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Section 5310 Webinar 2: State DOT Perspective Transcript

Recorded: July 17, 2016

Presenters: Kris Dudley and Kari Banta, Texas Department of Transportation and Carol Wright, NADTC

Operator: Good afternoon. Thank you for standing by, and welcome the Section 5310: State DOT Perspective Webinar.

All lines have been placed on mute to prevent any background noise. After the speakers' remarks, there will be a question-and-answer session. If you would like to ask a question during this time, please press star then the number one on your telephone keypad. If you would like to withdraw your question, press the pound key. Thank you.

Miss Carol Wright, you may begin your conference.

Carol Wright: Good afternoon everyone, we are just excited to have you on with us today for our second section 5310 conference. We are featuring in today's Webinar the Texas Department of Transportation and they're going to be talking to us about the state perspective as it applies to section 5310 funding.

I'm the Co-Director of the National Aging and Disability Transportation Center I'm with Easter Seals and my office is located in Washington D.C. Today's event has been closed captioned and if you want to access the close captioning click





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on the CC icon the closed captioning icon and then hit CTRL F8 and you'll be able to access closed captioning for today's Webinar.

This Webinar is being recorded and will be archived on the NADTC Web site, that's www.NADTC.org and that information will be provided for you later as well. The PowerPoint was e-mailed to all the registered participants and it will also be available for download along with the archive. If you're connected by the phone and internet again just make sure that you mute your computer speakers as we go forward.

Some of you were part of our first Webinar and to those of you I apologize because I'm going to repeat some of the same information but we want to make sure is aware of our new technical assistance center. The National Aging and Disability Transportation Center is a partnership with the National Association of Area Agencies on Aging and that's known as N4A and Easter Seals Inc. It is built on the earlier work of two technical assistance centers that were previously funded by the federal transit administration, the national center and senior transportation, and Easter Seals project action.

Our new center promotes the availability and accessibility of transportation options and we particularly focus on the needs of older adults, people with disabilities and caregivers. One of





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our special focus areas that FTA has asked us to concentrate our efforts on are the section 5310 formula grant funds. And therefore we've been setup for a 5310 fine line course that many of you are aware of and these Webinars which are a part of the course but are also open to the general public.

The main goals of the national aging and disability transportation center are to really promote the use of accessible public transportation, and that's to get you anywhere you need to go. And we all know that that means work, medical appointments, to school, for social activities, and then just to make sure that people have the ability to live independent lives. It's also to increase the effectiveness, the efficiency, and the quality of coordinated human service transportation. We want to make sure that our public transit providers and their human service transportation providers are working together in a coordinated way.

We also want to ensure that transportation planning is done in conjunction with broader planning activities whether that's at the city level, the county level, the MPO level, on the state level. And Texas was chosen for this Webinar because one of the things that they have done exceptionally well is to make sure that they have a coordinated planning effort. We also want to make sure that we highlight and assist in developing promising practices that solve transportation challenges that are





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out there and as part of today's Webinar text side is going to a really good job of giving you examples of what people are doing with their current section 5310 funding and give you ideas for things that you can replicate in your own home areas.

So who's the target audience for NADTC? We provide technical assistance primarily to transportation professionals. And it might be human service providers or public transportation, to the area agencies on aging, people with disabilities, older adults, veterans, caregivers of people who have disabilities or who are older individuals, communities, individual with limited resources, state DOTs, MPOs, and other governmental organization.

And the way we do that is through many different types of communications and outreach. Social media of course has become the way that many people communicate so we have a brand new Web site that we like to have you visit as often as possible, we keep it updated on a very regular basis so you'll see it changing weekly. We have blogs that are posted to our Web site on real current and timely topics, we have a Facebook page, we have a YouTube channel, and we have a number of videos that have recently been posted there.

We have a Twitter account and we have posts to it on a regular basis. We do e-mail updates that we call e-blast and we also





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have e-alerts that come out with monthly information. We do yearly trends report that says what's happening on the field of accessible transportation, and our focus this year has particularly centered on technology, and so we have a number of blog posts that are coming out, we will have a white paper and we'll be providing you with lots of resources on technology and how it applies to accessible transportation.

Most of all, we provide person centered technical assistance and what that means is that you're going to get to talk to a real person. When you call our referral number, it's 866-983-3222. And you will get a brief recording that tries to direct your call, and it say if you want information that has to do with older adults, you're going to press the one button. If you're just looking for a ride we're going to make sure that we get you over to the elder care locator which will get you a ride in your local community. Or if you want to know something about the Americans with Disabilities Act, you press another button.

The minute you've done that however you are going to talk to a live individual who can help you solve your problem or provide resources for you to answer whatever questions you might have. We also have an information clearing house which includes our past documents from Easter Seals project action and the national center on senior transportation. We've got new online publications; we do training like these





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Webinars, the online course for section 5310 that is starting now. And by the way you can still register, that will go on, registration will be open until July 15<sup>th</sup>. And we do in person events where we present at local, regional, and national conferences.

We have coordination and partnership involving stakeholder committees to look at our materials and to help us. Right now we're going to be sending out an e-mail and also posting a survey on our Web site to get ideas of what people would like for our year two statement of work activities what do you want us to be focusing on, what are your needs and what should we be doing. We have open dialogs and we forums.

We also are investing in community solutions and we have a community grant program coming up. Watch for this on our Web site, it is going to live I believe on July 26 and we will be giving away six 50,000 dollar grants to communities across the country. So make sure you're going to [www.NADTC.org](http://www.NADTC.org) and watching for that grant announcement.

If you want to stay up-to-date with us make sure that you sign up for an e-blast, you can do that on our Web site. You can keep up with our blogs; you can become a Twitter follower, if you're in to social media yourself. Watch for us at national conferences; make sure that you call our hotline if you have





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questions. By the way all of our technical assistance is always free and all of our resources are always free. Take our online courses and Webinars and they are always free as well.

We don't want to forget our partners who are out there, there are three FTA funded technical assistance centers, the national aging and disability center who's sponsoring this Webinar, again the partnership of N4A and Easter Seals. There's the National Rural Transit Assistance Program called National RTAP. It is operated by Neponset Valley, TMA, and many of you have used their products for years as well. They primarily look at rural technical assistance and that for tribal programs.

