



Building Partnerships: How HUD Envision Centers are Leveraging Mobility and Transportation to Support Community Needs

Presentation to HUD Partners, Region 4
June 10, 2021

Some Things to Remember

Please add your name and affiliate in the chat

Please mute yourselves if you are not speaking

A recording will be available on the NCMM website

Please add your questions to the chat box

Closed captioning is turned on for this session

Enjoy and learn from each other!



**On behalf of
Alvera Crittendon**

**HUD, Region IV,
Regional EnVision
Center Coordinator**

LaGrange Housing Authority



Zsa Zsa Heard



G. Jocius Edmondson

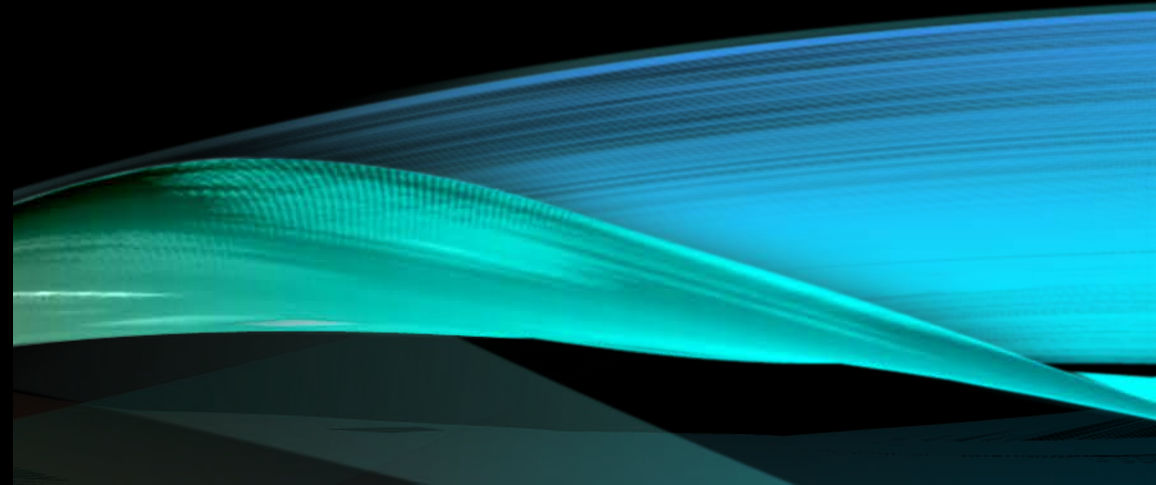


Sabrina Allen





COVID Relief

























EnVision
CENTERS

Federal Transit Administration

Danielle Nelson



Coordinating Council on Access and Mobility (CCAM)

Mission

The CCAM issues policy recommendations and implements activities that improve the **availability**, **accessibility**, and **efficiency** of transportation for the following targeted populations:

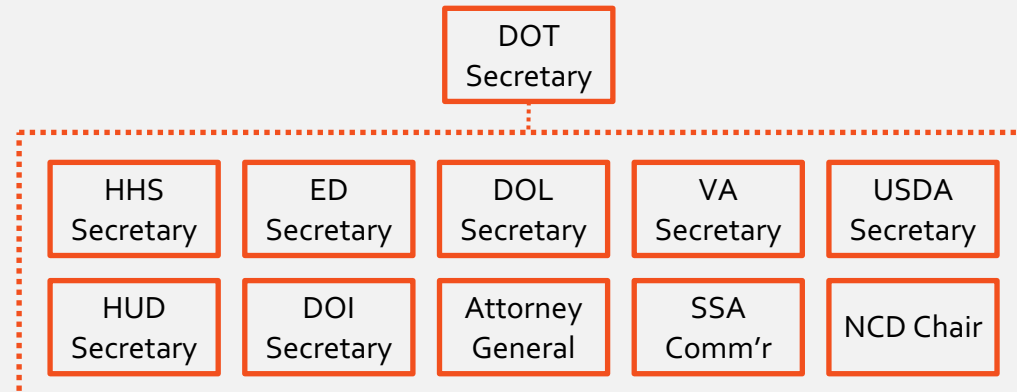
-  **People with Disabilities**
-  **Older Adults**
-  **Individuals of Low Income**

Federal transportation coordination helps **provide more transportation options**, **share resources**, and **improve customer service** through innovation.

History

The CCAM is an interagency partnership **established in 2004 by Executive Order 13330** to coordinate the efforts of the Federal agencies that can fund transportation for targeted populations.

Organization

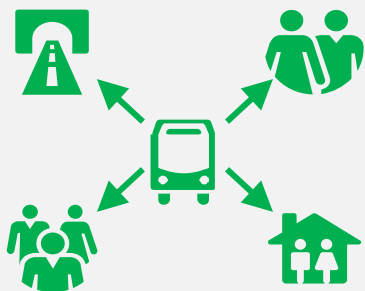


CCAM Objective: Transportation Coordination

Articulating the importance of transportation coordination must start at the Federal level to encourage our CCAM grantees to serve more transportation-disadvantaged individuals in an efficient, innovative, and equitable manner.

