



# FTA-HUD-NCMM Region 4 EnVision Center Webinar

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## SUMMARY KEYWORDS

transportation, community, service, partnerships, funding, manatee county, pandemic, mobility, program, region, grant, fta, center, area, support, housing authority, mobility management, transportation department, provide, fund



00:04

Well hello everyone and welcome to today's webinar building partnerships. How HUD envision centers are leveraging mobility and transportation to support community needs. My name is Brandon Rocio. I am a project associate for the National Center for mobility management Technical Assistance Center at Easterseals. Before we get started with today's session, I just want to take a few moments to go over some housekeeping items. Please do add your name and affiliate in the chat. please mute yourself if you are not speaking, a recording will be made available on the MC mn website. Please add your questions in the chat box throughout the session. Closed captioning is turned on for this session in please enjoy and learn from one another. So due to an unavoidable scheduling conflict owlbear cruttenden HUDs regional for regional envisions and our coordinator was unfortunately unable to speak today. However she did ask them to say a few words on her behalf. owlbear would like to thank the Federal Transit Administration and the National Center for mobility management for partnering with HUD to provide key and essential information and reads resources to support region fours envision centers ongoing efforts to help those we have Julie sir, especial thanks so Grange housing authority under the leadership and CEO Zaza heard for her willingness to share their experience addressing transportation challenges. Everyone resourcefulness with the other region for envision centers and today's participants. She would like to thank all the participants are joining today. HUD appreciates the partnership with FTA and MC mn. As part of the continuing commitment sport the vision Center's ongoing efforts to make available opportunities and assistance to those most in need. And I would just like to mention owlbear played a key role behind the scenes to make this session happen. So thank you all there. The lack of

accessibility or accessible mobility options for both vulnerable populations. It's an issue that is continually being addressed through creative and innovative partnerships across federal and state agencies. Unfortunately, the coordinating council on access and mobility see cam at the federal level has been an impetus for increased coordination activity. The partnership between the FTA and HUD has created an opportunity to identify networks and services that can be leveraged by HUDs envision centers to facilitate the Economic Education and leadership attributes of all communities supporting independence, prosperity and empowerment that all of us deserve. presenting today is Lagrange housing authority on partnerships they have built to address mobility concerns in their communities. So we will now hear from Zaza her Chief Executive Officer, the city of Woodbridge Housing Authority, just sighs Edmonton transportation director, the city of woodgrains housing authority in Sabrina Allen, Boys and Girls Club of West Georgia. colleagues in session is now yours. Thank you.



03:13

Good afternoon, everyone. And I just want to thank Brandon for a fifth in putting this together. I want to thank aveer for putting this together. And what I really want to say cuz I think Mr. Edmondson is gonna give us this fantastic presentation is that I don't actually do transportation, I was fortunate enough to find good people to work to do our transportation. And the reason we have transportation at the Lagrange Housing Authority, because we're not unorthodox here. We wanted to find a way that our residents and community didn't have excuses as to why things don't happen while they can't get somewhere. And we're intentional about everything that we do. And when we say that we're fighting poverty, we're fighting blight, we're fighting Matt changing mindsets. So we were fortunate enough to get a grant to partner with our county to help persons that have drug issues, and in turn turned into this massive, massive, marvelous transportation department that Mr. Emerson put together himself. But transportation and a rule small town like ours is huge. That means that we're curbing some of the problems, we're dealing with them and we still have more, but we set out to do that we set out to just really target the problem, fix it, so that people really have a way of living just like some of us on this call. Some of us are very fortunate to have a car or two cars or one. It's not easy to walk in an area like where we were there, not always sidewalks, but we do what it is that take care of this community. So without further ado, I'll let you hear from Mr. Emerson.



04:57

Thank you Miss Hurd and hello Everyone. Once again, I'm just sighs Edmonson, the transportation director for the West Georgia store, Lagrange Housing Authority and the

vision center. Just to go ahead and a little bit more in depth about what Miss Hart was speaking on. This transportation started out in 2015, was roughly 25 to 30. Transport weekly. And it quickly quickly grew to over 300, monthly to 1000. I'm sorry, 1000 monthly. And just starting this off, I would like to just share a little video with you all to just express a little bit what we've been doing down in this area.