And then we have the National Center for Mobility Management called NCMM and the deal mostly with how to work with mobility managers, and right now their focus tends to be on ride to wellness. It's a partnership of the American Public Transportation Association APTA, the Community Transportation Association of America which is CTAA and the of course Easter Seals.

OK, so you've heard enough about us and for those of you for which this was repeat information, again I apologize, but we want to make sure we get the word out as far and wide as we can. So welcome to our second section 5310 Webinar it features Kris Dudley and Kari Banta from the Texas





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Department of Transportation. They're responsible for over of the section 5310 program. And they'll be providing the state DOT perspective on dispersing section 5310 funds and innovative uses of the funding.

We have a series of Webinars in section 5310, the first one last week was the federal perspective, the second one today is on that state perspective, and we'll have a third one that will scheduled probably for August, the date is yet to be determined. And it will be filled with examples of additional successful innovative uses of section 5310 funds that can be replicated.

So watch the Web site or sign up for NADTC e-alerts and that will give you your announcements for additional Webinars that are forthcoming. And again sign up for our online free course on section 5310, again registration goes until July 15. It is self-pace you do not have to finish the course until the end of September although you can finish it earlier than that if you want. There will be an online forum so that you can talk to other people who are doing much of the same kind of things you are and share ideas. And there will be lots of additional resources they are provided just for people who are taking the course.





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With that I want you to meet your presenters. Kris Dudley is the Program Manager emeritus for the JARC program, new freedom, and 5310, and she is with the Department of Transportation. Unfortunately I have to tell you she won't be with them a lot longer which will be a great loss to the DOT. Kris has been a friend of mine for a long time and she has brought a lot of energy and innovation and a great deal of expertise to the Texas DOT.

She is has turn over the reins to Kari Banta who is now the section 5310 program manager. Kari has been there for a while now so she's got – she's very well grounded in the section 5310 program and were excited to have her onboard taking Kris's place and filing those very capable shoes and capably filling those shoes both ways. So welcome to both of you and I want to turn this over to Kris Dudley who is going to begin with the historical perspective of what's been going on in Texas. So Kris welcome.

Kris Dudley: Thank you Carol and we – Kari and I really appreciate the opportunity to do this. This is like Carol said my last month here at TxDOT and so I just think it's exciting that we get to share the body of work that we've been doing ever since MAP-21 took over.





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And as you can see the title of our program this afternoon is evolution and development of the Texas program. Well, let me tell you, first of all, wrong way. First of all let me give you some kind of perspective on Texas in general. In Texas of course we have 254 counties statewide which is like crazy. And in 2015 Texas provided 434,178 on link 5310 passenger trips using a network of over 40 providers.

Annually Texas awards approximately \$7 million in the small urban and rural programs and a number of agencies. We've worked really hard to coordinate services at the local levels because one of the TxDOT challenges if you will is managing so many small grants.

And so we have tried really hard to do coordination encouraged coordination at the local level so we can actually reduce the number of grants that we have and over the these last three to five years we've been pretty successful at that. Another thing I would like to mention because 5310 as MAP-21 brought it about with the vision between the small urban and the rural parts which come directly to the state. And then we have in Texas and I know everybody of you will be really jealous of this, we have 14 urbanized areas that get 5310 funding directly from FTA.





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And those are areas historically under safety Lou and before (IFT) where Texas used to do get the resources and provide the grant for those large urban areas as well. And we're not going to talk about that a lot but I just kind of wanted everybody to understand that almost half of the dollars that used to come to the DOT for the 5310 program now are being shared with our partners in the large urban areas. And it's been really an interesting transition but we've done really well partnering with those larger urban areas to actually benefit the rural areas. So it's like – it's been a challenge but we've been able to manage it.

Before MAP-21 as I said earlier one of Texas' challenges historically in the 5310 program was managing many small grants and when 53 first came into being, Texas used to just ask local areas who needed buses. So there were lots and lots of small branch to agencies for buses and that was that. So in order to try to get a handle on all those contracts Texas put into their rule as you can see on the slide there for 5310 the first priority eligibility prior to MAP-21 in our Texas administrative code was existing rural transit district of which there are 39 and urban transit district of which there are about 40. And that serve populations of less than 200,000 will be the primary recipient of funds for their respective service areas.





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So, OK, and that's how we had run the program historically. And the MAP-21 came and we were – we got a draft circular but we didn't get the final circular till almost MAP-21 was coming to an end. And there is said that the eligible sub recipients for traditional section 5310 projects were private nonprofit organization or state or local government authority that is approved by the state to coordinate services for seniors and individual with disabilities or certified that there are no nonprofit organization readily available in the areas to provide the service.

So we had to do a very delicate transition, our 5307 and 5311 operators were historically just, you know, waiting for those 5310 dollars in many cases, it was to buy vehicles and in other case it was to provide preventive maintenance for their entire fleet. So the parading really shifted with MAP-21 when not only did you have the larger of an areas that laid claim to have the money the state used to get which is not a bad thing but it's just – it's how it happened.

And then the primary recipients or the eligible recipients were the private nonprofit or these governments or state entities approved by the state to coordinate services for senior and or individual with disabilities. And quite frankly and I'm going to, you know, kind of out what we did here but we actually were silent on number on number two.





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We did not have any mechanism whereby areas could certify that there were no nonprofit. Because we knew going into this whole process that there were indeed plenty of nonprofit that could provide the service. And so we just kind of yes that exist in the circular but we chose to look at partnership with the state entities that coordinate service for the targeted populations.

So what was the Texas solution? As I mentioned we had to, you know, kind of win the 5307 and 5311 providers from the expectation of the 5310 dollar all the time. And we had to encourage their partnership if you will with local entities that primarily were designated by the state or the federal government to coordinated services for seniors and individuals with disability. Historically in Texas we had a really active job access reserve commute and new freedom program and we had developed a very, very successful relationship with our Texas state independent living council for (Jark) and new freedom projects which, you know, fit really well into the 5310 new paradigm.

