as such use does not interfere with regular Head Start transportation services.

- Pool resources. For example, a community action and economic development agency, another non-profit organization, and a community mental health center receiving Community Service Block Grant funds, Community Development Block Grant funds, Social Service Block Grant funds, Community Mental Health Block Grant funds and/or Substance Abuse Prevention and Treatment Block Grant funds teamed up with the State agency that administers the Temporary Assistance for Needy Families (TANF) program and the State’s Labor Department. Each funding source provided an allocable amount of seed money to start a shuttle operation service in the local service areas with high unemployment and no public transportation services. Each funding source also pays its fair share of allowable ongoing costs in accordance with the benefit received by each party. The operation is based on fixed routes that connect individuals to job and training sites, outpatient mental health services, and substance abuse treatment and counseling services in the area. The operation also provides a feeder service to connect clientele to public transportation that goes into the downtown area.

- Partner with non-profit or other community organizations. For example, several agencies contracted with a local organization that operates a van service to provide door-to-door service for their clientele, transporting them to key places in the area. Such places include hospitals and other medical facilities, child care centers, senior citizen centers, selected employment sites, and prisons for family visitation purposes.

- Engage the business community. For example, various programs within the State’s transportation department, labor department, the TANF agency, and agencies that provide community health care and assistance for the aged worked with employers in the area to contribute to the expansion of a local transportation system. The private system provides shuttle service to selected employment sites and curb-to-curb services to CRCs, senior citizen centers, retail centers, community health centers or substance abuse treatment and counseling centers, hospitals and other locations. The service is sustained through a fare-based system, with each agency benefiting from the expanded service subsidizing an allocable portion of the fares for their clientele. This service helps participating employers and their family members, as well as job seekers, dislocated workers, current employees and their family members to have access to a range of services and opportunities.

- Facilitate car-pooling. For example, a local Workforce Investment Board identified clientele with reliable cars living in various locales that they pay to pick-up other people in their area going to the same employment or training site. Participating riders pay a fare to
ride. The State’s TANF agency and the State’s Office for the Aging also participate in the car pooling activity by defraying a portion of the fare for their riders. These other agencies also help to expand the available cars in different locales by paying for necessary car repairs and insurance cost for their share of participants.

- Arrange ride sharing. For example, an agency that receives program funds to assist elderly individuals purchased a van to transport their clientele to medical services and other destinations. Other program agencies worked out a financial agreement with this agency to pick up their clients living in the same neighborhoods and take them to and from destinations along the van’s route.

- Earn income: For example, the State’s Department of Transportation noticed that some of the shuttle buses that they own have been underutilized. The Department of Transportation used three of those shuttle buses to launch a fixed bus route service in areas of the State lacking access to adequate transportation to shopping, work, school, training, medical services, and other daily needs. The bus service is open to the public and fares are charged. Other State agencies, such as the Department of Human Services entered into a Memorandum of Agreement to provide program funds to the Department of Transportation for applicable fare costs for their respective clientele benefiting from the service. The income generated could be used to defray operating costs or for other program purposes, in accordance with the applicable program and administrative rules.
**Programs Covered:**
The following Federal programs generally allow program funds to be used for transportation services. Nevertheless, you should still check with your program liaison as needed, to determine whether the particular service you would like to provide would be an allowable use of funds. For example, under HUD’s Community Block Grant Program, funds may be used to pay for certain transportation services (e.g., fares), but not others (e.g., personal auto repair costs or personal auto insurance).

**Department of Transportation**
DOT/Federal Transit Administration (FTA)/Capital Improvement
DOT/FTA/Elderly and Persons with Disabilities
DOT/FTA/Job Access Reverse Commute
DOT/FTA/New Freedom
DOT/FTA/Non Urbanized Formula (Rural)
DOT/Urbanized Formula

**Department of Education**
ED/Assistance for Education of All Children with Disabilities (Individuals with Disabilities Education Act)

**Department of Health and Human Services - Administration for Children and Families (ACF)**
HHS - ACF/Community Services Block Grant Program
HHS - ACF/Head Start
HHS - ACF/Social Services Block Grants
HHS - ACF/State Councils on Developmental Disabilities and Protection & Advocacy Systems
HHS - ACF/Temporary Assistance for Needy Families
HHS – ACF/Promoting Safe and Stable Families Program
HHS – ACF/Development Disabilities Project of National Significance
HHS – ACF/Refugee and Entrant Assistance Discretionary Grants
HHS – ACF/Refugee and Entrant Assistance State Administered Programs
HHS – ACF/Refugee and Entrant Assistance Targeted Assistance
HHS – ACF/Refugee and Entrant Assistance Voluntary Agency Programs

**HHS-Administration on Aging**
HHS – Administration on Aging (AoA)/Grants for Supportive Services and Senior Centers
HHS - AoA/Programs for American Indian, Alaskan Native, and Native Hawaiian Elders