06:15

I think there's a little problem with the audio here. But just going along what we do here at West Georgia star is simply what the Housing Authority is all about. And that's servicing our community. We misheard I mentioned that we partner with the accountability court. And what we do for accountability court is we service DUI court, mental health court, drug court, felony drug court, family treatment court. And they're recently added veterans part to this year. All of this here is done to attempt to rehabilitate our community and give them those necessary transportation needs. That's such such it's just a need for it in the community. We take these clients to requisite court appearances, drug screens, self help meetings, and counseling services. And once again, all of this is done to help aid the community and have a healthier community for our clients and everyone that we serve. The accountability court goes along with addition to after school programs, the summer program, we also do an MLK basketball tournament, the warming center, and non emergency medical transports breaking those down. After School enrichment program, what we do there is we get kids from the neighboring schools in the community. And we take them to a centralized location, which is now the Envision so the day after school program which they get tutoring, educational field trips, and just exposure to things that they wouldn't get exposed to on a daily basis. summer programs goes along with we partner with the police department here to which they have summer program. We transport the clients there, the students there, so they could get whatever the police department is offering during that time periods in the summer. We cover the team work programming, to where we get teams and we've partnered with different businesses around in the community to get Saudi going and get a little bit more job opportunities for our students and our teams in the community. The basketball tournament that we service is the MLK tournament. And this is an opportunity for our kids to actually travel out of state be a part of a team and be able to accomplish certain things that they may not be able to accomplish on a daily basis. Nothing is is forced upon them and everything is an educational component to this here. I would like to add that we've also been the winners the past couple of years and everything in the tournament. So we have a pretty good team that also addition to all of those services, we do the warming center. The warming center here is a program for the city to get the homeless to a safe, warm location during the winter months. So during the winter months, wants to inclement weather once it gets below 30 degrees or below. My transportation department and I we go out through the

city in the county and we to transport the homeless to one central location to where they have a warm meal and a nice shower. This is done all after hours, and is usually roughly around 10 to 20 clients likely didn't know that it was a need for such a transportation in this area. And it's such a blessing to be able to be a part of that. And going along with the woman in center addition to that, we developed our non emergencies to our transportation department to serve as clients with Medicaid. And we take those clients to doctor's appointments, dialysis and rehab services. And again, all of this is to provide



10:49

help your community and just give an opportunity to get outside of the areas because we stay in, we're in the low income area, businesses don't want to come set up in the low income areas. So our transportation department allows our residents to be able to have a broader opportunities and be able to reach different areas and without in and out of the city. Just moving along, I have the slide show here. We had an opportunity back in the early 2020s. When the covid 19 pandemic hit COVID-19 took a tremendous toll on the transportation industry as a whole. We were fortunate enough not to be down, I think it was maybe it was a total of through the whole thing, maybe a week, we had the opportunity to partner with wellstar. They contacted us, because wellstar Medical Center, the local hospital here, contacted our transportation department, because they were having problems with basically transporting the positive COVID patients to a safe location. We were challenged with this here and miss her is just so gracious to allow me to just open my mind up and figure out ways to help service our community and help service these clients. My team and I we did some thinking and we decided to modify our vehicles. This modification really wasn't easy, because it was new. And no one really knew how this disease was transacted before or what was causing it. So we felt as though we would modify these vehicles and we went through extensive tests to make sure that it would be safe enough for the drivers, high wind speed to ensure the negative flow, the structural sturdiness of it, and the trust traffic visibility. So I just want to share a little bit of this slide here. So you all can see the transformation that we all made. And we were able to transport over 30 clients to a safe location keeping all drivers safe at the same time. So we successfully did this. And I was just so happy and just blessed to be a part of this. And I believe that, once again, we're here to serve as our community and help out. So this was a time period for us to step up and help our community. So it's just a blessing to be a part of that. And to wrap everything up on this, I would just like to show you all the slides and the modifications that we did. So you can go to the next slide please. This here is the structure that we decided on and it's actually a thick Plexiglas there. This structure is not permanent to the vehicle is able to be removed at any point in time. But it does have sturdy structure to where no leaks or anything was able to get through. And it was tested several different times. Next slide please. The psyllid on here we tried to do different

silicone things to test the silicone here and nothing actually would give us that proper seal around the corners that we needed. So we ended up using this window wrap that worked perfectly for Next slide please. This here is the test that we did with the drive It was, it was several different tests. Actually, I failed to mention, but each time we transported clients, each vehicle went through extensive extensive disinfecting process, that particular vehicle would be taken out of the rotation, and it will be disinfected several times before it was put back into the rotation like Sally's.



15:31

This here, we decided to put a type of material that could be easily wiped down from droplets sprays, or any type of material, or spills or anything that could be attracted to the sides of the structure. So we decided to use this type of material that is easy to be cleaned and removed also. Next slide, please. As you can see, this is just one of my co workers here, he's hard at work. And we actually change this periodically, just to ensure that we're having just the safe protocol going on. Next slide, please. Once again, this is showing the whole full structure up here. And the sides here, it's welcome. Sorry, you can't see that. But the sides, everything, like I say is able to be removed from this structure. And nothing is permanent to this. So we're able to remove this and put it in at any point in time. But we're actually keeping it up until the pandemic is over because we're still transporting clients at this time. Next slide, please. This is actually positive client here. This is the process that we went through with picking up the clients, we would give a call or receive a call from the hospital, and everything was confidential. So we would actually take these clients to a safe disclose location for the recovery process. And this was done because family members were the only ones that were picking them up. And it was causing huge spread in the COVID pandemic. So I've really believed that we played a big part in cutting down the spread in this area. So I'm really excited and just proud of my team and the job that they've done. Next slide, please. And this also is the client, another client that was transported to the safe location. Next slide, please. Next slide, please. And this is the Envision center. And I just wanted to sit back in, wrap everything up by saying I come to work each day with try to make a difference, not knowing what I will if I want, if I want make a difference. But I come to work each day trying to make a difference. And it's a blessing that I get to present like this here. Because each time I present, I look back and I get to see the difference that my team and I we've made. So I appreciate you guys listening to me and I just aesthetic and appreciate the opportunity to just get to share what we all do here at Westwood to start the visitor center. Thank you.