So what we did is we worked with FTA national office and we said OK well if we allow our 5307 or 5311 agencies to partner with these organization for the nonprofit that were approved by the state to coordinate service for seniors and individual with disabilities, could that count? And they were – everybody was





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very amenable to that. We were lucky in our partnership with the independent living council and many of our independent living centers you'll see when we come to the best practices discussion that we work a lot with the independent living centers, they were understood how to contract with state and federal dollars, they understood how, you know, federal money work. They had all of the things in place like a title six programs all these things that were necessary when full got FTA dollars.

And for those of you that are in other state, just know and I given the length there for the state independent living council directory, all states have independent living council. I'm going to turn it over to Kari now and she's kind of going to – not kind of, but she's going to discuss how we actually give out the dollars for 5310.

Kari Banta:

Hey, this is Kari Banta welcome everybody. You can see Texas is big, we're doing an annual competitive call for projects in each of the 25 districts, we bring it down into four regions to kind of help us manage things a bit. Actually next year we're going to start a two year cycle for the funding.

Part of our thought with that is to allow people to have a little bit more stability when it comes to funding so they can start looking longer term with projects. Luckily we have state, we





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have stuff in each districts, they help us administer the grants locally and they're actually sort of loose on the ground to start with region based public outreach. Our cycle generally is the around November of the applications will be available in the fall, we have at least two public involvement meetings in each of the districts, inviting the providers, members of the public, and stakeholder to come in. We also draw our scoring committees from the local stakeholders. And Danielle did a really nice slide on that in the last presentation, we have a system with the coordinated transportation human services planning that brings together a number of different kind of stakeholders and we try were possible to make use of that for our own scoring teams.

The scoring committees review the application and they make recommendations by line items in the projects and provide their comments. We take those and looking at the regional contacts, the regional information, and we also evaluate past performance. And one of the things that we've been looking at very strongly are these partnerships. We get a sense of what's actually going on in the ground from our local staff, from scoring committees, and from the public involvement.

We tend to get a pretty accurate picture of what's going on over the course of the prior year. And with the super circular that is entering into being an even larger factor the whole





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issues of prior performance. So far we've been really fortunate generally when their partnership is in place, the, you know, the number of rise have gone up, the dollar amount requested to provide more services have been going up, we've also seen in some cases where there was just one partner, you know, a couple of partners together before that they've expanded.

And as we mentioned with the partnerships the number of recipients, the number of awards that we're making has gone down because some of the smaller agencies who were really feeling the burden of managing this kind of contract they're now under the umbrella of agency with more capacity, so that's been really exciting. The, yes, so the next, the key concepts.

So we're looking for projects that are sustainable that have service continuity, we run efficient use of resources, we're very limited in our resources, with what's already on the ground and then the limited amount of funding that we get each year so we're trying to maximize that.

To be the only public transportation option for the proposed service area. This is a tricky one, because it doesn't mean that this is the only project that has wheels on the ground. We're looking at not duplicating service for example if you're proposing a service that has a 24 hour response time, 24 hour ahead and the only existing service let's say 72 hour call ahead,





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then that the 24 hours is a different service. So that's a different option.

And that's been really great to be able to implement that in some areas where we can have that faster response time or later hours or expanded weekend hours that kind of thing. In line of these leveraging existing resources just all of what partnership are about. And then promoting innovation, we've been really fortunate to see a lot of that.

So our program focus sort of an overview we look to preserving existing service, and to provide more rides. That drives our focus to be purchase of service, mobility management, part of mobility management, travel training whether we really wanted to focus on that is its own thing. And the use of technology, lots of other programs they also, you know, in other states there's vehicles preventative maintenance and operation which are critical for our program. But when it really comes to getting people rides, you know, we're trying to prioritize how we can best make that happen.

So some of the innovative ways we got the coordinating services, purchase of service, which is a capital expense, that's got its own little fancy AOI codes. And this is agencies who don't have their fleet, can access whatever services available on the area in the area. So they can make contracts, I mean, it





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depends on what the recipient agency and when getting our grants, it's just depends on who they can manage their contract with in the local area. We got examples of all kinds of services including the local taxi company which is means the different accessible vehicles that are on the road are, you know, graphic vehicle is not well, now the vehicles do, they just a lot more options.

Just great for us because otherwise a lot of vehicles that we were working on previous years they just sit there and they're not getting miles on them and they're not getting (ridership). Our next focus mobility management is amazing, amazing, the way we look at it is more to focus on providing runs. Making connections, referrals, coordinating rides, the travel training aspect.

There has been a tendency for some of the mobility management funding to go toward more outreach almost planning level focus groups. And this is extremely valuable but we want our philosophy is for the funding to go more towards providing services. So we've been trying to limit that and look at how those funds are being spent by projects. But some really cool things that have happened, mobility management going beyond the direct services actually managing the between different service providers.





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In this case it's as simple as getting two different transit providers who used the same bus stop. It doesn't seem like a difficult concept but getting people to work together, anyone who ever tries of kind of coordination it's interesting. The travel training which on an individual level improves the ability of consumer to access rides through training that's suited to their needs and their abilities. And this is a great shot of some transitional youth who are receiving travel training.

This can go anywhere from someone who wouldn't be able to run transit at all. To getting them comfortable enough for a demand response potentially even with our caregiver to getting someone who is dependent currently dependent on demand response to get them up to speed and comfortable with using just regular fixed route service which expands their options. You know, the first route service usually has, you know, the better hours and more access and that where it's possible for people to make that transition to their benefit.

We've got – this is really, this one really hit it up to the park is the technology that some folks will developed. This is (Perry Hunter) with (Morning Horizons), Kris is going to talk a lot more about him. But in his spare time we don't know ho he has spare time, but the develop a spare part system for his agency. It's tablet based, very low cost it's open source, and it allows there's basically a tablet and all of the different vehicles





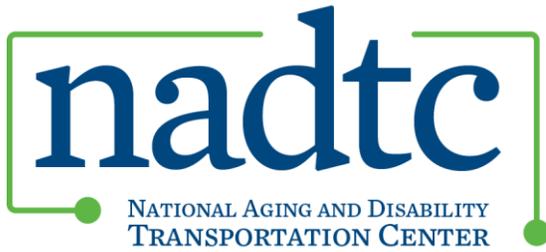
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from different providers that they purchase service run. And it's a simple scan of the card, the trip is reported and the cost can be property allocated again with different grants.

