



Report to the President

Human Service Transportation Coordination

Executive Order 13330
2005



Coordinating Council on Access and Mobility

Acknowledgements

This report is one of several important products and positive outcomes of the collaborative effort among Federal agencies, our State and local partners, and our stakeholders to improve the coordination and delivery of human service transportation services.

This effort was directed by the Federal Coordinating Council on Access and Mobility (CCAM), comprised of senior leadership from ten Federal departments and agencies.

Their designees to the Executive Council and Interagency Working Groups provided expertise and program-specific experience to analyze and assess options, and their enthusiastic participation in this effort and demonstrated commitment to meeting the transportation needs of all Americans were critical to achieving the requirements of Executive Order.

The many partner and stakeholder organizations at the Federal, State, Tribal and local levels are too numerous to mention individually, but their insights and participation were essential to the work of the Council. The Council extends special thanks to Florida International University, Oklahoma State University, the National Consortium on Human Service Transportation, the Community Transportation Assistance Program and Project Action for their exceptional work and support.

In addition, the Council extends its appreciation to all of the agencies that have supported the United We Ride Initiative. The Council also extends its sincere gratitude to the United We Ride Team, which consisted of professional staff from the Federal Transit Administration at the Department of Transportation, as well as from the Departments of Agriculture, Education, and Veterans Affairs. Together, they provided substance and analytical rigor to the work of the Council, and ensured that the views of consumers, program experts, and transportation and human service providers were heard.

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Executive Summary

Background

Personal mobility is something easily taken for granted. For many people, this means merely starting the car or walking to the subway. However, an increasing number of Americans are unable to get to work, run errands, or access medical care simply because they do not have reliable transportation. In 2000, the number of older adults was more than 30 million, and is expected to double by 2030. Almost 54 million people were reported to have disabilities. Many are among the “transportation-disadvantaged” individuals who cannot operate a vehicle because of medical conditions, disabilities, or other limitations. In addition, there are others who are unable to afford their own automobile, or live in areas without public transportation options.

Implementing the Executive Order

In recognition of the fundamental importance of human service transportation and the continuing need to enhance coordination, President Bush issued an Executive Order on Human Service Transportation (#13330) in February 2004 directing multiple Federal departments and agencies to work together to ensure that transportation services are seamless, comprehensive and accessible. Secretaries from the Departments of Transportation (DOT), Health and Human Services (HHS), Labor (DOL), Education, Interior, Housing and Urban Development (HUD), Agriculture (USDA), Veterans Affairs, the Commissioner of the Social Security Administration, the Attorney General and the Chairperson of the National Council on Disability are members of the new Interagency Transportation Coordinating Council on Access and Mobility (CCAM) established by the Executive Order. Specifically, the CCAM is tasked with seeking ways to simplify access to transportation services for persons with disabilities, persons with lower incomes, and older adults. The Executive Order requires that CCAM members work together to provide the most appropriate, cost effective services within existing resources, and reduce duplication to make funds available for more services.

In order to effectively implement the Executive Order, an Executive Council was created, consisting of Senior Executive Service and non-career appointees from each agency represented on the CCAM. The Executive Council directs and oversees the work of six interagency workgroups created to implement the Coordinating Council Action Plan, as adopted by the CCAM on September 15, 2004. The six workgroups focus on issues around education and outreach, consolidated access, coordinated planning, regulatory barriers, cost allocation, and useful practices. In addition to their collective work, each Federal agency represented on the CCAM developed a Departmental Action Plan to support the goals of simplifying access, reducing duplication, and improving cost-effectiveness in order to increase service. This report details the collective and departmental actions taken, and makes recommendations for future actions, to help meet the goals of the Executive Order.

Results Achieved and Actions Implemented

The Executive Order calls for identifying those legislative or administrative actions at the Federal, State, Tribal, and local levels that are useful in coordinating human service transportation. To identify trends, the Council conducted an analysis of 81 case studies on useful practices included in recent studies conducted by the Transportation Cooperative Research Program. Trends identified across useful practices include: 1) leadership and partnership; 2) planning; 3) operations; 4) technology; 5) customer service; and 6) policy, program and funding. The Council has also developed a Useful Practice Database, which is an online system that allows users to share information about promising practices, review and learn more about other practices, and search for specific types of practices to find out how they were implemented and to what effect.

The Executive Order also calls for identifying those Federal rules and restrictions that limit coordination. As a result, the Council gathered the statutes and regulations from the 62 programs that support human service transportation identified in a General Accounting Office (GAO) report (June 2003). For the first time, statutes, regulations and guidance from all of the 62 Federal human service transportation programs were assembled in one place and analyzed to get a handle on the scope and nature of regulatory impediments. While previous studies produced lists of impediments to coordination, no previous study garnered information from transportation providers regarding their perceptions of various impediments.

The regulatory review of the 62 human service transportation programs found little uniformity in program delivery, reporting, and eligibility requirements. Many of the programs cited by the 2003 GAO report support human service transportation have uniquely different primary missions such as the provision of employment or health care services. No single law or statute created federal human service transportation programs, meaning that there is no single or uniform requirement on how they are delivered, and each program developed its own idiosyncratic regulations, eligibility requirements, and operating procedures. Because they have developed autonomously, many Federal programs also unwittingly fund the same type of service as other Federal programs. At least 37 programs have been identified that provide reimbursement to consumers for transportation expenses in order to access employment, health care, or other specific types of services. At least 26 programs fund the purchase of vehicles, the operation of vehicles, and/or facilitate contractual arrangements with existing providers. Eight programs provide transportation to school. The problem stems more from a lack of coordination between programs and the resulting gaps, duplications, and inefficiencies in service.

Recommendations

The Executive Order requires the Coordinating Council to make recommendations to simplify and coordinate substantive, procedural and administrative requirements, and to make any other recommendations that would advance the principles of the Executive Order. The CCAM developed five broad recommendations for consideration by the President. These recommendations do not propose or assume fundamental changes in the structure of Federal programs that fund and/or provide transportation services to persons with disabilities, older adults, and low-income individuals. As such, most of the recommendations represent interim, coordination-based solutions that the Council believes will strengthen existing transportation services to be more cost-effective and accountable and help providers become more responsive to consumers. Many of the solutions are supported or can be achieved by employing “Intelligent Transportation Systems” (ITS) technologies.

1) Coordinated Transportation Planning. In order to effectively promote the development and delivery of coordinated transportation services, the CCAM recommends that the Administration seek mechanisms (statutory, regulatory, or administrative) to require participation in a community transportation planning process for human service transportation programs.

2) Vehicle Sharing. In order to reduce duplicative transportation services, as well as idle time for drivers and vehicles, the CCAM recommends that vehicles used in human service transportation be made available to other federally-funded programs, consistent with the Common Grant Rule. Within the next year, each Federal Department should review and modify its policies and procedures to proactively promote the sharing of vehicles with recipients and sub-recipients of other Federal programs.

3) Cost Allocation. In order to ensure that adequate resources are available for transportation services for persons with disabilities, older adults and individuals with lower incomes, and to encourage the shared use of vehicles and existing public transportation services, the CCAM recommends where statutorily permitted that standard cost allocation principles for transportation be developed and endorsed by Federal human service and transportation agencies.

4) Reporting and Evaluation. The Council recommends the development of a method to permit cross agency analysis of the effectiveness, efficiency, and progress of States, communities, and tribes toward improved coordination of transportation programs, as evidenced by improvements in the overall quality and cost-effectiveness of human service transportation.

5) Consolidated Access Transportation Demonstration Program: In order to test the feasibility and cost-effectiveness of a new approach to meeting the full range of transportation needs of persons with disabilities, older adults and individuals with lower incomes, the CCAM recommends that statutory authority be sought to permit the development of demonstration projects in metropolitan, rural and/or tribal areas. In these demonstration projects a single transportation system--not necessarily a single provider-- financed through a consolidated federally funded stream would meet the total mobility needs of transportation-disadvantaged populations.

II. Introduction

On February 24, 2004, President Bush issued Executive Order (EO) 13330 on Human Service Transportation Coordination, calling for a coordinated effort among 10 Federal Departments and agencies to improve the coordination of federally-supported transportation services for people who are transportation-disadvantaged, particularly persons with disabilities, persons with lower incomes, and older adults who rely on community transportation systems. The full text of the Executive Order can be found at Appendix 1.

This document responds to the Executive Order requirement that a report to the President be submitted no later than February 24, 2005, that:

- a) Identifies those Federal, State, Tribal and local laws, regulations, procedures and actions that have proven to be most useful and appropriate in coordinating transportation services.
- b) Identifies substantive and procedural requirements of transportation-related Federal laws and regulations that are duplicative or restrict efficient operation.
- c) Describes the results achieved, on an agency and program basis, in:
 - i. Simplifying access to transportation services for persons with disabilities, persons with low income, and older adults;
 - ii. Providing the most appropriate, cost effective transportation services within existing resources; and
 - iii. Reducing duplication to make funds available for more services to more persons.
- d) Provides recommendations to simplify and coordinate applicable substantive, procedural, and administrative requirements.
- e) Provides any other recommendation that would advance the principles of the Executive Order.

The Report includes background information on human service transportation needs and previous efforts to address the challenges of providing coordinated transportation services; a description of how the Executive Order was implemented; a summary of accomplishments, as required by the Executive Order; and recommendations.



III. Background

Personal mobility gives people the freedom to access employment, health care, education, and basic community services, as well as to enjoy an active life in the larger community. For most people, personal mobility means owning and driving a car, walking, and/or using a taxi, van service, or the bus. For many Americans with disabilities, older adults, or persons with lower incomes, utilizing these simple transportation options is not always feasible. Many Americans are unable to get to work, run errands, access medical care, or participate in community activities simply because they do not have reliable transportation. Some are unable to afford their own automobile because of income. Others may not be able to operate a vehicle because of medical conditions, disabilities, or other limitations. There are also individuals who live in areas without public transportation options. “Transportation-disadvantaged” individuals live in all parts of the country and in all kinds of communities, from urban and suburban to rural.

Access to transportation is also an especially timely and critical issue today, as the ranks of transportation-disadvantaged populations have grown and will continue to grow in the 21st century. The 2000 Census reports that the number of older Americans (people age 65 and older) rose by more than 3 million, or 12 percent, in the last decade. By 2030 their numbers will double to 70 million, and seniors will comprise 20 percent of the total U.S. population. In a recent study conducted by the Harris Poll and the National Organizations on Disability, over 54 million people, almost 20 percent of the population, reported having a disability. Finally, people with low incomes have increased since 1990 by seven percent. Today, more than 34 million people, or 12 percent of the population, lives below the poverty line. For lower-income families, transportation expenses are especially burdensome. The poorest 20 percent spend approximately 40 percent of their take home pay on transportation.

There are as many stories behind these statistics as there are individuals. Joe, who relies on dialysis, needs reliable transportation to and from a medical facility to receive it—otherwise, his health deteriorates and his medical costs will skyrocket. Peggy, a woman with Downs Syndrome, is eager and able to take a job at a local hotel, but she needs a ride to and from work. If she can find it, she can give back to the community and enrich her own life. Kathy, who is moving off of public assistance and into the workforce, has a job opportunity at a local bakery. She does not lack ambition, ability, or responsibility—but she does lack reliable transportation. Each day, in all of our communities, men and women struggle to get a foothold in the economy or community life simply because they lack a ride.



“Human service transportation” means meeting the basic, day-to-day mobility needs of transportation-disadvantaged populations, especially individuals with low-incomes, people with disabilities, and older Americans. The family of human service transportation services supported by Federal programs includes much more than dedicated buses or vans. It includes programs that reimburse consumers for taxi or public transportation use, provide bus tokens, purchase or modify private vehicles, reimburse consumers for gas and vehicle operating costs, operate school bus service, and provide technical assistance for transportation planning.

There are many reasons to be concerned about human service transportation today. Lack of transportation affects an individual’s independence and opportunity. But human service transportation is not just about improving individual lives. It is about improving all facets of our economy, culture, and society that rely on transportation systems to work effectively at the community level. When transportation does not work, other things—our healthcare system, our economy, and our civic culture—cannot work at their best, either. Reliable transportation is both a prerequisite for a healthy economy and often the first step toward independence and opportunity for people with low incomes, older adults, and people with disabilities.

Individuals who are transportation-disadvantaged face different challenges in accessing services depending on whether they live in urban, rural, or suburban areas. The geographic dispersion of transportation-disadvantaged populations also creates challenges for human service programs hoping to deliver transportation for their consumers.

Fortunately, Americans have recognized that transportation is important for healthy communities and personal independence. After a precipitous decline in the number and scope of public transportation systems when personal automobiles became more affordable and available in the 1950s, Congress created a Federal program to help support public transportation in 1964. Federal transit programs, like other Federal transportation programs, have focused primarily on providing capital assistance to support locally selected infrastructure investments. While this assistance has been and continues to be important, Federal transportation policy recognizes that transportation needs are best identified, prioritized, and addressed by communities within the context of local conditions and priorities.

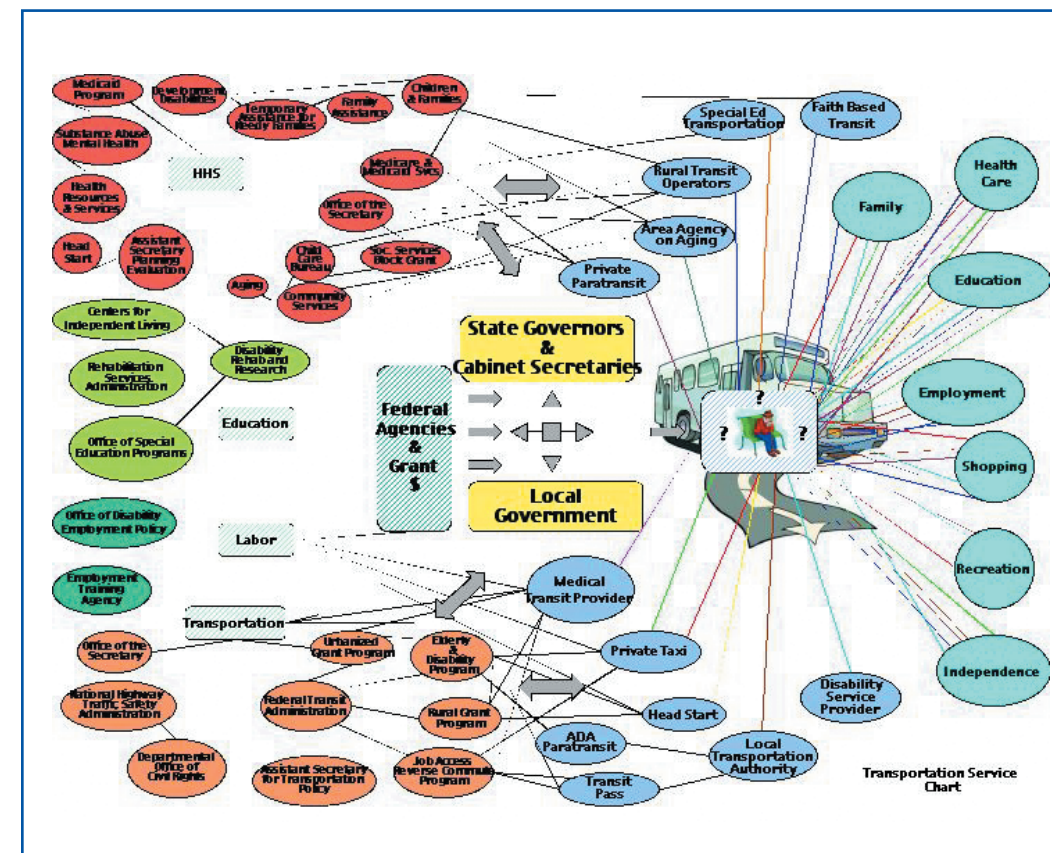
Today, through the Department of Transportation’s Federal Transit Administration (FTA) programs, the Federal government provides approximately \$7 billion annually to develop new transit systems and improve, maintain, and, in the case of small urbanized and rural areas, operate existing systems. FTA oversees thousands of grants to hundreds of State and local transit providers who are responsible for managing their transit systems and infrastructure projects. Overall, the annual Federal investment in public transportation represents only about 17 percent of all such investments; the remainder comes from State and local government contributions, dedicated State and local tax revenues, and fare box and other revenue generated by local transit systems. The Americans with Disabilities Act (ADA), signed into law by President George H. W. Bush in July 1990, recognized the rights of people with disabilities to the same public transportation service that is available to other Americans. Today, over 90 percent of America’s public transit buses are accessible, and every new bus or transit system must be accessible.

In spite of the significant investment in public transportation services, serious gaps in service still exist in many, if not most, communities. Transportation to the grocery store, a city council meeting, or a parent-teacher conference may simply not be available. These gaps are particularly pronounced in rural areas, where basic public transportation services may be lacking. An estimated 40 percent of rural residents live in communities without public transportation; another 28 percent have very limited public transportation service. These gaps in service, in both rural and urban areas, are particularly burdensome for transportation-disadvantaged individuals, who may not have access to cars or alternative transportation.

Over the years, in response to these challenges, Federal, State and local governments, and community-based organizations created specialized programs to meet particular transportation needs. At the Federal level alone, there are at least 62 separate programs, administered by eight Federal departments, and even more agencies, that provide special transportation services to people with disabilities, low-income individuals, and/or older adults. Most of these are human service programs that fund limited transportation services to provide eligible participants with access to particular services, such as job training, health care, senior centers, or rehabilitation programs.

Just as there are a variety of human service programs, so too are there variations in Federal program requirements across these programs. Most Federal transportation funds are provided to State and local governments and nonprofit organizations that provide human service transportation. Funding may be in the form of a direct grant to the provider, or a block grant to a State agency or local provider for a wide range of approved services. Not surprisingly, the public servants and non-profit organizations trying to administer human service transportation programs face additional challenges. Each discrete Federal program from which they receive funds may require different data to be reported and may operate under a different funding cycle. Coordinating across local agencies is further complicated by the fact that the organizations themselves are likely to use different billing systems – some may reimburse consumers directly, others may reimburse providers, and others may operate their own vehicles with no direct billing required.

“Human Service Transportation: A Complex Web of Providers and Services”



It is no secret that the emergence of so many separate transportation options tied to specific programs, or available only to specific population subgroups, has created a complex, often duplicative, web of transportation services in our communities. Each program is likely to have different eligibility rules, different destinations, its own reservation system and rules, and unique travel routes. Merely figuring out what services are available to a particular destination can be an enormous challenge for consumers. This chart graphically depicts the complicated web of human service transportation providers and services

For at least two decades, community, State and Federal leaders have wrestled with these seemingly intractable challenges to reduce the complexity and increase the flexibility of the transportation resources we already have. Almost 15 years ago, the Departments of Transportation and Health and Human Services created the Coordinating Council for Access and Mobility to identify ways to improve and promote the coordination of the transportation services they fund. For example,

the CCAM has developed best practice guides, helped to clarify perceived federal barriers to coordination, and engaged in disseminating information on the benefits of coordination. In 2000, the CCAM published “Innovative State and Local Planning for Coordinated Transportation.” The CCAM has also facilitated the creation of a consortium of national professional organizations and interest groups that now conducts research, and provides education, training, and technical assistance related to the coordination of transportation services for the transportation-disadvantaged. The Council has sponsored a series of regional workshops for representatives of State agencies that administer human service programs, State transportation coordinating councils, and agencies serving individuals with disabilities, older adults, and people with lower incomes to discuss opportunities for improving transportation coordination. In 2003 and 2004, more than 500 people participated in these regional workshops held in Boston, MA; Dallas, TX; Seattle, WA; Philadelphia, PA; New York, NY; Kansas City, MO; Atlanta, GA; San Francisco, CA; Chicago, IL; and, Denver, CO.

In the fall of 2003, the CCAM launched United We Ride (UWR), a five-part initiative that included:

A Framework for Action. Created by a panel of experts from around the country, this publication is a self-assessment tool that States and communities can use to identify areas of success and highlight the actions still needed to improve the coordination of human service transportation.

State Leadership Awards. Five States (Florida, Maryland, North Carolina, Ohio, and Washington) have been recognized for leading the way toward building and implementing transportation infrastructure, policies and programs that facilitate human service transportation coordination. These States, and many others nominated for the awards, have already made great progress in tracking the issue of coordinating transportation services by implementing strategies such as transportation brokerages, Medicaid transit pass programs, and joint planning efforts.

National Leadership Forum on Human Service Transportation Coordination. In late February 2004, Governor-appointed leadership teams from 47 States and Territories came together in Washington D.C. to advance transportation coordination. The forum provided an opportunity for teams representing transportation, education, human services, and labor to identify ways to improve transportation for people who are transit-dependent by changing State funding practices, policies and regulations, and reporting requirements. Almost universally, the State teams indicated in post-

In 2003, the Transportation Cooperative Research Program estimated that improved coordination of human service transportation and transportation services could generate combined savings of more than \$700 million per year to human service and transportation agencies in the United States (TCRP Report 91).

conference evaluations that they recognized the important role that States must play in making transportation coordination easier, and that they planned to use the Framework for Action to conduct a State-level assessment in order to expand their collaborative relationships and develop an action plan.

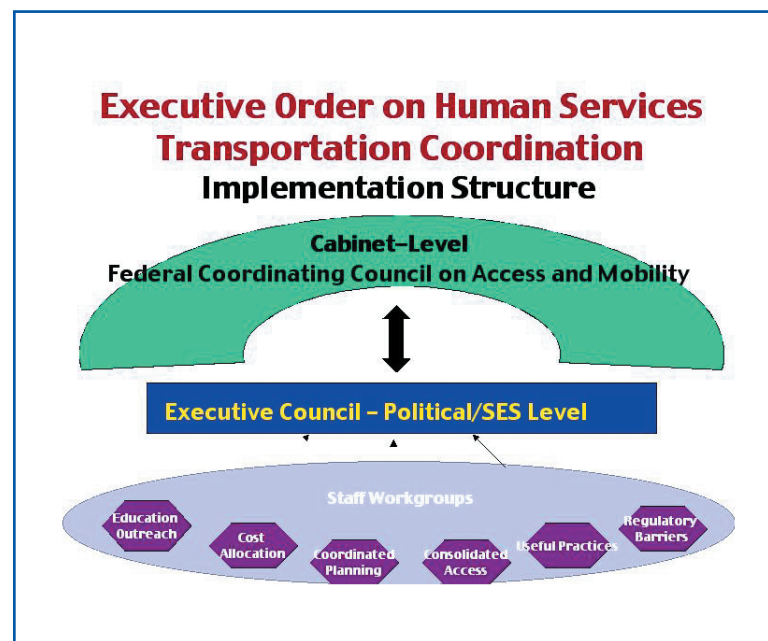
- **State Coordination Grants.** A total of nearly \$1 million in grants was awarded to 43 States, the District of Columbia, and the U.S. Virgin Islands to assist them in conducting Framework for Action self-assessments or implementing plans resulting from such self-assessments.
- **Help Along the Way.** Building on the work of the Community Transportation Association of America, Project ACTION, and other stakeholder groups, the Federal partners of the CCAM are providing hands-on technical assistance to States and communities in coordinating human service transportation programs. Through coordination “ambassadors” assigned to 30 States, the resources of the various technical assistance agencies have been combined to provide a “coordinated” helping hand. For the first time, States and communities do not have to figure out whom to call among the many technical assistance centers and providers. Instead, through the coordination ambassadors, the technical assistance providers are working together to bring cross-agency technical assistance teams to them.

The President’s Executive Order has provided an important additional impetus to expand participation in the efforts of the CCAM to include every Federal department that supports human service transportation as part of its programs. While it recognizes that there is much that can be done at the Federal level to clear the way and encourage coordination, the Executive Order is grounded in an understanding that real progress will only happen through hard work, collaboration, and consensus-building at the State and local level as well. Community organizations, transportation providers, and stakeholder groups must work together to provide more transportation service, more customer-responsive service, and less expensive service by sharing vehicles and other physical resources, financial resources, and customer service technologies.

IV. Implementation of the Executive Order

In the spirit of the President's Management Agenda, the Executive Order establishes expectations for Federal agencies to become more citizen-centered, results-oriented, and customer-focused. It recognizes the need to coordinate the efforts of the full panoply of Federal agencies that fund transportation services, charging ten Federal departments and agencies with the tasks of identifying useful practices, eliminating duplication and overlap among federally-funded programs, and improving the coordination of federally-supported transportation services at all levels.

To accomplish these goals, the Executive Order created an expanded Federal Coordinating Council on Access and Mobility (CCAM), under the leadership of Secretary of Transportation Norman Y. Mineta. In addition to the Secretary of Transportation, members of the CCAM include the following Cabinet-level appointees: the Secretaries of Health and Human Services, Education, Labor, Veterans Affairs, Agriculture, Housing and Urban Development, and the Interior; the Attorney General; the Commissioner of Social Security; and the chairperson of the National Council on Disability, who was appointed by Secretary Mineta, as permitted under the Executive Order.



In order to effectively implement the Executive Order, an **Executive Council** was created, consisting of Senior Executive Service and non-career appointees from each agency represented on the CCAM. Summaries of the proceedings of the meetings of the Coordinating Council on Access and Mobility and the Executive Council can be found at Appendix 2.

