

**OPERATOR:** Welcome and thank you for standing by. At this time, all participants are on listen-only mode for today's conference. During the question-and-answer session, you may press star-one if you wish to ask a question over the phone line. This conference is also being recorded. If you have any objections, you may disconnect at this time. I'll now turn the conference over to David Long, Program Analyst. Thank you, David. Please begin.

**DAVID LONG:** Hi everybody, my name is David Long, and I'm a program analyst with the Office for American Indian, Alaska Native, and Native Hawaiian Programs. I'm also the transportation lead for the office, and I'm really pleased to present a couple organizations that may have some other funding opportunities or technical assistance for you.

So today we're going to be having Amy Fong, she's a transportation program analyst with the Federal Transit Administration, whom will be presenting first. She'll then be followed by Melissa Gray, the senior program manager, National Aging and Disabilities Transportation Center. And we'll have them go through the presentations, and we'll take some questions at the end, okay? Amy, if you'd like to go ahead and begin.

**AMY FONG:** Sure, thank you. So, let's see, [unintelligible]. So before I get started, I'll just briefly introduce myself a little more and explain where I'm situated at the Federal Transit Administration, or FTA. So I work in our Office of Program Management, which administers about \$9 billion of our total \$13 billion annual budget in formula and competitive grant programs for transit funding.

And I specifically am a program manager on the Rural and Targeted Programs Division, which manages three major FTA programs, a Rural Area Formula Program, an Enhanced Mobility for Seniors and Individuals with Disabilities Formula Program, and two Tribal Transit Programs, one competitive funding or discretionary funding and one formula program. On that team, I manage currently both the tribal transit programs and the Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities Program.

So today I'd like to use my very brief time to overview FTA funding in general, but with a special emphasis on programs that commonly fund tribal entities, particularly the Tribal Transit Program. I'll also go over some initiatives we lead at FTA to improve the coordination of transportation services across different federally funded programs, such as combining FTA and HHS funding. So my main goal here today is to orient you towards some FTA programs at a high level so that you can identify which ones might be most appropriate for your programs and circumstances and help you identify the right people or organizations to reach out to for next steps.

In the interest of time, again, I'm just going to go over three of our main funding programs, but I do want to point out, before I do that, that there are a host of other FTA programs that tribal entities are eligible for. Some of them included our Buses and Bus Facilities Program. We have a Low- and No-Emission Vehicle Program. We have a mix of research and pilot programs. And all these programs, tribal transit agencies have received funding under these. Also, if you happen to be situated in an urbanized area, you're also eligible for Urbanized Area Formula Program funds.

So I won't cover those today, but if you have a different interest in a different FTA funding program, please reach out to me, and I can connect you with the right person to help

you confirm that you're eligible for those programs. And, in general, my tip is, in the future, if you see an FTA program that sounds like it would be beneficial to you, never hesitate to reach out to the program manager and ask explicitly if tribal entities are eligible recipients.

With that said, I'll cover, again, the Section 5310, Enhanced Mobility for Seniors and Individuals with Disabilities Program. Indian tribes are eligible sub-recipients or direct recipients once they've been allocated funding by a pass-through state or regional agency that's a designated recipient, they can—Indian tribes can also elect to receive funds under this program directly from FTA.

That same circumstance is true for the next program I'll discuss today, our Section 5311 Formula Grants for Rural Areas Program. So Indian tribes are eligible to be sub-recipients with state departments of transportation under this program, and if they're allocated funding by the state, they can elect to come in directly to FTA to administer their grants. And then, thirdly, I'll cover the Tribal Transit Program today, which is unique from the first two in that tribal entities are direct FTA recipients under these programs. So you can apply directly for competitive funding for this program or you can be a part of our formula program by reporting your transportation service data to our National Transit Database.

So the first program I'll discuss is our, again, Section 5310 Program, Mobility for Seniors and Individuals with Disabilities. To give you a sense of scale, this program was authorized at \$288 million in formula funds for fiscal year 2020 to be split amongst small urban, large urban, and non-urbanized or rural areas. So the goal of 5310 funding is, it has two folds. One is to meet the special needs of seniors and individuals with disabilities where public transportation is insufficient or unavailable. And then the second goal is to increase the accessibility of existing public transit services.

This program is designed to be flexible and state- or locally run, which means that a local entity that would be interested in this funding needs to apply to their pass-through or designated recipient. So in a rural or small urban area, that designated recipient is your state department of transportation. And if you're in a large urban area, your designated recipient is designated by your state governor. And it could be a metropolitan planning organization, a council government, some other local or regional governmental authority, but—sometimes it's even the state, it depends, and if you can't figure out who your designated recipient is, please don't hesitate to reach out to me, and I can help you figure out who to contact.