This is available to others, (Perry) has designed this and has made it open. He's the man to contact when it come to this, and I encourage you all to talk to him. Now we got the numbers this is just to give you a quick look of who the funds were being spent, I know that might be a little dark to read but basically before MAP-21 in 2011, we can go back, yes. You can see that we spent a lot of funding, majority of it went to fleet and preventative maintenance. You know those numbers are most identical very small percentage going to purchase service and they're basically, you know, other 4 percent and, 6 percent mobility management was a tiny little sliver of that.

After MAP-21 looking at 2015 you can see fleet we cut that about in half just about double purchase service. And to move 15 percent of the total became mobility management. And that has just grown to a point where this year's award we got 40 percent of purchase of service, 24 percent of fleet, 20 percent mobility management, and there we've been able to separate it out until with travel training coordination with transit service and then the public education and marketing.





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Preventative maintenance which used to be, you know, as much as nearly 40 percent came down to only 7 percent. So you can see much clearly, much more clearly how the partnership and our change in perspective have led to really, you know, a focus on service on providing rides which is pretty exciting. So I'm going to give it back to Kris to talk about our engagement with the centers for independent living.

Kris Dudley:

Thank you Kari. And I have to say for us the switch in the focus of the funding was difficult at first for the 5311 and 5307 transit providers. As I said earlier lots of those agencies were used to using 5310 funding for preventive maintenance for their entire fleet. So when the focus for those kinds of things change to only 5310 (Jark) or new freedom funded vehicles it really helped us. Not that we don't think preventive maintenance is important but there's other – there are other funds that they receive that can pay those bills if you will.

We're going to start talking about some best practices as I said earlier, we have a lovely partnership going on going on with the state independent living council, they did a very big long term (Jark) project force where we have 24 planning regions across the state, and those are the regions that are engaged in the human service public transportation planning which 5710 is included. We have a state statutes that requires coordinated planning for a long-term, it's been in the books for a long time.





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But we ask the Texas state independent living council to go to those 24 regions and give us some kind of – do public meetings, do public hearings and figure out what were the workforce related transportation we need to senior and persons with disability. And that there's a lovely report on their report on their Web site that discusses all that.

So as we got those partners with the independent living council we got more expose to the actual independent living centers. And the first year of new freedom and the Panhandle independent living center came to us and they ask for a very, very modest brand. I think it was like about \$40,000 to do travel training under the new freedom project.

One thing we really appreciated about that particular request for funding in our competitive environment was their match was brought to the table by private foundation. And that's something we didn't in the transit community is reaching out to private foundations or dollars. And that's another thing for the centers for independent living can do, they are led by the state and the federal government for – to serve seniors and persons with disability, and now the inclusion of centers for independent living in the ACL umbrella with aging is fabulous as far as we were concerned.





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Anyway so the Panhandle independent living center came for this modest grant. And they repeatedly came to the table, repeatedly found more money private foundation money for match. And then when they hit 5310 this was right up their ally because there was whole quadrant of Amarillo that wasn't being served by the Amarillo city urban transit. And so the independent living center says, well, will get some purchase of service money and they partner with a local provider a for-profit provider Lefleur transportation services, I say that because I noticed (Jacky Delos Santos) was on the call and she is there Texas representative, she's been a really great partner.

But sometimes when the public providers can't or don't have the capacity to provide service in an area, we look to the private providers that in Texas provides Medicaid transportation. And so Medicaid transportation is a different animal in Texas and if you have several hours we can discuss it. But anyway so the Lefleur transportation, partnered with panhandle independent living center, they got 5310 purchases service, and they still maintain their travel training program with mobility management.

And that is a photograph of he travel trainer actually training somebody to use the fixed route service. The coastal bin center for independent living another ground breaking agency with us, they decided to do a mobility options program, they have a





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larger of provider Corpus Christi, several smaller – I mean several rural providers on the outsiders of Corpus Christi but there were still holes in that service.

So the director at the time (Judy Keltch) came forward and ask for some job access reverse commute funding to do a mobility management project. And she started out very small, and now she has gotten a larger grant, we transition 5310 which works perfectly, she uses for public and private providers in the rural areas. She has also partnered with the location of rehab agency here in Texas and vocational rehab provides a lot of match funding for many of her rides.

So she uses vocational rehabilitation dollars to match the 5310 which is a win, win for everybody. And while we got coastal bin center for independent living up there they are they recently like last month in the last month were awarded a grant from TxDOT for 5304 planning dollars for a demonstration project to partner with an organization out of Nebraska that has developed an app kind of like lived or Uber. And it's they're going to do a demonstration project down in the coastal bin. So hopefully you'll be hearing about that, that will all start September 1<sup>st</sup>.

And before I got to say (Judy) was one of the ground breakers because she went all the way to Washington rehabilitated





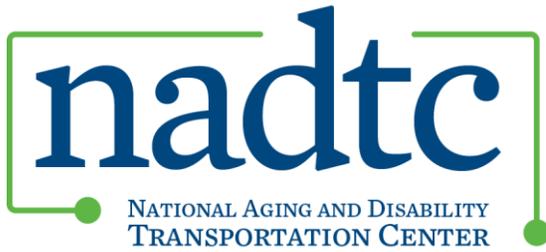
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services administration when it used to be under the Department of Education and pounded down that barrier this is yes we can use RSA dollars for match. So that was a another breakthrough to be able to use the federal Rehabilitated Services Administration dollar for match which is really exciting because then you kind of like double the amount of services available.

As Kari mentioned mounting horizons they started small mobility management program using (Jark) and new freedom. What they discovered is they used the new freedom for travel training, what they discovered is the need in Galveston County is huge for seniors in person with disability. So they continue their mobility management program but that now has morphed into a direct service providers. Not only does (Perry) on his off time develop wonderful technology, it's so great this technology program that he developed it was so reasonable, we paid for it with 5310 dollars. And it was very, very low cost.