The Executive Council directs and oversees the work of **six interagency workgroups** that were created to implement the Coordinating Council Action Plan, as adopted by the CCAM on September 15, 2004. A copy of the Action Plan can be found at Appendix 3. The six workgroups are:

Education and Outreach. This interagency team is enhancing customer access to the broad range of services and resources available. They are developing an education campaign that includes fact sheets, talking points, a regular newsletter for stakeholders, and a new web site that will be a user-friendly "one-stop shop" for information on human service transportation. The goals are to:

- Encourage providers to work together;
- Develop materials and access to information that will help consumers choose the most appropriate transportation options;
- Create a comprehensive one-stop web site for Federal programs and related information; and
- Educate and work with policy makers at every level to help facilitate coordination.

Consolidated Access. This team is developing tools that will enable communities to offer a single point of access to consumers who need transportation services, within the context of their existing human service delivery system. The goals are to:

- Develop a localized computerized reservation, scheduling and dispatch system that can be used to help consumers access every type of transportation service in their community; and
- Create a computerized consolidated payment, billing, and reporting system that will significantly cut down on the paperwork and administrative burdens involved in working together to deliver services.

Regulatory Barriers. The third workgroup is tackling the problem of regulatory barriers – one of the most challenging tasks identified in the Executive Order. The team has compiled the statutes, regulations, and guidance associated with the 62 Federal programs that offer transportation assistance. The workgroup is in the process of analyzing this information. The goal of the workgroup is to:

- Find administrative and statutory solutions to the problems of duplication and inconsistency created by the multitude of laws, regulations and policies.

Coordinated Planning. This workgroup is focused on helping States and communities use the Framework for Action to work together to make sense of their transportation webs. The UWR State Grant program is just one example of the work they oversee. The goals are to:

- Develop a joint planning demonstration project at either the State or community level; and
- Develop model statutory and regulatory language to facilitate coordinated human service transportation planning.

Cost Allocation. This workgroup is solving one of the most significant barriers to coordinated transportation—how to share costs among providers. Although local agencies want to reduce duplication and save money so that they can serve more people, it is often very hard to come up with a fair way to allocate costs. This workgroup is looking at the various cost allocation models currently in use. The goal is to:

- Develop a set of principles to allocate costs and share expenses across programs and agencies; and
- Develop a technological options to support cost allocation solutions.

Useful Practices. This workgroup is compiling and disseminating useful practices for States, communities and tribal authorities. The goal is to:

- Identify and widely disseminate practices and ideas that will help make transportation services work for customers.

The interagency workgroups are broadly representative of the Federal agencies and programs that are subject to the Executive Order. (The membership of each workgroup can be found at Appendix 4.) The workgroups meet and communicate regularly to share information, develop and refine strategies and action steps, and formulate recommendations for consideration by the Executive Council and the CCAM. The workgroups, Executive Council, and the CCAM are supported by a team of professional and administrative staff in the FTA, which consists of five FTA employees, as well as three full-time staff on detail from the Departments of Agriculture, Education, and Veterans Affairs.

The Toledo Metropolitan Area Council of Governments: Coordination at Work

In the late 1990s over 20,000 people in the Toledo, Ohio area were moving from welfare to work, and suburban sprawl was creating new job locations far from the urban areas where entry-level workers lived. Toledo had the need for more human service transportation, but not the means to achieve it. In March of 1999 the Toledo Metropolitan Area Council of Governments (TMACOG) created Northwest Ohio CommuterLINK with different funding resources. The Toledo regional council developed an ambitious plan that included a demand-response, door-to-door service (including day care stops). The Council set up transportation services with local taxi and van companies, and grouped customers with common destinations. To encourage true independence and opportunity for individuals with lower incomes, TMACOG also initiated a Car-Buy program that would provide vehicles for individuals with lower incomes at reasonable rates. Today, CommuterLINK has almost 3,300 riders and has delivered 266 cars, 169 that have been paid off. Not only has the TMACOG delivered better transportation options and services, their efforts have also benefited the community as a whole.

In addition to their collective work, each Department identified in the Executive Order has developed a Departmental Action Plan to ensure independent progress toward the goals of the Executive Order. Copies of each Departmental Action Plan can be found in Appendix 5.

V. Accomplishments

This section responds to the Executive Order's request for information on useful practices and an analysis of statutory and regulatory barriers. Also included is a summary of results achieved by the CCAM and each agency and program in simplifying access, providing the most appropriate cost-effective service, and reducing duplication in order to expand services.

A. USEFUL PRACTICES

Throughout the country, States, communities, and local organizations have taken the initiative to improve the coordination of human service transportation. The Executive Order requires the CCAM to identify useful practices in coordinating transportation services in order to harness this experience and practice.

To provide broad access to information about useful practices, the CCAM has developed a web-based system for the ongoing collection, analysis, and dissemination of useful practices. This database, which is hosted on the CCAM web site (www.unitedweride.gov), invites users to share information about promising practices, review and learn more about the practices of other communities, and to search for practices to address specific issues. It is available to anyone with Internet access, and the information is provided in a user-friendly, menu-driven format.

The Useful Practices database currently includes 81 case studies organized by six broad practices describing the category or type of activity. The primary source of the information provided is a series of "useful practice" reports published under the auspices of the Transportation Cooperative Research Program, which is funded by the U.S. Department of Transportation, along with other published materials and interviews with key stakeholder groups. For each practice, the web site provides a title and brief description of the practice; identifies the lead agency, partners and target populations; and provides a short historical account of the development of the practice. A brief description of each practice and some examples included on the web site are provided below.

Customer Service Strategies help ensure that transportation services are consumer-driven, and that consumers are included in the planning, development, implementation, and evaluation of human service transportation. Useful practice strategies include incorporating customer feedback into program management, providing centralized customer information and travel training, and improving the quality of services.

Transportation Options Program

The Massachusetts Rehabilitation Commission, in partnership with public transportation and human service providers, has implemented the Transportation Options Program (TOP). TOP is a customer friendly central source of information about all transportation services available for people with disabilities in 70 rural communities. Through TOP, local transit providers draw upon a menu of transportation options to develop individualized transportation plans for people with disabilities.

Operations Strategies are intended to improve customer mobility. Such strategies may address agency routes, create brokerages for area transportation providers, develop subscription programs, and develop and implement transit pass programs. Services affected may include fixed route, demand response, or volunteer transportation systems.

ACCESS

In Pittsburgh, Pennsylvania, ACCESS is responsible for coordinating human service transportation services, including approximately two million trips annually for 120 agencies. ACCESS is an example of a decentralized paratransit brokerage system, where one-stop reservations and scheduling are handled by a network of 10 for-profit and not-for-profit transportation providers. Providers are paid on a per-hour basis and are assigned to specific geographic zones. Including the administrative cost of the brokerage, the average cost per trip is approximately \$15 for the agency. ACCESS promotes efficient fixed route transit options by offering transit passes to some paratransit riders. Travel training on how to use existing services is also available.

Planning Strategies improve coordination and planning at the administrative and organizational level among different agencies, organizations, and stakeholders. Examples of useful practices include community transportation planning, developing joint opportunities for quality assurance and review, information sharing, and coordinated standards for planning.

Ohio Works First Program

In response to the Federal Personal Responsibility and Work Opportunity Reconciliation Act, **Holmes County, Ohio**, developed a plan that brought together government, business, school, social service, and religious organizations to implement the Ohio Works First program and help move welfare recipients into the mainstream workforce. The county established a transportation work plan with an inventory of existing transportation providers, unmet transportation needs, a transportation strategy, and resources required to implement this strategy. Using this guide, committee members identified strategies to improve transportation for the community and reduce transportation barriers to citizens seeking to obtain work.

Partnership and Leadership Strategies involve coordination and cooperation among private and public transportation providers, human service agencies, consumers, and others to improve the efficiency and quality of service provision.

Washington State Agency Council on Coordinated Transportation

In 1998, the Washington State legislature formed the Washington State Agency Council on Coordinated Transportation (ACCT). An advisory council of State agencies was created to provide guidance to ACCT, and local community forums were established to develop community transportation coordination plans in accordance with ACCT guidelines. Demonstration projects were funded with \$1 million appropriated by the legislature in 1997. Successes include Thurston County, where the metropolitan planning organization, transit agency, and health department have teamed with the State's welfare agency to implement the "Village Vans" service, which provides transportation to work for consumers of welfare programs. In the first year of service, the Village Vans program helped more than 70 people find and keep jobs.

Policy, Program and Funding Strategies are geared toward improving effectiveness, efficiency, and accountability. Policy, programs and available funding are typically implemented as mandated by legislative bodies or administrative offices.

Florida Commission for the Transportation Disadvantaged

Florida, by law, created coordinated human service transportation systems. The Florida Commission for the Transportation Disadvantaged designates and oversees Local Coordinating Boards (LCB) in each of the state's 67 counties. The LCB selects a local Community Transportation Coordinator (CTC) to coordinate the provision of transportation for older adults, persons with disabilities, individuals with lower incomes, and children at risk. All State and local agencies are required to participate in a coordinated system if they receive federal, State, and local funding.

Technology Strategies automate or simplify administrative processes and procedures. Technology strategies are generally designed to increase the efficiency of reservations, scheduling, dispatching, reporting, and billing. In addition, consumers may benefit from the adoption of assistive technology to plan trips, identify stops, and recognize landmarks.

Client Referral, Ridership and Financial Tracking System

To help bridge the gap between human service agency and rural transit system cultures, the New Mexico Departments of Labor, Human Services, and Highway and Transportation worked with the Alliance for Transportation Research Institute to develop and implement a web-based software program, the Client Referral, Ridership, and Financial Tracking Transit Management System. This system integrates human service client transportation referral and service delivery with daily rural public transit operations; enhances customer access to transportation services; generates financial and client tracking reports; decreases the administrative burdens on small transit systems; and provides funding agencies with planning, administrative and fiscal accountability tools.

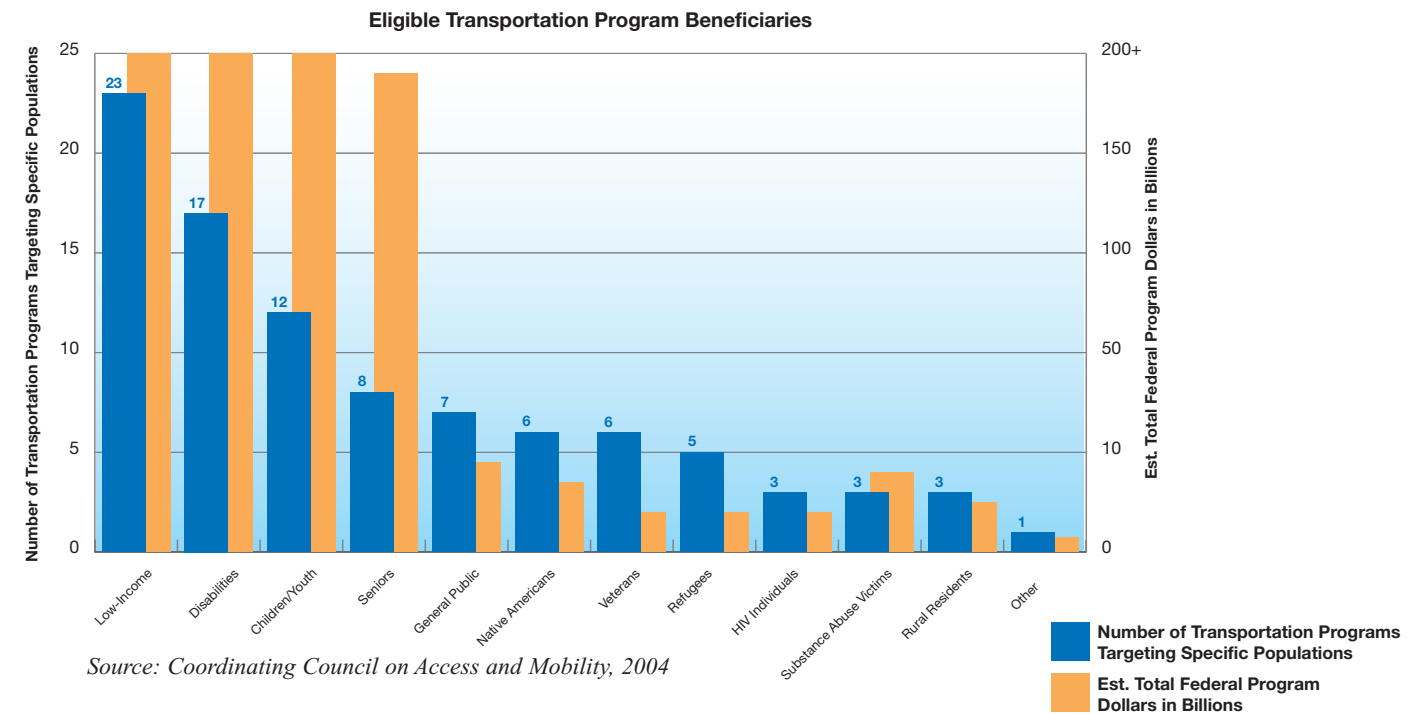
B. STATUTORY/REGULATORY ANALYSIS

The CCAM, for the first time, compiled the entire set of statutes and implementing regulations for the 62 programs that provide funding for transportation services to transportation-disadvantaged populations. In its preliminary analysis, the CCAM has identified consistencies and differences among the programs with respect to (1) eligibility requirements; (2) types of transportation service provided; (3) trip destinations permitted; and (4) reporting requirements.

In addition, the CCAM is continuing its review of the statutes and regulations with regard to three issues that have been identified as particularly challenging by a group of 23 State agency representatives, transportation brokerage coordinators, and transit and human service providers – a group brought together by the National Consortium on the Coordination of Human Service Transportation at the request of the CCAM. These issues are related to the lack of Federal statutory and/or regulatory guidance on:

- Coordinated community planning of transportation services for transportation-disadvantaged populations;
- The extent to which local organizations that receive funds from different Federal programs are permitted to share vehicles or services in order to reduce duplication and improve cost-effectiveness; and
- Appropriate cost allocation among programs and providers who want to share transportation resources.

Participant/Consumer Eligibility Requirements. The CCAM analysis of laws and regulations demonstrates that the personal characteristics of consumers (i.e., age, income, veteran status, disability or health status, etc.) are a key determinant of the range of transportation options available to each individual. Of the 62 programs that fund transportation services, most are human service programs specifically targeted to people with low incomes, persons with disabilities, children/youth, or older adults. The vast majority of program funding is also directed to people with these characteristics. The chart below illustrates the number of available programs and total program funding by participant characteristic; the total number of programs exceeds 62 because some are available to more than one category of participants.



Types of Transportation Assistance Available. For those people who are eligible for services, the types of transportation assistance provided also can vary widely by program. Transportation services may include:

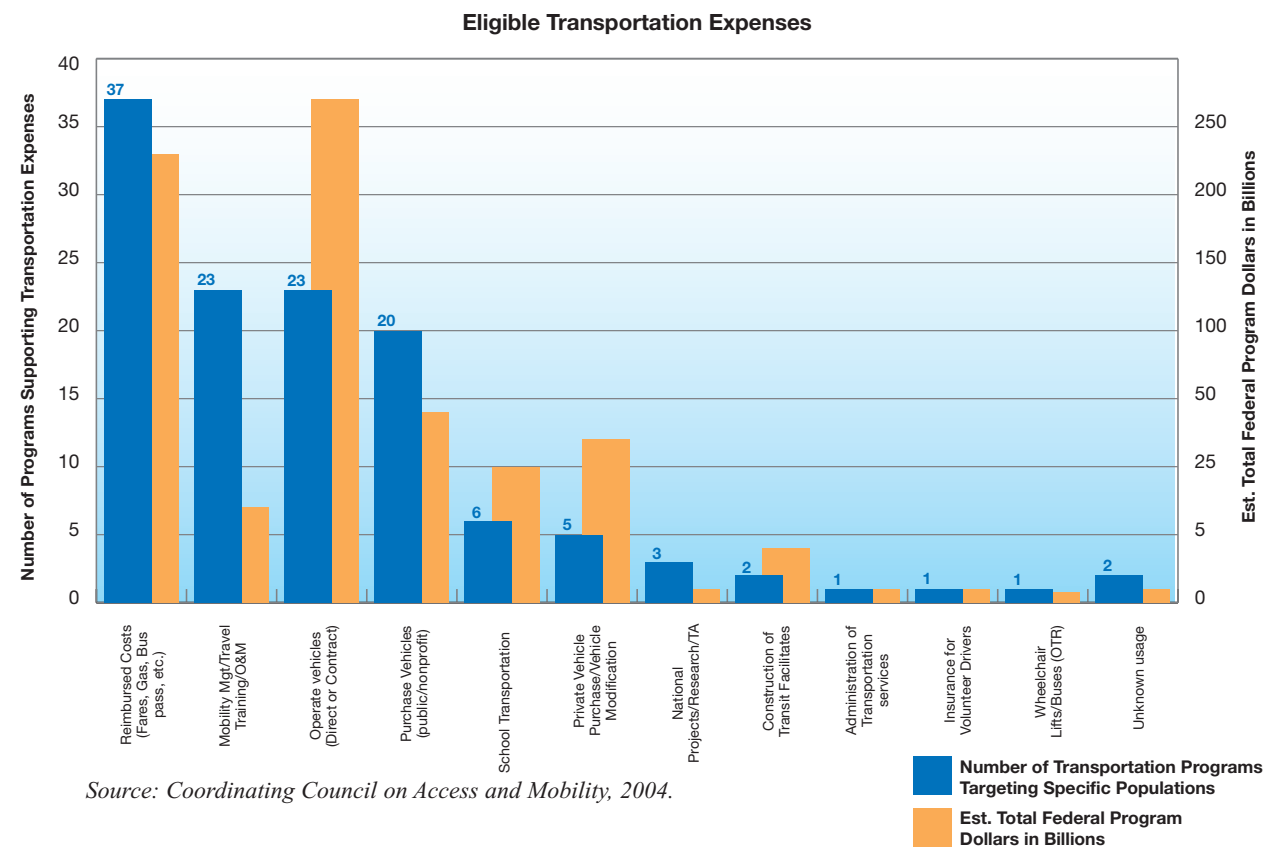
Reimbursement for Travel Costs. At least 37 of the 62 Federal programs reimburse a transportation provider or a customer for the cost of transportation. For example, the Department of Housing and Urban Development’s Supportive Housing and the Department of Labor’s Workforce Investment Act Adult and Youth Formula Program both provide bus tokens or taxi vouchers to customers to access their services. The Department of Agriculture’s Food Stamp Program, on the other hand, reimburses for gasoline expense and bus fare to access education, job training, and employment opportunities that might lead to reduced dependence on food stamps.

Purchase/Operation of Vehicles. Approximately 26 of the programs provide transportation services by funding the purchase of vehicles and/or contractual arrangements with transportation providers to provide either dedicated or shared-ride transportation services. These include some of the largest Federal programs in terms of dollars spent on transportation. For example, HHS’s Supportive Services and Senior Centers program provides funding to local organizations to contract for transportation services for older adults to access their programs, medical services, and other necessary trips. The HHS Head Start Program, which had the second highest annual expenditure for transportation in 2001, provides funds to purchase and operate vehicles. Many Head Start providers operate transportation services solely for their participants. At the same time, within the Department of Transportation, the Elderly Persons and Persons with Disabilities Program provides funding for State and local human service organizations to either purchase vehicles or contract for services to meet the transportation needs of older adults and persons with disabilities.

In Broward County, Florida, individuals on Medicaid can receive a transportation pass to allow them to travel anywhere they need to go, including medical appointments. As a result, there has been both a significant cost savings and much simpler transportation option for the consumer. Other communities have realized similar benefits from Medicaid transportation pass programs that improve for public transportation, the Medicaid program, and service for its consumers.

Purchase or Modify Private Automobiles. Only a few Federal programs fund the acquisition, maintenance or modification of automobiles owned and operated by customers to access human service programs or other needed services. Of the 62 Federal programs, only three support privately-owned automobile travel. For example, the Department of Veterans Affairs' Automobiles and Adaptive Equipment for Disabled Veterans and Members of the Armed Forces Program funds both the purchase of personal vehicles and the modification of vehicles to meet the needs created by the customer's particular disability. Some States and localities have also established innovative car ownership programs for transportation-disadvantaged individuals (primarily low-income persons) to facilitate access to jobs, especially in rural areas where public transportation is not available.

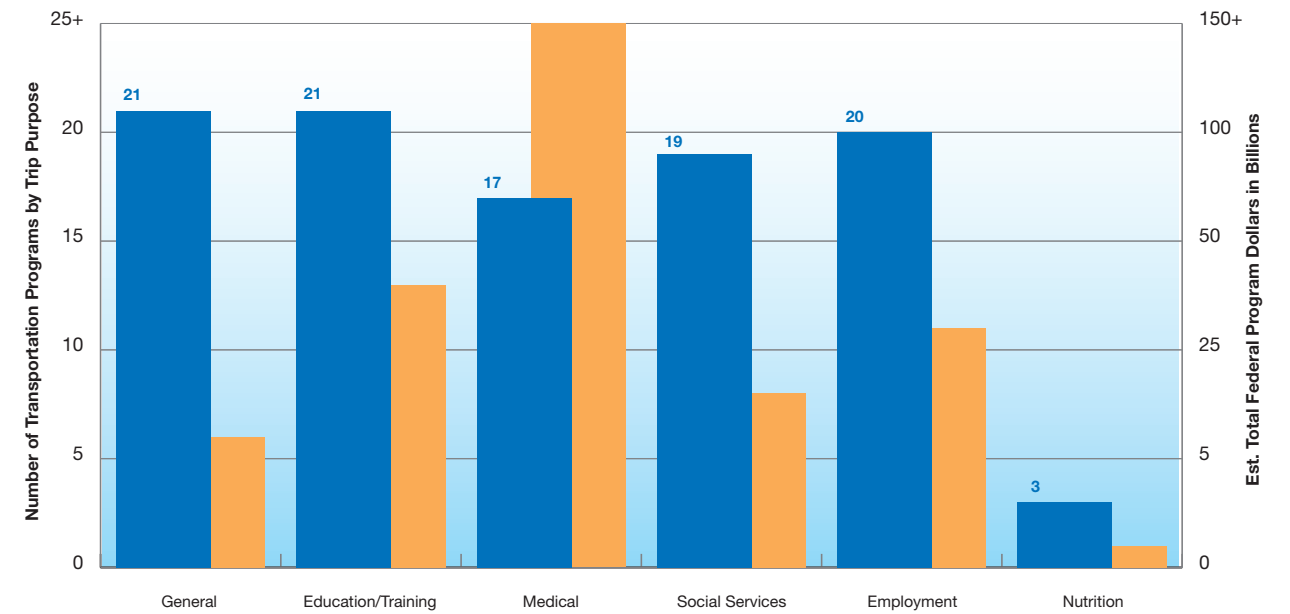
A summary of the types of transportation expenses covered by the 62 Federal programs is illustrated in the chart below.



Source: Coordinating Council on Access and Mobility, 2004.

The largest number of programs (37) reimburses clients for transportation expenses. In terms of funding, however, this category is dominated by the Medicaid program, which according to the GAO 2003 Report expends less than 1% of its total \$183 billion budget on reimbursement for transportation services. The operation of vehicles – typically, vans – is an eligible expense under 23 programs, which have collective annual budgets of over \$200 billion. This category of programs is dominated by three programs in HHS: Medicaid, Temporary Assistance for Needy Families, and Head Start; the U.S. Department of Education's special education program; and some of the U.S. Department of Transportation formula grant programs. Although a variety of programs provide funding for other types of services and expenses, funding for these programs is relatively low compared to that available to programs that provide client reimbursement for transportation or fund the purchase of vehicles to transport clients.

Eligible Transportation Trip Purpose



Source: Coordinating Council on Access and Mobility, 2004.

Trip Destinations Permitted. Most of the 62 Federal programs under study are human service programs that provide transportation services only to destinations related to the underlying purpose of the program itself. The chart below illustrates the variety of trip purposes or destinations for which Federal programs provide transportation funds.

Although a significant number of programs fund transportation to general client-determined destinations, educational services, social services and employment services, the bulk of the funding is available for transportation to medical care. As is the case with eligible expenses, this category of programs is dominated by the HHS Medicaid program, which reimburses eligible low-income clients for transportation to medical services. The vast majority of programs that offer transportation to services other than medical care do not track how much of their total budget is spent specifically on transportation, but with the exception of programs administered by the FTA, the percentage of the budgets expended for transportation is estimated to be relatively low.

When combined with participant eligibility requirements, limitations on trip destination or trip purpose can significantly constrain the availability of transportation for some groups. An analysis of this cross-program effect is ongoing.

Reporting Requirements. CCAM has conducted a preliminary analysis of transportation reporting requirements for 34 human service programs administered by the Departments of Transportation, Veterans Affairs, HHS, Agriculture, and Education. Of the programs examined thus far, 14 collect no customer, service, or expenditure data with regard to transportation services at the Federal level. Four of the programs collect aggregate expenditure data that permit the agency to report the total amount spent on transportation services; four others include transportation expenditures in a broader category of support service expenditures, which precludes a calculation of the amount spent on transportation. Two programs require providers to report the number of trips

Some programs can take different program participants—but only to one location. Programs might provide transportation exclusively for employment, non-emergency health care, childcare, recreation, education, or shopping. In some communities, for example, Medicaid can pay only for transportation to doctors' appointments—but not transportation to the grocery store. Because they have developed autonomously, many federal programs also unwittingly fund the same type of service as other federal programs.