**HHS - Centers for Medicare and Medicaid (CMS)**
HHS - CMS/Medicaid
HHS – CMS/State Children’s Health Insurance Program

**HHS - Health Resources and Services Administration (HRSA)**
HHS - HRSA/ Community Health Centers
HHS - HRSA/Healthy Communities Program
HHS - HRSA/HIV Care Formula
HHS - HRSA/Rural Health Care Network
HHS – HRSA/Rural Health Care Outreach Program
HHS – HRSA/Healthy Start Initiative
HHS – HRSA/Maternal and Child Services Grants
HHS – HRSA/Ryan White CARE Act Programs

**HHS - Substance Abuse Mental Health Services Administration (SAMHSA)**
HHS - SAMHSA/ Community Mental Health Services Block Grant

**Department of Housing and Urban Development (HUD), Office of Community Planning and Development (OCPD)**
HUD - OCPD/Community Development Block Grant
HUD - OCPD/ Housing Opportunities for Persons with AIDS
HUD - OCPD/Supportive Housing Program

*Any other Federal program that allows funds to be used for transportation services.*
Coordinated Planning
Final Policy Statement
October 1, 2006

Federal Interagency Coordinating Council on Access and Mobility
Coordinated Human Service Transportation Planning
FINAL POLICY STATEMENT

Policy Statement

Consistent with the requirements of the Executive Order and the statutory creation of a locally-developed, coordinated public transit human service transportation planning process established in the Safe, Affordable, Flexible, Efficient, Transportation Equity Act-A Legacy for Users (SAFETEA-LU), members of the Federal Interagency Coordinating Council on Access and Mobility (CCAM) adopt the following policy statement:

“Member agencies of the Federal Coordinating Council on Access and Mobility resolve that federally-assisted grantees that have significant involvement in providing resources and engage in transportation delivery should participate in a local coordinated human services transportation planning process and develop plans to achieve the objectives to reduce duplication, increase service efficiency and expand access for the transportation-disadvantaged populations as stated in Executive Order 13330.”

NOTE: Significant involvement is defined as providing, contracting for and/or subsidizing individual transportation trips for individuals with disabilities, older adults, or people with lower incomes.

Background

Presidential Executive Order 13330 on the Coordination of Human Service Programs issued by the President on February 24, 2004, creates an interdepartmental Federal Council on Access and Mobility to undertake collective and individual departmental actions to reduce duplication among federally-funded human service transportation services, increase the efficient delivery of such services and expand transportation access for older individuals, persons with disabilities, persons with low-income, children and other disadvantaged populations within their own communities.
As a first principle to achieve these goals, federally-assisted grantees involved in providing and funding human service transportation need to plan collaboratively to more comprehensively address the needs of the populations served by various Federal programs. In their report to the President on the Human Service Transportation Coordination, members of the Council recommended that “in order to effectively promote the development and delivery of coordinated transportation services, the Administration seek mechanisms (statutory, regulatory, or administrative) to require participation in a community transportation planning process for human service transportation programs.

In August 2005, the President signed legislation consistent with this recommendation to reauthorize Federal public transportation and Federal highway programs that contained provisions to establish a coordinated human services transportation planning process. This legislation, the Safe, Affordable, Flexible, Efficient Transportation Equity Act, A Legacy for Users (SAFETEA-LU), created a requirement that a locally-developed, coordinated public transit/human service planning process and an initial plan be developed by 2007 as a condition of receiving funding for certain programs directed at meeting the needs of older individuals, persons with disabilities and low-income persons. The plan must be developed through a process that includes representatives of public, private and non-profit transportation providers and public, private and non-profit human service providers and participation by the public. Complete plans, including coordination with the full range of existing human service transportation providers, are required by Fiscal Year 2008

**Implementation**

Members of the Federal Council on Access and Mobility will undertake actions within six months of Council adoption to accomplish Federal program grantee participation in locally-developed, coordinated public transit/human service coordinated planning processes.
UNDER SECRETARY FOR HEALTH’S INFORMATION LETTER
HUMAN TRANSPORTATION SERVICES COORDINATION

1. This Information Letter provides Department of Veterans Affairs (VA) medical centers with guidance in implementing strategies in response to Executive Order 13330, “Human Transportation Services Coordination.”

2. Background

   a. Personal mobility often can be taken for granted. For many people, it means starting the car or walking to the subway. However, an increasing number of Americans are unable to get to work, run errands, or access medical care simply because they do not have reliable transportation. The number of older adults in America, 30 million in 2000, is expected to double by 2030. Many of them belong to the population of “transportation-disadvantaged” individuals who cannot operate vehicles because of medical conditions or limitations. Other transportation-disadvantaged people are unable to afford their own automobile, or live in areas without public transportation.

   b. In recognition of the fundamental importance of human service transportation and the continuing need to enhance coordination, Executive Order 13330 was issued February 2004. The Executive Order established a Federal Interagency Transportation Coordinating Council on Access and Mobility (CCAM), whose task is to simplify access to transportation for people with disabilities, people with lower incomes, and older adults.