18:44

Absolutely. And thank you all so much for sharing such incredible information insights. You've clearly shown how innovative and creative thinking can help address difficult mobility challenges. I do apologize for the audio on the video, but I would be happy to send a link to all participants following the webinar. And now I'd like to introduce Danielle Nelson, of the Federal Transit Administration's Office of program management to talk a little bit about the coordinating council on access and mobility. Daniel.



19:18

Hi, thank you, Brandon. And I just have to say to the previous presenters, you guys are a hard act to follow. I wanted to share with you all the slide here is that Coordinating Council and access mobility or C cam for short, that's really helped to engage more communities and states with coordinating and So in short, I want to just share that it's an interagency partnership that was established by executive order. And it includes 11 federal agencies that fund together 130 different pro federal programs that can fund Human Services transportation, similar to the type of transportation you've just heard about. And the target is for three specific populations. Older adults, people disabilities, individuals or families have limited or low income. And so it's chaired by where I work, which is the US Department of Transportation. And the Secretary of the term transportation has delegated my operating division, which is the Federal Transit Administration with leading it. And then there are 10 other agencies that formed the council. And of course, the US Department of Housing and Urban Development, or HUD is one of our most active partners in this effort. And so the mission is to issue policy recommendations and implement activities that improve the availability and efficiency of transportation for those targeted populations. And on this next slide, it's, in essence, the goal is really to promote encourage transportation coordination. And so I thought it'd be important just to have a slide, what is transportation coordination. So it's coordinating transportation that involves multiple entities, such as the housing entity and the public transit entity to work together to deliver transportation services, so that together, they can increase their capacity of providing trips, rather than doing it in a more siloed fashion. So coordination activities can range from anything from sharing passenger trips, to sharing vehicles, to co locating facilities or resources like staff, or even collaborating on driver training to save money, or collaborating on vehicle purchasing, or vehicle maintenance to save money. And so why is transportation coordination beneficial? Why does the C cam exist? coordination supports increased efficiency of transportation. So you can provide more options for those end users for the community and serve more people in regions by streamlining whether it's state policies or encouraging collaboration and saving dollars that way. Coordination also promotes looking at that middle box for her efficiency. It promotes efficiency by allowing states and local communities and other funding recipients to save funds by sharing resources such as vehicles, and reducing redundancy.

And then that last little box there, but innovation, coordination supports innovation, which leads to improved customer service. And let me take you now to the next slide. So I can give you an example of how we are at the C cam level. I'm trying to incentivize coordination. So since 2016, we have been funding what we call the sea cam pilot program. This was created by Congress in our fixing America's Surface Transportation Act, or the FAST Act for short. In Section 3006. b, it was a new pilot program that was created the FAST Act. So we've had three years of funding so far. And this slide maps those projects we have funded across the different regions and states. And this year, the 2021 Notice of Funding Opportunity. We're aiming to publish that this year in late summer, so stay tuned for that it's coming soon. In the pilot program, which as you can see on the slide here has had many different names. In the previous administration. It was created to emphasize the importance of partnerships between transportation and other community service providers, like housing, for example. And the funds must be used for mobility projects to improve the coordination of non emergency medical transportation, like you just heard about in the target are those same three transportation sort of disadvantaged populations that I mentioned earlier. And so to date, the program has funded more than 30 state and regional pilot projects totaling over \$18 million. And it's helped the sea cam to continue to achieve its strategic goal of demonstrating that innovative coordinated transportation. And then my last slide, the sea cam is supported by several technical assistance partnerships that provide a range of services and resources to assist community stakeholders at all levels, including they provide community planning and implementation grants, which are sort of small seed dollars to help bring together non traditional partnerships. They have capacity building trainings and webinars, information briefs, helpful newsletters, and what do these centers on the slide here do? So the first one there, the National aging and disability Transportation Center, that one is a partnership with us the Federal Transit Administration, and the Administration for Community Living. And that center promotes the availability and accessibility of transportation options that serve the needs of people with disabilities, older adults and caregivers. And it has a focus on our Federal Transit Administration or FTA, enhanced mobility for seniors and people with disabilities program. The second one you see here, the National Center of mobility management is who was putting on today's webinar. So they're a great center that works to help communities adopt transportation strategies and mobility options that empower people to live independently and advanced health and well being economic vitality and self sufficiency. The National Rural transit Assistance Program lives up to its name and addresses the training and technical assistance needs of rural as well as tribal community programs. And then the last one on the slide here is the National Center for Applied transit technology. That's our newest center we fund and they translate emerging transportation technologies to rural small urban and tribal communities. And with that, that is my last slide. And I want to pass this along now to one of my FTA colleagues in our regional office Maribel.





25:45

Well, thanks so much, Danielle. For that very important overview of C. Kim certainly an incredible initiative that fosters partnerships and coordinated transportation for vulnerable populations. As you just mentioned, up next is up marybel Perez maribo is a transportation specialist for region for the FTA and has played a key role in advancing transportation and partnerships across the region. Welcome marivaux.