Examples at the Federal Level: Programs with No Transportation Related Data Collected

- * Food Stamp Employment and Training Program (USDA)
- * Child Care and Development Program (HHS)
- * Refugee and Entrant Assistance Discretionary Grant Program (HHS)
- * Refugee and Entrant Assistance State Administered Grant Program (HHS)
- * Refugee and Entrant Assistance Targeted Assistance Grant Program (HHS)
- * Refugee and Entrant Assistance Voluntary Grant Program (HHS)
- * Rural Health Care Grant Program (HHS)
- * Rural Health Network Grant Program (HHS)
- * Small Health Care Provider Grant Program (HHS)
- * Community Mental Health Services Block Grant Program (HHS)
- * Substance Abuse Prevention and Treatment Block Grant Program (HHS)
- * Migrant and Seasonal Farm Worker Grant Program (HHS)
- * Automobile and Adaptive Equipment Program for Disabled Veterans and Members of the Armed Forces (VA)

provided by purpose/destination; seven require providers to report the number of trips, mileage, and cost per trip; and four require providers to report the average amount spent on transportation per customer.

Despite the fact that many programs require no transportation data to be reported, the issue of Federal reporting requirements was raised as a significant barrier to coordination across programs. Even slight variations in reporting requirements create the need for multiple data collection protocols and reporting systems, which can be compounded by

variations in the timing of reporting requirements (i.e., monthly, quarterly, annually by calendar year, or annually by fiscal year). The CCAM is continuing its analysis of this issue, and has made a related recommendation on Reporting and Evaluation in the “Recommendations” section of this report.

Lack of Statutory and Regulatory Guidance. The lack of guidance on coordinated human service transportation planning, vehicle sharing, and cost allocation has been identified as a significant impediment to coordination. CCAM has undertaken a preliminary analysis of these issues, which is summarized below, and has proposed further Federal action on each in the “Recommendations” section of this report.

Coordinated Planning. The Department of Transportation proposed in its surface transportation reauthorization draft legislation to require a coordinated human service transportation plan for any community that seeks funds for FTA programs that are targeted for transportation-disadvantaged populations. However, no Federal programs currently require the development of a coordinated community-wide plan for human service transportation. In many communities today, each human service agency makes independent decisions about routes, schedules, reservations systems, and other matters. As a result, Federal program funds may be spent on vehicles that remain idle for long periods of time or redundant routes and services, while other important transportation needs in the community remain unaddressed.

Vehicle Sharing. The Common Grant Rule, applicable to all recipients of Federal funds, clearly supports vehicle sharing among human service transportation providers. Such arrangements can enhance transportation services by increasing the pool of transportation resources, reducing the amount of time that vehicles are idle, and reducing or eliminating duplication of routes and services in the community. The CCAM’s preliminary analysis has identified approximately 26 Federal programs that support the purchase and/or operation of vehicles for human service transportation. Most of these programs do not impose restrictions on the use of these vehicles for consumers of other federally supported programs, provided that such use does not compromise services to their own program participants. Yet the practice of sharing vehicles among grant recipients of these programs appears to be minimal. The CCAM believes that a proactive approach that encourages

Kentucky replaced a patchwork of fragmented service providers when State legislation was passed in 1998 to consolidate state human service systems. Using a managed care model to address transportation services, they established regional offices (brokerages) with responsibility for helping consumers from several different human service programs (e.g., TANF, Medicaid, etc) get rides. Each regional brokerage office receives a capitated rate or specific funding levels to transport consumers who are eligible. Two years later, they increased their number of trips by 58 percent; decreased their monthly mileage by 20 percent; and reduced the cost per trip by 18 percent (TCRP Report 91).

vehicle sharing is required. This proactive approach may include guidance regarding logistics or user fees, or goes beyond guidance to include program-funding incentives.

Cost Allocation. Another major challenge for agencies that wish to share federally supported transportation resources is the lack of explicit Federal guidance on how transportation costs should be allocated among programs. The Federal government has general cost allocation guidance developed in OMB Circular A-87, but these principles must be translated into practical cost allocation models that encompass the wide variety of potential program relationships. At present, the FTA and the Centers for Medicare and Medicaid are working together to develop cost-sharing guidance that is specific to Medicaid providers and transit agencies. However, a much broader effort is needed.

C. RESULTS ACHIEVED AND ACTIVITIES INITIATED

Based on the extensive research and analysis of the interagency workgroups, as well as the outcomes of a focus group of stakeholders representing transportation and human service providers at the State and local level, significant progress has been made at both the Federal departmental and program level to improve coordination. Perhaps most importantly, in addition to the comprehensive CCAM Action Plan, each Federal agency represented on the CCAM has developed an action plan to support the goals of simplifying access, reducing duplication, and improving cost-effectiveness in order to increase service. Copies of the Departmental Action Plans can be found at Appendix 5.

In addition to the development of the Useful Practices database and the regulatory analysis previously discussed, a summary of the accomplishments and activities in progress by CCAM follows:

- *United We Ride Web site.* A new web site was created to facilitate coordinated planning and implementation among human service transportation providers and stakeholders. Visitors to the web site can obtain up-to-date information on Federal programs and related information in a user-friendly, menu-driven format. Tools and strategies for enhancing human service transportation are also available on the site. For example, the Framework for Action and related materials can be accessed at the CCAM web site (<http://www.unitedweride.gov>). The Framework for Action, and Facilitators Guide, enables leaders to guide community participants, including human service agencies, public and private transportation providers, and stakeholder groups, through a transportation coordination assessment and action planning process. A Resources for Action guide was developed to provide

The Suburban Mobility Authority for Regional Transportation (SMART) is the transportation agency for three counties in southeast Michigan, near Detroit. The SMART Community Partnership Program provides \$7 million derived from dedicated transit property taxes to local community nonprofits and other partners in 50 communities for flexible local transportation. These community services provided with 137 vehicles serve primarily people with disabilities and older adults. If SMART were to provide all of these services directly, it is estimated that the costs would be almost 40 percent more every year.

easily accessible information related to each of the core elements of a fully coordinated transportation system, including leadership and planning, needs and resource assessment, funding strategies, service delivery, technology, and mobility management.

- *Framework for Action.*
The Council is actively working with States and communities on the implementation of the Framework for Action. During the past year, approximately 45 States have either completed the Framework for Action or are in the process of implementation. In addition, these States are actively working on developing statewide action plans in human service transportation coordination.
- *Telephone Based Information and Access.*
The U.S. Department of Transportation's Volpe Center is analyzing and will make recommendations for integrating information regarding human service transportation with two important telephone-based general access numbers -- "211" for information about human services and "511" for information about transportation services.
- *Methods to Encourage Cost Sharing.*
To promote resource sharing and collaboration, equitable cost sharing among human service transportation providers is being encouraged by the publication of:
 - A White Paper on equitable cost sharing among State and local agencies providing coordinated human service transportation, including information on specific models to accomplish cost allocation, State and local successes in cost allocation, and continuing issues and challenges.
 - A guide to help State and local agencies develop and apply Intelligent Transportation Systems (ITS) solutions to fair cost allocation issues, including how to get started, appropriate models, and specific agency examples, and technical assistance resources.
- *Individualized Transportation Plan.*
This tool has been developed to help social workers, rehabilitation counselors, therapists, transition coordinators, and other professional social service providers link an assessment of community transportation options with their functional assessment of a customer's mobility capability.
- *Mobility Services for All Americans Project.*
This project is working to leverage information technology and intelligent transportation systems to achieve improved cost-effectiveness and efficiency of human service transportation. The first major deliverable is a study that establishes a national baseline from which progress in the growth of intelligent transportation systems will be measured.

The CCAM is also developing a national education and training campaign for consumers, families, and providers to improve awareness and understanding of human service transportation options. In addition to the collective accomplishments and actions highlighted in the CCAM Action Plan, individual departments and agencies are reporting the following progress on improving human service transportation programs and services:

D. SIMPLIFYING ACCESS

DEPARTMENT OF EDUCATION

- The Office of Special Education and Rehabilitative Service (OSERS) is developing and disseminating information on how Individuals with Disabilities Education Improvement Act of 2004 (IDEA) funds can be utilized to support travel training for children and youth with disabilities. One of the primary purposes of IDEA is to ensure that eligible children with disabilities have available to them a free appropriate public education that emphasizes special education and related services designed to meet their unique needs and prepare them for employment and independent living.
- OSERS is coordinating with the DOT-funded technical assistance center (Project ACTION) and the National Center on Secondary Education and Transition to facilitate the dissemination of transportation-related information to transition coordinators across the country.
- Using the Technical Assistance and Dissemination Network, the Office of Special Education Programs (OSEP) is identifying, developing, and disseminating information on travel training curriculum for use with youth who are transitioning from school to post-school activities, such as post-secondary education, employment, and independent living.
- OSERS is compiling a list of national organizations and stakeholders who will assist in the dissemination of fact sheets and other human service transportation education and outreach materials.
- The Rehabilitation Services Administration will work with centers for independent living to include transportation training. In July 2004, the Rehabilitation Services Administration distributed copies of the Project Action report based on Regional Dialogues, and a Community Transportation Assessment booklet to all centers for independent living in the country.
- OSEP provided to schools a "Buses and Trains for Everyone" travel-training curriculum, developed by Project ACTION, for grades K-8.

DEPARTMENT OF HEALTH AND HUMAN SERVICES

- The Administration on Aging (AOA) embarked on a technical assistance endeavor to disseminate information on useful practices associated with transportation coordination and how to leverage a myriad of funding sources in order to increase the availability of transportation for older adults.
- Over the last year, AOA identified 14 community-based agencies successful in coordinating transportation services across multiple programs and for multiple populations, including older adults. The publication "Seniors Benefit from Transportation Partnerships: Case Studies from the Aging Network" illustrating these successful coordination efforts will be disseminated to all members of the aging services network in early 2005. AOA will make technical assistance available to help local communities implement these best practices. In 2005, AOA plans to focus on how these practices help local communities achieve measurable benefits for senior transportation.
- The Health Resources and Services Administration (HRSA) programs commonly require grantees to provide transportation to underserved clients to assure their access to preventive and primary health care. Transportation is provided through a variety of means by community-based grantees that often have a transportation coordinator. Grantees utilize the most cost-effective means of transportation, including but not limited to: direct provision of transportation, vouchers, bus tokens, client reimbursement, subcontractors, and referrals to locally-based organizations. HRSA programs providing transportation services include:

- Community Health Centers Program: Although HRSA provides Approximately 26 percent of a community health center’s funding, the provision of transportation is required and listed among the services enabling clients to access services provided by the center. A variety of services are provided through bus tokens, vouchers, transportation coordinators, drivers, and partnering arrangements. In FY 2003, 97percent of HRSA supported health center grantees provided transportation services;
 - Healthy Communities Access Program: grantees work to improve coordination of transportation services;
 - For the Healthy Start Initiative, HIV Ryan White CARE Act, and Maternal and Child Health Services, grantees provide transportation through bus tokens, transit passes, taxi vouchers, mileage reimbursement, and direct provision by vehicles owned by the grantee;
 - Rural Health Outreach Grants, the Rural Health Network, and the Health Centers Consolidation Act of 1996 generally provide transportation to medically underserved population through purchased vehicles and bus passes.
- The Substance Abuse and Mental Health Services Administration (SAMHSA) engaged in several agency-wide activities to increase access, appropriateness, and availability of transportation to individuals with mental illness and substance abuse disorders. A central goal of the President’s New Freedom Initiative is the full participation in all areas of society for people with disabilities. Access to transportation is critical to achieve this goal.
 - The SAMHSA Center for Mental Health Services (CMHS) provided funding for the development and publication of “Getting There: Helping People with Mental Illness Access Transportation.” This report delineates specific transportation barriers and outlines strategies to address them for mental health consumers. CMHS will be implementing a strategic distribution plan of this document over the coming year.
 - In 2005, the SAMHSA Center for Substance Abuse Treatment (CSAT) implemented the new Access to Recovery (ATR) Program where substance abuse clients may choose among clinical treatment options and recovery support services. Transportation to and from treatment is identified as a critical recovery support service and States will be permitted to use ATR funding to support transportation needs of clients.

DEPARTMENT OF TRANSPORTATION

- The FTA has provided funding and supported the development of the National Consortium for the Coordination of Human Services Transportation to promote education and outreach to stakeholders who must be involved with coordination if it is to be successfully implemented at the State and local levels. The Consortium is comprised of national public interest associations, transportation and human service professional organizations and human service advocacy groups, including the National Governors Association, National Conference of State Legislators, the American Public Human Services Association, the American Public Transportation Association and AARP. The National Consortium has produced:
 - A State legislator’s guide to State coordination legislation and executive actions;
 - Guides on transportation brokerage and transit pass programs for human service providers; and
 - An analysis of the status of Medicaid, transportation planning and older American transportation coordination actions.
- The National Highway Traffic and Safety Administration (NHTSA) and FTA are working collaboratively to integrate information and educational resources on alternative transportation options into pamphlets and other materials provided to individuals with medical conditions and/or older adults who can no longer drive.

DEPARTMENT OF HOUSING & URBAN DEVELOPMENT

- HUD is developing transportation guidance for grantees to reduce or eliminate the duplication of transportation services between the Department and other Federal agencies.
- HUD is identifying topics for future research and data analysis with the Department of Transportation on housing and transportation issues.

DEPARTMENT OF JUSTICE (DOJ)

- DOJ is helping the CCAM disseminate information and conduct outreach to consumers and stakeholders. The Civil Rights Division has compiled a comprehensive list of more than 1,000 organizations of and for people with disabilities at the local, tribal, State and national levels. Targeted disability constituencies include those with physical, developmental, psychiatric, and learning disabilities. Attention is also given to people with disabilities from diverse ethnic communities. The list encompasses outreach to leaders from all 50 States, the District of Columbia, the U.S. Virgin Islands, Puerto Rico, Guam, American Samoa, and the Marianas Islands.

DEPARTMENT OF INTERIOR

- The National Indian Ironworkers Training transportation program has received \$250,000 from the Federal Highway Administration (FHWA) to provide graduates of the program resources to obtain transportation to their new place of work, usually off the reservation in large urban areas, and for other purposes.

SOCIAL SECURITY ADMINISTRATION

- The Social Security Administration is funding cooperative agreements with 41 public and private organizations through the Homeless Outreach Projects and Evaluation (HOPE) initiative, which is focused on assisting eligible, chronically homeless individuals in applying for Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) benefits. Many of these projects include transportation assistance to help applicants get to medical appointments and address other needs critical to the application process.
- SSA plans to conduct a survey of these projects and other SSA demonstration projects focusing on employment and youth transition to learn more about the transportation needs of applicants for Social Security benefits and Social Security beneficiaries. SSA will analyze the data to determine how it might facilitate coordination of transportation services and simplify access to such services for individuals with disabilities, older adults and individuals with lower incomes who are applicants for Social Security benefits and Social Security beneficiaries.

DEPARTMENT OF LABOR

- The Office of Disability Employment Policy (ODEP) is establishing a link to the United We Ride web site from DisabilityInfo.Gov, a comprehensive web site with one-stop access to government disability information that services more than 5.800 customers each day.
- The Office of Workforce Investment in the Employment and Training Administration added a transportation link to the National Locator section of America’s Service Locator (www.servicelocator.org). The link connects directly to the American Public Transportation Association one-stop information site for public transportation authorities in communities across the country.

E. ENHANCED COST-EFFECTIVENESS

DEPARTMENT OF TRANSPORTATION

- FTA has established technical assistance program resources to provide States and targeted communities with technical assistance for pursuing the development of coordinated human service transportation plans and transportation delivery systems. Technical Assistance Ambassadors drawn from existing FTA technical assistance programs are assigned to work with States on developing human service coordination plans.

DEPARTMENT OF HEALTH AND HUMAN SERVICES

- HHS's Medicaid program allows the purchase of transit passes for consumers of Medicaid services to get to and from health care appointments using fixed route public transportation options (i.e., the bus or subway). Transit passes are a less expensive alternative to demand-response rides for individuals who have the skills and functional ability to use public transportation. In July 2003, Medicaid worked with the National Consortium on Human Service Transportation and the Federal Transportation Administration to develop and disseminate educational materials related to the Transit Pass program. At this time, approximately 26 States are implementing the Medicaid Transit Pass program.

DEPARTMENT OF EDUCATION

- The Department of Education's Independent Living program has developed new performance measures for FY 2006, including a new measure on transportation-related services. The new measure will provide a solid assessment of the performance of centers for independent living in addressing the transportation needs of individuals with disabilities. The Independent Living program will use the information gathered from this measure to improve the centers' transportation training and advocacy.

DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

- HUD is in the process of reviewing current regulations regarding barriers to coordinating HUD funded transportation services with other federally funded transportation services.

DEPARTMENT OF LABOR

- The Division of Disability and Workforce Programs in the Employment and Training Administration will disseminate information on outcomes and effective practices of the six communities that received Work Incentive Grants in March 2004. Grants targeted the transportation barriers for individuals with disabilities who use the One-Stop Career Center for employment and training services. Grantees proposed such activities as conducting needs assessments, conducting mobility training for persons with disabilities, building partnerships to coordinate transit services with persons with disabilities, providing mobility management training to local disability groups and training workforce staff to be transportation brokers. The grants' goal is to facilitate innovative practice in the One-Stop Career Center system.

F. REDUCING DUPLICATION

DEPARTMENT OF TRANSPORTATION

- The FTA has issued United We Ride coordination grants to 43 States, the District of Columbia, and the Virgin Islands to develop or implement State coordination plans that will increase coordination and reduce duplication, increase service efficiency and simplify access to service for transportation disadvantaged populations.
- The FTA, the Administration for Children and Families (HHS) and the Employment and Training Administration (DOL) issued joint guidance on how the DOT Job Access, the HHS Temporary Assistance for Needy Families and the DOL Welfare to Work program funding can work together to serve the needs of low-income persons for transportation connections to jobs and employment support services such as training and child care services.
- The Department of Transportation's surface transportation reauthorization proposal included authority for FTA human services transportation programs to use Federal transportation funding from non-DOT human service programs as match for transportation projects. This would mean that funds from several Federal programs could be more easily combined to meet the needs for human service transportation, reducing the likelihood that duplicative services and increasing the overall availability of service.

DEPARTMENT OF INTERIOR

- The Indian Reservation Roads (IRR) program, jointly administered by the Bureau of Indian Affairs and Federal Highway Administration through an interagency agreement, expands transportation activities available to tribes and tribal organizations and provides guidance for planning, designing, constructing, and maintaining transportation facilities. The program coordinates activities to avoid duplication and conflict among statutes and regulations. Revised administrative solutions have been initiated for transportation on Indian lands through revised regulations, effective November 13, 2004 (25 CFR Part 170). The new regulations will help tribal governments implement a transportation program to include opportunities, within available funding, to coordinate with State/local governments and other Federal agencies.
- The Indian Employment, Training and Related Services Demonstration Act of 1992 (Public Law 102-477) allows participating tribes to use a portion of their existing funds to provide transportation to and from work, school, training, and related activities. Tribes can purchase vans and provide transportation vouchers or public transportation tickets for tribal members. The purpose of this initiative is to demonstrate how Indian tribal governments can integrate the employment, training, and related services they provide in order to improve the effectiveness of those services. The Department of Interior is actively working to coordinate existing transportation resources and services.

DEPARTMENT OF AGRICULTURE

- USDA is taking steps to integrate the Food Stamp Employment & Training Program with the ongoing efforts by DOT, HHS and DOL to issue joint guidance on how Job Access, Temporary Assistance for Needy Families and Welfare to Work program funding can be combined to serve the needs of low-income persons for transportation connections to jobs and employment support services.

VI. Recommendations

The President's Executive Order asks the Coordinating Council on Access and Mobility to make recommendations to simplify and coordinate substantive, procedural and administrative requirements, and to make any other recommendations that would advance the principles of the Executive Order. In response, the Coordinating Council has developed five broad recommendations for consideration by the President. These recommendations do not propose or assume fundamental changes in the structure of federal programs that fund and/or provide transportation services to persons with disabilities, older adults, and low-income individuals. As such, most of the recommendations represent interim solutions that the CCAM believes will strengthen the current network of transportation services and help providers become more responsive to consumers, more cost-effective, and more accountable to the public. Recommendation 5, regarding a proposed demonstration program, is intended to test the feasibility of a broader solution to cost-effectively meeting the needs of transportation-disadvantaged populations. All five recommendations will seek solutions utilizing Intelligent Transportation Systems (ITS) technologies to simplify access and enhance cost effectiveness.

Recommendation 1 – Coordinated Transportation Planning: *In order to effectively promote the development and delivery of coordinated transportation services, the CCAM recommends that the Administration seek mechanisms (statutory, regulatory, or administrative) to require participation in a community transportation planning process for human service transportation programs.*

By promoting shared responsibility for transportation services, joint planning promises increased cost-effectiveness and increased access for consumers by eliminating duplicative efforts and wasted resources. Currently, regional transportation planning is undertaken by metropolitan planning organizations (MPO) or regional councils, the majority of which do not engage in coordinated planning activities around human service transportation. For FY 2005, the FTA and the FHWA have included human service transportation coordination as a Planning Emphasis Area, which will drive additional focus in this arena. However, it does not compel human service program agencies to participate in the transportation planning effort.

In addition, the Administration's proposal for reauthorization of the surface transportation law (SAFETEA) included a provision that requires a community to engage in a comprehensive transportation planning effort as a condition of receiving grant monies from FTA under the Elderly and Disabled Program, the Job Access and Reverse Commute Program, and the proposed New Freedom Program. The provision requires each community to include human service organizations, consumers, and public and private transportation providers. Although the reauthorization of this legislation was not completed, this provision was incorporated in both the House and the Senate bills in the last Congress. Reauthorization bills will be re-introduced in the 109th Congress.

This proposed provision in transportation law would ensure that agencies seeking funds for vehicles through one of the enumerated transportation programs participate in a coordinated transportation planning process. However, it cannot require other human service agencies that provide transportation services to participate. Statutory, regulatory or administrative changes for those programs would be necessary to require their participation. Both FHWA and FTA could accomplish enforcement of these provisions managed through the planning certification process with little, if any, additional oversight burden placed on human service program administration at the State or Federal level.

Recommendation 2 – Vehicle Sharing: *In order to reduce duplicate transportation services as well as idle time for drivers and vehicles, the CCAM recommends that vehicles used in human service transportation be made available to other federally funded programs, consistent with the Common Grant Rule (OMB Circular A-102). Within the next year, each Federal agency should review and modify their policies and procedures to proactively promote the sharing of vehicles with recipients and sub-recipients of other Federal programs. Existing flexibility in the permitted uses of federally funded equipment such as buses and/or vans can make more transportation available to more federally funded human service programs without fundamental changes in programs.*

The Common Grant Rule provides that "the grantee or sub grantee shall also make equipment available for use on other projects or programs currently or previously supported by the Federal Government, providing such use will not interfere with the work on the projects or program for which it was originally acquired. First preference for other use shall be given to other programs or projects supported by the awarding agency. User fees should be considered if appropriate."

As originally conceived, the Common Grant Rule clearly supports vehicle sharing. Such arrangements can enhance transportation services by increasing the pool of transportation resources, reducing the amount of time that vehicles are idle, and reducing or eliminating duplication of routes and services in the community. It is not uncommon to have federally supported vehicles sitting idle because the sponsoring program may only use the vehicles for a limited purpose. The proactive promotion of shared use of federally supported vehicles among the various community programs receiving Federal funding ensures an enhanced use of Federal assets.

The Council has identified a significant obstacle to vehicle sharing is that many State, tribal and local transportation grant recipients do not know that vehicle sharing is permitted and, in fact, believe that only consumers of their specific programs can be transported in their vehicles.

The Council's preliminary analysis has identified approximately 26 Federal programs that support the purchase and/or operation of vehicles for human service transportation. Most of these programs do not impose restrictions on the use of these vehicles for consumers of other federally supported programs, provided that such use does not compromise services to their own program participants. Yet, the practice of sharing vehicles among grant recipients of these programs appears to be minimal. It is appropriate and understandable that Federal programs fund transportation services specifically for targeted participants in order to facilitate access to program services (e.g., mental health, rehabilitation, employment training, etc). Sharing vehicles with other consumer groups and organizations, however, need not detract from that goal.

Recommendation 3 – Cost Allocation: *In order to ensure that adequate resources are available for transportation services for persons with disabilities, older adults and individuals with lower incomes, and to encourage the shared use of vehicles and existing public transportation services, the CCAM recommends where statutorily permitted that standard cost allocation principles for transportation be developed and endorsed by Federal human service and transportation agencies.*

Of the 62 Federal programs that permit the funding of transportation services for transportation-disadvantaged individuals, 37 reimburse for transportation services and an additional 23 operate transportation services. Historically, a major obstacle to sharing transportation resources has been the difficulty of reaching agreements at the local level about the appropriate allocation of costs to each agency. Grant recipients have been especially concerned that the Federal agencies that fund their programs would not accept any local agreement. Often, the programs have different eligibility requirements, different billing rules, and different service policies that not only complicate the mechanics of cost allocation, but cloud the issue of whether any particular methodology would be acceptable to all of the oversight agencies involved. The development of a standardized methodology built on accepted cost allocation principles would encourage local agencies to share transportation vehicles and resources.