      (1) The CCAM Secretaries members are of the: VA; Department of Transportation (DOT), Department of Health and Human Services (DHHS), Department of Labor (DOL), Department of Education (DOE), Department of Interior (DOI), Department of Housing and Urban Development (DHUD), United States Department of Agriculture (USDA), and the Commissioner of the Social Security Administration, the Attorney General, and the Chairperson of the National Council on Disability.

      (2) Executive Order 13330 requires that CCAM members work together to provide the most appropriate, cost effective services within existing resources, and reduce duplication to free up funds for more services. The CCAM launched United We Ride (UWR), a national initiative to implement the Executive Order and the Action Plan established by the CCAM. The CCAM then submitted a detailed 2005 United We Ride Report to the President. The report outlined collective and individual department actions to decrease duplication, enhance efficiencies, and simplify access for consumers.
c. At the CCAM meeting, members of the CCAM adopted the following policy statements:

(1) “Member agencies of the Federal Coordinating Council on Access and Mobility resolve that Federally-assisted grantees that have significant involvement in providing resources and engage in transportation delivery should participate in a local coordinated human services transportation planning process and develop plans to achieve the objectives to reduce duplication, increase service efficiency and expand access for the transportation-disadvantaged populations as stated in Executive Order 13330.”

(2) “Member agencies of the Federal Coordinating Council on Access and Mobility resolve that Federally-assisted grantees that have significant involvement in providing resources and engage in transportation should coordinate their resources in order to maximize accessibility and availability of transportation services.”

3. **Recommendations for VA Medical Centers.** It is strongly recommended that each facility take the following steps to comply with Executive Order 13330:

a. Evaluate transportation services offered within the facility.

b. Participate in any coordinated transportation planning processes in the local community.

c. Consider offering any excess capacity in VA transportation services to other Federal agencies under agreements that provide for reimbursement to VA.

d. Consider the feasibility of using any excess capacity in the transportation service of another Federal agency under an agreement that provides for reimbursement to that agency.

e. Consider informing veterans of the transportation services of other government agencies that might be available to them.

4. **Inquiries.** Questions may be addressed to the Chief Business Office at (202) 273-0384.

Michael J. Kussman, MD, MS, MACP
Acting Under Secretary for Health

DISTRIBUTION: CO: E-mailed 3/6/07
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Introduction
Leaders in communities and states across the country have greatly improved mobility for millions of people over the last several decades. The shift away from providing rides to managing mobility is driving the success of fully coordinated transportation systems. Successful strategies coordinate human service agencies that provide transportation with public and private transit providers and involve stakeholders, advocates and clients.

The attached Logic Model and Measures are designed as a technical assistance tool to help communities and states move their work forward (University of Wisconsin, 2005; W.K. Kellogg Foundation, 2004). This tool is designed to assist in the difficult work of coordinating systems and blending efforts across service delivery systems at the national, state, and community levels. These tools join the “Framework for Action” as a means of supporting local and state efforts.

The Framework for Action is a comprehensive evaluation and planning tool designed to help state and community leaders and agencies involved in human service transportation and transit services, along with their stakeholders, assess and plan for coordinated transportation systems. The Framework for Action was developed by an “expert panel” in 2003. It focuses on a series of core coordination elements (such as working together, needs assessment, putting customers first, funding adaptations, technology, and moving people efficiently) to help groups in states and communities of all sizes assess their needs and plan their coordination efforts. The Framework for Action is actually two tools: one for communities and another for states. It is available at www.unitedweride.gov

The Logic Model and Measures were also developed by an “expert panel” following input of myriad stakeholder and advocacy organizations. The expert panel is also finalizing a Matrix that is designed to take the Framework for Action to the next level by providing communities and states with tools to take concrete action and identify their progress along the way. These tools build on the same core elements as the Framework and assist in defining where a community or state is on the road to building a fully coordinated comprehensive transportation system. An overall logic model (shown below) is used to illustrate the work in building a coordinated system, and outlining the system changes and accomplishments that will occur along the way.
Logic Model

Logic models are a widely used tool for program planning and change management. Logic models are useful because they provide a representation of the theory of change behind a program or initiative. There are varied approaches to the use of logic models, and no single best approach. Nevertheless, the key concepts of most logic models involve inputs, outputs, outcomes and arrows that show the relationships between the elements in the model.

For the purposes of consistency and continuity, the United We Ride Logic Model has adopted the following definitions (although they may differ slightly from other logic models used at the federal, state or community level).

**Situation**
The conditions, causes, circumstances, factors, laws, regulations, issues, etc. that need to change in order to achieve the desired result.

**Inputs**
Inputs are resources that an organization takes in and then processes to produce the desired result. Resources are the human, organizational, community and financial capital needed to accomplish the work. It is important to note that inputs will likely be affected by the assumptions and forces that influence organizations, stakeholders and others at the coordination table. Examples of related inputs for United We Ride include federal programs and funding, technology, and training.