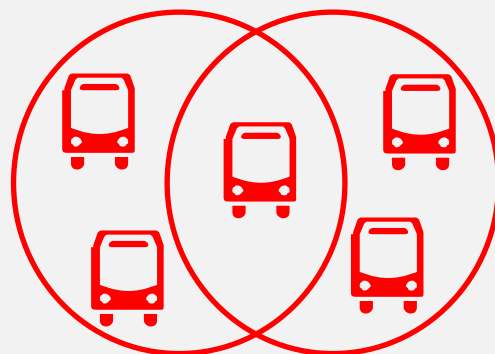
Coordinated transportation improves:

Availability and Accessibility



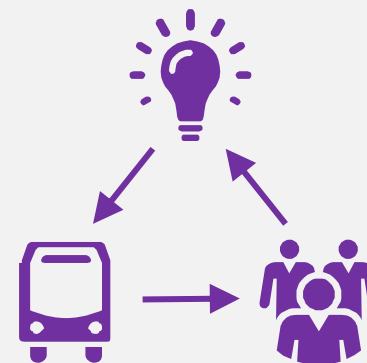
Provide more transportation options by streamlining policies and encouraging collaboration.

Efficiency



*Share resources, save funds, and improve efficiency within the 130 Federal programs that may fund transportation.**

Innovation



Improve customer service by developing and implementing future transportation models.

*To increase transportation coordination, the CCAM published the [CCAM Program Inventory](#) in 2019, which identifies 130 eligible Federal programs that can fund human service transportation for CCAM's targeted populations.

FY2021 CCAM Pilot Program NOFO Coming Soon

The FAST Act Section 3006(b) Innovative Coordinated Access and Mobility Pilot Program

Rides to Wellness Demonstration and Innovative Coordinated Access and Mobility Grants (FY2016)	Access and Mobility Partnership Grants (FY2019)	Mobility for All Pilot Program Grants (FY2020)
Region 1: MA, NH, VT	Region 1: MA, ME, NH, RI, VT	Region 1: MA, ME
Region 2: NY	Region 2: NJ, NY	Region 2: <i>none</i>
Region 3: MD, PA	Region 3: DC, MD, PA, VA, WV	Region 3: DC, MD, VA
Region 4: FL, GA, NC, TN	Region 4: AL, FL, GA, MS, NC, SC, TN	Region 4: GA, NC, SC
Region 5: IL, MI (3), OH	Region 5: IL, IN, MI, MN, OH, WI	Region 5: MI
Region 6: <i>none</i>	Region 6: LA, NM, OK, TX	Region 6: LA
Region 7: IA, MO	Region 7: MO	Region 7: IA, MO
Region 8: <i>none</i>	Region 8: CO, SD, UT	Region 8: <i>none</i>
Region 9: CA (2)	Region 9: AZ, CA	Region 9: CA, NV
Region 10: <i>none</i>	Region 10: OR, WA	Region 10: OR (2), WA

Free Technical Assistance (TA) Centers

These TA centers provide a range of services that support the provision and coordination of transportation services and promote the mobility of Americans.



NADTC's mission is to promote the availability and accessibility of transportation options for older adults, people with disabilities, and caregivers.



NCMM's mission is to promote customer-centered mobility strategies that advance good health, economic vitality, self-sufficiency, and community.



National RTAP's mission is to address the training and technical assistance needs of rural and tribal transit operators across the nation, and support state RTAP programs.



N-CATT's mission is to translate emerging transportation technologies for states and localities across the United States.

TA center websites:

- [National Aging and Disability Transportation Center](#)
- [National Rural Transit Assistance Program](#)
- [National Center for Mobility Management](#)
- [National Center for Applied Technology](#)



Federal Transit Administration

Maribell Perez
Region IV

FTA

FEDERAL TRANSIT ADMINISTRATION

**FTA Region IV Office
Atlanta, GA**

**Maribell Pérez
Transportation Program
Specialist**



U.S. Department of Transportation
Federal Transit Administration

Regional Operations



- **Areas Served**
 - Alabama
 - Florida
 - Georgia
 - Kentucky
 - Mississippi
 - North Carolina
 - South Carolina
 - Tennessee
 - Puerto Rico
 - US Virgin Islands

Dr. Yvette G. Taylor
Regional Administrator

Dudley Whyte
Deputy Regional Administrator

TRO4 MISSION

Our mission is to improve public transportation for America's communities by administering federal funding and providing technical assistance to support a variety of locally planned, constructed, and operated public transportation systems throughout the Southeastern Region.

Region IV Portfolio

Recipients & Awards

- Serve 180 recipients
- Active awards 1,797
- FFY20 Awarded 483 grants
- Total Funds obligated \$3.6 Billions, including \$2.2 B CARES

Oversight Activities

- Planning Certification Reviews (Transportation Management Areas): 13 per year
- Approximately 53 triennial reviews by year
- Specialized Reviews by year 7
- Number of Urbanized Areas 122

Contact Information

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<https://www.transit.dot.gov/about/regional-offices/region-4/region-4>



Manatee County Area Transit (MCAT)

**Jonathan Roberson,
AICP**

Manatee County Area Transit (MCAT) Partnerships

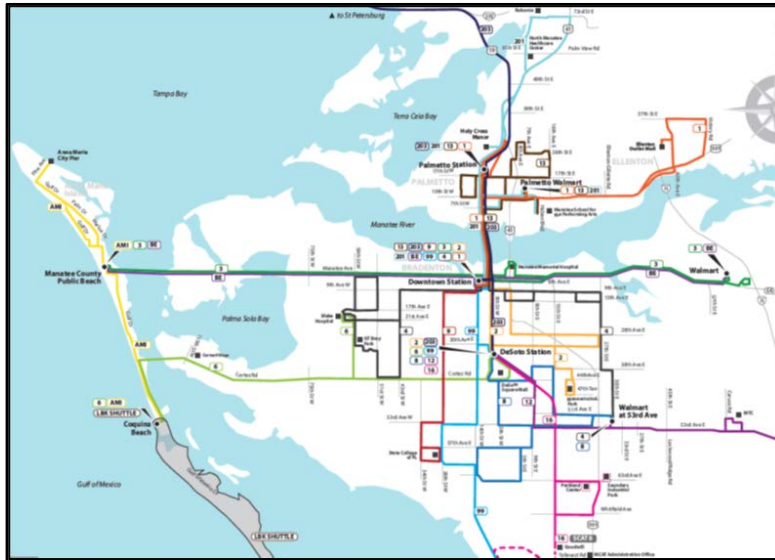
**FTA-HUD Partnership Webinar
June 10, 2021**