26:12

Hi, good afternoon, everybody. And welcome. Thank you, Brandon, for that introduction. As you mentioned, I'm a transportation product specialist for FDA. Reynolds, you can pass the next Next slide, please. region four is located in Atlanta, Georgia, but we have a satellite office in Puerto Rico. And that's the office that is currently hosting me. So I'm located in in someone. Next one. I want to just to give you a brief overview of what of region four and where we are. Our regional administrator is Dr. Eva Taylor. Unfortunately, she was not able to join us today. So we apologize for that, due to a conflict with previous commitment. And the same way our DPS Deputy Regional Administrator is largely white. And we serve eight states, US state in the South East region area and two US territories Puerto Rico and uspg Island. And in the region. Our mission is to improve public transportation for American community by administering our federal funding, and also providing technical assistance to support every idea of locally planned and constructed operating public transportation system throughout the southeast region. Next one. As part of our responsibilities, we currently have 180 recipients that we serve. We have around 1797 active awards that provide funding for those transportation system. Last year, we awarded around 483 grants for a total funding of 3.6 billion. That money included the kid recently cares funding that was allocated last year 2.22 point 2 billion of dollar of cures funding that went to our communities to help them facilitate the transportation. Other oversight activities that we do on the region include planning certifications, reviews, trainer reviews, to make sure that the federal requirements are being put in place properly. Other specialized reviews and we serve around 122 year when I sat. Next one. That was a summary of what we do on region four. Here's my contact information and my coworker, Robert sacmi. He's also here within the audience, we can we are committed to help you and support in any needs. We can also provide your contact information about our recipients in Region four use cases needed. So you can click on them and try to coordinate this effort to improve mobility within our region. I know this presentation is going to be provided to us so you will have this information in the package. And now it's my pleasure to introduce to you Mr. Jonathan Roberson. He's the transit planning manager with the Manatee County area transit in Florida. Prior to joining m cap. He previously held a planning leadership position at Broward County Transit in the South Florida Regional



Transportation Authority and the rapids in the Grand Rapids, Michigan. Before his current career path in public transportation, he spent eight years in the community development field in the Midwest and Northeast. He received his ma degree in geography and planning from the University of Toledo and his bachelor degree in geography from Western Michigan University. Please welcome Jonathan. He's gonna talk about that a great effort that is being going on in multicam.



30:06

Wow, thank you. Thank you, Mirabelle. Thank you, Brandon. And thanks everybody with FTA, HOD and in CMM, for this great opportunity. It's really nice to see community development and public transportation and community service all meet up in a relevant way. Moving on. And, again, I'm Jonathan Roberson. I'm with Manatee County Area Transit or MCAT. I wanted to talk to you real briefly about a transit, a small transit operating agencies perspective on working with the community in time in the times of pandemic, but also kind of the programs and projects we tried to do all the time to get out to our most vulnerable populations. Next, again, we're we're a smaller transit agency with about 142 employees. We're in Manatee County, the county just south of Tampa, Tampa Bay, we have 17 fixed routes, we operate some mobility on demand and shuttle services. And of course, provide the door to door transportation disadvantaged and ADA service for the county ridership over 1.2 million and normal times. We we started back to full service in August 2020. During the pandemic, really starting in March 2020, we we operated about two thirds to 70% of our service, we kept service as much as we could out on the street. And we kept all of our drivers employed. During that time. We also reinstated our full fares in December 2020. And we're finding ridership is slowly returning to pre pandemic levels. But we can't wait to get back to normal times. We have in stay kept our mask, masks on board for all passengers. And also did a similar thing to look arranged with the bioshield for the drivers. And that's worked out well for us. Moving on. One of one of the highlights and things that evolved real quickly for us was working with our health department in the county in our Emergency Operations Center in providing vaccine trips for free to customers. So what would happen is somebody would call up the county to get their two vaccine trips booked. And then the county would hook them up with our paratransit customer service department and we would we would get their two books, two trips booked. And here's some pictures showing you how that works. We would actually go to the county site and get the vaccines for everybody on the bus. So through May, through early May of 2021, we did nearly 460 vaccine trips. And we're finding now that the trips are waning a little bit and people are going to the to the pharmacies or the grocery stores. So but we're on call for if you know any kind of vaccine, regime returns or some kind of booster shot thing. We're ready to pivot to that and ready for whatever happens with this pandemic. We hope we can help moving on. Another thing

that happened to real quickly when the pandemic health insurer started in March 2020 was