**Outputs**
Outputs are activities, processes, events, tools, actions or technologies that are a deliberate part of implementing a program. Outputs are what are done with the resources, and they are intended to bring about the desired result. They are quantifiable strategies that may involve many types of tactics or work, often accounted for by their number. An example of an output would be the use of the Framework for Action to conduct a needs assessment and planning process. Outputs are frequently misunderstood to indicate success. However, if the outputs aren't directly associated with achieving benefit, they are not indicators of success. If outputs are accomplished, they should result in initial indicators of progress. It is important to note that outputs will also be affected by the assumptions and influences of organizations, stakeholders and others at the coordination table. Examples of United We Ride related outputs include action plans, transportation services, and pedestrian access.

**Indicators**
Indicators are initial markers of success toward achieving the desired result. Indicators should represent a positive impact on the knowledge, awareness, skills, attitudes, decisions, behaviors, etc. of the target population (such as consumers or policy makers) or on system components (such as staff skill or change in levels of leadership). They are a result of the outputs and lead to measurable short-term change in the community or state.
Indicators can be affected by a variety of external factors and influence, outside the control of those involved in the coordination effort (e.g. the resignation of a key leader). Examples of United We Ride indicators include number of partnerships, numbers of rides, and level of satisfaction with services.

**Outcomes**

Outcomes are the positive changes in the community or state as a result of the indicators. Outcomes are the specific and measurable changes that will occur because of outputs and indicators. Changes may be in practice, policy, condition, action, service, operation, status, etc. Outcomes are a measurement of change in the short-term and should be designed to lead to long-term change (result). Most logic models measure short-term outcomes in a 4-6 year timeframe. Examples of United We Ride outcomes include communities with coordinated transportation systems or simplified point of access.

**Result**

The result is the intended longer-term, macro change that will occur in community and states systems because of the inputs, outputs, indicators and outcomes. Most logic models measure results in a 7-10 year timeframe. United We Ride related outcomes focus on increased mobility and accessibility.

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United We Ride

**Logic Model**

- Situation
  - Transportation Needs of Target Populations
  - Inadequate Capacity to Meet Needs
  - Inadequate Awareness of Resources

- Inputs
  - 62 Federal Programs
  - Funding
  - Technology
  - Consumers
  - Travel Training
  - Driver Training
  - Needs and Resource Assessment

- Outputs
  - Action Plans
  - Trainings
  - Rides for Consumers
  - Different Types of Transportation Services
  - Pedestrian Access
  - Technology Use

- Indicators
  - Gauge of Progress In:
    - Number of Agencies Participating
    - Number of Rides provided in coordinated system
    - Number of Individuals reporting greater satisfaction

- Outcomes
  - Measurable Change In:
    - Communities with coordinated transportation systems
    - Communities with simple point of access
    - Customer satisfaction

- Result
  - Increased mobility, accessibility and ridership through the integration of transportation services and resources.
United We Ride
Cross Cutting Performance Measures

Overall Desired Impact Goal:
Greater ability to autonomously participate in all aspects of life through increased access to transportation services for people with disabilities, older adults, children and youth, and individuals with lower incomes.

_The way communities will reach this long-term goal is to provide easier access to more rides with higher customer satisfaction in service quality for people with disabilities, older adults, children and youth, and individuals with lower incomes._

Definition/Description:
Access to transportation for people with disabilities, older adults, children and youth, and individuals with limited incomes is critical for their physical, social, economic and psychological well-being. Transportation helps individuals to more actively participate in work, school, health, play, and other community activities. The interface between transportation, housing, health, and employment is a critical aspect of community life. As an expression of public policy—transportation provides equal access to services and opportunities in order to participate in all aspects of life. Improved access to transportation will lead to a decreased dependence on government funded service and enable people to live independently, participate in the community, contribute to society, and have an overall enhanced quality of life. To achieve this goal, United We Ride has developed three measures, an efficiency measure, an effectiveness measure and a quality measure.

_Three short term goals and commensurate outcomes measures support the longer term impact goal:_

**Goal 1: MORE RIDES FOR TARGET POPULATIONS FOR THE SAME OR FEWER ASSETS.**

**Measure 1:** Increase the # of rides for the same or fewer assets for people with disabilities, older adults, children and youth, and individuals with lower incomes. (Efficiency outcome)

**Definition:**
PM 1: To increase the number of communities and states reporting the use of shared resources (e.g., staff, equipment, funding, etc) between different agencies and organizations so that they can provide more rides for more people with disabilities, older adults, children and youth, and individuals with lower incomes **.

_Potential Related Indicators_
1.1: Increase the number of individuals employed in a senior staff position to manage and coordinate all aspects of human service transportation for people with disabilities, older adults, children and youth, and individuals with lower incomes between multiple agencies and organizations.

1.2: Increase the number of agencies and funding sources by community or state participating in a coordinated human service transportation system.