Jonathan Roberson, AICP
Transit Section Planning Manager
Manatee County Area Transit (MCAT)



MCAT Overview



- Division of Manatee County Government (MCG).
 - 142 total employees.
 - No privatized service contracts.
- Service Area: Manatee County
 - Located between Tampa Bay and Sarasota.
 - Includes regional service to Sarasota and Pinellas Counties.
- Operates seventeen (17) Fixed Routes.
- Mobility-on-Demand (MOD) and Shuttle services provided.
- Provides door-to-door service for Transportation Disadvantaged (TD) and Americans with Disabilities Act (ADA) passengers.
- Annual ridership of 1.2 million (FY 2019).
- Full service reinstated August 2020, full fares reinstated in December 2020.
- Ridership returning to pre-pandemic levels.



Vaccine Trips Provided in Early 2021 and Transition

MCAT Vaccine Trip Provision Highlights:

- Partnership with County EOC & 311 Call Center for vaccines at two (2) Manatee County-sponsored sites.
- Once customer is confirmed with County vaccine sign-up, 311 transfer's them to MCAT Call Center and both trips are scheduled.
- Trips are free to the customer.



Total clients to date: 131, total trips 459:

- January - 8 trips
- February - 34 trips
- March - 198 trips
- April - 219 trips
- May – Vaccine provision at Manatee Co.-sponsored sites ends.
- Vaccines now common at commercial facilities (such as CVS, Walmart, Walgreens, etc.).
- It is unclear if there will be as much demand for MCAT to provide these trips, but coordination will continue.



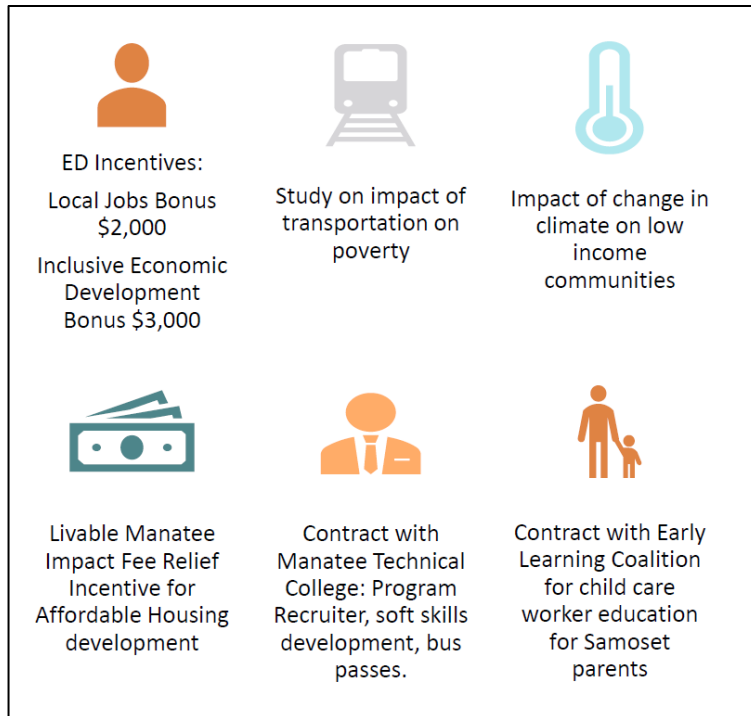
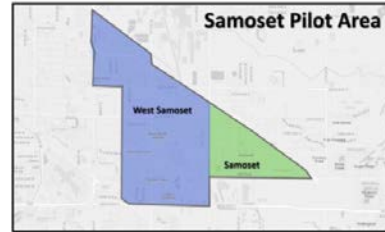
MCAT Food Program Assistance

MCAT Food Program Highlights:

- Since the onset of the pandemic in March 2020, MCAT “Team” Members have helping to deliver food in coordination with a handful of local food banks and Manatee County’s Neighborhood Services Department.
- MCAT worked to deliver an estimated 1,500 meals each week at the height of the pandemic.
- MCAT now assists a local food pantry in transporting multiple pallets of food from the Meals on Wheels warehouse to their location. MCAT sends a lift-gate truck to pick up and deliver the pallets, and also helps staff break down and unload each pallet at the pantry. The pantry stated they were feeding up over 90 families daily. This effort is done weekly by MCAT.
- MCAT is making regular trips to another pantry with a pallet jack to unload semi-truck regular food deliveries.
- MCAT picked up and distributed “surplus” food at the request of Del Monte (at Port Manatee) early in the pandemic. Food was distributed to local pantries and churches.