As a matter of fact when you hear (Perry) tell it, the most expensive thing he provides cards, ID cards that use those little kind of stamp icons, that you swipe on the pad, and it keeps track of all the dollars and what the source of those dollars, the funding is for that particular ride. He continues to purchase service, from area transit providers, because as Kari indicated





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we do like to duplicate service like on Galveston Island we have a provider that does trips primarily on Galveston island.

And so (Perry) purchases service from that provider, does travel training for that provider, so folks that were using the (Perry) transit service can now use the fixed route on Galveston Island. But if you need to come off Galveston Island, (Perry) can help you with that trip and you're a member of the targeted service population.

He also does an amazing job with transitional use which is extremely exciting but he does a lot of things and he developed that the fair card system himself and his spare time and he's been known to drive a bus or two. Another independent living center in the Abilene area is disability in action. They primarily started a (Jark) project, volunteer driver program that was incredibly successful.

But as with the others, we've been able to move them over to the 5310 program and (Leah) and her staff continue mobility management service including travel training a contract with the city of Abilene for their bus service there. And she also just become a direct service provider because there was not a lot of weekend and evening service in her area so disability and action now has kind of a three of four pronged program transportation program, they got the volunteer driver program,





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mobility management program, the actual direct service program and travel training.

As you can see many of these independent living centers have really gotten engaged in transportation. In Texas one of the four advocacies strategies for individuals with disabilities and seniors is transportation. And so what these independent living centers have done is what we call active advocacy. And they just said, well, hey, if we can't do information referral and there's not enough transportation capacity, we'll just jump in there and do it ourselves.

So, you know, we've really banked a lot on that relationship, we look to engaging the state independent living council and the independent living centers, I think the future development as they move on down to redesign, the 5310 program in Texas. Kari is going to discuss them other best practices. Oh, OK, I'll do that one. So Golden Crescent. Kari will discuss some other best practices in a moment.

This is this is a traditional Golden Crescent regional planning commission. Is the transit provider both for the urban and rural service in and around the Victoria and the Golden Crescent area in Texas. And they were doing a lovely job of providing 5311 and 5307 service but Lisa the director decided she wanted to do more work with the 5310 population.





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And so when we were advocating partnerships with those organizations that were blessed by the state or by the federal government to serve seniors and persons with disability, we were talking about the ADRC, Adult Disability Resource Centers. And Lisa said, well, if I have to, you know, find a partner to continue to provide 5310 services, well, I'm just going to do that. Oh, guess what. Because she's on a council of government, well the aging office was right down the hall, and the disability resource center was right there.

And so she worked with the folks and that particular office, and they hooked up this choose my ride program, which provides services which is above and beyond the six daily the fixed daily evening and weekend service. And it's more than traditional pair of transit. It's about your program and the transit provides vouchers to all the partner agencies in the disability resource center network. And for filling out a kind of a fact sheet about yourself as a rider, you can get vouchers, and you as the rider have customer choice to choose who your provider will be, it's either the traditional transit service or it can be the local taxi company.

And so that was a very small program at first but I think this year it's really jumped and I think this year they're actually going to be able to get some matching funds from the ADRC





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agencies which is music to our ears. You know, let's bring on those other – those other partners that have dollars and we can share the cost of our ride. And now I believe Kari is going to talk about the area agency on aging best practice.

Kari Banta:

This one is really exciting, this is one of the situations where in the Concho Valley area, there were several smaller recipients of the 5310 funds they have line under the MAP-21 because they were the traditional nonprofit providers. We gave them funding for purchase of service from Concho Valley transit. But there is a level of knowledge and patients that's required to manage a transportation grant with central money. That a lot of human service providers, you know, they're just tapped out and it was very difficult for these agencies to handle the burden of a grant.

The area agency on aging for the Concho Valley they have taken on the purchase of service as an umbrella for many of these smaller agencies not just the three we've given to you before but several more beyond that. They get the funding for purchasing service from Concho Valley transit, the triple A, the need assessment. And they are looking at expanding service based on local need and they're considering the full range of service not just your serve required medical trips, but all the way through the quality of life spectrum.





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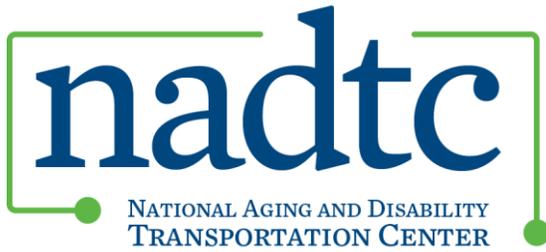
Currently they got mobility management things going on right now, they are involving a more sophisticated system. What they currently got and you can see right there for different areas, you can call for services and when the different services is available, when you can make the reservation.

So this is a starting in the ground floor and we're looking forward for them, how this project developed. So yes, that went out I guess. And then we have our private taxi provider, this is exciting because, you know, there's the line, there's a couple of paragraphs about private taxi, in the circular but across our state we haven't really seen taxi companies being actually applying themselves, shared wide taxi is allowed, and NDMJ started with (Jark) and new freedom, they were on 24 service.

They are extensively involved in the mobility management projects in fact the mobility manager for their areas sits in one of their offices, they're part of the county vector program where they're out. The NDMJ runs on natural gas, so there is a corridor on every dollar, of natural gas that's sold, goes into a match fund for local smith county projects, and, you know, that's one of those things matching funds or (golden).

So they have that advantage, they've also been part of the local (VTCLI) the one call, one click virtual call center. And you





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can, (Jamal) is more than happy to talk about his program. It's definitely a case of private enterprise being very well integrated with the network of traditional and providers and local transit agencies.

Kris Dudley: I think that brings us to the close of our presentation, we are allowing 30 minutes for questions-and-answers. And I will turn it back over to Carol and Kristi to run the Q&A process.

Kristi McLaughlin: Thank you so much, what wonderful information. (Toni), if you don't mind coming back and giving instructions on how participants can ask questions on the phone.