33:49

suddenly we saw the food pantries are partners with churches and food pantries and even the port needed help with food deliveries. A lot of the local food pantries and local churches they their biggest problem was the heavy lifting of these pallets of food or, or the distribution of the food from a food warehouse or the port to the smaller churches or community centers. So MCAT we got out there with in this was with some of our drivers who were idled due to due to the slight service reduction, went out with our lift trucks, our gate trucks and lift lift gate trucks. And we're able to deliver this food and forklifts as well unable to unload this food to people and in many cases help distribute and unpack the pallets for these smaller food pantries and churches. At one point we were seeing we were helping deliver 1500 meals a week at the height of the pandemic. We're still doing this for some food pantries as we speak. And we remember I remember one one pantry talking about You know, it started out slow the the families coming for food 20 maybe families. And by the end of end of the day, it was 90 families coming and getting food. So we also, the port called us early in the pandemic and had this piles and piles of boxes of fruits and vegetables were a Delmonte ports. And so you can see the picture down there, we were able to go there and get boxes and boxes of pineapples and bananas and distribute that to these pantries as well. So again, none of us saw this coming. But it was great to be able to help and pivot our resources to such needs. Moving on during the pandemic, and even to this day, we we add named cat work with our neighborhood services department in Manatee County, on the inclusive manatee initiative. Now this is a bit of a longer term project but and this was a pre pandemic project, but we were still able to do something related to this during the pandemic inclusive manatees a multi team multi year project project looking to help the most disadvantaged citizens in our county. And in this case, the disadvantaged residents in our Santa set neighborhood. This is a program connecting Manatee County government service providers, a lot of nonprofits and the residents in this neighborhood to do as you can see in the box to the left, all sorts of different ways to impact poverty. And I won't go into all of these, but it's a lot of different neighborhood community development and nonprofit programs that many of you are familiar with. And and really down to the individual level, including job training, early education and daycare. But what we found in this inclusive manatee initiative, what there was there was an impact of lack of transportation access for people in particularly in this neighborhood. So we came up with a enhancing samma set neighborhood transportation study, which we completed in late 2020. Next, and so we went out even in August, September, October to the community and had public meetings had had citizens sat at some grocery stores and some neighborhood centers, and really got an idea of what people were asking for.

And one of the first things that came up and we hear this a lot is, you know, I wish your bus was more frequent. It was just an hour the bus that went through this neighborhood. And what could you do about that. Also, a lot of people just didn't know about our programs. And, and I'll get to some of those later. But we we found that we need to be out there more talking about our programs. We also heard time and again, that access to daycare as part of a person's trip to work or trip the job, job training was critical and lacking.



38:15

So we we came up with, at least initially, the best The first thing transit could do was try to get more service on the bus, the bus route that goes into this neighborhood and connects to one of our transfer centers and two jobs in the region. That would be our route to we're also going to expand our travel training program in the community. I'll talk about that a little bit, then a little bit. And we're also looking at some kind of flexible shuttle, a service that goes to the daycare from somebody's home or the community center to the daycare centers in the neighborhood and to the important Transfer Center and job sites. We're looking at right now county funding to start this service in 2022. And maybe a state grant using our existing services the match next. We're also kicking off a service next week, similar to what you just saw for Santa said. We mobility on demand service to our port port manatee. We heard last fall and I'm sure you've all heard this one one way or the other how folks are having trouble finding workers. How do we get more workers? We can't get enough workers at the ports in this case, Port manatee working the ships and the docks at Port manatee. And so the port officials and actually the large employers in and around the port contacted us and and our Commissioner accounting Commissioner Reggie Bellamy, and we all got together and thought why don't we try our existing mobility on demand type of service for this area and connect more People in northern Manatee County to two jobs in the port. So starting Monday, we're going to start a service that gets folks to the port, we were told, I expect, especially in the morning shift, and then the afternoon shift picking those folks up, we're going to be doing a demo pre demonstration project to gauge the long term interest in such service. And if it's successful, we're going to try to promote an institute a fixed route and on the route you see on the map here. So again, we were really starting this off with local money. But we're quite excited about it. Our board passed, you know, the step last week. And, you know, I think one of the main challenges for us is, how do we keep contact as a transit agency with the employers, the job training folks, the neighborhood groups, the nonprofit groups, and so on, I did a presentation on this service and other services to about 5050 individuals, a network called hold child, manatee, from all these organizations, and family and child wellness, food, every tie type of program and social worker, and last week, and

so we're starting to get the word out. But we think this is a start. And we can only can only network better. Next.