Inclusive Manatee Initiative

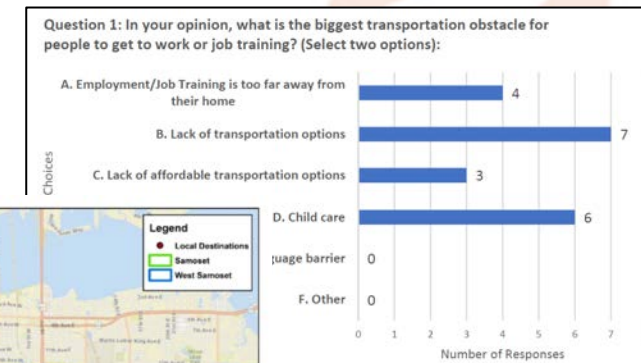


- *Inclusive Manatee* is a coordinated, multi-year “Team” effort focused on connecting Manatee County’s Southwest District residents to jobs and embracing equitable approaches to community involvement and decision- making, particularly for disadvantaged residents in the Samoset neighborhood.
- Goals of program are to:
 - **Connect Samoset residents to jobs**
 - **Decrease unemployment by 1.5% over 3 years.**
 - **Increase household income over 3 years.**
- County “Team” includes staff from Redevelopment & Economic Opportunity (REO), Neighborhood Services, and MCAT.
- Nonprofit partners include; *Whole Child Manatee, Step Up Suncoast, CareerSource Suncoast, United Way Suncoast, Samoset Neighborhood Association, and Unidos Now.*
- Results = *Enhancing Samoset Neighborhood Transportation Study* completed in 2020.



Inclusive Manatee Initiative – Enhancing Samoset Neighborhood Transportation

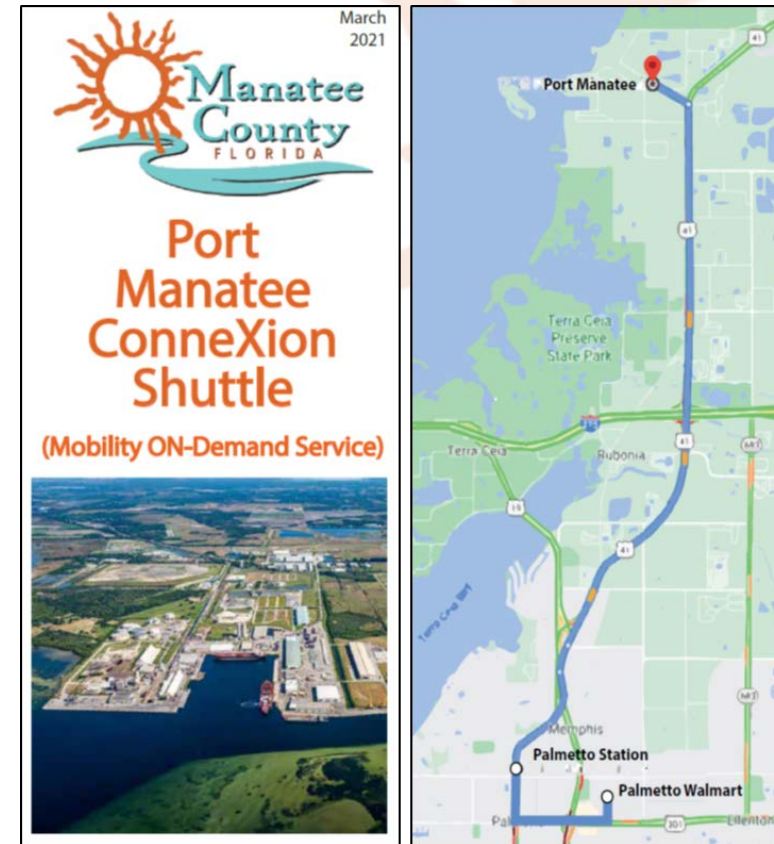
- 2020 study identified unmet transportation needs in the Samoset neighborhood by examining:
 - Work/school/day care origin/destination trips.
 - Input from residents and community groups on unmet employment job access/transportation needs or opportunities.
 - Identification and prioritization of most impactful public transportation needs.
- **Recommended Transportation Enhancements (MCAT's Role):**
 - 30-minute service enhancement on MCAT Rt. 2.
 - Expand MCAT Travel Training program in Samoset community.
 - Future MOD service that provides trips to Samoset day care centers and MCAT's transfer centers.
- **Other Inclusive Manatee (Multiagency) Programs that Benefit Samoset Residents:**
 - One-on-one career coaching (multiple agencies)
 - Connect residents to local employers (multiple agencies)
 - Childcare assistance (Day Care Pilot Program)
 - Rental/housing assistance (Manatee County)
- **Funding Challenges:**
 - MCAT has requested County funding to fund new service in FY 2022 or 2023.



Mobility-On-Demand for Job Access: *Port Manatee*

ConneXion Shuttle

- Mobility On-Demand (MOD) shuttle service for those who work in the Port Manatee area, a major employer in the region.
- Connects Port Manatee with MCAT's Palmetto Station (MCAT Route's 1,13,201,203) and Palmetto Wal-Mart.
- Service will operate Monday-Saturday.
- The goal of the service is to ensure Port workers (such as stevedores/ day labor) have transportation options, especially for the work shift beginning in the a.m. (5:30-7:30) and ending in the p.m. (4:00-6:00) afternoon.
- Project will be a demonstration to gauge long-term interest and demand from Port tenants and potentially other major employers in and around the Port.
- If successful and demonstrates sustainable ridership levels, service could become a permanent fixed route.
- Key Challenge: Building and maintaining connections among private sector, education, job training, and other community partners to best align residents with Port-area employment opportunities.



June 14, 2021: start of service.