Operator: Certainly. At this time if you would like to ask a question, please press star then the number one on your telephone keypad. That is star, one to ask a question. We'll pause for just a moment to compile the Q&A roster.

Carol Wright: Thank you so much. And while people do get into the queue, I will say that you can also post your question in the chat section, and while we're waiting on some people to get into the phone queue to ask their question, we did already received two questions in the chat section that will present to your presenters now. So the first question earlier you were talking about a scoring committee for your projects and one of the participants ask who serves on that scoring committee?





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Kari Banta: Who serves on the scoring committee depends on the district, it's anywhere from people who served the stakeholder committee for the coordinated team and service transportation planning. We got some folks who are retirees, the Texas workforce commission, we get folks from there, agency on aging, white house for the blind. Essentially we're looking for someone with local knowledge and expertise who isn't with an agency that either direct partner or providing service themselves and applicants.

As we increase our level of coordination we're kind of approaching from our scoring committee pool. So we're looking at ways to make that more flexible in some cases having folks (recuse) themselves from scoring a particular application but looking at the rest that are in the area. So that's really – that's really determined at the local level, there's a lot of local flexibility and that's part of the local control of the process.

Carol Wright: Hi, this is Carol Wright I have a follow-up question to that. How large are you scoring teams generally for those applications, you know, how many people are serving on that scoring team?





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Kari Banta: Depending on the district it can be anywhere from three to nine people. Some areas I like to take it in front of the full board maybe, a smaller group of size people, evaluation, the applications that they do a presentation to aboard of, you know, 10 or 11 people who then make the decision on their recommendations. And in areas where we only got three people, we're trying to get more, trying to make this as an inclusive a process and trying to get people to participate. But I will say that that probably are Achilles heel right now. It's a lot of work on most people can get approval from their supervisor or whatever it can be difficult to have folks who are working be able to spare the time during the day. And retirees are fantastic, we got a lot of people who, you know, they got the volunteer time and the interest and this is something critical for them so that's been a big deal. But, yes, it varies a lot by region.

Carol Wright: This is Carol again. First of all I really applaud that it is a local process because I think that brings it down to a level where everyone feels like it is – the decisions are really being made and their home area. How important do you think it is for it to take the process out of the state DOT office and bring it to the local level.

Kari Banta: Well, kind of my approach to it is, I do in an office in Austin, I get around the state fund but I do't actually know what's





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happening at the local level. I can't make adequate decisions about, you know, comparing the needs of different areas or the merits of a project without that local input. You know, we look the 5310 projects have to be derived from the transportation plan so we look at that as a source of input the long range plan but also, you know, the meetings from our public involvement and the scoring committees.

And then, you know, what I'll say is what the scoring committee do is they pass along their recommendation, we take that very seriously, but we have to consider the fair and equitable distribution of funds. So we may look at how one scoring committee handled their mission, see that, you know, well it doesn't quite match up with how the rest of them did it so we're going to have to, you know, looking at the local information they have provided, we may need to reevaluate how they distributed the funding.

We try not to do that but when it comes to the whole fair and equitable part also when we have residual funding then it's looking across the state and saying, OK, well what projects, you know, really merit funding but the original allocation for the district wasn't sufficient to cover everything and then, you know, sort of looking at the best of the best to determine where the fund should go.





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Kristi McLaughlin: Great, thanks Kari. Kari, sorry. All right, our next question is also from the chat section. Can 5310 funds be used by a small nonprofit organization to pay off a finance contract used to purchase a wheel chair accessible van, the van is titled and registered to the transport ministry that payments place the ministry in great financial burden?

Kari Banta: This is going to depend on which states the person is in. In Texas that would not be eligible. But then again that is definitely something to check with on the state by state basis, that kind of – that level of detail of rules varies widely.

Kris Dudley: And one of the issues with that particular question for Texas would be that it appears that the vehicles are already been purchased. And that would not be an allowable activity until we had granted the funds to an agency. So we here in Texas couldn't go backward to pay off a note or something like that. And so in Texas that wouldn't be allowable. But just like in the state or province all those vehicle that are funded with 5310 are also titled to the Texas Department of Transportation.

Kristi McLaughlin: OK, great. Thank you for that clarification. The next question, can 5310 funds be used to make ADA improvements to fix route services?





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Kari Banta: Yes and no, that's a very broad question. And the response is fairly specific. I don't exactly what their talking about with improvements but if it's for example actually beyond the ADA, so beyond the three quarter a mile limit or other improvements of that kind, there is actually a part of 5310 calls above and beyond ADA. And those funds are at 50 percent matching.

For actually improvements to ADA service we tend...

Kris Dudley: They could do curve cuts, you know, the construction stuff that was allowable under new freedom. But that wouldn't necessarily be just for the benefit of the fix route.

Yes, and it is a allowable to purchase pair of transit vehicles with 5310 funds but as Kari mentioned the question rather broad so, you know, if it were to – some of the things we have funded historically with new freedom that would be eligible under 5310 could be enunciators, it could be those talking signs that, you know, let people know or be when, you know, the lights changing et cetera, et cetera.

Kari Banta: You know, we funded I think last year, we funded boarding chairs but when the folks there, mobility devices are too wide, they use that like an airplane they use them, it's a narrower chair to kind of help people get into the vehicle. So enhancement like that we can do. That's the question if you





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are in Texas whoever you ask and if you like to get touch with us we can give you more details on what we're specifically providing, but if you're somewhere else and you need to contact your local person.

Kristi McLaughlin: Great. All right, the next question with regards to purchasing services under 5310, how are you guys logistically setup between the sub recipient and transportation provider to ensure SPA compliant.

Kari Banta: We have an entire compliance department which sounds really fancy but we got two people committed full time to compliance. Before anyone can receive a grant from us they have to find a master grand agreement, in addition – which is I don't know how long it is now but that covers all...

Kris Dudley: Five years.

Kari Banta: Yes, for five year term, and it covers everything from titled six to drug and alcohol, to DBE, disadvantaged business enterprise. The full range plus there are the terms that are in the project run agreement which is what we call our contracts, or our grants. They are monitored on a quarterly basis our regional stuff and there is a schedules for review, annual audits, all of these things, we're real watchdogs when it comes to that project.