And then, on the second half of this slide, most importantly, there's a range of eligible sub-recipients to receive this funding, including federally recognized tribes. So there are some nuances that pass-through entities have to account for in how they split up this funding, but federally recognized tribes are very much an eligible sub-recipient for this program. So, like I said earlier, the goal of this program has—there are two main goals of this program, so this page focuses on the first set of goals, that special needs for seniors and individuals with disabilities where public transportation is insufficient, unavailable, or appropriate.

So we've been really focused around what we define as capital purchases. That could be vehicles, vehicle rehabilitation or other equipment, with the examples you see here. Another common capital expense is mobility management or the expense of employing someone to lead coordination from your agency or program with other local and regional transportation authorities. Another common capital expense is the cost of leased or contracted—the operation of—the cost of the operation of leased or contracted services.

Let's see, and then, the other set of eligible 5310 projects, we call these our Other 5310 Projects, these are the projects that improve the accessibility of public transportation beyond the minimum Americans with Disabilities Act—minimum ADA complementary transportation service. And so this could be operating or capital expenses, that funds the expenses of volunteer driver programs, voucher programs, capital expenses for vehicles that support taxi—accessible taxi, ride sharing, or [unintelligible] programs. It could also even funding things like ADA-compliant sidewalks and transit station infrastructure that makes transit more accessible.

And I guess I'll—so I just want to—before I move on, I just want to make the point that what I've—what I'm going over is the general FTA program requirements, but because we have states and designated recipients manage these programs, you should certainly, if you're interested in this program, find your designated recipient, be aware of how they manage their program, the 5310 program in your area, and make sure that you're involved in the development of your area's coordinated transportation and human services plan, because those are some requisites that the pass-through or designated recipients need to maintain as an FTA program requirement.

So the next program that I'll go over today is our Section 5311 Program for formula grants in rural or non-urbanized areas. To give you a sense of scale, this program was authorized at \$727 million in fiscal year 2020 to be appropriate—to be apportioned to states in the United States. So just like the Section 5310 Program, the Section 5311 Program is meant to be a flexible state-run program. So once FTA apportions funds directly to states, they each define a state management plan that describes how they'll distribute funding through local, rural transportation providers, very much including tribal transportation providers.

So, again, the point to take away here is, if you're interested in Section 5311 funding, you need to get in touch with your state department of transportation to understand how they run the program and what their specific application deadlines are. And this program particularly, there are many tribal entities that use this funding because, before the Tribal Transit Program, where their own stand-alone program, this is the most common FTA program that tribes participated in.

So these are some FTA-defined eligible Section 5311 projects. In this case, these are some capital projects. Again, you'll have to confirm with your state department of transportation what is eligible under their program, but this is the whole universe of what FTA allows. So, under these projects, the eligible capital purchases are quite similar to the Section 5310 Program. The cost of new vehicles, both replacement and expansion vehicles, vehicle rehabilitation, any equipment that you might—any vehicle equipment. Mobility management is also an eligible capital expense, and that cost of lease or contracted services. Also under this program, operating expenses are eligible, so that could be vehicle fuel and oil, the salaries of drivers or dispatchers, and the cost of licensing vehicles.

So then I'll move onto our Tribal Transit Program. So there are two statutory sections listed here. 5311 C1A is for the competitive or discretionary program, and 5311 C1B is for the formula program. And again, you'll note that, because it's a 5311 program, it's a set-aside of our broader rural formula area program. So, again, the tribal transit programs are unique in that they provide direct funding to federally recognized Indian tribes. And this program is currently authorized at \$30 million in the formula program for fiscal year 2020 and \$5 million in 2020 for the discretionary program.

And then there are two important parts of this program to also point out, the first being that, as with the general 5311 Program, we define public transportation to be transportation service that is open to the public. However, FTA allows local transit programs to define their service area and operations to best meet whatever needs the transit agency most wants to serve. So, for instance, you could design a public transportation service that is especially convenient and useful for seniors or elders or some other segment of the population, and that would still be public transportation.

The other part is that the Tribal Transit Program is currently only eligible to fund public transportation on or serving rural areas or non-urbanized areas. So, like I mentioned earlier, to access the tribal formula funding, you need to report transit service data to our National Transit Database. It usually takes about two years from the first time that you've reported to receiving an automatic formula apportionment for the first time. And then, once you are included in that database, you'll automatically be included in our annual formula apportionment then.