1.3: To increase the number of coordinated human service transportation plans that are developed and implemented between multiple agencies at the state and local levels. (The indicator at the local level is the development and implementation of the plan; the potential national measure is the increase in the numbers of such plans).

1.4: To increase the number of rides for persons who are older, people with disabilities and individuals with limited incomes.

**Note: Communities and/or States implementing measures should consider collecting baseline data as appropriate. Selected measures may be included in studies conducted at the national level.

**Goal 2 – SIMPLIFY ACCESS**

**Measure 2**: Increase the # of communities with easier access to transportation services for people with disabilities, older adults, children and youth, and individuals with lower incomes.
(Effectiveness outcome)

**Definition:**
PM 2: To increase the number of communities (e.g., urban, rural, other) which have a simplified point of access*-coordinated human service transportation system for people with disabilities, older adults, children and youth, and individuals with lower incomes so that they can have easier access to transportation services**.

**Potential Related Indicators**

2.1: Increase the number of agencies, service providers and funding sources participating in a simplified point of access* to transportation services for consumers.

2.2: Increase the types of modes (e.g., bus, paratransit, taxi, volunteer, etc) included in a simple point of entry system implemented at the local level.

2.3: Increase the numbers of individuals with disabilities, older adults, children and youth, and persons with limited incomes accessing transportation services within a simplified point of entry-coordinated human service system.
* Note: Simplified point of access is defined as an easy and single entry point for consumers who are accessing transportation services regardless of the target population, funding agency, transportation provider, or type of transportation service being provided.

**Note: Communities and/or States implementing measures should consider collecting baseline data as appropriate.

Goal 3: INCREASE CUSTOMER SATISFACTION

Measure 3: Increase the quality of transportation services for people with disabilities, older adults, children and youth, and individuals with lower incomes (Customer Satisfaction outcome)

Definition
PM3: To increase the level of customer satisfaction reported in areas related to the availability, the affordability, the acceptability, and the accessibility of transportation services for people with disabilities, older adults, children and youth, and individuals with lower incomes**.

Potential Related Indicators
3.1: Increase the % of people with disabilities, older adults, children and youth, and individuals with lower incomes who feel that transportation services are more available.

3.2: Increase the % of people with disabilities, older adults, children and youth, and individuals with lower incomes who feel that transportation services are more accessible.

3.3: Increase the % of people with disabilities, older adults, children and youth, and individuals with lower incomes who feel that transportation services are more affordable.

3.4: Increase the % of people with disabilities, older adults, children and youth, and individuals with lower incomes who feel that transportation services drivers are more courteous and helpful.

**Note: Communities and/or States implementing measures should consider collecting baseline data as appropriate.
Purpose

To improve transportation services for persons with disabilities, older adults, and individuals with lower incomes by ensuring that communities coordinate transportation resources provided through multiple federal programs. To enhance transportation access, minimize duplication of services, and facilitate the most appropriate, cost-effective transportation possible with available resources.

Coordinated Planning

Establishment of a locally developed, coordinated public transit-human services transportation plan for all FTA human service transportation programs: Section 5310 Elderly Individuals and Individuals with Disabilities Program, Section 5316 Job Access and Reverse Commute Program and Section 5317 New Freedom Program.

Plan must be developed by a process that includes representatives of public, private and nonprofit transportation and human services providers, and participation by the public.

Planning requirements become effective in FY 2007 as a condition of federal assistance. JARC planning requirements existed previously and accordingly, are effective immediately.

Coordinated Federal Funding

Other non-DOT funding can be used to meet matching funds requirements for transportation services under Sections 5310, 5316, 5317 programs and the Section 5311 non-urbanized area formula program. Section 5310 and Section 5311 funds may also be matched by funds from the Federal Lands Highway Program.

Mobility Management

Eligible federal capital expense supported with 80% federal public transportation funding.

Short-range planning/management activities, and projects for improving coordination among public transportation and other transportation service providers – personnel and technology activities.

Funding may not be applied to operating public transportation services.

New Projects

Establishes a new human services coordination program to improve and enhance the coordination of federal resources for human service transportation, funded at $1.6 million annually. This funding is expected to support the implementation of the Presidential Executive Order on Human Service Transportation Coordination and the United We Ride Initiative.
FTA Authorization Fact Sheet:
Formula Program for Section 5310
Elderly Persons and Persons with Disabilities

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**Purpose**

To formulate a program to increase mobility for elderly persons and persons with disabilities.