Some States, communities, and tribal organizations have successfully tackled this problem without Federal assistance, and could serve as models for this effort. In Lane County, Oregon, for example, the Lane Council of Governments (which serves as the region's metropolitan planning organization) initiated an effort with several Oregon Department of Human Resources agencies to establish an equitable cost sharing arrangement. In 1992, the Council of Governments determined the total cost of providing transportation services to transportation-disadvantaged individuals and developed a methodology to fully allocate these costs. A percentage of the total cost is now paid by the Council of Governments as the local match, with the remaining amount allocated to each participating agency under an interagency agreement.

The issue of allocating costs among programs is challenging when individuals qualify for multiple types of transportation services through a variety of programs (e.g., Medicaid, aging, employment, etc). The issue is often exacerbated because the fare for a one-way ride for a consumer may only be \$2.00; but the cost of providing that ride may be as high as \$30.00. Frequently, it is the local transportation agency that absorbs the cost difference. This can make it difficult for the local transportation agency to handle the surge in consumers that may previously have used services directly provided by Medicaid, aging, or other human service programs within its current budget or with its current vehicle fleet, drivers and facilities. As a result, service deteriorates for all consumers, including those with disabilities, older adults, and low-income individuals who depend on public transportation for their mobility. Determining equitable cost arrangements is a shared responsibility for all Federal programs supporting human service transportation. Without this coordinated approach to cost sharing, Federal agencies perpetuate separate, uncoordinated systems for the delivery of important transportation services.

Recommendation 4 – Reporting and Evaluation: *The Council recommends the development of a method to permit cross agency analysis of the effectiveness, efficiency, and progress of States, communities, and tribes toward improved coordination of transportation programs, as evidenced by improvements in the overall quality and cost-effectiveness of human service transportation.*

The President's Management Agenda calls for a Federal government that is more customer-focused and results-oriented. In order to achieve these goals, one must first define the desired results and collect the data necessary to measure performance. The Council recognizes that transportation is critical to the effective provision of human services. If consumers cannot get to these services, they cannot get these services. Further, to the extent that the transportation provided is more costly than it could be, it diverts funds from important human service program needs.

However, many human service programs with a primary responsibility to deliver job training, health care, education or social services, do not collect information about the cost and quality of the transportation services they provide. Those that do collect transportation-related information often utilize different reporting cycles and different data points. There is no single mechanism in place across Federal programs to understand the benefits for programs that are coordinating human service transportation.

Recommendation 5 – Consolidated Access Transportation Demonstration Program: *In order to test the feasibility and cost-effectiveness of a new approach to meeting the full range of transportation needs of persons with disabilities, older adults and individuals with lower incomes, the CCAM recommends that statutory authority be sought to permit the development of 10 to 12 demonstration projects in metropolitan, rural and/or tribal areas. In these demonstration projects, a single transportation system (not necessarily a single provider) financed through a consolidated federally funded stream would meet the total needs of transportation-disadvantaged populations.*

The Council, States, communities, tribal organizations and stakeholder groups are pursuing solutions to a wide variety of obstacles to coordinated human service transportation. These solutions all assume that the underlying program structure of a "silo approach" to transportation

services will not change in the near term. Indeed, a wholesale change should not be undertaken until and unless a new approach proves effective. The current ad hoc provision of transportation services illustrates the importance of a sound demonstration project. Undoubtedly, if a system had been designed specifically to address the transportation needs of persons with disabilities, older adults and low income individuals, it would not have consisted of 62 separate grant programs, each with different eligibility and operating rules, run by 8 different Federal departments.

The proposed demonstration program will support the development of a new paradigm for providing transportation services to persons with disabilities, older adults and low-income individuals. In selected communities, it will lift the constraints imposed by multiple Federal programs that now fund transportation services for these groups, and permit the creation of a single transportation system to meet all of the transportation needs of these groups. Ideally, the many separate Federal-funding streams will be consolidated, a single set of eligibility, reporting and financial requirements will be utilized, and consumers of any human service transportation program will be able to access transportation services through one point of entry. This proposed demonstration program would also include the streamlining of service delivery, funding, and reporting systems. In addition, evaluations will be conducted to measure specific outcomes related to simplifying access and enhancing cost efficiencies.

VII. Conclusion

Successfully coordinating human service transportation is essential to greater economic independence, healthy living, and an improved quality of life for millions of Americans. In response to 62 Federal programs, as well as State and local initiatives to ensure that transportation is not a barrier to health, employment or full participation in community life, a complex web of transportation services has evolved in communities throughout the Nation. In this report, the Federal Coordinating Council on Access and Mobility (CCAM) has identified a variety of issues and the actions necessary to simplify access, reduce duplication, and improve the cost effectiveness of these important transportation services. Many of these critical issues may be addressed through the application of various technologies, including ITS.

The CCAM created an Executive Council, consisting of Senior Executive Service and non-career appointees from each agency named in the Executive Order, to carry out and oversee the development and implementation of the CCAM Action Plan. The Executive Council has directed the work of six interagency workgroups that were created to implement the Action Plan.

As required in the Executive Order, the CCAM has identified legislative or administrative actions at the Federal, State, local, and Tribal levels that could be useful in improving coordination of human service transportation, and has identified Federal rules and restrictions that limit coordination. In addition, the individual members of the CCAM have directed specific initiatives within their own departments that will help simplify access, reduce duplication, and improve cost-effectiveness in order to increase service. Finally, the CCAM has made five overarching recommendations for future work in the areas of Coordinated Transportation Planning, Vehicle Sharing, Cost Allocation, Consolidated Access, and Tracking and Evaluation.

The CCAM is committed to improving the coordination of human service transportation and looks forward to continuing its work.

Appendix 1

EXECUTIVE ORDER HUMAN SERVICE TRANSPORTATION COORDINATION

By the authority vested in me as President by the Constitution and the laws of the United States of America, and to enhance access to transportation to improve mobility, employment opportunities, and access to community services for persons who are transportation-disadvantaged, it is hereby ordered as follows:

Section 1. This order is issued consistent with the following findings and principles:

- (a) A strong America depends on citizens who are productive and who actively participate in the life of their communities.
- (b) Transportation plays a critical role in providing access to employment, medical and health care, education, and other community services and amenities. The importance of this role is underscored by the variety of transportation programs that have been created in conjunction with health and human service programs, and by the significant Federal investment in accessible public transportation systems throughout the Nation.
- (c) These transportation resources, however, are often difficult for citizens to understand and access, and are more costly than necessary due to inconsistent and unnecessary Federal and State program rules and restrictions.
- (d) A broad range of Federal program funding allows for the purchase or provision of transportation services and resources for persons who are transportation-disadvantaged. Yet, in too many communities, these services and resources are fragmented, unused, or altogether unavailable.
- (e) Federally assisted community transportation services should be seamless, comprehensive, and accessible to those who rely on them for their lives and livelihoods. For persons with mobility limitations related to advanced age, persons with disabilities, and persons struggling for self-sufficiency, transportation within and between our communities should be as available and affordable as possible.
- (f) The development, implementation, and maintenance of responsive, comprehensive, coordinated community transportation systems is essential for persons with disabilities, persons with low incomes, and older adults who rely on such transportation to fully participate in their communities.

Sec. 2. Definitions.

- (a) As used in this order, the term "agency" means an executive department or agency of the Federal Government.
- (b) For the purposes of this order, persons who are transportation-disadvantaged are persons who qualify for Federally conducted or Federally assisted transportation-related programs or services due to disability, income, or advanced age.

Sec. 3. Establishment of the Interagency Transportation Coordinating Council on Access and Mobility.

- (a) There is hereby established, within the Department of Transportation for administrative purposes, the "Interagency Transportation Coordinating Council on Access and Mobility" ("Interagency Transportation Coordinating Council" or "Council"). The membership of the Interagency Transportation Coordinating Council shall consist of:
 - (i) the Secretaries of Transportation, Health and Human Services, Education, Labor, Veterans

Affairs, Agriculture, Housing and Urban Development, and the Interior, the Attorney General, and the Commissioner of Social Security; and

- (ii) such other Federal officials as the Chairperson of the Council may designate.
- (b) The Secretary of Transportation, or the Secretary's designee, shall serve as the Chairperson of the Council. The Chairperson shall convene and preside at meetings of the Council, determine its agenda, direct its work, and, as appropriate to particular subject matters, establish and direct subgroups of the Council, which shall consist exclusively of the Council's members.
- (c) A member of the Council may designate any person who is part of the member's agency and who is an officer appointed by the President or a full-time employee serving in a position with pay equal to or greater than the minimum rate payable for GS-15 of the General Schedule to perform functions of the Council or its subgroups on the member's behalf.

Sec 4. Functions of the Interagency Transportation Coordinating Council. The Interagency Transportation Coordinating Council shall:

- (a) promote interagency cooperation and the establishment of appropriate mechanisms to minimize duplication and overlap of Federal programs and services so that transportation-disadvantaged persons have access to more transportation services;
- (b) facilitate access to the most appropriate, cost-effective transportation services within existing resources;
- (c) encourage enhanced customer access to the variety of transportation and resources available;
- (d) formulate and implement administrative, policy, and procedural mechanisms that enhance transportation services at all levels; and
- (e) develop and implement a method for monitoring progress on achieving the goals of this order.

Sec. 5. Report. In performing its functions, the Interagency Transportation Coordinating Council shall present to me a report not later than 1 calendar year from the date of this order. The report shall:

- (a) Identify those Federal, State, Tribal and local laws, regulations, procedures, and actions that have proven to be most useful and appropriate in coordinating transportation services for the targeted populations;
- (b) Identify substantive and procedural requirements of transportation-related Federal laws and regulations that are duplicative or restrict the laws' and regulations' most efficient operation;
- (c) Describe the results achieved, on an agency and program basis, in:
 - (i) simplifying access to transportation services for persons with disabilities, persons with low income, and older adults;
 - (ii) providing the most appropriate, cost-effective transportation services within existing resources; and
 - (iii) reducing duplication to make funds available for more services to more such persons;
- (d) Provide recommendations to simplify and coordinate applicable substantive, procedural, and administrative requirements; and
- (e) Provide any other recommendations that would, in the judgment of the Council, advance the principles set forth in section 1 of this order.

Sec. 6. General.

- (a) Agencies shall assist the Interagency Transportation Coordinating Council and provide information to the Council consistent with applicable law as may be necessary to carry out its functions. To the extent permitted by law, and as permitted by available agency resources, the Department of Transportation shall provide funding and administrative support for the Council.
- (b) Nothing in this order shall be construed to impair or otherwise affect the functions of the Director of the Office of Management and Budget relating to budget, administrative, or legislative proposals.

(c) This order is intended only to improve the internal management of the executive branch and is not intended to, and does not, create any right or benefit, substantive or procedural, enforceable at law or in equity by a party against the United States, its departments, agencies, instrumentalities or entities, its officers or employees, or any other person.

GEORGE W. BUSH
THE WHITE HOUSE,
February 24, 2004.

Appendix 2

SUMMARY NOTES MEETING OF THE FEDERAL INTERAGENCY COORDINATING COUNCIL ON ACCESS AND MOBILITY SEPTEMBER 15, 2004

LIST OF ATTENDEES

U.S. Department of Transportation

The Honorable Norman Y. Mineta, Secretary of Transportation, Chairman of the Federal Interagency Coordinating Council on Access and Mobility

The Honorable Jennifer L. Dorn, Administrator, Federal Transit Administration

U.S. Department of Agriculture

The Honorable Rodney J. Brown, Deputy Under Secretary, Office of Research, Education, and Economics

U.S. Department of Health and Human Services

Ms. Regina Schofield, Director, Intergovernmental Affairs

U.S. Department Housing and Urban Development

The Honorable Carolyn Peoples, Assistant Secretary, Office of Fair Housing and Equal Opportunity

U.S. Department of Interior

The Honorable Scott Cameron, Deputy Assistant Secretary, Office of Performance, Accountability and Human Services

U.S. Department Of Justice

The Honorable Alex Acosta, Assistant Attorney General, Civil Rights

U.S. Department of Labor

The Honorable Roy Grizzard, Assistant Secretary, Office of Disability and Employment Policy

U.S. Department of Veterans Affairs

The Honorable Jonathan Perlin, Acting Under Secretary for Health

National Council on Disability

Mr. Joel Kahn, Member

Social Security Administration

Ms. Pamela Mazerski, Associate Commissioner, Office of Program Development and Research

The White House

Mr. Tracy Justesen, Associate Director, Domestic Policy Council

OPENING REMARKS

Secretary Mineta, Chairman of the Federal Interagency Coordinating Council on Access and Mobility (the Council), called the meeting to order at 10:00 a.m. and welcomed attendees. He noted that the Council is responsible for implementation of the President's Executive Order on Human Services Transportation Coordination (13330). The Executive Order requires the Council to reduce duplication among Federal rules and regulations with respect to transportation services; improve cost efficiency; and simplify customer access to transportation for individuals with disabilities, older adults, and those with lower incomes.

Secretary Mineta presented an overview of human service transportation coordination challenges, including the obstacles related to different eligibility requirements, destination requirements, and billing requirements. He noted that the Departments of Transportation, Education, Health and Human Services, and Labor had, over the past year, developed and launched the United We Ride initiative, with the goal of enhancing human service transportation services through coordination efforts at the Federal, State, and local levels.

In accordance with the President's Executive Order, these departments, along with senior leadership from other agencies, have developed an aggressive Action Plan for consideration by the Council to improve coordination among Federal human service programs that provide transportation services.

Secretary Mineta then opened the floor to comments. Several participants expressed their department's support for the initiative, and noted the importance of transportation services to achieving the goals of the human service programs that they administer.

OVERVIEW OF THE EXECUTIVE ORDER AND PROPOSED ACTION PLAN

Secretary Mineta asked Jennifer L. Dorn, Administrator of the Federal Transit Administration, to outline the requirements of the Executive Order and present the draft Action Plan for consideration.

Ms. Dorn outlined the requirements of the Executive Order, particularly with regard to outcomes and deliverables. In addition to the Federal Interagency Coordination Council on Access and Mobility, she noted that an Executive Council has been created to provide day-to-day oversight and guidance to the efforts undertaken in furtherance of the Executive Order. Members of the Executive Council include senior-level appointees identified by each member of the Federal Interagency Coordination Council on Access and Mobility. In addition, interagency workgroups have been formed to carry out the tasks and actions plans of the Council.

Administrator Dorn also presented the proposed Action Plan, as developed and proposed by members of the Executive Council and interagency workgroups. The components of the proposed Action Plan include Education and Outreach; Consolidated Access; Reducing Regulatory Barriers; Coordinated Planning; Cost Allocation; and Useful Practices.

ADOPTION OF THE ACTION PLAN

Upon motion duly made and following discussion of resource requirements and priorities, the Council voted unanimously to adopt the Action Plan, as presented.

DEPARTMENT COMMITMENTS TO SUCCESSFUL EXECUTION OF THE EXECUTIVE ORDER

After acknowledging the work of the Executive Council and staff workgroups in the development of the Action Plan, Secretary Mineta announced that the Department of Transportation was contributing five point-five million dollars and 4 full time staff members to the effort. Staffing

commitments were made by representatives of the Departments of Veterans Affairs, Agriculture, and Education. Staff members from these departments as well as the Departments of Labor, Health and Human Services, and Housing and Urban Development are actively involved in staffing the workgroups for implementing the CCAM Action Plan. In addition, representatives of the Departments of Labor and Health and Human Services indicated that their Departments were exploring potential funding opportunities. Representatives of the Departments of Justice and the Interior indicated that their departments were prepared to provide advice, guidance, and other support to the effort.

The Council acknowledged the need for additional funding to accomplish the Action Plan as adopted.

NEXT STEPS

The following schedule of deliverables was agreed upon:

- Department-level Action Plans will be submitted by October 15, 2004
- Department-level Action Plan Progress Reports will be submitted by November 15, 2004
- Departmental clearances of the Council's Report to the President will be completed in December 2004
- The Council's Report to the President will be submitted no later than January 15, 2005

The meeting was adjourned 11:15 a.m.

SUMMARY NOTES EXECUTIVE COMMITTEE MEETING- COUNCIL ON ACCESS AND MOBILITY JUNE 29, 2004

RE: IMPLEMENTING EXECUTIVE ORDER 13330 ON HUMAN SERVICE TRANSPORTATION COORDINATION

Agencies Present:

- National Council on Disability
 - Joel Kahn, Member
 - Jeff Rosen, General Counsel & Director of Policy
- U.S. Department of Agriculture
 - Michael Molina, Deputy Chief of Staff U.S. Department of Education
 - Office of Special Education and Rehabilitative Services
 - Troy Justesen, Ph.D., Acting Deputy Assistant Secretary
- U.S. Department of Health and Human Services
 - Administration on Aging
 - Edwin Walker, Deputy Assistant Secretary
 - Office on Disability
 - Margaret Gianninni, MD, Director
 - Office of Intergovernmental Affairs
 - Regina Schofield, Director
 - Office of Human Service Policy
 - Canta Pian, Director
 - President's Committee for People with Intellectual Disabilities
 - Sally Atwater, Executive Director
 - Substance Abuse and Mental Health Services Administration
 - Jim Stone, Deputy Administrator
 - Centers for Medicare and Medicaid Services
 - Dennis Smith, Director
- U.S. Department of Housing and Urban Development
 - Fair Housing and Equal Opportunity
 - Jon Gant, Deputy Assistant Secretary
 - Office of Policy Development & Research
 - Michael Freedberg, Senior Policy Analyst
- U.S. Department of Interior
 - Bureau of Indian Affairs
 - Evangeline Campbell, Social Worker
- U.S. Department of Labor
 - Employment Training Administration
 - Thomas Dowd, Deputy Assistant Secretary
 - Office of Disability Employment Policy
 - Roy Grizzard, Assistant Secretary
- U.S. Department of Transportation
 - Federal Transit Administration
 - Jennifer L. Dorn, Administrator
 - Richard Doyle, FTA Regional Administrator
 - Susan Schrueth, Associate Administrator
 - Linda Lawson, Director
 - Federal Highway Administration
 - Yehuda Gross, ITS Transit Program Manager
 - National Highway Traffic and Safety Administration

- Otis Cox, Deputy Administrator
- U.S. Department of Veterans Affairs
 - Allen Taylor, Homeless Veterans Initiatives
- White House
 - Domestic Policy Council
 - Tracy Justesen, Ph.D., Associate Director

OVERVIEW OF HUMAN SERVICE TRANSPORTATION COORDINATION

Jennifer Dorn, FTA Administrator, presented an overview of Human Service Transportation Coordination Challenges. She highlighted that President Bush signed Executive Order 13330 to advance the coordination and simplify access to transportation programs for older adults, individuals with disabilities, and persons with lower incomes. The Executive Order establishes a new Federal Interagency Coordinating Council on Access and Mobility to improve coordination of federal transportation programs. This Council includes 10 Federal departments. Included are the Departments of Transportation, Labor, Health and Human Services, Education, Interior, Veterans Affairs, Agriculture; the Attorney General; and the Commissioner of the Social Security Administration. Secretary Mineta has scheduled the first full Council meeting with his counterparts on September 15, 2004 at 10 a.m. at the Department of Transportation.

During her opening remarks, Administrator Dorn delineated the importance of addressing coordination from a customer's perspective, since it is clear that customers face great confusion and uncertainty in obtaining transportation and finding their way through the labyrinth of different federal, state and local transportation programs. One underlying objective outlined by Administrator Dorn is to reduce such complexity while increasing flexibility. She described federal efforts to coordinate transportation, especially the "United We Ride" program, which has 5 basic elements. First, there is the "Framework for Action," that describes the elements of a coordinated transportation system and is a self-assessment tool for communities to determine where they are in attaining effective coordination of transportation. Next, the "National Leadership Forum" (Feb '04) brought together 47 Governor appointed teams to discuss improvement of human service transportation services. The third element is "State Leadership Awards" given at the February National Leadership meeting to states that demonstrated effective coordination of human service transportation. The states that received awards include Washington, Maryland, Ohio, North Carolina and Florida. The fourth element is newly announced (Federal Register, July 7, 2004) "United We Ride (UWR) State Coordination Grants". The FTA has allotted \$1 million to assist States with enhancing coordination of human service transportation. The grants will be given in amounts of \$20,000 to \$35,000 to assist states in 1) conducting a comprehensive state assessment using the UWR Framework for Action; 2) developing a comprehensive state action plan for Coordinating Human Service Transportation; or 3) for those states who already have a comprehensive state action plan, grants can be used for implementing one or more of the elements identified within the Framework for Action. The final and fifth UWR element is a "Help Along the Way" technical assistance program that provides support for states and communities to facilitate coordinated activities.

Requirements of the President's Executive Order

Susan Schruth, FTA Associate Administrator of Program Management, presented the key requirements set forth in the Executive Order issued by the President. The Executive Order directs the 10 Federal Departments to develop a report for the President that include: 1) identification of useful laws, regulations, practices, procedures and actions; 2) identification of duplicative or restrictive Federal laws and regulations; and 3) recommended changes to substantive, procedural and administrative requirements to simplify and coordinate programs. In addition, each Federal department included in the Executive Order is required to report progress on a) simplifying access to programs for customers; b) providing most appropriate, cost-effective services within existing resources; and c) reducing duplication to make more services available to more people. As a result

of the Executive Order, the Federal Interagency Coordinating Council on Access and Mobility is formed and includes ten Secretaries. The National Council on Disability has also been invited to join the Council. There will also be an Executive Committee (Political/SES Level), which will be responsible for management and policy direction of the Council. This Committee will direct staff level workgroups to carry out the work assignments for the Council. The report to the President is due by February 2005, which requires that we act in a timely manner.

DISCUSSION:

Do we have inventory of how much spending there is per program? Are there any duplications or is all spending discrete?

- The only data we presently have is provided by the GAO listing of the 62 Federal programs; however many programs do not track transportation expenses separately, and this poses a significant challenge.

Can consolidation be considered as an alternative to coordination?

- Although consolidation has not been on our radar, we should still provide one place for a person to call when he or she is in need of transportation services.
- Consolidation of assets should be distinguished, in that, we want to consolidate resources and services to enhance effectiveness; however, we do not want to consolidate funding.

Have we approached the matrix for the action plan in an urban, suburban, rural way?

- This is essential because we have to remember, "one size does not fit all."
- There should be no restrictions in providing transportation services ("Need a ride, get a ride").

How can HUD best help in these coordination efforts?

- We must ensure that our perspective is not limited to only providing vehicles and transportation services, but that we be equally concerned about pedestrian access to transportation services. We need to be concerned about providing needed pedestrian access infrastructure and ensuring the co-location of human services at transportation facilities or at least locating service facilities with easy access to public transportation services. HUD can assist by providing staff and funds to ensure that these considerations are addressed.
- We can capitalize on such "targets of opportunity."

Proposed Action Plan and Budget

The Proposed Action Plan was presented to address the requirements of the Executive Order. The Action Plan includes six goal areas, each with an Interagency Workgroup. The Workgroup chairs presented each of their corresponding objectives as follows:

Education and Outreach (Chairs: Jameta Barlow (HHS) and Ellen Daly (DOL)):

- Convince Federal, state, and local policy-makers and funding agencies to facilitate coordination.
 - Fact Sheets, Talking Points, Newsletter, Website
- Encourage providers to coordinate transportation services.
 - Website, Speakers Bureau, FAQs
- Develop and disseminate materials for providers to use to help consumers choose the most appropriate transportation service.
 - Tool to integrate transportation into individual human service plans
 - Templates (brochures, FAQs, fact sheets)

Consolidated Access (Chairs: Mary Leary (AoA) and Brian Cronin (FTA)):

- Provide tools for delivery of consolidated access to transportation services.
 - Develop and disseminate a model mobility plan to improve customer access to transportation services
- Develop a scalable/replicable traveler management coordination center.
 - Develop and disseminate a computerized consolidated reservation, scheduling and dispatch system
- Develop and disseminate a computerized consolidated payment, billing, and reporting system.

Regulatory Barriers and Relief (Chair: Douglas Birnie (FTA)):

- Collect and analyze duplication and conflict among statutes and regulations across 62 Federal programs.
- Identify potential statutory and administrative solutions.
- Determine feasibility of waiver demonstration program; and implement if possible.

Coordinated Planning (Chairs: Michael Reardon (DOL) and Vincent Valdes (FTA)):

- Implement Framework for Action process in states and communities.
 - Provide grants to states to support coordination of transportation services
- Describe and document current state of transportation services coordination nationwide.
- Develop and implement a joint planning demonstration project at State/community level.
- Develop model statutory/regulatory language and guidance regarding coordinated human service transportation planning.

Cost Allocation (Chairs: Richard Doyle (FTA) and Maryann Donovan (DOL)):

- Identify and assess cost allocation models that are currently being used.
- Develop and distribute cost allocation methodology and guidance.
- Develop and implement technology to support cost allocation.

Useful Practice (Chairs: Bryna Helfer (FTA) and Loretta Chittum (DoED)):

- Identify, document and disseminate useful practices at the Federal, State, Local, and Tribal levels.

The total budgetary needs for the efforts of the six workgroups are \$9.61 million, and this does not include staff salaries. After taking commitments into account, there is still \$4.7 million worth of resources outstanding. Agencies are encouraged to contribute resources, which may include financial support, staff for decided assignments and workgroups, or agencies may have existing programs that “fit” well with the budget and the objectives laid out in the Proposed Action Plan.

DISCUSSION:

Can cost allocation issues be resolved administratively or by statute?