And that formula is based primarily on vehicle revenue miles and also the size of the low-income population that your transit service serves. With a formula program, there is no minimum local share, whereas, with the 5310 and the 5311 Formula Programs, there is a minimum 20% local share for capital expenses and a 50% local share for operating expenses. And all capital operating and planning projects under the broader 5311 Program are eligible for this program.

I also definitely want to spend some time talking about the Tribal Transit Competitive Program because we have a currently open notice of funding opportunity this summer, it's closing on August 24<sup>th</sup>, and all federally recognized Indian tribes that are proposing to or currently provide public transportation in a rural area are eligible to apply. So that means that, even if you don't currently operate transit or transportation service, if you have a startup idea or you're looking to do a study to look into starting up transportation or transit service, that would be an eligible project to apply for under this program.

And every year, we do fund tribal entities that don't currently have service but are looking to start up transit service. And, again, \$5 million is available this year under this program. So the same projects that are eligible in the formula program of the Tribal Transit Program are eligible here. Capital expenses have a minimum 10% federal share—er, sorry, a minimum 10% local share, 90% federal share. And then operating expenses have that same 90-10 split. The one caveat is that only tribal transit programs that have never received FTA direct funding or received less than \$20,000 in FTA funding in 2019 are eligible for operating or startup expenses. And then, the third project type is planning projects, which don't have a local share, but are capped at \$25,000 for a single award.

I'd like to share some recent projects that we've funded in this competitive program. One was funding for transit planning that would help identify how to meet increasing demands from elderly and tribal members with disabilities. One was funding for the capital expansion of elder transportation services by buying a wheelchair-accessible van to replace a current transit vehicle that was non-accessible. And another was funding the operating expenses to start up or initiate transit service, like I mentioned before. That's actually a pretty common project under this competitive program.

Briefly, some of the evaluation criteria that you should be prepared to go in depth on, if you're going to prepare an application for the competitive program, involves thinking through,

demonstrating how you planned and prioritized this project in your tribal government or your region, demonstrating the readiness of the project or the implementation plan, describing your local need and the projected benefit, and also demonstrating your financial commitment and operating capacity to operate an FTA award. And that's for planning and operating projects.

With planning projects, the criteria is just that you need to be able to describe how you identified the need for a planning study and a scope of the proposed study and what you're looking to investigate through that study. Once you download—or if you download the slides for this presentation, which I understand will be posted on the Older Indians website within two weeks, you should definitely check out a webinar that we did at FTA a couple weeks ago that goes through these evaluation criteria and how to prepare a good application in more depth. That would be an excellent resource to start with if you're looking to preparing an application for this year.

Next, I'll just highlight some other initiatives at FTA to foster coordinated transportation at the local level. So first I'll start by saying that both 5310 and 5311, our program guidance explicitly allows for the coordination of meal delivery and other incidental uses of FTA-funded transit vehicles, as long as that coordinated service doesn't prevent you from providing your previously defined public transportation service. Which, again, it's at the tribal transit agency's discretion what that service—what the bounds of that service are and what the service hours are.

I'll also point out that, under FTA 5311 and 5310 Programs, including the Tribal Transit Program, we expressly allow other federal funding sources to be used as local match. In fact, with the tribal transit program, we—there's one department of transportation program that can also be used as local match, which is the Federal Highways Tribal Transportation Program, which typically funds highway and highway safety projects. So it can be used as local match in our program.

And so, especially for this group, I wanted to point out that any HHS funds that can be eligible to be used for transportation can be used as local match for FTA 5310, 5311, and Tribal Transit Program. And Mary Lazare, with the help of the HHS Office of General Counsel determined this and announced this back in November 2019. Some of my slides I've also linked to that webcast that [unintelligible]. So if there is an HHS funding source that you used where transportation is an eligible expense, you can use that as local match for an FTA project, as long as that HHS funding is being used for an expense that is also eligible under that FTA program.

And then, the other point I wanted to make is that I mentioned that getting formula tribal transit funding requires reporting your data to our National Transit Database. Human services transportation mileage counts as part of that. So, if you sponsor a service by any one of these—and beyond some of these services listed here, that would be counted as public transportation, and the vehicle revenue miles from those services would be counted to earn you future formula funding under the Transit Tribal Program.

And then, next I'll briefly overview our Coordinating Council on Access and Mobility, which is an interagency partnership that's chaired by the secretary of transportation but includes 11 federal agencies in total, including HHS. And the Coordinating Council issues policy recommendations and also provides resources that improve the accessibility of transportation for older adults, people with disabilities, and individuals with low income.