**Features**

- Funds allocated for capital costs of providing services to elderly persons and persons with disabilities.
- May sub-allocate funds to private non-profit organizations and to public agencies if they are designated to provide coordinated service.
- New seven-state pilot program established for fiscal years 2006 through 2009 to determine whether expanding eligibility to operating assistance would improve services to elderly individuals and individuals with disabilities.
- Allows non-federal share to include amounts available for transportation from other federal agencies including the Federal Lands Highway Program.
- Increases coordination requirements by requiring that, beginning in FY 2007, projects be on a locally-developed human service transportation coordination plan. That planning process includes representatives of public, private, and nonprofit transportation and human services providers, and the public.
- Allows up to 10% of funding to be used by state or local government authority for administrative expenses (including planning and technical assistance).
- Applies grant requirements of Section 5307 to the extent the Secretary determines appropriate.
- Allocation made on the basis of the number of elderly persons and persons with disabilities in each state.
FTA Authorization Fact Sheet: Job Access and Reverse Commute Section 5316

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<tr>
<td>JARC Mass Transit Account</td>
<td>$108 M</td>
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<td>$144 M</td>
<td>$156 M</td>
<td>$165 M</td>
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<td>JARC General Fund (Partially funded in 05)</td>
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<tr>
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<td>$124 M</td>
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<td>$144 M</td>
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**Purpose**

Funding for local programs that offer job access and reverse commute services to provide transportation for low income individuals who live in the city and work in suburban locations.

**Features**

- Funded from Mass Transit Account of Highway Trust Fund.
- Formula program – allocations based on number of low-income persons.

- 60% of funds go to designated recipients in areas with populations over 200,000
- 20% of funds go to States for areas under 200,000
- 20% of funds go to States for non-urbanized areas
- States may transfer funds between urbanized and non-urbanized area programs
- States and designated recipients must select grantees competitively.
- Projects must be included in a locally-developed human service transportation coordinated plan beginning in FY 2007.
- 10% of funds may be used for planning, administration and technical assistance.
- Sources for matching funds are expanded (non-DOT federal funds can be used as match) to encourage coordination with other programs such as those funded by the Department of Health and Human Services.
Job Access Reverse Commute Program - Eligible Activities

Funds from the JARC program are available for capital, planning, and operating expenses that support the development and maintenance of transportation services designed to transport low-income individuals to and from jobs and activities related to their employment and to support reverse commute projects.

In the conference report accompanying SAFETEA–LU, the conferees stated an expectation that FTA would “continue its practice of providing maximum flexibility to job access projects that are designed to meet the needs of individuals who are not effectively served by public transportation, consistent with the use of funds described in the Federal Register, Volume 67 (April 8, 2002)” (H.R. Report 109–203, at Section 3018 (July 28, 2005)). Therefore, eligible projects may include, but are not limited to capital, planning, and operating assistance to support activities such as:

a. Late-night and weekend service;
b. Guaranteed ride home service;
c. Shuttle service;
d. Expanding fixed-route public transit routes;
e. Demand-responsive van service;
f. Ridesharing and carpooling activities;
g. Transit-related aspects of bicycling (such as adding bicycle racks to vehicles to support individuals that bicycle a portion of their commute or providing bicycle storage at transit stations);
h. Local car loan programs that assist individuals in purchasing and maintaining vehicles for shared rides;
i. Promotion, through marketing efforts, of the:
   (1) use of transit by workers with non-traditional work schedules;
   (2) use of transit voucher programs by appropriate agencies for welfare recipients and other low-income individuals;
   (3) development of employer-provided transportation such as shuttles, ridesharing, carpooling; or
   (4) use of transit pass programs and benefits under Section 132 of the Internal Revenue Code of 1986;
j. Supporting the administration and expenses related to voucher programs. This activity is intended to supplement existing transportation services by expanding the number of providers available or the number of passengers receiving transportation services. Vouchers can be used as an administrative mechanism for payment to providers of alternative transportation services. The JARC program can provide vouchers to low-income individuals to purchase rides, including (1) mileage reimbursement as part of a volunteer driver program, (2) a taxi trip, or (3) trips provided by a human service agency. Providers of transportation can then submit the voucher to the JARC project administering agency for payment based on pre-determined rates or contractual arrangements. Transit passes for use on fixed route or Americans with Disabilities Act of 1990 (ADA) complementary paratransit service are not eligible. Vouchers are an operational expense which requires a 50/50 (Federal/local) match;
k. Acquiring Geographic Information System (GIS) tools;

l. Implementing Intelligent Transportation Systems (ITS), including customer trip information technology;

m. Integrating automated regional public transit and human service transportation information, scheduling and dispatch functions;

n. Deploying vehicle position-monitoring systems;

o. Subsidizing the costs associated with adding reverse commute bus, train, carpool van routes or service from urbanized areas and non-urbanized areas to suburban work places;

p. Subsidizing the purchase or lease by a non-profit organization or public agency of a van or bus dedicated to shuttling employees from their residences to a suburban workplace;

q. Otherwise facilitating the provision of public transportation services to suburban employment opportunities;

r. Supporting new mobility management and coordination programs among public transportation providers and other human service agencies providing transportation. Mobility management is an eligible capital cost. Mobility management techniques may enhance transportation access for populations beyond those served by one agency or organization within a community. For example, a non-profit agency could receive JARC funding to support the administrative costs of sharing services it provides to its own clientele with other low-income individuals and coordinate usage of vehicles with other non-profits, but not the operating costs of the service. Mobility management is intended to build coordination among existing public transportation providers and other transportation service providers with the result of expanding the availability of service. Mobility management activities may include:

(1) The promotion, enhancement, and facilitation of access to transportation services, including the integration and coordination of services for individuals with disabilities, older adults, and low-income individuals;

(2) Support for short term management activities to plan and implement coordinated services;

(3) The support of State and local coordination policy bodies and councils;

(4) The operation of transportation brokerages to coordinate providers, funding agencies and customers;

(5) The provision of coordination services, including employer-oriented Transportation Management Organizations’ and Human Service Organizations’ customer-oriented travel navigator systems and neighborhood travel coordination activities such as coordinating individualized travel training and trip planning activities for customers;

(6) The development and operation of one-stop transportation traveler call centers to coordinate transportation information on all travel modes and to manage eligibility requirements and arrangements for customers among supporting programs; and

Operational planning for the acquisition of intelligent transportation technologies to help plan and operate coordinated systems inclusive of Geographic Information Systems (GIS) mapping, Global Positioning System technology, coordinated vehicle scheduling, dispatching and monitoring technologies as well as technologies to track costs and billing in a coordinated system and single smart customer payment systems (acquisition of technology is also eligible as a stand alone capital expense).

IDOT - DPIT
### Purpose

Encourage services and facility improvements to address transportation needs of persons with disabilities that go beyond those required by the Americans with Disabilities Act. Provides new formula grant program for associated capital and operating costs.

### Features

- Formula program – allocations based on population of persons with disabilities:
  
  - 60% of funds go to designated recipients in areas with populations over 200,000
  - 20% of funds go to States for areas under 200,000
  - 20% of funds go to States for non-urbanized areas
  - States may transfer funds between urbanized and non-urbanized area programs as long as funds are used for New Freedom Program purposes.

- States and designated recipients must select grantees competitively.
- Matching share requirements are flexible to encourage coordination with other federal programs that may provide transportation, such as Health and Human Services or Agriculture.
- Projects must be included in a locally-developed human service transportation coordinated plan beginning in FY 2007.
- 10 percent of funds may be used for planning, administration and technical assistance.

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<th>Year</th>
<th>2005</th>
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New Freedom Program - Eligible Activities

New Freedom Program funds are available for capital and operating expenses that support new public transportation services beyond those required by the Americans with Disabilities Act of 1990 (ADA) and new public transportation alternatives beyond those required by the ADA designed to assist individuals with disabilities with accessing transportation services, including transportation to and from jobs and employment support services. For the purpose of the New Freedom Program, “new” service is any service or activity that was not operational on August 10, 2005, and did not have an identified funding source as of August 10, 2005, as evidenced by inclusion in the Transportation Improvement Plan (TIP) or the 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.

Maintenance of Effort: Recipients or subrecipients may not terminate ADA paratransit enhancements 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.

Eligible projects funded with New Freedom funds may continue to be eligible for New Freedom funding indefinitely as long as the project(s) continue to be part of the coordinated plan.

Both new public transportation services and new public transportation alternatives are required to go beyond the requirements of the ADA and must (1) be targeted toward individuals with disabilities; and (2) meet the intent of the program by removing barriers to transportation and assisting persons with disabilities with transportation, including transportation to and from jobs and employment services.

The list of eligible activities is intended to be illustrative, not exhaustive. Recipients are encouraged to develop innovative solutions to meet the needs of individuals with disabilities in their communities.

s. New Public Transportation Services Beyond the ADA. The following activities are examples of eligible projects meeting the definition of new public transportation.

(1) Enhancing paratransit beyond minimum requirements of the ADA.
   ADA complementary paratransit services can be eligible under New Freedom in several ways as long as the services provided meet the definition of “new:"

(a) Expansion of paratransit service parameters beyond the three-fourths mile required by the ADA;

(b) Expansion of current hours of operation for ADA paratransit services that are beyond those provided on the fixed-route services;

(c) The incremental cost of providing same day service;

(d) The incremental cost of making door-to-door service available to all eligible ADA paratransit riders, but not as a reasonable modification for individual riders in an otherwise curb-to-curb system;

(e) Enhancement of the level of service by providing escorts or assisting riders through the door of their destination;

(f) Acquisition of vehicles and equipment designed to accommodate mobility aids that exceed the dimensions and weight ratings established for common wheelchairs under the ADA and labor costs of aides to help drivers assist passengers with over-sized wheelchairs. This would permit the acquisition of lifts with a larger capacity, as well as modifications to lifts with a 600 lb design load, and the acquisition of heavier-duty vehicles for paratransit and/or demand-response service; and
Installation of additional securement locations in public buses beyond what is required by the ADA.

2. Feeder services. New “feeder” service (transit service that provides access) to commuter rail, commuter bus, intercity rail, and intercity bus stations, for which complementary paratransit service is not required under the ADA.