Other 2021 MCAT Efforts : Summer Youth Bus Pass

Program

What is the *Summer ConneXion* Bus Pass Program?

On May 22nd, 2018, the Manatee County Board of County Commissioners approved a new summer bus pass pilot program providing unlimited travel on local bus routes for area youth that are 19 years old or younger. **Area youth can utilize the new *Summer ConneXion* bus pass on all Manatee County Area Transit (MCAT) buses during the months of June, July, and August for a flat fee of \$25.**

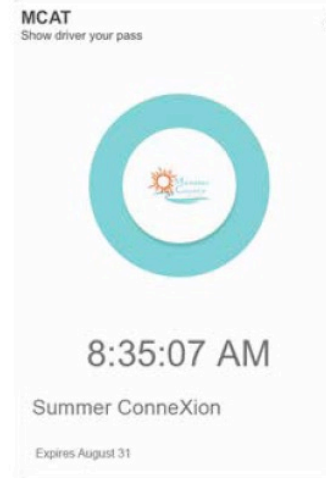
What is the purpose of the *Summer ConneXion* Bus Pass Program?

The *Summer ConneXion* bus pass program is designed to improve access to training and employment opportunities for area youth during the summer break months. Providing unlimited travel on area bus routes during the summer months, the *Summer ConneXion* bus pass provides a very affordable travel option for area youth, especially for those that may require a means of travel to access work opportunities or vocational training.



What does a mobile ticketing screenshot look like?

This is a sample of a screenshot:



Is personal identification required when using the *Summer ConneXion* bus pass or mobile ticket?

Yes, youth are required to show a valid form of identification when boarding MCAT buses using the *Summer ConneXion* bus pass or mobile ticket.

- Program started June 1, 2021.



Manatee County Area Transit (MCAT) Summer Youth Bus Pass Program

How does someone get more information regarding the *Summer ConneXion* bus pass program?

For more information on the new *Summer ConneXion* bus pass, please contact Manatee County Area Transit (MCAT) at 941-747-8621.



MCAT Transportation Disadvantaged (TD) Program

WHAT IS THE TRANSPORTATION DISADVANTAGE PROGRAM?

- A discretionary program which provides transportation assistance to those in the community who, because of low-income status, cannot afford transportation services.
 - Ongoing funding partnership between the Florida Commission for the Transportation Disadvantaged (FCTD) and Manatee County Government (MCG).

WHO IS ELIGIBLE FOR THE TRANSPORTATION DISADVANTAGE PROGRAM?

- Manatee County residents meeting the 2021 Federal Poverty Guidelines/Level (1/13/21) of 200%.

WHAT TRANSPORTATION SERVICES ARE AVAILABLE TO CLIENTS?

- Regular MCAT (Fixed Route) service.
- Handy Bus door-to-door services if they cannot access Fixed Route bus service.

HOW DOES A PERSON UTILIZE THE TD BUS PROGRAM?

- Complete the TD application form and provide the required household income, residency, travel information, and supporting documentation. Two-week review period.
- Provide a \$15 check or money order before the 15th of each month.
- Pick up pass at designated Transit Station (Downtown Bradenton or DeSoto).

WHAT ARE THE ADVANTAGES OF TD BUS PROGRAM?

- **\$15 for unlimited rides** on Fixed Route or Handy Bus services for 31 days. **Regular Monthly pass is \$40.**
- The TD Pass provides independence and freedom for the traveler, especially those transitioning to such mobility options.
- A Travel Trainer is available to guide each rider on how to use the system.

The form is titled "Application for the Transportation Disadvantaged (TD) Program (Page 1 of 3)". It includes a logo for Manatee County Florida. The form contains the following sections:

- Eligibility:** A statement that the program provides door-to-door transportation services for Manatee County residents whose gross household income is below 200% of the federal poverty guidelines and who do not have access to public transportation. It states that applicants must be Manatee County residents and that the application will not be approved until income information is received.
- Personal Information:** Fields for NAME, ADDRESS, CITY, STATE, ZIP, PHONE, and DATE OF BIRTH.
- Questions:**
 - 1. Do you already have a ride available for what you need (work, school, medical)?
 - ☐ Yes, most of the time
 - ☐ No, not most of the time
 - 2. Are you eligible for a bus pass from: (Mandatory on an agency or organization other than Manatee County?)
 - ☐ Yes
 - ☐ No
 - If yes, please specify which one: _____
 - 3. Are you a student at a local college, university, or high school?
 - ☐ Yes
 - ☐ No
 - If yes, please specify which one: _____
 - 4. Can you use MCAT's fixed route bus system?
 - ☐ Yes
 - ☐ No
 - 5. Do you have a disability which prevents you from using MCAT's fixed route system?
 - ☐ I have a disability and have an ADA application on file
 - ☐ I have a disability and I do not have an ADA application on file
 - ☐ No
- Disability Verification:** A section for applicants to verify their disability by providing a copy of one of the following: Copy of disability award, Social Security Disability Determination, or other. It states that copies will not be returned.



MCAT Travel Training Program

WHAT IS TRAVEL TRAINING?

- A tailored, personalized instruction on how to use the Fixed Route bus system.
- Customized to meet an individual's specific needs.

WHAT ARE THE INITIAL TRAVEL TRAINING STEPS?

- The Travel Trainer will meet you at your home, conduct a travel needs assessment, and craft a personal plan.
- The Travel Trainer will accompany client on the bus and remain throughout the travel experience.

WHAT WILL AN INDIVIDUAL LEARN DURING TRAVEL TRAINING?