And so two resources that I wanted to highlight for you all are the Federal Fund Reading Guide, which was just published this summer, and it goes through how to understand federal program statute and guidance to identify whether they can be used in combination with each other to fund and coordinate human services transportation. And, as a complement to that, we also—or the CCAM has also published a program inventory of 122 different federal programs that can fund transportation. And part of this program inventory is that you can sort by eligible entities, including sorting by programs where Indian tribes are eligible. So these two things in combination could be a good step for identifying different funding programs at the federal level that you might be able to use to put together a [unintelligible] funding strategy.

I'll also highlight that, in addition to funding programs, FTA funds and sponsors various technical assistance centers, and they really cover a lot of diverse activity, from mobility management, aging and disability transportation—and you'll hear from Melissa at NADTC—rural and tribal transportation and applied transit technology. So their contact information is here, and please never hesitate to reach out to them and ask them what resources they have to share with you or training opportunities in these different subject areas.

Since Melissa is going to speak for NADTC in a moment, I'll also highlight the Center for Mobility Management. And they designate a different liaison in different parts of FTA regions to help connect you with technical assistance that's most relevant to your region in the areas of coordination and mobility management. We also sponsor the National Transit Institute, which offers free multi-day training and also free webinars in a lot of different areas relating to transit management. Some courses that they offer are called advancing mobility management, growing your ridership by welcoming older riders, and understanding ADA or transit service providers. They've cancelled courses for the rest of the year because of the COVID-19 pandemic, but this is just another thing I wanted to get on your radar in case you're interested in looking for training opportunities.

Almost done. So I said I would explain what the FTA regional offices do. Every FTA regional office designates a tribal liaison to manage tribal grants and be that first point of contact for tribal entities that are coming in for FTA funding. So there's a link on this slide that will give you the direct contact information for the person in whichever state or FTA region that you are applying for. And I'd also be glad to introduce you to the right person.

And then, finally, this is my contact information. So because I'm in our Program Office in Headquarters, I oversee the program at the national level and coordinate all of the regional liaisons. So I'd be glad—if you reach out to me, I would especially be glad to help connect you with other FTA programs, such as our 5311 program manager, our Bus and Bus facilities, research, our National Transit Database Office, those sorts of things.

And then, with that, let's see—so, and then, just to call out this slide again, these are some of the important links that I referenced during my presentation. So depending on what you're interested in learning more about, I encourage you to follow us [unintelligible] and learn more about the specific parts of my presentation that sound most relevant to you. And then, I'll take questions following Melissa's presentation. So, with that, Melissa, would you like to take the floor? I will pass the presenter role to you.

**MELISSA GRAY:** Yes. Okay. Thanks a lot, Amy, and I definitely appreciate the opportunity to speak with everyone today. Again, my name is Melissa Gray, and I'm the assistant program

director of transportation at the National Association of Area Agencies on Aging and also the senior program manager for the National Aging and Disability Transportation Center. And so, just with the short time that we have today, definitely there's some things that I'd like to, you know, highlight.

The topic of transportation in Indian Country is a topic that continues to motivate the NADTC to focus on ways to provide technical assistance to local programs and also to empower them so they can ensure transportation options are available for older adults and people with disabilities in their community. So some of the things that I want to highlight today are some of the challenges for meeting the transportation needs of elders and people with disabilities, also how to create solutions and promotion strategies to address some of these issues, the importance of formal and informal partnerships and how they can [unintelligible] and coordinate these transportation services, and also just giving—just providing you all with some sources of information and technical assistance and support to improve transportation.

Next slide. Thanks, [unintelligible]. And you already saw this slide, so I won't [unintelligible] any of the points here. The Federal Transit Administration does fund five technical assistance centers. The NADTC is one of those centers funded by the FTA. All of these centers, as Amy mentioned, are designed to support provision and coordination of transportation and promote mobility for people with disabilities, older adults, and also those with lower income.

So I just wanted to take a moment just to talk a little bit about the NADTC and the work that we do at the center. We are a partnership between the National Association of Area Agencies on Aging and n4a—[audio cuts out]—and also Easter Seals. And the mission of the NADTC is to promote the availability, the acceptable transportation options for older adults, people with disabilities, caregivers, and communities. But when we say accessible, we mean that in the broadest sense, really. For example, how a person is able to access information about the transportation services in their area, how accessible are these options, and how [unintelligible] are to the actual transportation service.

We do have several core objectives at the center that promote our mission in serving the transportation needs of older adults and people with disabilities. For instance, we are a technical assistance center, and we do provide information and referral services to professionals in the field. And we have a full—actual full-time TA specialist onsite that, every day, is available to provide TA to local programs, professions who are just wanting to get some information about things going on in the field. We are in, right now, finishing up our fifth year at the center, and we have a focus on transportation challenges that specifically impact diverse populations, racial, ethnic, and cultural diversity, including tribal elders and people with disabilities. So that's something that we are focusing on in our final year of the center.