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Kris Dudley: And we have some issues early on with the purchase of service because it appeared on the surface that organization were purchasing service from a transit provider. But then if you kind of drill down it was actually the transit provider that was purchasing service from themselves. So that will not work and...

Kari Banta: That's called operating.

Kris Dudley: Yes, and that's – so what we – and, you know, that was good, they were getting 80, 20 match for purchase of service however but we are very cognizant now of when we issue the purchase of service and that has to become – that has to be a part of their application that the nonprofit organization will actually be the individual that purchasing service from a transit provider. And the example of the centers of independent living those are all nonprofit providers.

But those agencies that are actually providing services like for instance the mounting horizons example, he purchases services from the island transit provider which was the 5311 provider on the island. He cannot purchase service from himself. So when he gets his budget from us, he has operating funds under 5310 that he uses to operate the buses that he runs. And then he also gets some purchases services funds to cover those





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tokens passes et cetera that he purchases from island transit or golf coast center, a connect transit the other provider in his area. So is it a bit of a challenge to monitor all that, you bet.

But like as Kari said we based on number of audits that we had, we monitor our providers diligently and if somebody smells a rat we catch it pretty quickly with those quarterly monitoring. Then depending on the level of the contracting amount there's other level of scrutiny so primarily our local staff spend a great deal of time monitoring so we can make sure that all those relationships are above board. As far as FTA we just underwent a state management review on a month or so ago and they only have one question on our 5310 program, Kari breezed in breezed out they were perfectly satisfied and so 5310 pass muster in Texas. So, yay.

Kristi McLaughlin: Congratulations that's a the real coo on your part.

I got to tell you specially with all the variety of stuff that will..

Kristi McLaughlin: Exactly, exactly. Well there's as reason we picked you as our star example.

Kris Dudley: Oh, thank you.





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Kristi McLaughlin: Fantastic, thank you. We do have another question, it is could you give some additional detail on the type of programs or services that fall under the 11.71.13 project?

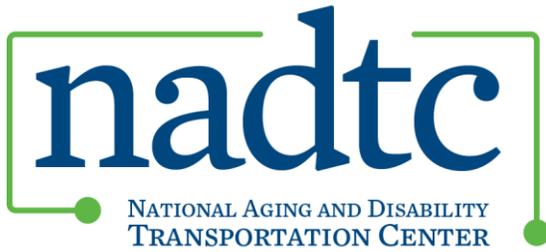
Kari Banta: The purchase of service. Yes, that would be, trying to think of a good way to describe it. Any kind of contracted service providing (rise) that's not – it can go towards individual bus fares but it's not bus passes. Taxi fair...

Kris Dudley: We see a lot of vouchers with purchase of service like in the example of the Golden Crescent, the aging disability resource center provides vouchers to their partner agencies and then the voucher go in turn to the transit provider. So the actually contract for purchase of service is with the ADRC and not the transit provider.

Then like the (Perry Hunter) example but then also to the center for independent living example and coastal bend, (Judy) gets a big gets a chunk of purchase of service dollars where she buys service from the – she is not a transit provider, she is just a center for independent living that provides these transportation vouchers for persons with disability in the coastal seniors and persons with disability in the coastal band.

So she buys taxi vouchers, she buys service from the rural and urban provider. Now what she has to do when she gets her





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purchase of service grant she has she can't just, you know, say, OK, Mr. taxi, we're going to buy service from you. She has to go out and do an RFP, it can be a very casual RFP but she has to keep the competition in there. So she is able to kind of control the cost because she's aware of what those rightful cost.

And as I mentioned earlier she busy services from the local private medicare provider full transportation. But she knows in advance that that trip is going to cost her, that ride is going to cost her like 10 bucks or whatever. So she budgets that purchase of service based on historical experience and then she got all these RFI or RFP or however she runs her competition, I'm not going to – you'll need to contact (Judy) to make sure you get all those details. But so then she has those pause and she budgets it out according to, you know, historical utilization stuff like that.

Kristi McLaughlin: Great, great, thank you. I'll just say thank you for your patients, we do have a call on the phone, so I'll ask (Toni) to introduce our calling please.

Operator: And your first question comes from the line of (Brian) from Colorado.

Kris Dudley: Hi, (Brian).





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(Brian): It's related to mobility management, in the state of Colorado we're grappling with a lot of the performance measures because mobility management is such a wide open (trend). And it can yield benefits that aren't necessarily translated by way of number of trips provider but it's more of the quality of life measurement. So I'm curious to see how you guys evaluate different types of mobility management projects against these other with some of the funds that are out there. And if you had some best practices or performance that you'll be willing to share.

Kris Dudley: (Brian), I think as we talk about earlier in the presentation, we do not use the broad definition of mobility management as it's outlined in the circular. We try to use more of the national center for mobility management and that is connecting and you're right there are – a lot of those other facets of mobility management are very – are valuable. But because of that very reason and trying to evaluate different projects one against the other, it's become a bit difficult for us. And so we primarily look at those individuals that or those projects mobility management projects that actually connect people with services.

And basically there are – there's a lot of anecdotal data as suppose to real hard numbers. I don't know if that's help it all





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but if you want to call Kari we could, you know, discuss it more in depth.

Kari Banta: Definitely I would love to have conversation with you about some of projects and how we made decisions in some areas. I mean, a lot of times it might just be based on what is available in that region already, you know, where are their starting, are they starting at the ground level or looking to enhance. We do look at (ridership) numbers even as it's related to, you know, also looking at just essential needs for marketing service, getting the materials available in the Spanish hosting public meeting or having presence at different public meeting to let people know about it. Also if they're able to provide more different kinds of trips or expand the hours or I mean there are lots of – there might not be an objectives that criteria. It is somewhat subject based on what is available in the region and what the capacity is for that agency, but yes, I would love to talk to you about that, that's a great possible.

(Brian): Yes, I'll you out, yes, I'll definitely take you up on that thank you.

Kari Banta: Awesome, yes, reach out.