- Current level of information is not sufficient to make this determination at this time; however, examples from the past show that such issues can be resolved administratively.
- Guidance from OMB may be useful in this process.
- The Cost Allocation Workgroup is in the process of identifying effective cost allocation methods.

Have we found any useful practices being performed at Federal; State; Local; or Tribal levels?

- This is a key objective of the Useful Practices Workgroup to identify these strategies.
- The analysis will include building on the work of existing research and studies and from input from United We Ride teams across the country.

- The Workgroup will identify criteria for inclusion, utilizing the elements outlined in the Framework for Action as a starting point.

In reference to the Mobility For All project (technology facilitated interface), will the extended replication of this model be limited due to the high costs of implementation?

- It is intended that the investment in developing and implementing a seamless system for scheduling, dispatching, payment, reporting, billing, and other aspects of service delivery will be cost effective in the implementation phase.
- The Federal Highway Administration and Federal Transit Administration are working closely with counterparts in human services to ensure that these technologies are being developed in “concert” with need and available resources.
- The project also ensures collaboration with other agencies, states, communities, service providers, private sector and customers all under the umbrella of UWR to foster replicability.

NEXT STEPS

- Each Department identified in the Executive Order will need to address the requirements for a) simplifying access; b) increasing cost effectiveness; and c) reducing duplications. The Action Plan for the Coordinating Council on Access and Mobility includes activities that each agency can consider for each of these areas. The Final Report will include the collaborative activities and recommendations as well as agency specific results.
- It will be important for the Executive Committee to identify funding and staff commitments to implement the overall action plan. Based on available resources, priorities can be made about those activities that are critical for completion over the next 9-12 months. Minimally, to fulfill the requirements of the Executive Order, resources are required for the final report, the cost allocation paper, identification of useful practices, and the paper outlining duplications and restrictions regarding statutes and regulations.
- The Executive Committee will hold regular meetings to gauge progress in accomplishing the Executive Order’s requirements. The next committee meeting will be held towards the end of the summer.
- Briefings by FTA staff are available for other agencies in order to build understanding about the issues related to coordinated human service transportation, and to identify appropriate participation in various workgroups. Each agency is encouraged to have staff participation on at least one workgroup.
- The Regulatory Relief Workgroup (3) requests agencies to fill out and return Regulation Matrix (handout) by mid-July.

**COORDINATING COUNCIL ON ACCESS AND MOBILITY – EXECUTIVE COUNCIL
NOVEMBER 18, 2004**

SUMMARY NOTES

LIST OF ATTENDEES

U.S. Department of Transportation

Jennifer L. Dorn, Administrator, Federal Transit Administration
Richard Doyle, Federal Transit Administration
Susan Schruth, Federal Transit Administration
Paul Jones, National Highway Traffic Safety Administration
Yehuda Gross, Federal Highway Administration

U.S. Department of Education

Marina Tse, Office of the Secretary
Jennifer Sheehy, Office of Special Education and Rehabilitation Services

U.S. Department of Agriculture

Jim Jacobs, Community Development and Planning

U.S. Department of Health and Human Services

Stacie Maass, Office of Intergovernmental Affairs

U.S. Department Housing and Urban Development

Michael Freedberg, Office on Policy

U.S. Department of Interior

Kathleen Wheeler, Office of the Secretary

U.S. Department Of Justice

Ollie Cantos, Civil Rights Division

U.S. Department of Labor

Roy Grizzard, Office of Disability and Employment Policy

U.S. Department of Veterans Affairs

Mike Crabtree, Office of Prosthetic and Sensory Aids Service

National Council on Disability

Jeff Rosen
Julie Carroll

Social Security Administration

Leola Brooks, Office of Associate Commissioner, Office of Program Development and Research

The White House

Tracy Justesen, Domestic Policy Council

OPENING REMARKS

Jennifer Dorn, Chair of the Coordinating Council on Access and Mobility Executive Council, called the meeting to order at 1:00 p.m. and welcomed attendees.

CCAM WEBSITE

Michelle Hoopes, Action Net, outlined the plan to link each Council member agency to related Council programs by utilizing departmental logos on the new CCAM website. Council members are encouraged to develop a central location for transportation-related information on their websites. It will also be valuable to have a link to the CCAM website on each department's websites. The Council discussed the importance of maintaining a consistent message at the entry point for each department, to provide a clear understanding of human service transportation. Content on the site should be written in user-friendly language.

FTA has submitted a request to change the web address from 'ccam.gov' to 'unitedweride.gov'. Approval will be necessary prior to the site launch.

Council members are asked to provide the name of a contact person from each Department to work with the CCAM website team. Action Net staff are available to help departments create individual web pages for transportation. Each department is also asked to submit a "clean" logo by the first week of December. Please send information to steve.pahner@fta.dot.gov or ben.rogers@fta.dot.gov.

BUILDING AN INDIVIDUALIZED TRANSPORTATION PLAN

Mary Leary, Administration on Aging, acknowledged that direct service providers (in human services) are not always aware of the transportation resources available for consumers in their programs. The newly developed "Individualized Transportation Plan" document contains two sections: 1) the role of human service providers in helping consumers access transportation; and 2) specific questions and information to explore with consumers when facilitating access to transportation services.

This tool is intended to facilitate the integration of transportation services into existing individual service plans utilized in rehabilitation, long-term care, education, employment, and discharge planning. The template will be available electronically so that it can be easily tailored to specific programs.

Council members suggested disseminating this tool through a variety of provider and advocacy organizations. The Council also suggested that the Education and Outreach workgroup schedule a meeting with Council members' Offices of Public Affairs to develop a marketing and outreach strategy for this document, along with the website, White House final report and other products. Council members are asked to send specific website information and points of contacts for targeted organizations directly to james.billy@fta.dot.gov or mary.leary@aoa.gov.

PRELIMINARY LEVEL-REGULATORY ANALYSIS

Doug Birnie, Federal Transit Administration, provided an overview of the first level of analysis conducted by the Regulatory Relief workgroup. The analysis was carried out based on information collected from each department on statutes and regulations. It also provides insight on the differences and similarities of programs. Three areas of analysis were conducted: beneficiaries, eligible trip purpose, and eligible expenses. The next level of analysis will be to identify specific relationships between selected programs. Council members are asked to carefully review all data that was presented under Tab 5 of the meeting materials for accuracy. Changes should be submitted to douglas.birnie@fta.dot.gov no later than December 3, 2004.

Based on the initial analysis of statutes and regulations, combined with information provided from the National Consortium on Human Service Transportation, the Regulatory Relief workgroup presented several recommendations to be included in the final report to the White House, as follows:

1. Simplify reporting requirements across selected programs in human service transportation starting with a demonstration program.
2. Develop interagency guidance on shared vehicle use between selected programs supporting human service transportation.
3. Develop a "waiver" demonstration program to support a comprehensive, coordinated, customer centered human service transportation system across selected Federal programs.
4. Allow programs supporting human service transportation to use other Federal programs to meet the cost sharing requirements.
5. Develop and implement joint planning requirements across Federal programs supporting human service transportation.
6. Integrate cost allocation principles into selected Federal programs that support cost reimbursement for human service transportation; to reflect shared responsibility across agencies.

The Council discussed the importance of fully understanding the content and intent of each recommendation. The Regulatory Relief workgroup was asked to develop a short paper regarding each recommendation and send these to the Executive Council. The Council will re-convene to discuss the specific recommendations to be included in the Final Report to the White House. The meeting will be held on December 8, 2004 from 1-3 p.m.

FRAMEWORK FOR ACTION AT THE FEDERAL LEVEL

Michael Reardon, co-chair of the Coordinated Planning workgroup, discussed the Framework for Action, a self-assessment tool for Federal agencies, States, and communities. The Framework is a tool to facilitate dialogue in regard to the current status of human service transportation coordination and to identify opportunities for future action. States and communities across the country are in the process of conducting the Framework for Action.

Federal staff involved in CCAM work groups or other related activities are invited to participate in the Federal Framework for Action meeting on November 29, 2004 (1-4 p.m. at the Department of Transportation). This session will provide an opportunity to discuss the current status of efforts to coordinate human service transportation across Federal programs and identify the remaining opportunities as the United We Ride initiative moves forward. Each Council member is asked to encourage staff from their programs to fully participate.

TECHNICAL ASSISTANCE IN HUMAN SERVICE TRANSPORTATION

Federal partners currently supporting technical assistance in human service transportation will be meeting on Monday, November 22, 2004. They will explore the current technical assistance initiatives, discuss needs and gaps in technical assistance, and develop a collaborative strategy for future activities.

FINAL REPORT TO WHITE HOUSE

The Final Report to the White House must be submitted to the President no later than February 24, 2004. Departmental action plans will be included as appendices. Council members are asked to submit highlights (from individual department plans) to be considered for the narrative section of the final report by December 3, 2004. Information should be submitted to: james.jacobs@fta.dot.gov.

The Council also discussed the timeline for preparation and review of the submission. Per the Chair's direction, an un-edited draft of the fundamental recommendations must be ready by December 3, 2004. The Executive Council will meet to discuss this draft on December 8, 2004, from 1-3 p.m. Following input from the Council, a final draft of the report will be circulated for final review and comment by all member agencies. Secretary Norman Y. Mineta will submit the final report to the White House (see attached updated timeline).

ANNOUNCEMENTS

Jenna Dorn announced that 45 States received United We Ride State Coordination Grants and distributed copies of a press release and a UWR Information package that was provided to all State grantees. Departments are encouraged to circulate their own press announcement.

The meeting was adjourned 3:00 p.m.

Appendix 3

GOAL 1: EDUCATION AND OUTREACH

OBJECTIVE 1.1: TO DEVELOP A COMPREHENSIVE EDUCATIONAL CAMPAIGN USING UNITED WE RIDE (BRAND NAME)

ACTIVITY	AGENCY RESPONSIBLE	MILESTONE DATES	STATUS
a. Inventory, review and catalogue current educational materials (fact sheets, FAQ, talking points, videos, etc) to further identify education and outreach needs and options	Intern with input from TA centers and Federal Workgroup Members	September 30, 2004	Completed
a1. Collaborate with national organizations and stakeholders representing consumer (older adults; people with disabilities; and individuals with lower incomes), providers (human services, education, and transportation); and policy makers on all aspects related to education and outreach.	Development: National Consortium Oversight: Federal Workgroup Team Subcommittee+C137	Ongoing	In Progress
b. Develop a strategy to coordinate transportation clearinghouses in order to eliminate duplication of activities. (librarian)	Federal workgroup-Lead, FTA; TA Centers	January 15, 2004	In Progress
c. Develop a strategy and recommendations for developing a comprehensive educational campaign.	Federal Workgroup Team-Lead -HHS/DOL	February 15,2004	In Progress
d. Develop "template" Fact sheets, Talking points, newsletters, and brochures to help educate policy makers, providers, and consumers about issues related to transportation access and the benefits of coordinated services.	All CCAM Members	September 15, 2004	Completed
1. Conduct Listening sessions/focus groups with Stakeholder Groups	Federal Workgroup Team-Lead FTA	December 15, 2004	Completed
2. Develop and tailor messages for different audiences for FAQ's- Myths, Facts and Strategies/Tools	FTA Intern	December 15, 2004	Completed
4.Develop a newsletter for distribution	FTA Intern	Bi-Monthly	In Progress
e. Develop and implement a Speakers' Bureau and Speakers' Kit (i.e., talking points, powerpoint, scripts, fact sheets) for national, regional, state, and local meetings	All CCAM Members	January 15, 2004	In Progress
g. Create a tool to integrate transportation into individual human service plans and develop a strategy for dissemination and implementation	Federal Workgroups 1 and 2; Lead-Dianne McSwain (HHS)	October 15,2004	Completed
h. Develop working relationships institutes of higher learning, professional organizations, technical assistance programs, and other organizations to integrate human service transportation coordination and access issues into the pre-service and continuing education process.	TBD	TBD	

GOAL 1: EDUCATION AND OUTREACH

OBJECTIVE 1.2: TO DEVELOP A FULLY OPERATIONAL WEBSITE (CCAM.GOV)

ACTIVITY	AGENCY RESPONSIBLE	MILESTONE DATES	STATUS
a. Identify Resources	FTA-Lead	October 15, 2004	Completed
b. Develop Scope of Work	FTA-Lead	October 15, 2004	Completed
c. Solicit and Select Vendor/Contractor	FTA-Lead	October 30, 2004	Completed
d. Submit .GOV change of Name (TBD)	FTA-Lead	September 30, 2004	Completed
e. Ensure the website will be developed with 508 compliance	FTA-Lead	December 1, 2004	Completed
f. Consult with a literacy specialist to ensure the language is readable and understandable	FTA-Lead	ONGOING	In Progress
g. Convene Interagency Panel to Develop Design Concepts	Contractor	November 15, 2004	Completed
h. Meet with Stakeholders outside of Gov to solicit input; Workgroup selects list of stakeholders	Contractor/ Federal Workgroup-Lead -HHS	November 15, 2004	Completed
i. Develop Model for Review and Approval	Contractor/ Federal Workgroup Team	December 15, 2004	Completed
j. Modify and Solidify Design and Content	Contractor	December 15, 2004	In Progress
k. Test website for usability and accessibility	Contractor	December 15, 2004	In Progress
l. Roll Out Website	FTA/ Federal Workgroup Team	January 15, 2005	Not Started
m. Create Transportation Webpages on EVERY CCAM Member Page	All CCAM Members	January 15, 2005	In Progress
n. Create Link to CCAM Website	All CCAM Members	March 15, 2005	In Progress
m. Conduct outreach	All CCAM Members	Ongoing	In Progress
n. Regularly review and update Website for content	Federal Workgroup	Quarterly	

GOAL 2: CONSOLIDATED ACCESS

OBJECTIVE 2.1: TO EFFECTIVELY ADVANCE COORDINATED ACCESS TO THE FULL SPECTRUM OF COMMUNITY TRANSPORTATION OPTIONS (THROUGH MECHANISMS SUCH AS MOBILITY MANAGEMENT, BROKERAGE, ETC.)

ACTIVITY	AGENCY RESPONSIBLE	MILESTONE DATES	STATUS
a. To develop a common vision and talking points for a continuum of transportation services, including private vehicles; taxi services; accessible fixed route; Paratransit Services; Volunteer Drivers, etc.	Federal Workgroup--Lead-AoA	September 15, 2004	Completed
b. Identify states and local communities that are "ripe" for technical assistance and professional capacity building in developing a comprehensive coordinated transportation service plan.	All CCAM Members	October 30, 2004	Completed
c. To increase the number of federal programs that simplify access to services through coordinated transportation options. Examples include Brokerages; Transit passes; travel training; customer information systems; vouchers; etc.	All CCAM Members	January 30, 2005	In progress
d. Implement skill enhancing workshops in areas to enhance human services transportation coordination and accessibility. Examples include brokerage services; transit pass options, voucher programs; etc.	All CCAM Members	January 30, 2005	In progress
e. Conduct 6 regional inter-agency coordination workshops to promote ITS awareness/deployment in human services transportation related to reservations, scheduling, dispatching, reporting and billing practice.	Contractor support-Lead FTA/HHS/DOL	November 30, 2004	Completed
f. Develop and Implement a National Transit Institute (NTI) course: Coordinated Mobility: A Unified Transportation Management Solution a web-based course.	NTI, Contractor-Lead FTA	November 30, 2004	Completed
g. Produce outreach materials, including brochures, implementation guides, best practices and presentations, on state and local transportation coordination practices.	All CCAM Members	Ongoing	In progress
h. Develop template business plan for implementing mobility management services at the state/ local level	TBD	TBD	

GOAL 2: CONSOLIDATED ACCESS

OBJECTIVE 2.2: TO INTEGRATE TRANSPORTATION ACCESS INTO HUMAN SERVICES SYSTEMS

ACTIVITY	AGENCY RESPONSIBLE	MILESTONE DATES	STATUS
a. Increase the number of human service programs including transportation as an integrated component	All CCAM Members	Ongoing	In progress
b. Conduct federal-level "group learning meetings" to reach common level of understanding about the human services access systems and identify opportunities for integrating transportation services and options.	Federal Workgroup-Lead-AoA	November 15, 2004	Completed
a. Increase the number of human service programs including transportation as an integrated component 1. AoA/CMS Aging and Disability Resource Centers 2. DOL Workforce One-Stop Centers 3. DoED Independent Living Centers 4. SSA/DOL Navigator Program	All CCAM Members	Ongoing	In progress
c. Compile existing information (survey data, reports, planning documents, etc.) to illustrate the current level of transportation integration into the human services access systems.	All CCAM Members	January 30, 2005	In progress
d. Identify existing examples of transportation integration and include write-ups in EO Promising Practices document.	Contractor (See Promising Practices action plan)	December 30, 2004	Completed
e. Develop a "mobility plan" template to be integrated into individual human service plans and develop policy/guidelines for implementation at the local level.	Federal Workgroup-Lead - HHS	October 30, 2004	Completed
e. Receive comments from agencies on the "Mobility Plan" template, policies and guidelines	Federal Workgroup-Lead - AoA	November 30, 2004	Completed
f. Disseminate and Implement in each of the appropriate service delivery models and programs across federal programs	All CCAM Members	January 30, 2005	In progress

GOAL 2: CONSOLIDATED ACCESS

OBJECTIVE 2.3: TO DEVELOP A COMPREHENSIVE SYSTEM FOR COMPUTERIZED RESERVATIONS, SCHEDULING, DISPATCHING, PAYMENT, BILLING AND REPORTING.

ACTIVITY	AGENCY RESPONSIBLE	MILESTONE DATES	STATUS
a. Launch ITS Mobility Services for All Americans project.	Federal Workgroup	June 30, 2004	Completed
b. 1. Produce state-of-practice documents on human services transportation operations and coordination at state and local levels	Contractor- Lead FHWA	November 30, 2004	In progress
c. Perform needs/gaps assessment and identify coordination/accessibility barriers facing customers, service providers and program administrators	Contractor-Lead -FTA	January 15, 2005	In progress
d. Produce white paper on linking ITS technologies to support mobility/accessibility services for all Americans, and estimating technology impacts and potential return-on-investment (ROI)	Contractor-Lead-FTA	January 30, 2005	In progress
e. Technology integration, testing and evaluation	DOT/HHS/DOL/ED /USDA/Interior	June 30, 2005	Not Started
f. Site selection/Test planning	Contractor	June 30, 2005	Not Started
fi. Testing preparation and implementation	Contractor	October 31, 2006	Not Started
fii. Test evaluation	Contractor	November 30, 2006	Not Started

GOAL 3: REGULATORY RELIEF

OBJECTIVE 3.1: TO ASSESS AND DOCUMENT REGULATORY DUPLICATION AND OBSTACLES TO HUMAN SERVICES COORDINATION

ACTIVITY	AGENCY RESPONSIBLE	MILESTONE DATES	STATUS
a. Research and compile legal authority for the 62 Federal programs providing transportation services to the transportation disadvantaged consisting of 3 separate products to include: US Codes; implementing regulations; and guidance and circulars in various formats.	FTA -Lead	September 30, 2004	Completed
c. Conduct focus group to solicit input from local providers, states, and others to collect qualitative data regarding regulatory barriers.	National Consortium on Human Service Transportation/CTAP	September 30, 2004	Completed
b. Establish a web-based site on the Coordination Council website that will permit state and community organizations coordinating human service transportation services to register their insights and opinions regarding regulatory barriers to transportation coordination.	FTA-Lead	January 15, 2005	In progress
d. Conduct a comparison analysis of legal authority to identify duplication and other regulatory barriers.	FTA -Lead	September 30, 2004	Completed
e. Install reference book of statutory data on web page.	FTA -Lead	January 15, 2005	In Progress
f. Expand statutory and regulatory information and conduct comparison analysis of information for duplication and restrictions.	FTA Chief Counsel Office/Intern	January 15, 2005	In Progress
g. Conduct outreach to tribal organizations to review regulatory issues	Lead-ACF-HHS+C286	January 15, 2005	In Progress
h. Prepare working paper on major regulatory barriers from information collected from the focus group and the web-site. Determine if barriers can be corrected by 1) explanatory clarifications, 2) adjustments in federal program guidance, 3) regulatory adjustments, or 4) statutory changes.	Human Services Transportation Consortium	November 30, 2004	Completed
i. Develop priorities for regulatory relief and actions to accomplish relief for high priority areas.	All CCAM Members	November 30, 2004	Completed

GOAL 3: REGULATORY RELIEF

OBJECTIVE 3.2: TO EXPLORE THE DEVELOPMENT AND REQUIREMENTS FOR A WAIVER DEMONSTRATION PROGRAM

ACTIVITY	AGENCY RESPONSIBLE	MILESTONE DATES	STATUS
a. Inventory federal programs to determine if waiver authority is available.	All CCAM Members	January 15, 2005	In Progress
b. Conduct outreach to tribal organizations to review regulatory issues with respect to their waiver program	Federal Workgroup-Lead - ACF	January 15, 2005	Not Started
c. Prepare working paper outlining administrative and legal options for a regulatory waiver demonstration program	DOL-ETA/Federal Workgroup-Lead -FTA	February 15, 2005	Not Started
d. Determine top candidate regulatory problems for a waiver program.	Federal Working Group and Executive Council	February 15, 2005	Not Started
e. Prepare a white paper to determine feasibility and strategy for implementing a waiver demonstration program	Federal Workgroup-Lead-DOL-ETA	March 15, 2005	Not Started
f. Meet with Executive Council to determine how to proceed.	Federal Workgroup reps	TBD	Not Started
g. Based on the decisions of the Council, develop criteria for selecting demonstration sites.	Federal Workgroup	June 15, 2005	Not Started
h. Develop guidance for a waiver program to reduce regulatory duplication	TBD	TBD	Not Started
i. Solicit demonstration proposals	TBD	TBD	Not Started
j. Review and select demonstration sites	TBD	TBD	Not Started
k. Announce Demonstration Sites and host initial meeting with all sites	TBD	TBD	Not Started
l. Host quarterly conference calls between all demonstration sites to share and compare experiences in implementation	Federal Workgroup/FTA	Ongoing	Not Started
m. Evaluate demonstration waiver program	TBD	TBD	Not Started
. Develop recommendations for long term implementation	TBD	TBD	Not Started

GOAL 3: REGULATORY RELIEF

OBJECTIVE 3.3: DEVELOP AN INTERAGENCY POLICY TO ADDRESS RESTRICTIONS THAT PREVENT TRANSPORTATION VEHICLES AND SERVICES FUNDED BY ONE FEDERAL PROGRAM FROM SHARING VEHICLES AND RIDES WITH CLIENTS OF OTHER FEDERAL PROGRAMS.

ACTIVITY	AGENCY RESPONSIBLE	MILESTONE DATES	STATUS
a. Prepare a legal analysis and explanation of FTA' policy on incidental service based on a GAO ruling that permits vehicles acquired with FTA program assistance to be incidentally used to serve non-program clients and purposes so long as such service does not detract from agency grant purposes. This ruling permits vehicles to be used when idle by other programs and for agency program services to accommodate other patrons.	Federal Workgroup	June, 2004	completed
b. Distribute legal and policy analysis paper to Council members funding service and equipment to determine if they could legally implement such a policy. Gather interagency results	Federal Workgroup	November, 2004	completed
c. Prepare language for joint guidance on vehicle sharing	Federal Workgroup	February 15, 2005	Not Started
d. Presentation and Adoption of Federal agencies	Targeted Members	March 15, 2005	Not Started
e. Integrate Policy into targeted federal programs	Targeted Members	March 15, 2005	Not Started

GOAL 3: REGULATORY RELIEF

OBJECTIVE 3. 4: DEVELOP A UNIFORM, STANDARD SET OF DATA THAT CAN BE USED TO ANALYZE HUMAN SERVICE TRANSPORTATION ACROSS PROGRAMS.