We also provide training and webinars, online courses. We have an online course on human services transportation coming up this fall. We've got several webinars coming up, and I'll talk a little bit about those in a little bit. I'll give you a communication strategy with our outreach, through our website, we're on all of the social media platforms, Facebook and Twitter. A coordinating partner with a lot of stakeholders all over the country, since we are a national organization.

And then, finally, and probably one of my favorite parts of my job is that we invest in community solutions, meaning that we, you know, provide funds for local communities to come

up with innovation and strategies that will help promote and provide transportation options for older adults and people with disabilities in their communities.

And so, we definitely understand that, in order to support people to live independently in their home, that transportation is a service that undergirds all of that. And so, one of the highlights, some of the reasons why transportation is important and why we feel transportation is important in Indian Country. And, as you can see from this slide, these data points were taken from our Mobility Fair a few years—a couple of years ago. We were talking about tribal and rural transportation.

The majority of Title VI programs serve American Indian elders in these types of areas, rural frontier areas, and this creates a unique transportation challenge for agencies to deliver services and support them. Some of the challenges include long distance, many of you all who are all on the call know all of this already, a lack of infrastructure, bad roads, lack of options, funding. Funding is always a major concern and challenge, the rise in operational cost, lack of drivers, few volunteers, the coordination is just not there, a lot of folks are just operating in silos. And as we all know and are aware of the current conditions with COVID-19 presenting even greater challenges for a lot of these programs to really provide services, so we want to definitely keep the conversation going and on the forefront.

This slide also talks a little bit about why transportation is important, and I will mention that ever three years, n4a puts out a Title VI Program Survey. We are now in 2020, and so that survey was delayed due to COVID. It was supposed to go out in the spring. It is now delayed and is scheduled to launch this September. So many of you all on the call who may be Title VI directors, you will be receiving something very shortly from our Capacity-Building Department with this survey, and so I definitely encourage you to fill that survey out. But some of the information that I've shared today is from our 2017 survey, but very relevant information still today.

When we asked about the greatest needs, many of the directors, the Title VI directors, talked about vehicles and funding. Those two things were at the top of the list when, you know, we're talking about vehicles, being able to use vehicles [unintelligible], mechanical issues, just needing vehicles, and then also funding to increase drivers, to be able to increase wages, and ultimately, you know, transportation for elders and those that are needing to receive meals at home, these are definitely some needs, and then caregiver visits weren't able to be done due to lack of transportation. So, again, why—many reasons why transportation is important to serve elders in the Indian Country.

Just some additional insights here, I won't go through all of these things, but some more transportation options—challenges that we talk about are the distances that people have to travel, the mean of 40 miles, median of 20 miles just to get someone to a service or get a service to someone. The roads—the conditions that the roads and maybe even needing not just a vehicle but maybe having to travel by ferry or a boat or a plane to get through some of the terrains in Indian Country. As we all know, transportation is a severe unmet need, and so we want to definitely continue to do all that we can to try to address these needs and hear from those who are serving on the ground in Indian Country.

So this is one of my favorite things that we talked about in the survey that we put out from n4a to all of the Title VI directors, is one of the questions that we asked some of the directors is what they're most proud of. And I love to talk about this because it certainly is



something that, you know, you should be proud of when you're serving your community, given the limited resources, the high needs of elders in your communities, Title VI staff are incredibly efficient and flexible, and you have to be creative.

So, when we did ask them, you know, what are some of the things that they're proud of, you know, they're proud that the elders trust them, that they can be seen as the central kind of hub of the community. Really knowing people on a one-on-one personal level is something that they are proud of. And, you know, in this day and age when, you know, that one-on-one touch is often forgotten, when folks are calling, you don't get a human touch, being able to provide that human touch is something that is valuable, especially when you are meeting the needs of elders.

A dedicated staff, regular training, and community support, and them being able to serve their elders, they feel like, is one of their cultural traditions. N4a actually did—and if you don't know about n4a or what we do, we kind of—we provide a voice in the nation's capital for 625 Area Agencies on Aging, including more than 250 Title VI Native American programs. And so, as a membership organization, we often survey our members, as you know, and we did a recent member survey in light of everything that's going on in COVID, and so I wanted to kind of also pull out a few things that many of—some of the Title VI respondents talked about in a recent survey that we did a couple months ago.

And in light of what they're even proud of now in terms of their agency response amid a COVID pandemic, one person said, assisting one another, volunteering when needed, they're proud—are proud that, you know, they have committed inner staff that's concerned about their tribal members, wanting to make sure that everyone is okay and safe and healthy. They're also proud of how well they formed a committee and followed all the protocols to keep their tribal members and employees safe. And so, safety and concern about their elders and the members of their tribe is a topnotch, top of the list on the things that they are proud that they're still be able to do amid a pandemic.