41:31

Release related to this, we just kicked off a summer pass for any of our youth in Manatee County under under 19. For \$25. couldn't ride our bus, all of our buses, unlimited rides for June, from June through August. We started this project a few years ago, based on a school based employment program, and a real community activist by the name of Barbara Harvey. But we started it up again, because what we were seeing was it was just simply the right time, of course to have this again. But we're seeing that summer programs are getting kids getting back to work. Kids are getting to their summer camps or programs or to food programs that will continue through the summer that that never ended. So this is just a shot of how our pamphlet looks what the past looks like. And, you know, we want to see these teenagers using their phone to use this ticket here. So maybe they'll use their phones for good purposes here. And, and but Next slide please. And it's as the community transportation coordinator for for Manatee County, we've we've managed the transportation disadvantaged program, this allows somebody to, you know, meeting the 2021, federal poverty guideline level of 200% or more to, to ride our service at a discounted rate of \$15, monthly pass for all of our services instead of a \$40 Pass. So we manage that program and finding that the more we outreach to our nonprofit and other partners, which I mentioned earlier, the more legs this gets. So we we offer this program constantly. And we would love to see more folks participating in this next slide. Kind of tying this all together is another thing we do is we have a travel trainer onboard. And this is a person who goes out with anybody in the community, wherever they are in life, if they're transitioning to work, if they're transitioning, if they're disabled, but looking to get some independence, if they're a senior looking to get some independence or some activities, we have a person that goes out and kind of shows folks how to ride the system, how to access the system, how to access the fares, where they what what routes they may need to take, how they how they might use the system. You know, it's not always easy when you see one of these buses riding by you can't one can't assume that it's easy for someone to just jump on board especially especially when they're transitioning. So are we work with voc rehab, careersource suncoast cross rock easterseals. And lately the suncoast Partnership to End Homelessness, to assist clients on transitioning to ride our services and get comfortable with it and see where they fit. Often they just folks don't know about this projects, programs and discounted fares. And again, a lot of this is funded because of FTA partnerships. So I hope we're getting the word out and we could only enjoy we hope we have more access and participation. Next slide please. Just to wrap it up, I thought it would be best to wrap it up from a transit operating agency perspective. And looking at those partners here that I think these are my opinions, but I think agencies

like us or anybody providing transportation, and any of these envision areas, we can best assist you by increasing service frequency, I think and coverage, I mean, the more service that's out there, the better providing equitable fair programs like you saw before, and so people can get into the system affordably. And I think as you saw, we tried to enable transportation independence, wherever someone may be in life. And and I think we do that, and we'd love to do more of it. And as you saw, we were proud in manatee, we were able to pivot to so many different community needs that came up in the next year, none of us saw this coming. But such as vaccine trips, and increased Food Bank and deliveries, and the daycare trip, they might be kind of our next pilot project, the hope I'm talking to you about someday.



46:14

The inclusive manatee type of partnership with other neighborhood and community organizations, it's critical for an organization like that, like us, these are the folks that are out there. And the more we talk and interact, the better for all. We think this actually this inclusive manatee approach is portable to other communities in the manner in Manatee County and elsewhere. And we would shamelessly love to plug that more just let us know. And anybody I guess my last thought is anybody that has a HUD envision center, consider your transit agency or agencies as as maybe a partner that might have a deep bench, maybe maybe there's some programs you didn't think about before. We don't have a HUD envision center right in our service area. But I think our partnerships here might might provide similar tools that could work in many places. But thank you all for this opportunity. And here's my contact information. And please feel free to contact me at any time. We'd love to I'd love to talk to any of you more about this. Thank you. Thanks, Brandon.



47:23

Well, thank you, Jonathan. Really so many great examples, what MCAT is doing to build partnerships and support and bring together the community really appreciate you sharing. I would like to remind the audience that if you have any questions, please enter them into the chat box as we will have time with our speakers momentarily. Before we get into our speaker q&a, I just wanted to touch on the National Center for mobility management, its resources and the benefits of coordinated transportation in CMM, that was founded in 2000 to 2013 as a National Technical Assistance Center funded through cooperative agreement with the Federal Transit Administration is operated through consortium with three national organizations. Those include the American public transportation Association, the community transportation Association, Association of America, and easterseals. And really, the primary mission of ncms is to pro customer

centered mobility strategies that advance good health, economic vitality, self sufficiency, and community. So mobile mobility management is about creating community connections. In essence, this means thinking innovatively about transportation, service and coordination. So looking at potential local and regional solutions to community needs, assisting those that face transportation challenges, such as youth, people with disabilities, aging populations, and other vulnerable citizens or vulnerable populations and the community. And the goal of mobility management is to create a network of partnerships across public transit, private operators, cycling and walking volunteer drivers, and deliver transportation options options that best meet the community needs. So MC mm has a range of products and supports that you can access. They are all free of charge, including our research products and tools, our blog mobility lines, you can participate in any of our events. You can also share our online elearning modules, take advantage of our great programs, and encourage your mobility management colleagues to join mobility management connections, which is a peer to peer online learning platform. Then you can also connect with your regional liaison. This is my supervisor Judy Shanley, who supports FTA HUD regions one in five. Well, I support a TA and Hud regions four and seven. So I really encourage you to reach out to us anytime, as we are both here to provide help with researching answers to your questions, facilitate community meetings, deliver trainings that inform your work and provide any other types of customized technical assistance. So here are more outcomes associated with mobility management and coordination. Lower trip costs for traveling, aimed for human service agencies shared funding. Extended service offers services to new areas or new communities into more people, more trips made by persons easy transportation services, more responsive to schedules, points of origins and destinations for customers, greater emphasis on safety and customer service, more door to door service and more flexible payment and service options and enhance relationships with non traditional partners. So really increase efficient efficiency, reliability, and effective effectiveness of transportation minimizing the means of services that are out there. As a high or FTA, grantee or program administrators, here's what you can do, you can either identify either the hood or mobility management contacts in your community, share these resources in examples with them to affirm potential activities, you can contact your NCM regional liaison, Judy's region five, and I am then I have reached seven, you can learn about grant programs offered through m CMM, and other FTD centers, and sign up for a newsletter for MC mn other TA Centers, which Daniel had mentioned earlier. So that concludes the presentation portion of this session. And we will now address any questions you may have. So please submit your questions to the chat box. We also have an evaluation posted there. So when you have a few moments, please take some time to fill that out. I know that my colleague Judy has been looking at the questions coming in. So now I will ask all of our panelists and presenters to come on.