ACTIVITY	AGENCY RESPONSIBLE	MILESTONE DATES	STATUS
a. Obtain and compile information on the current reporting requirements of various programs and research reporting issues including reporting cycles, data being collected, regulation and financial barriers, compliance issues and policy, etc.	FIU-Lead (FTA) C21	December 1, 2004	Completed
b. Research and recommend common reporting periods and identify common data items to be collected for the standard report	FIU	January 15, 2005	In Progress
c. Research and recommend minimum reporting requirements for various service providers. Potential determinants for agency reporting requirements may include fleet size, funding level, service characteristics, etc..	FIU	January 30, 2005	In Progress
d. Design reporting forms and develop instructions and guidelines on how each item is to be collected. Submit draft forms and associated documentation to the Federal Regulatory Relief Working Group for review and comments.	FIU Federal Regulatory Task Force Review	March 1, 2005 April 1, 2005	Not Started
e. Post draft guidelines on the CCAM web site and solicit public comment on the proposed coordinated data set.	Federal Regulatory Task Force	June-July 2005	Not Started
f. Review and modify reporting guidelines based on the comments received.	Federal Regulatory Task Force with FIU assistance	August 1, 2005	Not Started
g. Circulate to Federal agencies to determine support and approval for reporting guidance and demonstration program to test the program	All CCAM Members	September 1, 2005	Not Started
h. Present to the Federal Coordinating Council for approval of demonstration project.	Federal Regulatory Task Force Review	October 1, 2005	Not Started
i. Create a website for streamlining data collection and reporting across federal programs	FIU	October 1, 2005	Not Started
j. Issue a demonstration waiver solicitation to states.	Federal Regulatory Task Force with the assistance of FIU	January 1, 2006	Not Started

GOAL4: COORDINATED PLANNING

OBJECTIVE 4.1: TO CONDUCT THE FRAMEWORK FOR ACTION AND FACILITATE ACTION STEPS IN STATES AND COMMUNITIES ACROSS THE COUNTRY

ACTIVITY	AGENCY RESPONSIBLE	MILESTONE DATES	STATUS
a. Conduct Framework for Action assessment at Federal Level	All CCAM Members	September 30, 2004	Completed
b. To provide grants for states to enhance coordinated human service transportation assessment, planning and implementation process	CCAM Members	September 30, 2004	Completed
c. Integrate Framework for Action into United We Ride Regional Meetings	Regional Planning Committees	November 30, 2004	Completed
c. Use outcome of Federal assessment to define "planning role" of each Federal agency	Federal workgroup/FTA - Lead Vincent Valdes (FTA)	March 31, 2005	Not Started
f. Conduct Framework for Action assessment at State level in ALL states	All CCAM Members	March 31, 2005	In progress
g. Develop and Implement a strategy for utilizing the framework for Action at the Community Level	Federal Workgroup	December 31, 2004	In progress
h. Provide ongoing technical assistance at the state and local level to enhance coordinated human service transportation assessment, planning, and implementation	All CCAM Members	Ongoing	In progress
i. Use outcome of all State level assessments to provide national perspective on status of Coordinated Human Service Transportation	Contractor-TBD	April 15, 2005	Not Started
j. Use outcome of State level assessments to identify needs for technical assistance	Contractor-TBD	April 15, 2005	Not Started

OBJECTIVE 4.2: TO PROVIDE RESOURCES FOR STATE PLANNING USING THE FRAMEWORK FOR ACTION MODEL

ACTIVITY	AGENCY RESPONSIBLE	MILESTONE DATES	STATUS
a. Develop State Coordination Grant Guidelines	FTA, DOL, HHS, ED	September 30, 2004	Completed
b. Solicit State Coordination Grants on Human Service Coordination	FTA	September 30, 2004	Completed
c. Review and Select State Coordination Grants on Human Service Coordination	FTA and Partners	November 30, 2004	Completed
d. Conduct meeting of federal agency providers of transportation related technical assistance to determine current status of technical assistance and opportunities for future coordination	All CCAM Members	February 15, 2005	In progress
e. Provide ongoing Technical assistance to grantees in their respective planning activities	All CCAM Members	ongoing	In progress
f. Evaluate performance and outcomes associated with UWR State Coordination Grants	All CCAM Members	November 30, 2005	Not Started

GOAL 4: COORDINATED PLANNING

OBJECTIVE 4.3 DEVELOP JOINT PLANNING PROCESSES AT THE COMMUNITY, STATE, AND FEDERAL LEVELS ON COORDINATED HUMAN SERVICE TRANSPORTATION

ACTIVITY	AGENCY RESPONSIBLE	MILESTONE DATES	STATUS
a. Convene workgroup to Identify components to include in model joint planning guidelines on coordination of human service transportation	Federal Workgroup	January 30, 2005	In Progress
b. Consultation with representatives of relevant state and local planning organizations	Federal Workgroup/All Agencies	March 15, 2005	In Progress
c. Develop model planning guidelines for coordinated human service transportation	All CCAM Members	March 30, 2005	Not Started
d. Submit model planning guidelines for approval and adoption by the CCAM and member agencies	All CCAM Members	June 30, 2005	Not Started
e. Track and evaluate implementation and effectiveness of improved planning processes that may result from the use of the joint planning guidelines.	TBD	October 15, 2006	Not Started

GOAL 4: COORDINATED PLANNING

OBJECTIVE 4.4: EVALUATE AND VALIDATE COORDINATED HUMAN SERVICE TRANSPORTATION PLANNING INITIATIVES AND PROCESSES AT THE LOCAL/STATE LEVEL

ACTIVITY	AGENCY RESPONSIBLE	MILESTONE DATES	STATUS
a. Identify criteria for conducting joint planning case studies using the PLANNING Peer-Exchange Program.	Federal workgroup-Lead - FHWA	August 31, 2005	Not Started
b. Solicit applications for participation in the Joint Planning Peer Exchange "demonstration" Sites.	All CCAM Members	September 30, 2005	Not Started
c. Review and Select "demonstration" sites for coordinated human service transportation.	Federal workgroup-Lead - DOL/ODEP	November 30, 2005	Not Started
d. Conduct quarterly meetings (audio conf) with selected sites to share information and experiences.	Federal Workgroup	Ongoing	Not Started
e. Track and Evaluate development and implementation of coordinated planning process.	TBD	July 30, 2006	Not Started
f. Identify needs and deficiencies in the coordinated planning processes.	All CCAM Members	Ongoing	Not Started
g. Develop recommendations for future coordinated human service planning initiatives including additional technical assistance.	Federal Workgroup	September 30, 2006	Not Started

GOAL 5: COST ALLOCATION

"OBJECTIVE 5.1: CREATE STRATEGIES FOR IMPLEMENTING COST ALLOCATION PROCESSES

ACTIVITY	AGENCY RESPONSIBLE	MILESTONE DATES	STATUS
a. Review existing research on cost allocation methodology. Also conduct research using case study methodology on cost allocation problems and successes for human service transportation.	Contractor	December 30, 2004	Completed
b. Identify ITS technology and the application in cost allocation process. Prepare a booklet on how ITS can help and how to get started, resources available and technical assistance capabilities available.	FTA/ITS	December 30, 2004	In Progress
c. Based on research, integrate Cost Allocation Strategies into the CCAM "Promising Practice" Catalogue	Contractor	March 30, 2005	Not Started
d. Develop a cost allocation methodology for coordinating human service transportation	Federal Workgroup	April 30, 2005	Not Started
e. Develop guidance for implementing cost allocation methodology when coordinating human service transportation. Specifically, develop an interagency statement on cost allocation that articulates 1) shared responsibility for funding transportation services either required by federal programs or that directly support the goals of the programs, 2) points out the advantages of such coordination and shared responsibility and 3) articulates key principles for allocating costs when the conducting shared responsibility.	Each CCAM member representative	June 30, 2005	Not Started
f. Submit guidance for CCAM Approval and Adoption	All CCAM Members	September 30, 2005	Not Started
g. Integrate cost allocation language into each federal program guidance	All CCAM Members	September 30, 2006	Not Started
h. Track and Evaluate the implementation of cost allocation methodology	TBD	September 30, 2007	Not Started

GOAL 6: USEFUL PRACTICES

OBJECTIVE 6. 1: TO DEVELOP USEFUL PRACTICE DOCUMENT

ACTIVITY	AGENCY RESPONSIBLE	MILESTONE DATES	STATUS
a. Develop topics and criteria for including promising practices (i.e., portability, scalability, impact, proven success).	Federal Workgroup	June 15, 2004	Completed
b. Develop Matrix with criteria and existing data that can be utilized	Contractor/FTA	June 30, 2004	Completed
c. Convene meeting of all project coordinators working on "promising practice" papers related to this area	Federal Workgroup/Consortium	September 30, 2004	Completed
d. Develop standards for the level of evidence that is acceptable for inclusion in a Federal Effective Practice Document	Federal Workgroup/Contractor	September 30, 2004	Completed
e. Based on previous data, gap analysis, and budget--Develop a strategy for collecting, compiling, and cataloging best practices from Federal agencies, states, tribes, and local communities	Federal Workgroup	September 30, 2004	Completed
f. Identify formats for distribution (i.e., web-based, print, CD, video, brochure)	Contractor/FTA	June 30, 2004	Completed
g. Develop and Implement a Dissemination strategy	Federal Workgroup	September 30, 2004	Completed
h. Collect Data on Promising Practices based on strategy for step e.	All CCAM Members	October 30, 2004	Completed
i. Catalogue and Analyze Data	Contractor	November 10, 2004	Completed
j. Contractor presents data to Federal Workgroup to establish organization of document	Contractor/Fed Workgroup	November 20, 2004	Completed
k. Make Edits and Revisions	Contractor	January 15, 2005	Completed
l. Create Live Weblink to Useful Practice Database	FTA	February 5, 2005	Completed
m. Develop section for final report for White House	FTA	February 15, 2005	Completed
n. Disseminate opportunities for ongoing input and search options for database	FTA	March 1, 2005	Not started
o. Submit to White House and Release to Public	Contractor	February 24, 2005	Completed

Appendix 4

COORDINATING COUNCIL ON ACCESS AND MOBILITY FEDERAL INTERAGENCY WORKGROUPS 2004-2005

WORKGROUP 1: EDUCATION AND OUTREACH

NAME	DEPARTMENT/AGENCY
Jameta Barlow	Department of Health and Human Services/OD
Ellen Daly	Department of Labor/ODEP
Dianne McSwain	Department of Health and Human Services/IG
Shelly Reeves	Department of Education/NIDRR
Leverdia T. Roach	Department of Health and Human Services/PCPID
Lois Albarelli	Department of Health and Human/AoA
Sue Masselink	Department of Transportation/ FTA
Elizabeth Solomon	Department of Transportation/ FTA
Yehuda Gross	Department of Transportation/ FHWA
Bennie Howard	Department of Housing and Urban Development
John Benison	Department of Transportation/OST

WORK GROUP 2: CONSOLIDATED ACCESS

NAME	DEPARTMENT/AGENCY
Mary Leary	Department of Health and Human Services/AoA
Brian Cronin	Department of Transportation/FTA
Kari Benson	Department of Health and Human Services/AoA
Lois Albarelli	Department of Health and Human Services/AoA
Greg Case	Department of Health and Human Services/AoA
Diana De Koorkanian	Department of Health and Human Services/HRSA
Dina Elani	Department of Health and Human Services/CMS
Bill Peterson	Department of Education/NIDRR
Lena Stone	Department of Health and Human Services/PCPID
George Bouthilet	Department of Health and Human Services/PCPID
Robert Patrick	Department of Transportation/FTA
William Wiggins	Department of Transportation/ FTA
Lorna Wilson	Department of Transportation/ FTA
Yehuda Gross	Department of Transportation/FHWA
Dianne McSwain	Department of Health and Human Services
Thomas Kelley	Department of Education/RSA
Aletha Goodine	Department of Transportation/FTA
Bennie Howard	Department of Housing and Urban Development
David Angeles	Department of Transportation/OST
Gwo-Wei Torng	Department of Transportation FTA/Staff Support

WORKGROUP 3: REGULATORY RELIEF

NAME	DEPARTMENT/AGENCY
Douglas Birnie	Department of Transportation/FTA
Arthur Lopez	Department of Transportation/FTA
Mokhtee Ahmad	Department of Transportation/FTA
Yehuda Gross	Department of Transportation/FHWA
Adele Gagliardi	Department of Labor/ETA
Elaine Richman	Department of Health and Human Services
ACF-TANF	
Bob Shelbourne	Department of Health and Human Services
ACF-TANF	
Elizabeth Lopez	Department of Health and Human Services/SAMHSA
Mary Clarkson	Department of Health and Human Services/CMS
Gorman Gilbert	Oklahoma State University—Staff Support

WORKGROUP 4: COORDINATE PLANNING

NAME	DEPARTMENT/AGENCY
Vincent Valdes	Department of Transportation/FTA
Michael Reardon	Department of Labor/ODEP
Elizabeth Fischer	Department of Transportation/ FHWA
Essie Wagner	Department of Transportation/ NHTSA
Sue Masselink	Department of Transportation/FTA
Robert Jaeger	Department of Education/NIDRR
Robert Patrick	Department of Transportation/FTA
Marlene Simon-Burroughs	Department of Education/OSERS

WORKGROUP 5: COST ALLOCATION

NAME	DEPARTMENT/AGENCY
Richard Doyle	Department of Transportation/FTA
Maryann Donovan	Department of Labor/ETA
Sheri Gaskins	Department of Health and Human Services/CMS
Douglas Birnie	Department of Transportation/FTA
Yehuda Gross	Department of Transportation/FHWA
Bennie Howard	Department of Housing and Urban Development
John Benison	Department of Transportation/OST

WORKGROUP 6: BEST PRACTICE CATALOGUE

NAME	DEPARTMENT/AGENCY
Bryna Helfer	Department of Transportation/FTA
Yehuda Gross	Department of Transportation/FHWA
David Keer	Department of Education/NIDRR
John Wren	Department of Health and Human Services/AoA
Susan Parker	Department of Labor/ODEP
Steven Mortensen	/FTA-Contractor—Staff Support
Jill Strube	Florida International University—Staff Support

Appendix 5

AGRICULTURE GOAL 1: EDUCATION AND OUTREACH

ACTIVITY	AGENCY RESPONSIBLE	STATUS
Establish permanent USDA liaison for coordinating human service transportation activities	USDA	Planned
Enhance USDA web presence for human service transportation resources and services	USDA Rural Transit Coordinator/OCIO	Spring 2005
Ensure Dept of Transportation full representation on the National Rural Development Coordinating Committee (NRDCC).	USDA	Planned
Advocate for inclusion of transportation-oriented state and local government, nonprofits, and the private sector representative to the NRDCC.	USDA	Planned
Include USDA's Community & Faith-Based Office on interagency work groups, especially Interagency Task Force on Rural Issues	USDA-Faith Based Office	Planned
Continue research on rural transportation issues and impediments	USDA-ERS	Planned
Utilize USDA's field office presence for community & economic development outreach activities to support human service transportation information dissemination	USDA- CSREES	Planned

AGRICULTURE GOAL 2: CONSOLIDATED ACCESS

ACTIVITY	AGENCY RESPONSIBLE	STATUS
Integrate Food Stamp Employment & Training Program transportation reimbursement actions with efforts to consolidate access and scheduling systems	USDA-Food & Nutrition Service	Planned

AGRICULTURE GOAL 3: REGULATORY BARRIERS

ACTIVITY	AGENCY RESPONSIBLE	STATUS
Address regulatory changes to increase flexibility of funding allocation under the Food Stamp Employment & Training Program.	USDA-FNS	Planned
Consult with appropriate state agencies to verify the degree and veracity of the Food Stamp E&T funding issue	USDA-FNS	Planned

AGRICULTURE GOAL 4: COORDINATED PLANNING

ACTIVITY	AGENCY RESPONSIBLE	STATUS
USDA-led National Rural Development Partnership will incorporate human service transportation priorities and activities in State Rural Development Council action plans	USDA- RD	Spring 2005
Promote expansion of Technical Assistance for Rural Transportation Systems Program	USDA-RD	Planned
Address through coordinated outreach the expansion of the rural transit revolving loan program. Applications greatly exceed supply.	USDA- RD	Planned

AGRICULTURE GOAL 6: USEFUL PRACTICES

ACTIVITY	AGENCY RESPONSIBLE	STATUS
Be fully engaged with interagency work group developing Useful Practice Database	USDA Rural Transit Coordinator	In Progress
Collect and highlight useful practices in rural areas	USDA	In Progress
Link USDA web site to Useful Practice Database	USDA	January 2005
Continue to promote successful rural models such as the "Wheels to Work" programs developed by several communities.	USDA-RD/NRCS/CSREES	Planned

**U.S. DEPARTMENT OF EDUCATION
UNITED WE RIDE ACTION PLAN 2004-2005**

**EDUCATION
GOAL 1: EDUCATION AND OUTREACH**

ACTIVITY	AGENCY RESPONSIBLE	STATUS
Coordinate a collaboration between a Department of Transportation-funded technical assistance center (Project Action) and a Department of Education-funded technical assistance center (The National Center on Secondary Education and Transition) in order to facilitate disseminating transportation-related information to transition coordinators across the country. Easter Seals Project ACTION is a research and demonstration project focused on improving access to public transportation for people with disabilities helping transportation operators implement ADA's transportation provisions. The National Center on Secondary Education and Transition, headquartered at the University of Minnesota's Institute on Community Integration, is charged with creating opportunities for youth with disabilities to achieve successful futures. This includes providing technical assistance and disseminating information focused on ensuring that students achieve positive post-school results in accessing postsecondary education, meaningful employment, independent living and participation in all aspects of community life.	Department of Education/Office of Special Education Programs & Department of Transportation	In process - anticipated completion date April 30, 2005
Utilize the Department of Education/Office of Special Education Programs' (OSEP's) Technical Assistance and Dissemination Network to facilitate disseminating information on transportation safety to elementary special education teachers, general education teachers and other educators across the country for use with students with disabilities. OSEP administers a large network of institutes, Regional Resource Centers, clearinghouses, and programs that support state and local entities in building capacity to improve early intervention, educational, and transitional results for children with disabilities and their families. (See http://www.ed.gov/parents/needs/speced/resources.html for more information)	Department of Education/Office of Special Education Programs	In process – anticipated completion date September 30, 2005.
Develop and disseminate information on how funds authorized by the Individuals with Disabilities Education Improvement Act of 2004 (IDEA) can be utilized to support travel training for children and youth with disabilities. One of the primary purposes of the IDEA is to ensure that all children with disabilities have available to them a free appropriate public education that emphasizes special education and related services designed to meet their unique needs and prepare them for employment and independent living.	Department of Education/Office of Special Education Programs	Planned for future activity
Develop United We Ride (UWR) fact sheets and frequently asked questions.	Department of Education/Office of Special Education & Rehabilitative Services In partnership with Department of Transportation Workgroup	Completed on September 30, 2004
Develop list of National Organizations and Stakeholders to use in dissemination of fact sheet and materials related to Education and Outreach.	Department of Education/Office of Special Education & Rehabilitative Services In partnership with Department of Transportation Workgroup	In process
Develop content that will be contained on the UWR web site.	Department of Education/Office of Special Education & Rehabilitative Services In partnership with Department of Transportation Workgroup	In process

**EDUCATION
GOAL 2: CONSOLIDATED ACCESS**

ACTIVITY	AGENCY RESPONSIBLE	STATUS
Utilize the Department of Education/Office of Special Education Programs' (OSEP's) Technical Assistance and Dissemination Network to identify or develop and disseminate information on travel training curriculum for use with youth engaged in planning for transition from school to post-school activities such as post-secondary education, employment, and independent living. One of the primary purposes of the Individuals with Disabilities Education Act, administered by the Department of Education/Office of Special Education Programs, is to ensure that all children with disabilities have available to them a free appropriate public education that emphasizes special education and related services designed to meet their unique needs and prepare them for employment and independent living.	Department of Education/Office of Special Education Programs	Anticipated completion date September 30, 2005
In July, the Rehabilitation Services Administration distributed copies of the United We Ride DVD and training materials to all Centers for Independent Living (CIL) in the country that receive federal funds. The Rehabilitation Services Administration will work with these CILs to include transportation training as a service provided to consumers who need it. In addition, the Independent Living program has developed new performance measures for FY 2006, including a new measure on transportation. The new measure on transportation will provide a solid assessment of how effective centers for independent living are in addressing the transportation needs of individuals with disabilities. The Independent Living program will use the information gathered from this measure to further improve centers' capacity to provide necessary transportation training and advocacy at the individual and local level.	Department of Education/Rehab Services Administration	Anticipated completion date May 2005
Rehabilitation Engineering Research Center on Wheelchair Transportation Safety. This project conducts research related to improving the safety of wheelchair users while using public and private motor-vehicle transportation. This project develops, tests and explores the need for, and suitability of, different levels of wheelchair securement and occupant restraint in larger public transit vehicles. The work involves consumers, manufacturers, students, clinicians, transport providers, and rehabilitation technology experts.	Department of Education/National Institute on Disability and Rehabilitation Research	Anticipated completion date September 2006
Rehabilitation Engineering Research Center for Accessible Public Transportation. This project addresses the need for improvements in the accessibility of public transportation. The focus of this project is inter- and intra-city travel via air, rail, and bus. A secondary goal is to improve the perceptions, reactions, and attitudes of subjects towards existing and proposed accessibility solutions.	Department of Education/National Institute on Disability and Rehabilitation Research	Anticipated completion date September 30, 2008
Disability and Rehabilitation Research Project on Wayfinding Technologies for People with Visual Impairments. This project is developing a hardware and software platform that provides accessible orientation and navigation information for people who are blind or who have visual impairments who are traveling in outdoor and indoor environments using the Global Positioning System (GPS) and other current and emerging navigation technologies.	Department of Education/National Institute on Disability and Rehabilitation Research	Anticipated completion date November 30, 2006
Field Initiated Project on Urban Intersection Information System for Blind Travelers Based on Computer Vision. This project will develop and evaluate a system, based on computer vision technology, to give a blind traveler more information about intersections than is obtainable through conventional orientation and mobility techniques.	Department of Education/National Institute on Disability and Rehabilitation Research	Anticipated completion date September 2006
Rehabilitation Engineering Research Center on low Vision and Blindness - For individuals who have co-existing disabilities (in addition to blindness or a visual impairment), this project explores new solutions for wheelchair travels and various technologies for wayfinding. It also investigates independent travel technology for those with combined visual and cognitive impairments.	Department of Education/National Institute on Disability and Rehabilitation Research	Anticipated completion date September 2005

**EDUCATION
GOAL 3: REGULATORY BARRIERS**

ACTIVITY	AGENCY RESPONSIBLE	STATUS
The Dept will coordinate with the CCAM as necessary	OSERS and ESEA	Ongoing

**EDUCATION
GOAL 4: COORDINATED PLANNING**

ACTIVITY	AGENCY RESPONSIBLE	STATUS
Utilize the Department of Education/Office of Special Education Programs' (OSEP's) Technical Assistance and Dissemination Network to disseminate information on coordinated human services transportation. OSEP administers a large network of institutes, Regional Resource Centers, clearinghouses, and programs that support state and local entities in building capacity to improve early intervention, educational, and transitional results for children with disabilities and their families. (See http://www.ed.gov/parents/needs/speced/resources.html for more information)	Department of Education/Office of Special Education Programs	Planned for future activity

**EDUCATION
GOAL 5: COST ALLOCATION**

ACTIVITY	AGENCY RESPONSIBLE	STATUS
Department of Education does not have any activities planned at this time. However, the Department is participating on the Interagency Transportation Coordinating Council and will use this body to obtain more information on standardizing cost allocation processes. We will collaborate with other Departments and conduct activities, as necessary, in the future.		