- Understanding of MCAT (Fixed Route) Service Area, Route Maps, Route Schedules, and new Technologies.
- How to plan bus trips and ride the necessary bus routes.
- How to pay fares and purchase bus passes, including “cashless” Mobile Ticketing option *Token Transit*.
- Prepare for “what-ifs” and other concerns.
- Develop the skills necessary to independently ride the bus with confidence.

WHY IS TRAVEL TRAINING IMPORTANT FOR THE COMMUNITY?

- Independence, Accessibility, Affordability, and Customer-Focused

TRAVEL TRAINER PARTNERS

- MCAT's Travel Trainer has received numerous client referrals from the FL Division of Vocational Rehabilitation, CareerSource Suncoast, Crosswalk, and Easter Seals.

HOW DOES A CLIENT, FAMILY MEMBER, OR CARETAKER INQUIRE ABOUT TRAVEL TRAINING?

- Call (941) 747-8621 (ext. 7633), Monday-Friday, 8:00 a.m. – 5:00 p.m., to schedule an appointment.

WORKING WITH PARTNER AGENCIES

- Travel Trainer works with partner agencies such as *Easter Seals, Florida Vocational Rehabilitation, CareerSource Suncoast, Centerstone*, and the *Suncoast Partnership to End Homelessness* to identify and assist clients.



Closing Thoughts on Public Transportation Partnerships

1. FTA-funded transit agencies can best assist communities by increasing service frequency and coverage, providing equitable fare programs, enabling transportation independence, and pivoting to other community needs (vaccine trips, food bank deliveries, day care trips).
2. Multi-agency Partnerships (such as *Inclusive Manatee*) critical to linking residents to all opportunities in a community.
3. Ensure that the *Inclusive Manatee* approach is portable to other economically-distressed communities in Manatee County and elsewhere.
4. There are public transportation partnership opportunities in any region, especially those that house a *HUD EnVision Center*.



Contact Details:

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Transit Section Planning Manager
Manatee County Area Transit (MCAT)
Ph.: (941) 747-8621, ext. 7622
jonathan.roberson@mymanatee.org

THANK YOU!





nc4mm.org



Who We Are

A national technical assistance center funded through a cooperative agreement with the Federal Transit Administration and operated through a consortium of three national organizations

Our Mission

To promote customer-centered mobility strategies that advance good health, economic vitality, self-sufficiency, and community.

We work to promote cross-sector partnerships and help communities create/improve transportation options – “mobility management”

Mobility Management is about creating community connections

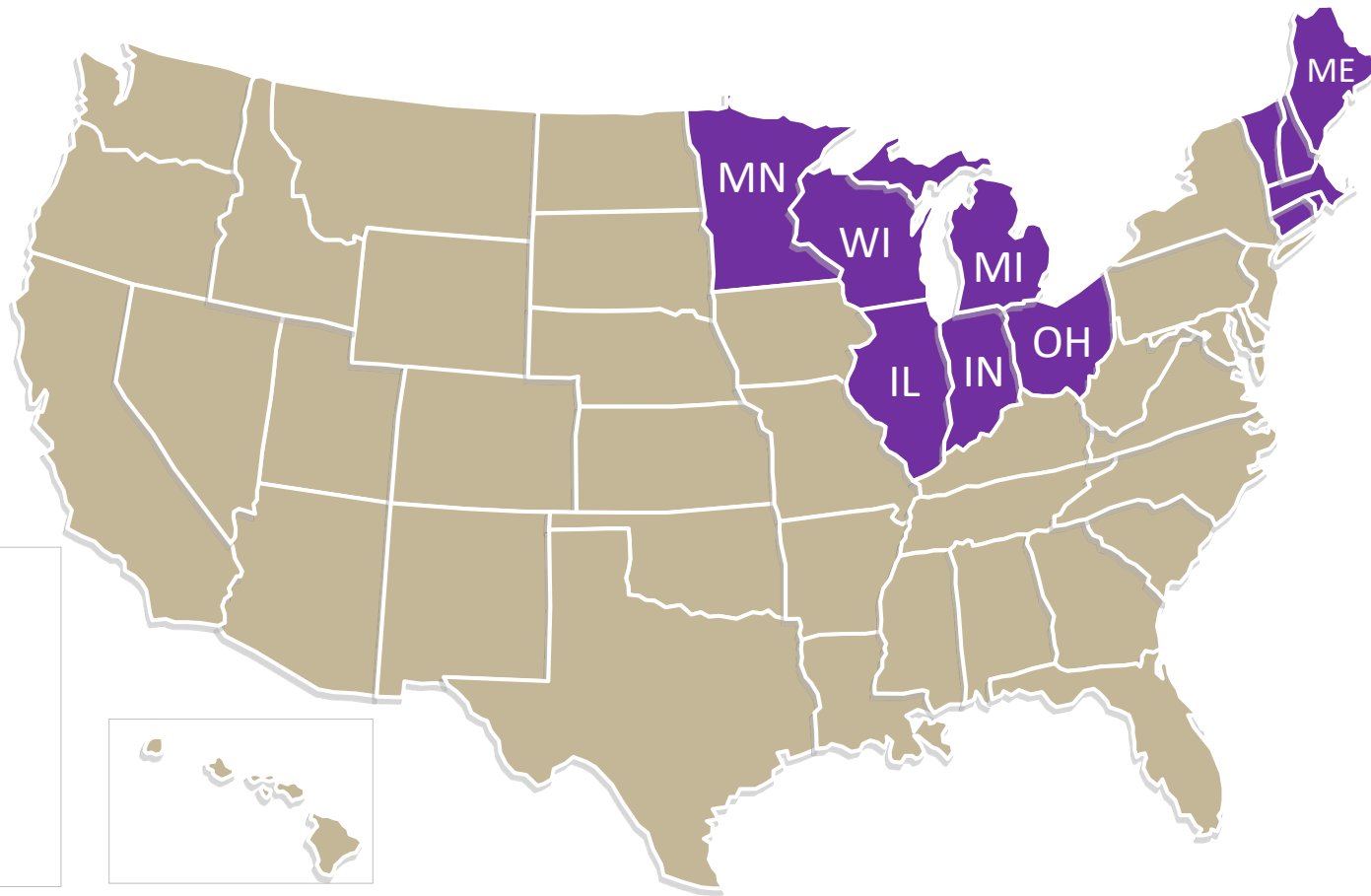
- A well-connected and diverse transportation system is the key to community-wide mobility.
- It begins and ends with the **customer, rider, or client**.
- We encourage communities' visions in which the **entire transportation network works** together.
- Deliver the transportation options that **best meet the community's needs**.