Also in this member survey that we put out a couple months ago, they talked about preparedness in this COVID situation. They talked about how many disparities exist for elders in their communities, but also across the board in Indian Country, but they're trying their very best to be prepared in how their—in being prepared to address the global pandemic in a tribal community setting. And there were future concerns, of course, that we all know about when it comes to just addressing the needs of older adults, elders, people with disabilities.

And also, especially in providing transportation, many of you may have been seeing also as well as I'm seeing in my work, not with just human services organizations, but tribal as well, that many folks are, you know, are not providing as much transportation, the riderships are down, but now some transportation programs are providing services and delivering meals more than they are actually transporting people. So we're seeing a lot across the board in all types of programs and communities the shifting of what service delivery actually looks like, but this is something that we all need to keep on the forefront when we're talking about providing transportation now and what the future is going to look like with transportation as these months progress with COVID. So just wanted to highlight that.

As I mentioned earlier, funding continues to be a critical need for programs to provide services. We all know that, and so I did want to highlight our competitive grant program. As I mentioned, we invest in community solutions, and that's one of—probably one of our

highlights of our highlights of our work is to be able to see local communities, you know, grassroot communities really make a difference for the people that they serve as it relates to transportation options. And so, every year, we put out a competitive grant program, it's our Innovations and Accessible Mobility Program.

We are the on the cusp of announcing our 2020 awards, so hopefully that should be coming out soon. But the one thing I do like to talk about when I talk about our grant program is I often see it as kind of an entry point. You heard Amy talk a lot about the funding opportunity that the Department of Transportation and the Federal Transportation Agency has available and provides. And these are, you know, hundreds of thousands of dollars in terms of funding.

Our grant program is often a little small, this year is a \$30,000 for a six-month project, but to encourage, you know, tribal organizations to look at a community grant from NADTC or maybe another technical assistance center, if you've never had an opportunity to have federal funding, it's a great entry point to kind of learn about grant management, how to put on a project or a program, and kind of, you know, build your—you know, kind of build up your portfolio to then go after some of these larger dollars—these larger federal dollars that are offered from an FTA or a DOT.

So these are our grant program goals. We are always looking for programs that are going to solve local transportation issues, specifically for older adults and for people with disabilities and strengthen these connections between transit and human services. As I mentioned earlier, often folks want to operate in silos, so we really look for the coordination piece between a transportation program or transit operation or public transit and the human services organization, so that they can begin building, again, those bridges between transportation and community programs that ultimately support community living.

So we just wanted to let you know a little bit about our grant program and encourage you, in the years to come, that you really do look at, if you haven't had an opportunity to explore funding from a smaller entity, so that you can really build up your opportunities to get some of those larger funding—funding from a federal agency. Very briefly, I do want to talk and highlight one of our former grantees, it was a—it's a program called Capacity Builders, and it really highlights a great example of how a little bit of funding and coordination can go a long way.

So Capacity Builders was a—is a 501C3 nonprofit, and they were working within the local communities in San Juan County, New Mexico, as well as the Navajo Nation. And the reason why Capacity Builders applied for grant funding was they wanted to alleviate the stress of elders and people with disabilities being able to have their transportation needs met in a very rural area. And so Lou Go's is the taxi company, the for-profit transportation arm of the nonprofit Capacity Builders. They, again, are a taxi company and were able to add an accessible van to their fleet in order to provide services for greater population.

So one thing I just wanted to highlight about this grant—this grant project is that they weren't looking to operate 5 days a week for 12 hours. Often, you know, a lot of times, transportation services have limited hours, they don't extend past 5 o'clock, so they were really wanting to be able to provide services past the normal working hours to accommodate for those after-hour appointments and things like that. They had local destinations throughout the City of Farmington. The fair was free.

They encouraged donations if folks wanted to donate to the ride, but it was not a mandatory thing. And some of the areas, and then, as many of you know, and just in tribal areas are not accessible by a small bus or a compact car, so they also had—you know, they also had given their riders and their patrons a meeting point to meet throughout the grant so they could make sure they could accommodate their needs more effectively.

In addition to the services that they provide, what was unique about this program is that they set out to provide access to transportation options to the residents of San Juan County and the Navajo Nation, but they were also able to address a number of other challenges, and so it's always great to see a grant project who they set out to do one thing, but, you know, the byproduct of that is addressing other unmet needs.