**EDUCATION
GOAL 6: USEFUL PRACTICES**

ACTIVITY	AGENCY RESPONSIBLE	STATUS
Develop initial template of criteria for useful practices: Potential elements of useful practices include collaboration, leadership, assessment, development of an Action Plan, evaluation criteria, centralized scheduling, user-friendly information source, travel training/mobility management, coordinated funding with a tracking system, and coordination between service providers.	Department of Education/All Federal partners	Completed: 10/15/04
Identify current practices and their components: These strategies and case studies will become part of an on-line database that provides resources to help increase ridership.	Department of Education/All Federal partners	In process-anticipated completion date: January, 2005
Add useful practices and relevant programs to website created by federal workgroup: Throughout the life of the Executive Order, Federal, State, local, and tribal entities will be able to access the website and add additional practices and programs.	Department of Education	Ongoing

**U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
UNITED WE RIDE ACTION PLAN 2004-2005**

**HEALTH AND HUMAN SERVICES
GOAL 1: EDUCATION AND OUTREACH**

ACTIVITY	AGENCY RESPONSIBLE	STATUS
Expand Transportation page on ADD=s website to include not only current link to FTA/DOT website but to include all grantees= transportation initiatives. http://www.acf.dhhs.gov/programs/add/TransportationArea.htm	ADD/ACF	FY 2005
Hold quarterly conference calls among all ADD transportation-related grantee activities and post summaries on ADD=s website.	ADD/ACF	Jan B Dec 2005
Fund IN DD Council to develop and host >You Can Get There From Here National Summit= (9/30/04). Post conference deliverables on DD Transportation Web Page.	ADD/ACF	March 2005
Create link on the HIS website to the ICCAM website	IHS/HHS	
Establish the Welfare Peer Technical Assistance (TA) NetWork, at http://peerta.acf.hhs.gov . Transportation is a support service featured on this site. In 2004, sponsored a TA event on rural transportation. The summary is on the web site.	OFA/ACF	June 2004
Publish joint guidance regarding use of TANF, Welfare-to-Work (WtW), and Job access funds to provide transportation services to eligible individuals. http://www.acf.hhs.gov/programs/ofa/pa002.htm .	OFA/ACF	May 2002
Update the joint transportation guidance. This will include use of fund rules to keep in mind, ways in which Federal TANF and/or State maintenance-of-effort funds could be used for transportation activities for or on behalf of eligible person, and the policy on using Federal TANF funds to help meet the local cost-sharing requirement under DOT=s Job access and Reverse Commute Grant program. We will also delete the WtW portion and add a section on WIA.	OFA/ACF	2005 (depending on reauthorization and/or new regulations)
Provide technical assistance as needed to States and Tribes through our Welfare Peer Technical Assistance Network and other forums.	OFA/ ACF	Ongoing
Produce and disseminate a "How-To" guide for local community service providers to implement assisted transportation models that aid the older person in door-through-door transportation services.	AoA	December 2005
Convene a promising practices teleconference for the Aging Network in November 2004 to highlight best practices in transportation coordination in local communities. This includes 14 case studies, 7 from Area Agencies on Aging and 7 from Community-Based Organizations.	AoA	Initiated activity in 2004 and ongoing
Implement the Aging and Disability Resource Center (ADRC) grant program, jointly sponsored by AoA and CMS. ADRC is a one-stop shop for information and access points which (1) stimulates the development of State systems that integrate information and referral, (2) provides benefits and options counseling services, and (3) facilitates access to publicly and privately financed long-term care services and benefits. The ADRC web site features key resources for senior transportation. http://www.aoa.gov/prof/aging_dis/aging_dis.asp	AoA/CMS	Initiated activity in 2003 and ongoing
Educate staff and ensure consistency throughout regional offices. CMS will train regional office staff responsible for Medicaid transportation services on policy issues and coordination issues.	CMS	Through June 05
Disseminate Medicaid transportation policy and establish contacts with State transportation officials. CMS will participate in each of the "United We Ride" regional workshop meetings.	CMS	Through June 05
Provide technical assistance on Medicaid transportation policy as requested by State Medicaid officials, State transportation officials, and other interested parties.	CMS	Ongoing

**U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
UNITED WE RIDE ACTION PLAN 2004-2005**

**HEALTH AND HUMAN SERVICES
GOAL 1: EDUCATION AND OUTREACH (CONT.)**

ACTIVITY	AGENCY RESPONSIBLE	STATUS
Educate transportation officials and expand knowledge of Medicaid transportation opportunities, produce and disseminate our jointly-developed transit pass brochure.	CMS/ FTA	Produced initially Spring 2004 and ongoing
Expand understanding among State Medicaid agencies of how transportation services can be coordinated with other human services programs, CMS will facilitate a workshop at the Fall 2005 meeting of the National Association of State Medicaid Directors.	CMS	Fall 2005
Continue disseminating the transit pass brochure, which was developed in Spring, 2004.	CMS/FTA	Ongoing
Arrange "United We Ride" training sessions for regional directors and staff.	IGA	November 2004- June 2005
Disseminate transportation related information on all SAMHSA consumer/family listservs as appropriate.	SAMHSA	Ongoing
Provide technical assistance to States on using Community Mental Health Services Block Grants funds to provide transportation through innovative programs such as consumer-run, volunteer-augmented, and voucher programs.	SAMHSA	Ongoing
In guidance provided to States on developing comprehensive mental health plans, encourage the inclusion of transportation and transportation coordination issues as a key element of the plan.	SAMHSA	Spring 2005

**HEALTH AND HUMAN SERVICES
GOAL 2: CONSOLIDATED ACCESS**

ACTIVITY	AGENCY RESPONSIBLE	STATUS
Fund Minot State University (9/30/04) to develop the GRIT (Great Plains Rural Initiative on Transportation) project B a voucher system. Will provide a link and post deliverables on Transportation page. GRIT provides online software to assist in obtaining vouchers. http://www.acf.dhhs.gov/programs/add/TransportationArea.htm	ADD/ACF	Mar 2005
Fund 30 "Family Support 360" grantees located throughout the U.S. Grantees are currently developing One-Stop centers encouraging coordination of services for persons with developmental disabilities. It is anticipated that 40% of the 30 grantees will address transportation issues. Information will be posted on Transportation page as progress reports are received.	ADD/ACF	9/30/04-9/29/09
Fund Lifestyles Inc. of NC, CARS Project (9/30/04) which supported transportation and employment for people with developmental disabilities through referrals from Vocational Rehabilitation, DHHS and MH/DD/SAS. Will post deliverables on Transportation page.	ADD/ACF	Mar 2005
Review and act upon State plan amendments and waiver proposals which are promoting coordinated access to transportation services in the Medicaid program.	CMS	Ongoing
Publish and distribute AGetting There: Helping People with Mental Illness Access Transportation@ which outlines recommendations for improving transportation coordination at the local level.	SAMHSA	Publish November 2004 Distribute 11/2004 B 4/2005
Implement a new SAMHSA Program, Access to Recovery (ATR), through which clients choose among substance abuse clinical treatment and recovery support service providers, and have access to an array of clinical treatment and recovery support options. States have the flexibility of applying innovative strategies for their ATR projects as "recovery support services" could include "transportation to and from treatment, recovery support activities, employment, etc."	SAMHSA	Ongoing

ACTIVITY	AGENCY RESPONSIBLE	STATUS
Work with National Association of State Units on Aging and the Community Transportation Association to make public and human services transportation GIS route information available to the Eldercare Locator.	AoA	September 2005
Collaborate with the National Association of State Units on Aging and the Community Transportation Association to make public and human services transportation geographic information systems route information available through the Eldercare Locator web site.	AoA	2005
Create a proposal for developing a senior mobility manager volunteer program and consider as part for 2006 budget cycle.	AoA	2006

**HEALTH AND HUMAN SERVICES
GOAL 3: REGULATORY BARRIERS**

ACTIVITY	AGENCY RESPONSIBLE	STATUS
Provide funding to DC Protection & Advocacy - Federal Court Receiver over transportation services within Special Education, resulting in significant improvement where children now consistently get to school on time.	ADD/ACF ED	Ongoing
OFA compiled applicable statutory and regulatory cites for inventory of all statutory and regulatory legal authority for the Federal programs funding transportation. Intend to create a reference book and electronic version of this information.	OFA/ACF FTA/DOT	Inventory Completed 7/2004
Assist ICCAM Regulatory Relief Working Group to obtain and compile information on the current reporting requirements of OFA programs, research, reporting issues including reporting cycles, data being collected, regulation and financial barriers, compliance issues and policy, etc. Assist research, recommend common reporting periods and identify common data items to be collected toward a standard report; research and recommend minimum reporting requirements for various service providers; design reporting forms and develop instructions and guidelines on how each item is to be collected; and, create a preliminary website of the approved forms for reporting by various service providers. The site will be complete with dynamic database linkage, user and password management, database query tools, report printing, etc.	OFA/ACF FTADOT	Ongoing. Timeline for completing the various steps of this work effort is October 2004 to November 2005.
Assist the ICCAM Regulatory Relief Working Group to prepare a working paper on major regulatory barriers from information collected from the focus group participants (event held 8/10/04) and others.	OFA/ACF FTA	November 2004
Assist the ICCAM Regulatory Relief Working Group to determine the feasibility of a regulatory waiver demonstration program to test a standard reporting requirement approach.	OFA/ACF FTA	Ongoing If approved, demonstration from 11/04 to 5/06.
Institute process allowing States to match Older Americans Act funds by counting volunteer hours as in-kind contributions.	AoA	Initiated activity in 2002 and ongoing
Fund ongoing evaluation and facilitate the expansion of the Cash & Counseling Demonstration (in conjunction with the Robert Wood Johnson Foundation). The controlled randomized evaluation of the first 3 States (AK, NJ and FL) showed access to transportation services was significantly improved among elderly disabled participants who were able to use their allowance to purchase transportation services.	ASPE	Ongoing
Review and act upon waiver requests from States proposing innovative programs to coordinate Medicaid transportation services.	CMS	Ongoing
Serve as HHS liaison/broker for waiver demonstration proposal when developed by ICCAM Regulatory Barriers workgroup.	IGA	January 2005

**HEALTH AND HUMAN SERVICES
GOAL 4: COORDINATED PLANNING**

ACTIVITY	AGENCY RESPONSIBLE	STATUS
Provide funding to PA DD Council (9/30/04), who in conjunction with the PA DOT conducted the Technical Assistance Project, providing TA to DE, MD, VA and WV. This is as a result of a successful transportation model developed in PA; will post deliverables on Transportation page. http://www.acf.dhhs.gov/programs/add/TransportationArea.htm	ADD/HHS	March 2005
Provide funding to WY DD Council and Minot State University (9/30/04), who worked on the GRIT project relating to vouchers in rural areas; will post deliverables on Transportation page.	ADD/HHS	March 2005
Fund NW Wisconsin Rural Transportation (9/30/04), in collaboration with ACT (a consumer-driven Area Consortia on Transportation), the grantee expanded transportation options for those with developmental disabilities in rural areas. Will post a summary of outcomes on Transportation page.	ADD/HHS	March 2005
Post a link to United We Ride on the OFA internet site, Access to Transportation@ at http://www.acf.hhs.gov/programs/ofa . Will develop other links that would benefit TANF grantees, including Tribal TANF grantees, and their respective service populations as UWR develops.	OFA/ACF	Ongoing
Issue planning guidance which includes strong encouragement to States to coordinate transportation services for older adults and other populations with State departments of transportation and their local counterparts as a part of the guidance to State Units on Aging for the submission of State plans. Provide information related to coordinated transportation planning and needs assessment.	AoA	Completed for 2004 guidance package and ongoing
Create a proposal for assessing success in discrete outcomes, that is the number of persons served, cost per trip, increase in local transportation service providers and increase in types of transportation service options for seniors, for senior transportation. This proposal would dovetail AoA's performance outcome measurement initiatives and GAO's recent mandate that AoA increase technical assistance on ways to assess senior transportation needs.	AoA	2005
Partner with the National Conference of State Legislatures (NCSL) and other federal agencies to develop a Guide for State Legislators about transportation coordination including the benefits, role of legislatures, successful approaches that relate, in part, to older adult transportation.	AoA	Initiated in 2003 and completed in 2004
Develop Aging and Disability Resource Centers in 24 States. Planning activities create seamless access and streamline eligibility for home and community based services. Technical assistance is given to States as part of the program. Transportation coordination technical assistance will be provided to participating States.	AoA	Initiated in 2004 and ongoing
Transportation coordination objectives will be developed for addition to the HHS strategic plan during the next revision. This will include working with the HHS Transportation Workgroup members to identify appropriate language and points for inclusion for HHS programs.	ASPE/HHS	June 2005
Assess the impact of transportation issues on the direct care workforce by including transportation specific questions in the first ever national survey of Certified Nursing Assistants who are employed in Nursing Facilities.	ASPE	October 2005
Organize (Fall 2004) and manage the internal HHS Transportation Coordination Workgroup - serve as liaison to the FTA staff, the ICCAM Executive Council and members of the ICCAM.	IGA	Ongoing
Provide technical assistance to develop UWR State Planning grants and RTAP grant guidance to incorporate Tribal stakeholders.	IHS FTA and other federal agencies	In process

ACTIVITY	AGENCY RESPONSIBLE	STATUS
Implement the HHS Young Adult Program, which advances the New Freedom Initiative and convenes two cross-agency, intergovernmental-funded Policy Academies to better enable States and local communities develop and implement specific action plans to address the health, human services, employment, education, housing, and transportation needs of young adults (ages 16 to 30 years) with disabilities. Ongoing technical assistance will be available to help the 12+ States involved in the Policy Academies implement their action plans.	OSOD	Ongoing
Solicit feedback from grantees to determine current efforts directed toward the provision of transportation services to substance abuse treatment programs for people with disabilities.	SAMHSA/CSAT	To be completed by Spring 2005
Work with the FTA through consultation, technical assistance and training to broaden applicability of its programs to include persons with mental and substance use disorders, i.e. half-fare, Section 5310.	SAMHSA	Ongoing
Convene regular meetings of the internal HHS transportation workgroup to ensure coordination of HHS representation and work products for all ICCAM-related activities. Ensure HHS representation and participation by necessary staff divs and op divs at ICCAM work groups and meetings.	ACF, AoA, ASPE, CMS, IGA, IHS, OSOD, SAMHSA	Ongoing

**HEALTH AND HUMAN SERVICES
GOAL 5: COST ALLOCATION**

ACTIVITY	AGENCY RESPONSIBLE	STATUS
Publish and update joint guidance on use of TANF, Welfare-to-Work (WtW), and Job Access funds to provide transportation services to eligible individuals. The guidance includes applicable cost allocation principles. The cost allocation principles explained in the guidance apply to any program subject to OMB Circular A-87. Assist in the preparation of additional proposed program guidance on cost allocation.	OFA/ACF	Ongoing
Develop a State Medicaid Director letter on Medicaid transportation services.	CMS	Draft completed January 2005
Participate in Workgroup with CMS and FTA to identify policy strategies impacting Tribal transportation policies on/off reservation.	IHS CMS	In process
Arrange training for regional directors and staff on cost allocation strategies when completed.	IGA	Within 30 days of completion

**HEALTH AND HUMAN SERVICES
GOAL 6: USEFUL PRACTICES**

ACTIVITY	AGENCY RESPONSIBLE	STATUS
Fund University of New Hampshire, Rural Transportation Access Network (9/30/01 – 9/29/04), which created the Planning Wheel. Will post link http://iod.unh.edu/projects/RTAN.html to this product on Transportation page.	ADD/HHS	March 2005
Survey tribal community-based programs for documentation of successful strategies to coordinate transportation for medical appointments of target populations residing on reservations.	IHS ANA/ACF	March 2005
Establish a Welfare Peer Technical Assistance NetWork, available online at http://peerta.acf.hhs.gov including innovative programs. Transportation is one of the support services included on the TA site. Add additional information on innovative transportation solutions benefiting the TANF population as identified through UWR. Will continue to provide TA as needed to States and Tribes via the Welfare Peer TA NetWork and other forums.	OFA/ACF	Ongoing
Initiate Promising Practices Project on coordinated human services transportation projects that will highlight effective ways in which States and local communities coordinate transportation services for seniors and other population groups.	AoA	Initiated activity in 2003 and ongoing
Fund Door through Door Human Services Transportation Project to identify elements of door-through-door service and document successful practices in a How To Guide for local organizations.	AoA	December 2005
Through the FTA Intelligent Transportation Systems projects, work to develop a report and two brochures on the use of Intelligent Transportation Systems technologies to increase the coordination of transportation services across population groups.	AoA	Initiated activity in 2003 and ongoing
Through a partnership with the National Association of Area Agencies, conduct a survey of the Area Agencies on Aging on transportation coordination and use it to evaluate current practices.	AoA	Initiated activity in 2003 and ongoing
Serve as objective reviewers for the Real Choice Systems Change grants, many of which include transportation coordination and planning as elements of proposals.	ASPE	Ongoing
Collect information on State and territory Medicaid transportation expenditures to be shared with ICCAM to be used in identifying areas where successful coordination exists or is lacking.	CMS	Ongoing
In addition to producing and disseminating transit pass brochure (2004), produce and disseminate transportation brokerage brochure.	CMS/FTA/DOT	Spring 2005
Coordinate the activities of the Community Transportation Assistance Project (CTAP) with the ICCAM action items and "United We Ride" activities.	IGA	Added to CTAP Work plan September 2004

**U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
UNITED WE RIDE ACTION PLAN
2004-2005**

**HOUSING AND URBAN DEVELOPMENT
GOAL 1: EDUCATION AND OUTREACH**

ACTIVITY	AGENCY RESPONSIBLE	START COMPLETION DATE	STATUS
a. Create an internal Transportation Coordination Working Group that participates on the Departmental Task Force (DTP) on Disability Issues and includes a representative from the following Program Offices: Administration, Community Planning and Development, Housing, Public and Indian Housing, Fair Housing and Equal Opportunity, Office of Disability Policy, Office of the Secretary, and Policy Development & Research.	DTF and Transportation Coordination Working Group	November 2004	In Progress
b. Determine current level of coordination with other federally-funded transportation programs by HUD grantees who provide transportation services.	Transportation Coordination Working Group	January 2005	In Progress
c. Provide United We Ride information to HUD grantees that will assist them in eliminating duplication of services and scheduling problems with other federally funded transportation programs.	Transportation Coordination Working Group	January - March 2005	In Progress
d. Design a HUD web site that discusses the Executive Order, the goal of the DOT Interagency Council, HUD's participation on the Council, and provides access to United We Ride resources to HUD grantees who provide transportation services, as well as to other HUD grantees. This site will link to DOT's United We Ride web site.	Transportation Coordination Working Group	January - March 2005	In Progress
e. Issue notices and other guidance to HUD grantees encouraging their participation in the United We Ride program.	Transportation Coordination Working Group	January - March 2005	In Progress

**HOUSING AND URBAN DEVELOPMENT
GOAL 2. CONSOLIDATED ACCESS**

ACTIVITY	AGENCY RESPONSIBLE	START COMPLETION DATE	STATUS
a. Develop guidance for HUD transportation services grantees that describes how they can coordinate their transportation services, including private vehicles, Public transportation, and taxi service and other local transportation providers, with other federally-funded transportation services.	Transportation Coordination Working Group	March June 2005	In Progress
a. Provide information to HUD transportation services grantees about transportation workshops that might be available on consolidation of transportation services for the elderly, people with disabilities, and low-income persons.	Transportation Coordination Working Group	March June 2005	In Progress
c. Identify any specific transportation barriers in both urban and rural areas facing the elderly, people with disabilities, and low-income persons through HUD funded programs.	Transportation Coordination Working Group	September 2005	In Progress

**HOUSING AND URBAN DEVELOPMENT
GOAL 3: REGULATORY RELIEF**

ACTIVITY	AGENCY RESPONSIBLE	START COMPLETION DATE	STATUS
a. Review HUD's handbooks and regulations to ensure that there are no barriers to coordinating HUD-funded transportation services with other federally funded transportation services.	Transportation Coordination Working Group	April - June 2005	In Progress
b. Provide information about any E-mail addresses or telephone numbers identified through United We Ride that HUD-funded transportation service providers can use to register concerns regarding barriers to transportation coordination and other transportation problems.	Transportation Coordination Working Group	January - June 2005	In Progress

**HOUSING AND URBAN DEVELOPMENT
GOAL 4: COORDINATED PLANNING**

ACTIVITY	AGENCY RESPONSIBLE	START COMPLETION DATE	STATUS
a. For HUD-funded competitive grant awards that support transportation services, provide information about coordinated planning in the Notice of Funds Availability.	Transportation Coordination Working Group	NOFA cycle for 2006	In Progress
b. Identify possible joint research projects between HUD and FTA on development of affordable housing opportunities near transit stations.	Policy Development & Research.	November - December 2004	In Progress

**HOUSING AND URBAN DEVELOPMENT
GOAL 5: COST ALLOCATION**

ACTIVITY	AGENCY RESPONSIBLE	START COMPLETION DATE	STATUS
a. Review those HUD programs identified in the GAO report that fund transportation services (CDBG, homeless assistance, HOPWA, and senior housing) to determine current scope and scale of these activities.	HUD's Transportation Working Group	Start Date November 28, 2004	In Progress
b. Explore identifying this transportation initiative in the General Section of HUD's SuperNOFA, either as a policy priority or as an issue that relevant grant recipients are encouraged to address.	HUD's Transportation Working Group	November 2005 – December 2006	In Progress

**U.S. DEPARTMENT OF THE INTERIOR
UNITED WE RIDE ACTION PLAN 2004-2005**

**INTERIOR
GOAL 1: EDUCATION AND OUTREACH**

ACTIVITY	AGENCY RESPONSIBLE	STATUS
GOAL 1.1		
The Indian Reservation Roads (IRR) program expands transportation activities available to tribes and tribal organizations and provides guidance for planning, designing, constructing, and maintaining transportation facilities.	Jointly administered by BIA and FHWA through interagency agreement	The IRR program is awaiting funding through the reauthorization of TEA-21.
Revised Federal regulations, effective 11/13/2004, for IRR to address coordination, collaboration and Cooperation (25 CFR 170.100-170.111).	BIA & FHWA	The final IRR rules have been implemented.
The Indian Employment, Training and Related Services Demonstration Act of 1992 (Public Law 102-477) allows participating tribes to use a portion of their existing funds to provide transportation to and from work, school, training, and related activities (Tribes can purchase vans, provide transportation vouchers, public transportation tickets, etc. for tribal members).	DOI (Lead), DOL, & DHHS	This initiative has been implemented since January 1993. It is a highly successful program.
National Indian Ironworkers Training transportation program is funded by FHA for \$250K to provide graduates of the program obtain transportation to their new place of work, usually off the reservation to large urban areas, and for other purposes.	Funded by FHWA, Administered by DOI	This is an on-going successful program
GOAL 1.2		
BIA is working with tribes and tribal organizations to encourage state and local coordination in implementing Public Law 102-477. Participating tribes using the demonstration to facilitate employment, training, childcare, education, and related services like transportation share their success stories and best practices with each other at the Quarterly Tribal Work Group meetings.	DOI & participating tribes/tribal organizations	This is an on-going tribal/federal initiative.
The Reno-Sparks Indian Colony participates in the Public Law 102-477 initiative to establish van services to connect tribal members to the local public transportation system 5 miles away.	Reno-Sparks Indian Colony	The tribe is successfully implementing this initiative which will serve as a "best practice" example for other tribes.
IRR is comprised of 63,000 miles of roads and streets, of which approximately 38,000 miles are local and state owned. The 63,000 miles run through 33 states, which administer the Federal aid program.	Federal agencies, states, local governments, including tribes	The Road inventory database is currently being updated.
GOAL 1.3		
Public Law 102-477 tribal case managers are able to develop and disseminate comprehensive employment, education, training, childcare, and transportation informational resources to clients needing transportation services. Funds from DOI, DHHS, and DOL are combined into a single comprehensive resource for tribal members.	DOI (Lead), DOL, DHHS, and participating tribes	On-going tribal/federal initiative since January 1993. Annually, approximately 92% of clients reach their goals.
The Reno-Sparks Indian Colony participates in the Public Law 102-477 initiative to establish van services to connect tribal members to the local public transportation system 5 miles away.	DOI (Lead), DOL, DHHS	

**INTERIOR
GOAL 1: EDUCATION AND OUTREACH (CONT.)**

GOAL 1.4		
While BIA does not have access to website development due to a court order involving trust funds, some tribes have developed their own websites to serve tribal members and disseminate information regarding the availability of transportation and other services.	Tribes	Developed by tribes, as needed to serve their tribal members.
One website on Indian Transportation: "Issues and Successful Models" at URL: http://www.ctaa.org/ntrc/rtap/pubs/ta/am-ind.asp	Org: Community Transportation Association of America	This is an on-going initiative.

**INTERIOR
GOAL 2: CONSOLIDATED ACCESS**

ACTIVITY	AGENCY RESPONSIBLE	STATUS
GOAL 2.1		
The Department of the Interior will approach the Federal Highway Administration in FY 2005 to determine if it is possible to expand the National Indian Ironworkers Training Program project to the Public Law 102-477 initiative. Incorporating Public Law 102-477, trained Indian ironworkers would be able to use training funds for transportation assistance to their place of work.	FHWA, DOI & Tribes	The Division of Workforce Development will work with FHWA in FY 2005 to expand program, if funding is available.
GOAL 2.2		
Many of the federally-recognized Indian tribes are located in remote locations and transportation services are limited, some of which are accessible only by air or water in Alaska. Several tribes have developed model cost effective transportation strategies to enable all people, including people with disabilities, older adults and persons unemployed and underemployed to obtain adequate transportation for basic needs including work and school.	For Additional Information: Div. of Workforce Development, Office of Self-Governance and Self-Determination Office of Assistant Secretary-Indian Affairs (202) 219-5270	Model practices distributed at quarterly Tribal Work Group Meetings of the Pub. L. 102-477 initiative.
GOAL 2.3		
The Public Law 102-477 program shares with tribes nationwide, tribal "best practices" at national, regional and local conferences and workshops to ensure the best possible use of transportation resources.	DOI (Lead), DOL, DHHS	Conducted quarterly at each Tribal Work Group meeting.

**INTERIOR
GOAL 3: REGULATORY BARRIERS**

ACTIVITY	AGENCY RESPONSIBLE	STATUS
GOAL 3.1		
The Department of the Interior's Indian Reservation Road program expands transportation activities to tribes and tribal organizations and provides guidance for planning, designing, constructing and maintaining transportation facilities. The program coordinates activities to avoid duplication and conflict among statutes and regulations.	Funded by Highway Trust Fund Administered by BIA & FHWA	This is an on-going initiative.
The Public Law 102-477 initiative was created with the stated purpose of eliminating duplication of services and conflict among statutes and regulations including providing supportive services such as transportation for clients. The success rate of clients has improved greatly: In 2004, 93% of all clients met their goals including finding jobs and graduating from school, including receiving transportation assistance, if needed.	DOI (Lead), DOL, & DHHS	Tribal Paperwork reduction is approximately 90%. OMB PART review reflects a successful program.
GOAL 3.2		
The Indian Reservation Road program has initiated revised administrative solutions for transportation on Indian lands through revised regulations, effective November 13, 2004, (25 CFR Part 170). The new regulations contain provisions for inclusion of eligible program activities that were considered exclusive to the Federal aid program as established by Title 23 USC. They will help tribal governments to implement a transportation program to include opportunities, within available funding, to coordinate with state/local governments and other federal agencies. Because the IRR program is relatively small in comparison to Federal aid program, inclusion of tribal governments as eligible participants in a Surface Transportation Program, by definition, are important. Tribes are now considered in the development of programs that affect them in the much larger Federal aid program.	BIA, FHWA, & Tribes	The final rules have been implemented.
GOAL 3.3		
Public Law 102-477 is a demonstration program that allows for waivers, as needed in providing quality services to tribal members.	DOI (Lead), DOL, & DHHS	On-going waivers granted as needed to ensure program success.