Kristi McLaughlin: Thank you (Brian), great question. We do have another chat section question. That is what are some of the challenges





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that you have faced in administering projects with multiple partnership and integrated levels of coordination. We had some, there has been a couple of partnership that haven't really gotten off the ground. And a lot of cases what we're looking for more now are situations where there is already a commitment in place. We actually require a letter commitment or copy of the memorandum of understanding or however that set out and also to have negotiated whatever rates are involved or, you know, the financial aspects of things before we go into contract.

A lot of times what we found is that there are a lot of kind of upset about meeting partnerships from the existing agencies, the local transit agencies. But when we talk to them we found that we were already it they just didn't have it documented. The situation of in the county being the transit provider and the area agency on aging is just down the hall. You know, just sort of making that introduction that's easy enough for them to sustain.

Kris Dudley: But even in that example that Kari we're pretty much now looking at because we kind of as she indicated early on, we kind of got the wool pulled over our eye is a polite way to say it I guess. And so now we look pretty carefully at the documentation and we do require letters of commitment. And they don't necessarily have to be, you know, memorandum of





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understanding but they have to have something pretty solid in place in their application for us to be able to – and we do drill down

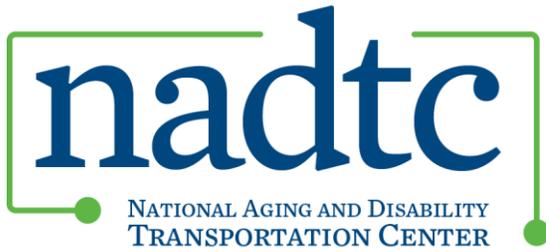
Kari Banta: Yes. And we'll follow up with conversation, I mean, a lot of times again the capacity of different organizations just fill out the application, if something isn't clear but it otherwise looks like a good project, you know, we'll have a conference call and find out and, you know, what exactly what is involved, what are you doing.

Kris Dudley: And, you know, the question is what are some of the challenges, well, that again is another conversation. So please reach out and talk to Kari she has lots of them.

Kari Banta: Yes, yes. And it's definitely a broader topic than what we can cover on the time that we got but I would love to talk about it. You want to listen to me some of my headaches I'm down.

Kristi McLaughlin: Great. All right, I think this might be our last question unless one comes in the interim. But the last question, could one nonprofit purchase service from another nonprofit that services an area they don't travel too but their customer need to be able to travel to?





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Kari Banta: Sure, that's fantastic, that's exactly the kind of thing that we're looking to do. And that's the case, I know there is a couple of examples where the providers take turns who run service on which they have to run service later on which days to kind of coordinate and, you know, maximize what they can do within the limits of what they have available. So yes, that's great. And I'm saying that from the Texas perspective I don't know how that would be handled in another state. But, yes, that's a great idea.

Kristi McLaughlin: All right, thank you very much. I'll turn it back over to Carol now to finish this out.

Carol Wright: Well, I want to fist thank our guest speakers, Kris and Kari you did just a wonderful job and you did a great job of not only giving us some good examples of things that are working in Texas but also talking about some of the challenges so that people understand that none of this is easy. But that you were willing to take on those challenges in order to make sure that, you know, the right amount of services are out there for the people who really need it. And that it is all about service not necessarily just about purchasing the bus or fixing the bus which of course we know is important. But are we really getting services out to the people who need to have the services.





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And so thank you so much for sharing your perspective, I know we had other state DOTs on the line today and I know that we had other recipients of section 5310 funds so just looking for some ideas of what they can do that is different and innovative to really bring service to the people because I think we know that people who are doing this work are really committed to the reasons behind they do it. To just take on some business for everyone here.

Make sure that – you will be receiving a link to an evaluation on from Survey Monkey, so if you would please take time to fill out an evaluation of today’s Webinar, your comments really help us improve our presentations. We’ll share with our speakers, it lets them know what is successful in terms of their presentations today, but it tells us the kinds of things you like, how you like to get them, and helps us move forward with our efforts, so please participate in that survey.

Please sign up for additional section 5310 Webinars at our Web site at [www.NADTC.org](http://www.NADTC.org). If you’re interested in checking out our online section 5310 course, it’s called filling gaps and mobility for older adults and people with disabilities, again go to our Web site and you can still sign up for that course through July 15<sup>th</sup>. Really the assignments are not over bearing and they are all based on what’s going on in your community. So that any work that you do really applies to what’s going on





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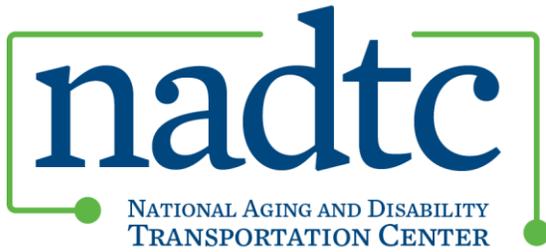
right there in your own area, it isn't doing work that won't pertain to what you do each and everyday.

For contact information you'll will see the last slide, it gives my name and my co director Virginia dice name, it gives both our telephone numbers our e-mail address and again the Web site address. So please make sure that you contact us, if you have question about this Webinar, any other section 5310 information that you would like to get or questions on anything regarding services and accessible transportation for people with disabilities and older adults.

NADTC wants to be your one stop shop for people with disabilities and older adults regarding accessible transportation. Again thank you (Toni) for being such a great operator for us today, thank you to Kristi McLaughlin who made sure that everything worked property for us today. And she does all the behind the scenes efforts to make sure these Webinars go forward. Thank you again Kris and Kari you did a wonderful job thanks to TxDOT for allowing you to do this for us today.

If you have questions, you have their contact information, please feel free to get a hold of them, they graciously offered that as an opportunity to again tap in to more of their wisdom. Kris we wish you all the best in your retirement, and Kari we know that you will do an excellent job of moving forward with





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the excellent program that TxDOT has already established for its section 5310 program.

Female: Thank you.

Carol Wright: So thanks to all of you, and please join us for our additional Webinars moving forward.

Operator: This concludes today conference call. You may now disconnect your lines. Presenters please stay on the line.

END