For example, they wanted to hire Navajo-speaking dispatchers and drivers and interpreters to accompany them when they were talking about the program, at different chapter houses, in different facilities, they wanted to make sure that the language barrier was addressed so that they could, you know, effectively talk about the services that they provided and that the elders that they were serving felt like, you know, they appreciated them, and they appreciated and understood their concerns and their needs.

Secondly, they were able to address some food insecurities through this grant project, even in a transportation sense, they realized that many of the elders weren't able to get to their local food bank, but, you know, once a month, to pick up a box that was supposed to only provide them food for a week. So they became a partner of the food bank and were able to provide rides on a regular basis every week for folks to be able to pick up their boxes.

And then, last, another byproduct of this program was that they were able to address social isolation for many of the elders that they were serving, they were providing transportation to home-bound elders who were confined in their homes. One, in particular, was confined to a wheelchair and not able to get out of her home and go to, you know, activities and chapter houses and things like that. But through this project, through this transportation option that they were able to provide, that person was able to get out a lot more. So this slide just shows a lot of the great things that this program was able to accomplish with having a goal in mind, securing a little bit of funding, and inclusion and coordination was top of mind as well.

For probably the last few minutes, I just wanted to briefly talk about our Every Ride Counts project. It is an ongoing marketing campaign that not only Capacity Builders was engaged in but some of our other former grantees to spread the word about that program. This is something that could definitely help any program in getting the word out about the services that they provide. There are a lot of different marketing materials, postcards, and flyers that are all customizable, and you can definitely learn more about this initiative. The website is there online.

I know you can ask for these slides after the presentation is over, in a couple week, and so I did want to talk a little bit about that and then also show you a slide of, again, Lou Go's and Capacity Builders and how they were able to implement their marketing into our marketing campaign and their logos and their strategies into this campaign, do a pilot test. They saw a lot of great results from that, again, through radio ads and billboards that they can see, even a movie advertisement. So, again, sometimes, you know, it's kind of hard to effectively get the word out about your program, but this is just one opportunity and one way that you can do it,

but there are so many other ways, but definitely didn't want to—I'd be remiss if I did not tell you about this free, this free opportunity and marketing opportunity if you would like to utilize that for your program.

And so I'm going to leave you with a couple of slides, and we are running close on time, and I definitely want to have time for questions. And, again, you can download these slides once they're available. But the one thing I'd like to leave on this is just something for you to start thinking about if your programs are mobility minded. Are you, as a director, or as a program, a staff person, thinking about transportation in the way that you should? Are you working with folks that you could to enhance options in your communities? Are you partnering, are you coordinating like you should? So just a few questions that you may just want to think about.

Some other questions as well, any complications, funding, again, accessing those fundings for your program. Amy did a wonderful talk on a lot of funding opportunities, so I would definitely encourage you to look at FTA and continue to look at some of the technical assistance centers, like the NADTC, for funding opportunities as well. Just a few upcoming training events for the NADTC. We actually have a webinar tomorrow on the impact of COVID-19 on transportation services for older adults and people with disabilities, and that's—that webinar is tomorrow—no, it's not. I'm sorry, that's on July the 23<sup>rd</sup>, and that's specifically with—concerning volunteer programs.

So if you are running a volunteer program and you want to hear from volunteer programs that are being impacted by COVID-19 and how, please visit our website. You can get information from there. We do have a webinar tomorrow on our findings from our 2019 survey on transportation providers. Links to these webinars and registering for these webinars can be found on our website at nadtc.org. And, as I mentioned previously, our Title VI Survey will be launched this September, so take a look at that.

And some other training opportunities, there is another webinar, I know through the Older Indians group with ACL on the 12<sup>th</sup> of August, and then the NICOA conference, as many of you know, as of right now, has been rescheduled for 2021 in August. I'll just leave you here with a few resources. Our *Crossing Great Divides* book, it's a little—it's a lot of great information. We published it several years ago, but you can access this on our website, and I include the link there for you. And, finally, some additional resources about tribal elders and transportation in rural areas that I would strongly encourage you to take a look at if you haven't had a chance to look at those.

And I want to say that is my time, and that is my contact information. If you have any questions, please feel free to reach out to me, our technical assistance associate, Heather Edman, is—she has a wealth of knowledge, can definitely help you there. We've got a toll-free number, and you can always contact me at your convenience. And thank you so much for your time.

**LAURA STEVENSON:** Operator, can we check for any questions, please?

**OPERATOR:** Yeah, absolutely. At this time, if you'd like to ask a question, first please ensure your phone is unmuted, then press star-one, and record your name when prompted. Once again, star-one if you have a question. Those do take just a moment to queue up, please

standby. [Pause] Once again, that is star-one if you have a question. [Pause] All right, I am showing that I've got no questions coming in. Oops, actually, there are several questions coming in. Standby, please. The first question is from Gail. Your line is open.