51:57

Fantastic. Well, Jonathan, you know, I'm gonna start off with a question with you, or for you, what are the biggest challenges for public transportation provider in trying to enhance mobility options in a distressed or economically disadvantaged area?



52:11

Thanks, Brandon. Good question. I think I might have said this, but it's sometimes when you're, we get busy operating buses, maintaining buses, making sure they're safe, making sure they're on time. So and when we're a we're a smaller agency. So it's not always easy for us to find the time to get out there to the community, and really reach out to all the organizations that are especially the ones we're finding that are so deep into the community for different services and needs. So it, I think it's about finding the partnerships that are organized best and starting there, like the inclusive manatee option, project. So that's, that's the biggest challenge is staying in contact with the community as a and reaching out a little bit beyond our normal operational, you know, habits. Thank you, Jonathan. Thank you, Brandon. Yes.



53:24

This is Judy Shanley, can I ask a question of Josiah Josiah is just, you know, you amazing work. Thank you. Thank you for what you do. Um, I have two things. Is it common for a HUD ambition center to provide transportation to own their own vehicles and provide transportation? And kind of corresponding to that is how are you paying for the trips like the nmt service that you provide in other destinations? So you're partnering with other agencies to support those trips?



54:00

Well, that's a good question. Also, it's not very common. But the partnerships the partnerships is a big thing on that with the accountability court. With that we get funding and from from those types of partnerships, the non emergency Medicaid, that's a reimbursement process, to where we go through a broker, and we're scheduled with certain clients that has the needs, and we match the vehicles according to that client's needs.





54:33

So you're you're partnering, not only partnering to provide the rides but pervert Partnering for the funding.



54:41

You're trying to partner in trying to get them to where they need to go by any means necessary on that and safely suggests just exposed to more opportunities in and around the community.



54:54

Nice and if you have excess seat capacity in any of your vehicles. Do you Allow the community non Housing Authority residents to use those seats.



55:06

Recently, well before, it started out as a pilot, with only just the Housing Authority residents, just to see how it would go. And it quickly grew. And before, just with confidentiality purposes, we don't mix clients. We have the court clients and mental health that they have certain issues that you don't want to mix with the other clients and have those type of problems. So we strictly don't mix just for the confidentiality purposes. And now during this time period, before we we have a bus that's large enough to hold quite a large number of 25 passenger. But since the covid, 19 pandemic hit, it's mainly down to single transports, it's a little bit more on us, but the clients are able to be safer, and it's disinfected after each client. And at the end of each workday.



56:16

Sabrina Allen, thank you that those were great questions I just wanted to chime in with Mr. J. So we were fortunate enough that West Georgia star which is the nonprofit arm of the city of the housing authority, the French Housing Authority, they already had the transportation department put together. So once it became an envision center, it was just perfect partnership for Mr. J and his team provide transportation for the after school program for the kids, for the parents, if they need assistance getting to and from work, you know, just a weekend, just remove some of those barriers and help them become self sufficient. So a lot of these things that the hazards are already had in place. And we were just so thankful and blessed to be able to utilize those through the invasion center. And

that includes with the Boys and Girls Club, Mr. J and his team. I mean, they are just a huge asset as far as just the community. And do you ask about the if we offer to just the Housing Authority, anything that we do, like Mr. Jay mentioned, prior to the pandemic, this community, our resources that we often provide, with envision center for the girls, whatever it is that you're doing, we offer for the entire community, not just for our residents. Wonderful, thank you so much.



57:33

So Jonathan, it looks like we have another question for you. So it looks like inclusive vanity is important to a variety of state agencies, such as HHS, US Department of Agriculture, labor, etc. Have you tried to knock on their door for funding transportation?



57:51

Well, I I'm not quite sure I don't manage the program. But from what I understand it's mostly funded by local money. And it's a it was a TIF district, a Southwest economic area of distress type of district was kind of organized so they could get TIF funding and other funding directed to the area. So I don't know if there was any grant that started it. I believe it was self started. But I can I can get back to you on that. But it I think the idea is it's going to be portable as well to other distressed areas in the county after this Southwest district one which Southside neighborhood is in. Now, it's probably worth checking into grant opportunities. intent. Any anybody on the call, but yeah, we'll we'll be I'll check into that more for the person who asked the question and, and but again, I believe it's a stealth kind of a local, a local initiative first.



59:02

Sure. Thank you, Jonathan. So I'm seeing a lot of compliments in the chat box for all of our speakers of duty. I don't know. Do you see any other questions? Does anyone in the audience have any more questions?