**INTERIOR
GOAL 4: COORDINATED PLANNING**

ACTIVITY	AGENCY RESPONSIBLE	STATUS
GOAL 4.1		
The Indian Reservation Road program was established for the improvement of transportation facilities on Indian Reservation Roads. Interior honors the government-to-government relationship with tribes and tribal consultation in developing a framework for action in tribal communities.	DOI (BIA), FHWA, & Tribes	This is an on-going Federal/tribal initiative.
GOAL 4.2		
The IRR program is designed in response to community input and public hearings. The programs are not advanced without tribal input and approval. Eligible activities include the implementation of accessibility provisions into the development of infrastructure.	DOI (BIA), FHWA, & Tribes	This is an on-going Federal/tribal initiative.
GOAL 4.3		
All transportation projects are designed in response to community input and public hearings. Projects are designed to reflect the needs of a particular community, tribe or village.		This is an on-going Federal/tribal initiative.
GOAL 4.4		
Transportation projects are designed in response to community input and public hearings. Activities such as designing and constructing take into consideration American with Disabilities Act requirements, transit facilities with similar accessibility requirements and the eligibility of housing access roads and streets.		This is an on-going Federal/tribal initiative.
The Public Law 102-477 initiative provides tribes the opportunity to determine their own needs based upon their particular community and tribal governments priorities.	DOI(Lead), DOL, DHHS, & Tribes	On-going program implementation.
The Citizen Potawatomi Nation determined that they had a sizeable number of Temporary Assistance for Needy Families (TANF) clients with numerous barriers to reaching their employment and training goals. Lack of transportation was the major barrier. Using the Public Law 102-477 initiative, the tribe determined that pedal bicycles were the most effective transportation they could provide with the resources available.	DOI(Lead), DOL, DHHS, & Tribes	The Citizen Potawatomi Nation's response to their transportation needs has become a model for other tribes in similar situations.

**INTERIOR
GOAL 6: USEFUL PRACTICES**

ACTIVITY	AGENCY RESPONSIBLE	STATUS
GOAL 6.1		
Federal: Public Law 102-477 demonstration initiative allows tribes and consortia of tribes to create their own consolidated workforce development program by organizing their employment, training, education, welfare reform, child-care, transportation and related programs to meet their own unique tribal needs. Participants in the initiative are allowed to integrate funding from up to 12 different Federal programs from the Department of the Interior, Labor, and Health and Human Services into their own comprehensive service program.	DOI (BIA), FHWA, & Tribes	On-going initiative. Expanded in December 2000 by Pub. L. 106-568 to allow for job creation through economic development.
Currently about 250 federally-recognized tribes representing 49 tribes and consortia of tribes participate in Public Law 102-477. In 2004, the initiative distributed \$81 million dollars to tribes.	DOI(Lead), DOL, DHHS, & Tribes	Initiative continues to grow.
The Public Law 102-477 initiative recently underwent the OMB Program Assessment Rating Tool (PART) review process. PART strengthens and reinforces performance measurement under the Government Performance and Results Act and is a systematic method of assessing the performance of Federal program activities. The initiative was rated the highest of all Indian programs within the Department of the Interior and among the highest within the Department.	OMB, DOI, DOL, & DHHS,	On-going implementation of initiative.
State and Local: There are numerous success stories with the Public Law 102-477 initiative. For example, the Spirit Lake Sioux Tribe worked with the State of North Dakota to obtain the DOT's Job Access program grant. The service brings Indian workers from the reservation where the unemployment rate is 50% to an urban area where the unemployment rate is 3%. This transportation service allows the tribal community an opportunity to work while providing a workforce service to the local community that was not previously possible.	DOI(Lead), DOL, DHHS, & Tribes	New Successful practices continue to be developed. These "best practices" are shared with other tribes and Federal agencies to improve programs.
Tribal: Numerous tribes have developed "best practices" that can be documented and disseminated. For example, the Citizen Potawatomi Nation, Bristol Bay native Association, the Central Council Tlingit and Haida and the Salish and Kootenai Tribes have developed innovative Public Law 102-477 programs.	DOI (Lead), DOL, DHHS, & Tribes	Division of Workforce Development requested to assist Department of Labor, December 1 at their Native American Employment and Training Council conference. Other assistance provided, as requested.
Each year all tribes are required to submit an annual report documenting successful strategies in the implementation of Public Law 102-477. This includes documenting supportive services such as transportation. The next report will be available from the Department of the Interior April 1, 2005. In the meantime, current success stories are being documented and disseminated through the quarterly Public Law 102-477 Tribal Work Group meetings.	DOI(Lead), DOL, DHHS, & Tribes	During 12 years of implementation not one tribe has been delinquent in annual required data submission. Next report due 4/1/05.

**U.S. DEPARTMENT OF JUSTICE
UNITED WE RIDE ACTION PLAN 2004-2005**

**JUSTICE
GOAL 1: EDUCATION AND OUTREACH**

ACTIVITY	AGENCY RESPONSIBLE	STATUS
By December 1, 2004, provide the Department of Education with the specific names and contact information for organizations serving people with physical, psychiatric, developmental, and learning disabilities. These organizations are to include consumer groups, independent living centers, councils on developmental disability, support groups for people with psychiatric disabilities, social service organizations, ethnic minority groups, and federally funded legal advocacy organizations and information and technical assistance centers with a direct reach into the disability community. In total, these contacts are located in all 50 states plus the District of Columbia, the U.S. Virgin Islands, American Samoa, Puerto Rico, and Guam.	DOJ	Complete
By December 5, 2004, DOJ will provide the Department of Education with knowledge of its contacts including legal aid organizations funded by the Legal Services Corporation. DOJ will also provide information of existing contacts among civil rights organizations representing African American, Asian/Pacific American, Latino American, and Native American constituencies, collectively coming from both rural and urban communities.	DOJ	In Process
By December 5, 2004, share knowledge of local, state, and national organizations of individuals serving those who are 65 and older. DOJ will pay particular attention to consumer-led groups, social service providers, and senior centers operated by local government.	DOJ	In Process
By December 15, 2004, provide statistical information regarding the number and type of organizations identified for outreach and education in order to assist the Inter-Agency Coordinating Council in tracking the extent to which it has successfully made (or prepared to make) in-roads into the communities implementing the mandate under the President's Executive Order.	DOJ	In Process
As qualitative education material is developed and finalized, assist the Department of Education in disseminating these products online with direct requests to have recipients forward the information to others. Also ask webmasters to post information to their respective sites while encouraging individuals and organizations to make contact with local leaders to determine how they may join in ongoing collaborative efforts to streamline community-based transportation services.	DOJ	Pending

**U.S. DEPARTMENT OF LABOR
UNITED WE RIDE ACTION PLAN 2004-2005**

**LABOR
GOAL 1: EDUCATION AND OUTREACH**

ACTIVITY	AGENCY RESPONSIBLE	STATUS
The Office of Disability Employment Policy (ODEP) is establishing a link to the United We Ride website from DisabilityInfo.Gov, a comprehensive web site with one-stop access to governmental disability information that serves more than 5,800 customers each day.	Department of Labor Office of Disability Employment Policy	In progress
ODEP is funding the development of a brochure highlighting the role of transportation in the employment of people with disabilities.	Department of Labor Office of Disability Employment Policy	In progress
The Division of Seasonal and Migrant Farmworkers (DSP) has developed a document which highlights the benefits of Human Service Transportation Coordination and encourages providers to coordinate services. This document will be disseminated to all National Farmworker Jobs Program (NFJP) grantees.	Department of Labor Employment and Training Administration Office of National Programs Division of Seasonal and Migrant Farmworkers	Disseminated November 1, 2004
The Division of Seasonal Farmworker Programs has surveyed National Farmworker Jobs Programs (NFJP) and is developing a list of transportation coordination activities already in progress. This list will be disseminated to all NFJP grantees	Department of Labor Employment and Training Administration Office of National Programs Division of Seasonal and Migrant Farmworkers	Disseminated November 1, 2004
The Division of Disability and Workforce Programs (DDWP) Programs disseminates information to the One-Stop Career Centers through ETA's Disability Program Navigators (WIGs). DDWP, through its technical assistance initiatives will provide the list of "United We Ride "Ambassadors" to the DPNs and WIGs.	Department of Labor Employment and Training Administration Office of National Programs Division of Disability and Workforce Programs	On-going
The Division of Disability and Workforce Programs will conduct an audio teleconference on the "United We Ride" Initiative for Disability Program Navigators (DPN) and Work Incentive Grantees (WIGs). Representatives of the Department of Transportation will be included in this call.	Department of Labor Employment and Training Administration Office of National Programs Division of Disability and Workforce Program	Anticipated completion by September 30, 2005
Information on "United We Ride" was distributed to all State Workforce Liaisons and State Workforce agencies. This information was also posted on ETA's website.	Department of Labor Employment and Training Administration	Distributed in winter of 2004; will send updates.
ETA's Division of Older Worker Programs will be conducting teletopics meetings with grantees on issues of interest, including transportation.	Department of Labor Employment and Training Administration Office of Workforce Investment and Office of National Programs Division of Older Worker Programs	Will be implemented in the Spring of 2005

LABOR
GOAL 2: CONSOLIDATED ACCESS

ACTIVITY	AGENCY RESPONSIBLE	STATUS
Add transportation link to the National Locator section of America's Service Location (ASL www.servicelocator.org). The recommended link is to the American Public Transportation Association's One-Stop Information center for United States bus and trolleybus information.	Department of Labor Employment and Training Administration Office of Workforce Investment	Completed October 2004
Develop plan and pilot test adding local information services link as part of the One-Stop Career Center information in America's Service Locator.	Department of Labor Employment and Training Administration Office of Workforce Investment	In progress
Add basic transportation information and links to the content of the On-Line Coach (www.onestopcoach.org) Available for job seekers, businesses, workforce staff, community colleges, HUD Neighborhood Network centers, And Military Spouses (http://www.milspouse.org –help)	Department of Labor Employment and Training Administration Office of Workforce Investment	In progress
Language regarding transportation coordination will be included in the revised WIA reauthorization proposal.	Department of Labor Employment and Training Administration Office of Policy Development and Research	Early 2005

LABOR
GOAL 3: REGULATORY BARRIERS

ACTIVITY	AGENCY RESPONSIBLE	STATUS
The Department of Labor is meeting with the Federal Transit Administration and Federal Highway Administration to assess whether the PEER exchange program can be used to enhance the transportation coordination partnership between planning bodies, such as Metropolitan Planning Organizations, public and private transit providers, and other local partners, including One-Stop Career Centers.	Department of Labor Office of Disability Employment Policy	On-going. Participated in several meetings outlining plan of action for technical assistance.

LABOR
GOAL 4: COORDINATED PLANNING

ACTIVITY	AGENCY RESPONSIBLE	STATUS
The Division of Seasonal and Migrant Farmworker Programs will incorporate the goals of the Executive Order on Human Service Transportation Coordination in the upcoming Solicitation for Grant Applications.	Department of Labor Employment and Training Administration Office of National Programs Division of Seasonal and Migrant Farmworker Program	In progress
The Division of Seasonal and Migrant Farmworker Programs will create a survey of NFJP grantees to document the current state of interagency transportation coordination in all National Farmworker Programs.	Department of Labor Employment and Training Administration Office of National Programs Division of Seasonal and Migrant Farmworker Program	In progress
Thru WIA reauthorization, transportation coordination will be required as part of the state and local plan.	Department of Labor Employment and Training Administration Office of Policy Development and Research	Early 2005

LABOR
GOAL 6: USEFUL PRACTICES

ACTIVITY	AGENCY RESPONSIBLE	STATUS
State and local One-Stop Career Centers are providing services through mobile centers operated out of vans or buses. For example, the State of Florida utilized mobile One-Stop Career Centers to assist residents after the recent series of hurricanes.	Department of Labor Employment and Training Administration Office of Workforce Investment	On-going
The Office of Seasonal and Migrant Farmworker Programs is documenting and disseminating best transportation coordination practices currently being utilized by National Farmworker Job Training Programs. Examples include pooling resources to secure local buses to go to Migrant camps and coordinating with Employer sponsored transit programs.	Department of Labor Employment and Training Administration Office of National Programs Division of Seasonal and Migrant Farmworker	In process.
The Division of Disability and Workforce Programs will disseminate useful practices to the One-Stop Career Centers through ETA's Disability Program Navigator (DPN) and the Work Incentive Grants. As soon as case studies and effective practices related to persons with disabilities are completed by the "United We Ride" and other initiatives (e.g., the transportation brokerage service that are located in Maricopa's County One-Stop, Arizona) the Division of Disability and Workforce Programs will disseminate the materials through its technical assistance initiative – ETA's One-Stop Took Kit and the University of Iowa's Law, Health Policy and Disability Center.	Department of Labor Employment and Training Administration Office of National Programs Division of Disability and Workforce Programs	ETA will disseminate information on effective practices to the One-Stop Career Center system. Training and Employment Information Notices are shared with all States and nearly 2,000 One-Stop Career Centers. Anticipate completion by September 30, 2005.
The Divisions of Disability and Workforce Programs will disseminate information on outcomes/effective practices of the six communities that received Work Incentive Grants. In March of 2004, the Community Transportation Association of America (CTAA) awarded NAPA County, California North Bay Employment Connection; North Shore Workforce Investment Board, Salem Massachusetts; Pacific Mountain Workforce Consortium, Western Washington; Southern Workforce Investment Board, Durant Oklahoma; The Workplace, Inc., Bridgeport, Connecticut; and Way Station, Inc., Frederick, MD to build on the first three rounds of WIGs by targeting the transportation barriers for persons with disabilities who use the One-Stop Career Center system for employment and training services. Grantees proposed such activities as: supporting a transportation coordinator position, conducting needs assessments, conducting mobility training for persons with disabilities, building partnerships to coordinate transit services for persons with disabilities; providing mobility management training to local disability groups; training the workforce staff to be transportation brokers, etc. The grants' goal is to facilitate innovative practices in the One-Stop Career Center system.	Department of Labor Employment and Training Administration Office of National Programs Division of Disability and Workforce Programs	Anticipate completion by September 30, 2005. Findings will be disseminated to the workforce investment system.
The Division of Disability and Workforce Programs will conduct an audio teleconference for the Disability Program Navigators and the Work Incentive Grantees. This will include information on best practices for human service transportation.	Department of Labor Employment and Training Administration Office of National Programs	To be completed by September 30, 2005.
Employment and Training Administration will be conducting teletopics meetings with Senior Community Service Employment Program grantees on issues of interest including transportation. Information will be turned into Technical Assistance Guides for grantee use in serving individuals.	Department of Labor Employment and Training Administration Office of National Programs Division of Older Workers	To be implemented in the Spring 2005.

**DEPARTMENT OF TRANSPORTATION
UNITED WE RIDE ACTION PLAN 2004-2005**

**TRANSPORTATION
GOAL 1: EDUCATION AND OUTREACH**

ACTIVITY	AGENCY RESPONSIBLE	STATUS
Develop linkages for DOT and agency websites to CCAM website.	FTA, NHTSA, FHWA	December 2004 (target)
Provide funding and co-sponsor the National State Forum on Coordinated Human Services Transportation that brought Governor-appointed cross-departmental teams together to secure commitments and initiate action plans to support coordination among state transportation activities and programs.	DOT in conjunction with DOL, HHS and ED (FTA Lead)	Completed
Fund technical assistance for coordinating human service transportation through JobLinks, Project ACTION, and Rural Transportation Assistance Programs.	FTA	Annual Cooperative Agreements
Promote the most effective guidelines for the accommodation of pedestrians; NHTSA older driver team coordinating with the NHTSA/FHWA Bicycle and Pedestrian team	NHTSA, FHWA	July 2005
Provide support for stakeholder organizations through the National Consortium for Human Service Transportation Coordination to address key issues for members relating to mobility issues for target populations addressed by the Council.	FTA	FY 04 Budget Proposal
Support and sponsor a series of 6 regional meetings with States to exchange information on State actions, advance State coordination action plans and respond to coordination issues.	FTA/FHWA	Completed
Continue to identify the characteristics of older drivers who are at higher crash risk or modify own driving behavior. Dementia and Driving Project will identify risks associated with dementia through literature review and analysis of existing data, and will result in public information products.	NHTSA	August 2005
Provide materials to enable professional organizations to conduct in-service training on effective program guidelines: <ul style="list-style-type: none"> - National Association of Area Agencies on Aging (N4A) is developing a good practices guide. - American Society on Aging (ASA) has developed web courses and tools for professionals to address safe driving in the clients they serve. - NHTSA is developing a Law Enforcement Workshop to train law enforcement on older driver issues. - NHTSA will develop expert speaker bureaus in all 10 Federal Regions to distribute public information materials. 	NHTSA	September 2005
Encourage state and local communities to develop action plans. NHTSA's Central Region has included older driver safety in its Regional Action Plan. The Office will work closely with States' Division of Aging to identify and review data on older driver issues and encourage the facilitation of programs in fiscal year 2006. This focused activity to promote awareness and address the issue in the Central Region will be assessed and used as a model for other Regional Offices planning to make this a priority area in the future.	NHTSA	July 2005
Implement phase 1 of a 3-part project to conduct outreach on pedestrian/bike safety and mobility for Hispanic communities.	FHWA/NHTSA	July 2005
Sponsor the TRB Rural Public Intercity Bus Transportation Conference (bi-annually).	FTA	Completed
Convene DOT Senior Mobility Working group to address cross-cutting intra-departmental issues on senior mobility program, policy, and strategy.	OST	Monthly meetings
Convene Interagency Task force on Rural Issues to address rural mobility issues.	OST	Monthly meetings
Sponsor National Rural Development Partnership Meeting with the Transportation Cooperative Research Program.	FTA	Completed
Make presentations at 10 national meetings on issues related to human service transportation. These presentations will focus on mobility issues for the target populations addressed by the Council.	ALL MODES	September 05

**TRANSPORTATION
GOAL 2: CONSOLIDATED ACCESS**

ACTIVITY	AGENCY RESPONSIBLE	STATUS
Disseminate new competencies for travel trainers to human service and transportation providers (Project ACTION).	FTA	Completed
Develop a curriculum for travel training (Project Action)	FTA	January 2006
TEA-21 Reauthorization proposal would permit 80/20 funding for mobility managers that serve to coordinate human service programs at the local level.	FTA	Included in both Senate and House reauthorization bills
Disseminate transit pass and brokerage brochures to all FTA grantees and encourage implementation at the local and state levels.	FTA	January 2005
Conduct a national survey of Pedestrian and Bicyclist Attitudes and Behaviors to assess the amount of walking and riding by the public, as well as knowledge and behavior regarding safe walking and riding practices. A summary report, including findings and methodologies will be developed.	NHTSA	January 2005
Implement 3-5 demonstration projects on integrating transportation services into One-Stop Employment Centers (Job-Links)	FTA	July 2006
Conduct a study on cost-benefit analysis for transportation access (TCRP).	FTA	September 2005
Conduct "train the trainer" sessions for human service providers regarding transportation access and client training tools (Project ACTION).	FTA	Six trainings planned in 2005
Complete gap analysis on technology needed to support human service transportation.	DOT-JPO (FHWA/FTA)	March 2005
Conduct 10 ITS demonstration and research program activities in support of human service transportation coordination.	DOT-JPO	March 2006
Test integrated technology for human service transportation in 3 communities.	DOT-JPO	March 2007
Implement demonstration of "Trip Planning" in DOL One-Stops (Job Links).	FTA	March 2005
Develop and disseminate informational fact sheet and FAQ on Head Start transportation ruling.	FTA/ NHTSA	November 2004

**TRANSPORTATION
GOAL 3: REGULATORY BARRIERS**

ACTIVITY	AGENCY RESPONSIBLE	STATUS
TEA-21 reauthorization proposal would expand FTA programs that permit other Federal programs to provide matching funds.	FTA	Included in both Senate and House reauthorization bills
Develop brochure on school bus rules and regulations.	FTA/NHTSA	Completed
Finalize Public Rights-of-Way Guidelines.	DOT-OGC	July 2006
Final Rulemaking on ADAAG Guidelines.	DOT-OGC	July 2005
Evaluate approaches to improve protection of older occupants in crashes. The NHTSA Rulemaking Plan addresses inclusion of special protection for older vehicle occupants and other vulnerable road users (e.g., children).	NHTSA	Annual Awards
Develop strategy to implement the NHTSA Final Rule on Multi-Function School Activity Buses that makes it easier for school districts to share transportation services with other social service agencies.	NHTSA/FTA	In progress

**TRANSPORTATION
GOAL 4: COORDINATED PLANNING**

ACTIVITY	AGENCY RESPONSIBLE	STATUS
Administration's reauthorization proposal includes a requirement for a coordinated planning process extended to FTA's Elderly and Disabled, NFI and JARC programs.	FTA	Included in both Senate and House reauthorization bills
Conduct 13 planning pilots to develop coordinated plans to address unmet needs for persons with disabilities (Project Action and Job Links).	FTA	December 2004 (Final Report)
Conduct Federal "Framework for Action".	FTA	Completed
Implement "Framework for Action" in all 50 States.	FTA	January 2006
Award UWR State Coordination Grants	FTA	Completed
Conduct "Framework for Action" training for all State RTAP Coordinators	FTA	June 2005
Develop guidance for State and local planning authorities to encourage planning elements related to human service transportation.	FTA/FHWA	September 2005
Implement demonstrations to integrate transportation planning for individuals who are homeless (Job Links).	FTA in partnership with others	March 2005
Implement Capacity Building Peer to Peer Program in 10 States/communities	FTA	September 2005
Track the development of State and local Traffic Safety Plans to include older driver safety initiatives	NHTSA	September 2005

**TRANSPORTATION
GOAL 5: COST ALLOCATION**

ACTIVITY	AGENCY RESPONSIBLE	STATUS
Conduct TCRP study on cost-benefit analysis of providing non-emergency medical transportation.	FTA	September 2005
Work with CMS to develop and disseminate policy strategies and practices.	FTA	April 2005

**TRANSPORTATION
GOAL 6: USEFUL PRACTICES**

ACTIVITY	AGENCY RESPONSIBLE	STATUS
Develop 12 "Promising Practice Briefs" on employment transportation initiatives (JOB LINKS),	FTA	September 2005
Develop 6 "Promising Practice Briefs" on coordination experiences (National Consortium).	FTA	September 2005

**U.S. SOCIAL SECURITY ADMINISTRATION
UNITED WE RIDE ACTION PLAN 2004-2005**

**SOCIAL SECURITY ADMINISTRATION
GOAL 1: EDUCATION AND OUTREACH**

ACTIVITY	AGENCY RESPONSIBLE	STATUS
The Social Security Administration (SSA) will assist in the broad dissemination of materials developed by the Coordinating Council on Access and Mobility to educate people with disabilities, older adults and individuals with low income regarding the President's Executive Order on Human Service Transportation Coordination and the transportation services available to them.	Social Security Administration (SSA) Office of Program Development and Research (OPDR)	Spring 2005
Convene a Workgroup to determine the best ways to disseminate materials regarding transportation services to applicants for benefits and beneficiaries participating in demonstration projects, such as the Disability Program Navigator, DPN; the Homeless Outreach Project and Evaluation, HOPE; and the Youth Transition Demonstration, YTD, and beneficiaries participating in the Ticket to Work.	SSA OPDR	Spring 2005
Provide an informational session on coordinated transportation services during the Technical Assistance conferences held for grantees of the Disability Program Navigator, DPN; Homeless Outreach Project and Evaluation, HOPE; and the Youth Transition Demonstration, YTD.	SSA OPDR	Throughout 2005
Develop brochures regarding appropriate transportation services for grantees to disseminate to participants in the Ticket to Work program and Disability Program Navigator, DPN, the Homeless Outreach Project and Evaluation, HOPE; and the Youth Transition Demonstration, YTD.	SSA OPDR	Spring 2005
Develop pertinent information for United We Ride (Coordinating Council on Access and Mobility) website.	SSA OPDR	Spring 2005

**SOCIAL SECURITY ADMINISTRATION
GOAL 2: CONSOLIDATED ACCESS**

ACTIVITY	AGENCY RESPONSIBLE	STATUS
Determine current transportation needs of participants in the Ticket to Work program and Disability Program Navigator, DPN, the Homeless Outreach Project and Evaluation, HOPE; and the Youth Transition Demonstration, YTD projects.	SSA OPDR	Planning to begin Spring 2005
Continue to provide various employment supports in transportation to assist beneficiaries who are working or attempting to work. For example, continue to allow certain transportation costs, necessary to enable an individual to work, to be deducted from gross earnings when determining whether they continue to be eligible for benefits and, if so the amount to which they are entitled.	SSA	Ongoing

**SOCIAL SECURITY ADMINISTRATION
GOAL 3: REGULATORY BARRIERS**

ACTIVITY	AGENCY RESPONSIBLE	STATUS
SSA will continue to support the work of the Interagency Transportation Coordinating Council and will plan activities as necessary, and identify barriers and issues in the future.	SSA OPDR	

**SOCIAL SECURITY ADMINISTRATION
GOAL 4: COORDINATED PLANNING**

ACTIVITY	AGENCY RESPONSIBLE	STATUS
SSA will analyze the results of information collected from our demonstration projects as stated in Goal 2 to determine whether there are actions the agency can take to facilitate coordination of transportation services and to simplify access to such services for applicants of benefits and beneficiaries.	SSA OPDR	Fall 2005

**SOCIAL SECURITY ADMINISTRATION
GOAL 5: COST ALLOCATION**

ACTIVITY	AGENCY RESPONSIBLE	STATUS
SSA will support the work of the Interagency Transportation Coordinating Council.	SSA OPDR	

**SOCIAL SECURITY ADMINISTRATION
GOAL 6: USEFUL PRACTICES**

ACTIVITY	AGENCY RESPONSIBLE	STATUS
SSA will identify and document successful strategies as reported by our grantees in coordinating human service transportation.	SSA OPDR	Early 2005