Access NCMM Resources

- Research products and tools
- Our blog, Mobility Lines
- Participate in our events
- Share our online e-Learning modules
- Take advantage of our grant programs
- Encourage your MM colleagues to join MMC
- Connect with your regional liaison





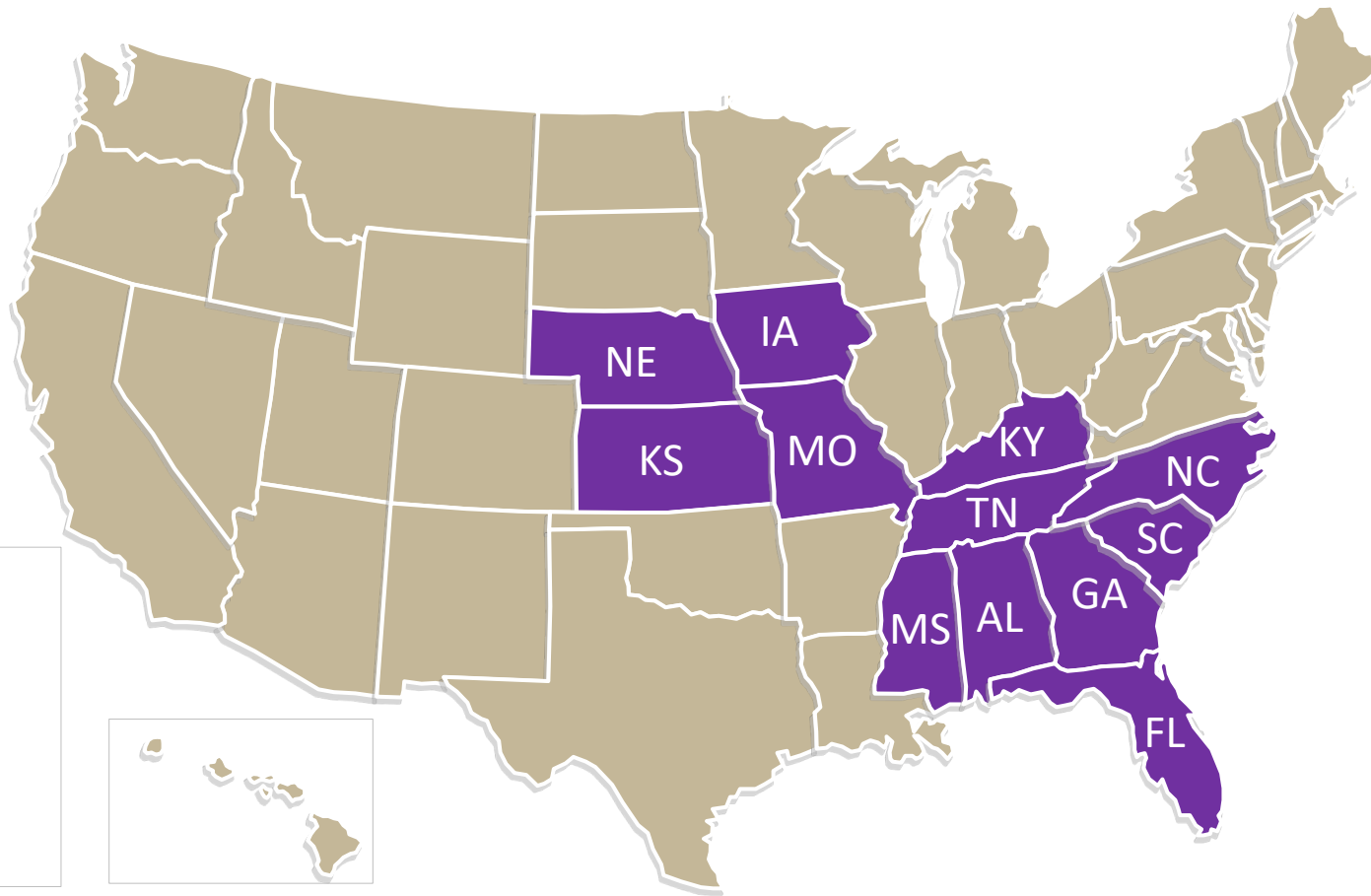
Judy Shanley, PhD,
Easterseals Director NCMM, Asst.
VP for Education and Youth
Transition at Easterseals