3. Making accessibility improvements to transit and intermodal stations not designated as key stations. Improvements for accessibility at existing transportation facilities that are not designated as key stations established under 49 CFR 37.47, 37.51, or 37.53, and that are not required under 49 CFR 37.43 as part of an alteration or renovation to an existing station, so long as the projects are clearly intended to remove barriers that would otherwise have remained. New Freedom funds are eligible to be used for new accessibility enhancements that remove barriers to individuals with disabilities so they may access greater portions of public transportation systems, such as fixed-route bus service, commuter rail, light rail and rapid rail. This may include:

   a. Building an accessible path to a bus stop that is currently inaccessible, including curbcuts, sidewalks, accessible pedestrian signals or other accessible features;

   b. Adding an elevator or ramps, detectable warnings, or other accessibility improvements to a non-key station that are not otherwise required under the ADA;

   c. Improving signage, or wayfinding technology; or

   d. Implementation of other technology improvements that enhance accessibility for people with disabilities including Intelligent Transportation Systems (ITS).

4. Travel training. New training programs for individual users on awareness, knowledge, and skills of public and alternative transportation options available in their communities. This includes travel instruction and travel training services.

New Public Transportation Alternatives Beyond the ADA. The following activities are examples of projects that are eligible as new public transportation alternatives beyond the ADA under the New Freedom Program:

1. Purchasing vehicles to support new accessible taxi, ride sharing, and/or vanpooling programs. New Freedom funds can be used to purchase and operate accessible vehicles for use in taxi, ridesharing and/or van pool programs provided that the vehicle has the capacity to accommodate a passenger who uses a “common wheelchair” as defined under 49 CFR 37.3, at a minimum, while remaining in his/her personal mobility device inside the vehicle, and meeting the same requirements for lifts, ramps and securement systems specified in 49 CFR part 38, subpart B.

2. Supporting the administration and expenses related to new voucher programs for transportation services offered by human service providers. This activity is intended to support and supplement existing transportation services by expanding the number of providers available or the number of passengers receiving transportation services. Only new voucher programs or expansion of existing programs are eligible under the New Freedom Program. Vouchers can be used as an administrative mechanism for payment of alternative transportation services to supplement available public transportation. The New Freedom Program can provide vouchers to individuals with disabilities to purchase rides, including: (a) mileage reimbursement as part of a volunteer driver program; (b) a taxi trip; or (c) trips provided by a human service agency. Providers of transportation can then submit the voucher for reimbursement to the recipient for payment based on pre-
determined rates or contractual arrangements. Transit passes for use on existing fixed route or ADA complementary paratransit service are not eligible. Vouchers are an operational expense which requires a 50/50 (Federal/local) match.

(3) Supporting new volunteer driver and aide programs. New volunteer driver programs are eligible and include support for costs associated with the administration, management of driver recruitment, safety, background checks, scheduling, coordination with passengers, and other related support functions, mileage reimbursement, and insurance associated with volunteer driver programs. The costs of new enhancements to increase capacity of existing volunteer driver programs are also eligible. FTA notes that any volunteer program supported by New Freedom must meet the requirements of both “new” and “beyond the ADA.” FTA encourages communities to offer consideration for utilizing all available funding resources as an integrated part of the design and delivery of any volunteer driver/aide program.

(4) Supporting new mobility management and coordination programs among public transportation providers and other human service agencies providing transportation. Mobility management is an eligible capital cost. Mobility management techniques may enhance transportation access for populations beyond those served by one agency or organization within a community. For example, a non-profit agency could receive New Freedom funding to support the administrative costs of sharing services it provides to its own clientele with other individuals with disabilities and coordinate usage of vehicles with other non-profits, but not the operating costs of the service. Mobility management is intended to build coordination among existing public transportation providers and other transportation service providers with the result of expanding the availability of service. Mobility management activities may include:

(a) The promotion, enhancement, and facilitation of access to transportation services, including the integration and coordination of services for individuals with disabilities, older adults, and low-income individuals;

(b) Support for short-term management activities to plan and implement coordinated services;

(c) The support of State and local coordination policy bodies and councils;

(d) The operation of transportation brokerages to coordinate providers, funding agencies and customers;

(e) The provision of coordination services, including employer-oriented Transportation Management Organizations’ and Human Service Organizations’ customer-oriented travel navigator systems and neighborhood travel coordination activities such as coordinating individualized travel training and trip planning activities for customers;

(f) The development and operation of one-stop transportation traveler call centers to coordinate transportation information on all travel modes and to manage eligibility requirements and arrangements for customers among supporting programs; and

(g) Operational planning for the acquisition of intelligent transportation technologies to help plan and operate coordinated systems inclusive of Geographic Information Systems (GIS) mapping, Global Positioning System Technology, coordinated vehicle scheduling, dispatching and monitoring technologies as well as technologies to track costs and billing in a coordinated system and single smart customer payment systems (acquisition of technology is also eligible as a stand alone capital expense).