59:19

It looks like Glenda had a comment. I'm reading it. She's in West Tennessee. She is employed by the Area Agency on Aging. She has his service called my ride for 60 year olds, older adults managed by volunteers. So it's a volunteer driver program. No one is paid to drive older adults. It's a one of a type service the volunteers use their personal

vehicles. They're getting grants from the Tennessee Commission on Aging. How can we apply for grants to the federal level? We would be in Region four. That sounds like an FTA question. Danielle meribel others



1:00:05

did just paste in the chat box, the Tennessee Department of Transportation's public grant webpage where they've listed, we call everything by the section of the law, which is a bit confusing. So the program you're interested in is called the section 5310 program. And that's a section of the law. It's enhanced mobility for seniors and people with disabilities program. And it's a formula grant that we send down to the state level and the state administers. But I would definitely suggest meribel is the expert in Region four. But if you want to start with the Tennessee webpage there and read about their 5310 program, I see there's a listing of all of the grants they've made annually to other community programs like yourself, and then Maryville you want to add to that,



1:00:53

or Thank you. Thank you for sharing that that link. I think the best way to start is there with a VOD, but with this presentation, you're gonna have our contact information. And you certainly can send us an email to put you in contact with any grantee that we may have in that area, to be able to get funding additional for 5310, if possible. But as Daniel mentioned, that is managed by the state God soldiers, but feel free to reach out to see we can support it any superview any further.



1:01:27

And Glenda, this is traditionally from NC Mmm, Brandon can also help you, Hey, you know, he's the regional liaison for Tennessee. So he potentially could put you in touch with different grants. But what we found out doing this work for so long is think out of the box. For instance, we're working a lot with our health and human services colleagues and their grantees to have them support funding. In the the theme of social determinants of health, we know how important transportation is to health overall. And so even though a grant program a foundation program from a state, a private foundation may not explicitly say they would fund transportation, sometimes they're broad enough. For instance, a grant may have a goal of economic development for individuals or facilitating economic self sufficiency. Well, that lends itself to a focus on transportation because we know how important transportation is to economic independence. And similarly for health related grants, because transportation facilitates access to health care, access to community

inclusive settings. There's many programs that even though they overtly don't say that they fund transportation, the grant would support transportation. So on our n CMM website, we've got many examples of funding out of the box, I call it, you know, non traditional funding. So it's not traditional do t Federal Transit Administration funding, but it's funding from other agencies and the Envision centers are prime examples of places that have kind of capitalized on thinking out of the box and being creative about partnerships and funding and even in the program that Jonathan talked about, and getting funding from across different federal and state agencies. That's kind of what this takes.



1:03:30

Hank, and, Glenda, I would, I would consider, make make sure you see with your state commission, it looks like the Tennessee Commission on Aging and Disability as your, your state's body that kind of oversees these funds, I'm guessing and I would double check to make sure if this is a one time grant, you know what, what the permanent options are? I'm not sure what region you're in exactly of West Tennessee, but a lot of these programs start with the state. And it looks like it's this commission, but I I would exhaust all opportunities with with the state commission as well and see, see where you lie in the funding and operational funding aspects of things. And it that that would be a good place to start. I hope it works out. Well. One more thing. Sorry.



1:04:27

This is Judy. I just wanted to Danielle touched upon it and so did Brandon. Many of our TA Centers have grant programs. In fact, we have a grant program currently, I'll get the URL and I'll put it in the chat. But you know, their community level grants to identify and build mobility solutions. So check out all of the TA Centers that were listed on the slide as a place that might have grant funding support as well. Sorry, Danielle. You know, I,



1:05:01

those programs I showed earlier on that slide, all four of them provide community grants annually. So every year, so right now, the ncms grant is open, the National Rural transit Assistance Program, their grant just closed, but will be open again next year. And those are for community level planning and implementation small grants. Because a lot of times coming into the Federal Transit Administration, or grant requirements are pretty cumbersome and tough. So it's a good place to start with those TA Centers first. But since Glenna, you mentioned you get funding from the Older Americans Act, I just wanted to

point out the fact that Congress gave us FDA the ability to accept other federal funds as match. So you can buy a vehicle with 100% federal funds, even though usually it's a 20% local match requirement to buy a vehicle under that 5310 program. So I just wanted to mention that the Older Americans Act, title three, B, which is the supportive services program can be used as match. And the Administration for Community Living and AFTA developed an FAQ about that. So I will find that and put that in the chat. Since you receive Older Americans Act funds, that's an option for you.



1:06:18

All right, well, very engaging conversation. And I can see there's a lot of resources being posted to the chat box. So I encourage all of our participants to take advantage of those. I don't know if any of our speakers have any final comments, any of our participants have any final questions as we wrap up?



1:06:42

All right, well, I would certainly like to thank all of our speakers as well. So I decided to bring Sabrina Danielle Marybelle, Jonathan, Judy working behind the scenes, as well as some of my collaborators for this session. Marybelle, and Robert, for all of their hard work and, and for everything they shared as well as our participants. We hope that you found this session, very valuable. We will have a recording, as well as the slides posted to the National Center for Mobility of Management's website soon. So we encourage you to go to that website and view the resources that we have. I think that thank you so much, everyone. I really appreciate your time. Everyone has a great thank you, friend. Thank you. Thank you, everybody. Thanks. Great.