<https://nationalcenterformobilitymanagement.org/about-us/who-we-are/>

NCMM Regional Liaison – Corresponding to FTA Regional Offices

1 (Maine, New Hampshire, Vermont, Massachusetts, Connecticut, Rhode Island)

5 (Illinois, Wisconsin, Minnesota, Michigan, Indiana, Ohio)



Brandon Roccio,
TA Specialist, National Center for
Mobility Management at
Easterseals

<https://nationalcenterformobilitymanagement.org/about-us/who-we-are/>

NCMM Regional Liaison – Corresponding to FTA Regional Offices

4 (Kentucky, Tennessee, Mississippi, Alabama, Georgia, Florida, North Carolina, South Carolina)

7 (Missouri, Iowa, Nebraska, Kansas)

Coordination benefits

- Lowered trip costs for travel and for human service agencies;
- Shared funding;
- Extended service hours, services to new areas or new communities and to more people;
- More trips made by persons needing transportation;
- Services more responsive to schedules, points of origin, and destinations of customers;
- Greater emphasis on safety and customer service;
- More door-to-door service;
- More flexible payment and service options; and
- Enhanced relationships with non-traditional partners.

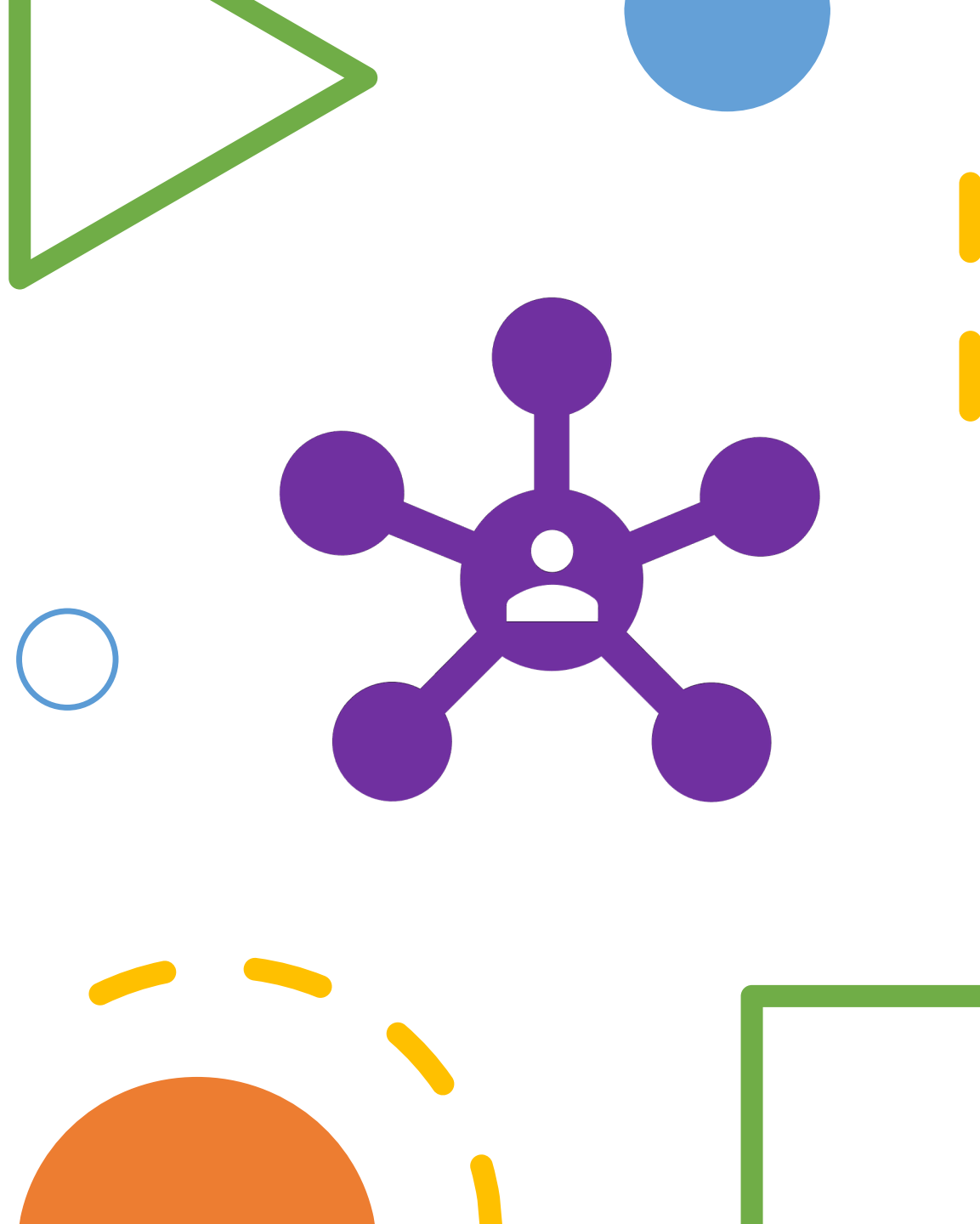


Next Steps

- Identify either the HUD or Mobility Management contacts in your community
- Share these resources and examples with them to affirm potential activities
- Contact your NCMM Regional Liaison (Region 5-Judy) and (Region 7-Brandon)
- Learn about grant programs offered through NCMM and other FTA TA Centers
- Sign up for newsletters from NCMM and other TA Centers to learn about funding and grant programs - <https://nationalcenterformobilitymanagement.org/newsletter-archives/>

Questions?

Please take a few moments to fill out the evaluation which has been posted in the chat box



Thank You!

We're here to help!

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