**GAIL:** Yes, is—are these services available to non-Native elders also?

**MELISSA GRAY:** Which services are—is that a question for—this is Melissa with NADTC.

**GAIL:** Okay, my—we have a tribal entity . . .

**MELISSA GRAY:** Uh-huh.

**GAIL:** . . . and I was wondering if these 5513 services, if we get those—get that grant or whatever it is, are the services available to non-Native seniors, elderly people?

**MELISSA GRAY:** Oh, that might be a question for you, Amy.

**AMY FONG:** Yes, yes, I can answer that. So, certainly. If you fund public transportation with an FTA program, we define that as service that is open to a general population, and so, if say you—if you—whether it's—so, I guess, in short, yes. Unless you're providing specialized human services transportation under the Section 5310 Program. So, if you want to be more specific, you could send me an email and I could look more—I can be more specific in my response, but in general, yes.

**OPERATOR:** Okay. Our next question is coming from Dawn. Your line is open. You may need to check your mute feature, please.

**DAWN:** Yep, [chuckles] you're right. Hey, I missed the first ten minutes, and I wasn't able to get on through the website, so I wasn't able to see the slides. So with that, you guys mentioned you guys can provide or there's somebody that helps with the application, and I was just trying to get who that was.

**AMY FONG:** Yeah, so that would be, if you're talking about the Tribal Transit Program Competitive Application, that's me. I manage that program. My name is Amy Fong, and I can point you towards what the required forms are, how to prepare a good application, the recording of the webinar. If you're talking about some of the other FTA grant programs, either the Formula 5310 Program or the Formula 5311 Program, you can also reach out to me, and I can help you find the right pass-through entity that administers the program in your area.

**DAWN:** Okay, so, Amy, is your name on this Tribal Transit Administration, I should be able to find it on the FTA website?

**AMY FONG:** Yes. Let me also, I'll just post it directly in the chat box as well, if you can see that.

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**DAWN:** Oh, I'm not. I couldn't get on there. I'm on—

**AMY FONG:** Oh, okay.

**DAWN:** —phone. That's why. [Chuckles] How do you spell your last—

**AMY FONG:** Can you see the slides? My contact information is up now.

**DAWN:** Oh, I couldn't connect. I had a hard time connecting.

**AMY FONG:** Oh, okay. If you contact—if you google FTA and my name, Amy Fong, A-M-Y F-O-N-G, you'll be able to find me.

**DAWN:** Okay. Thank you. That's all.

**OPERATOR:** And our next question is coming from Richard. Your line is open.

**RICHARD:** Yeah, I was able to only get the voice, and I'm wondering if I can get the slide presentation for both of you.

**AMY FONG:** I think, if you contact Laura, she'll be able to give you the slides and recording sooner than when they're posted on the Older Indians website.

**RICHARD:** Okay. And Laura is who?

**LAURA STEVENSON:** I can give you my email. It's [laura.stevenson@teyaservices.com](mailto:laura.stevenson@teyaservices.com). And, otherwise, it'll be posted on the Older Indians website within two weeks for everybody.

**RICHARD:** Okay, [laura.stevenson@teyaservices.com](mailto:laura.stevenson@teyaservices.com)?

**LAURA STEVENSON:** Correct, yes.

**RICHARD:** Okay. Very good. Thank you.

**LAURA STEVENSON:** Thanks.

**OPERATOR:** And I am showing that I've got no further questions in queue.

**LAURA STEVENSON:** Great. Well, we don't have any questions in the chat either, so, David, I don't know if you want to close it out?

**DAVID LONG:** Well, yeah, just I want to thank everybody for joining us today. And just a reminder that we also do have a Transportation Quick Guide available on Older Indians, which will give you a lot of the resources available for Title VI programs, and it'll also have links to a lot

of the technical assistance agencies and organizations that were mentioned today. So if you just visit our website, Older Indians, under the resources tab, and I believe it's under manuals and toolkits. Laura, can I drop a link to that here as well in the chat? Let me see.

**LAURA STEVENSON:** Yes, you can do that.

**DAVID LONG:** I'll drop that to everybody. Okay. So, yeah, I just sent the link in the chat window as well, if you—[audio cuts out]—click the link and see it. So if you, you know, don't want to wait for the slides and you still want to contact some of these agencies, you could use a quick guide and link to them directly. But, you know, just want to give a special thanks to Amy, Amy Fong and Melissa Gray for joining us today and telling us all about their organizations and what they do. And, for me, it's been really productive and informative, and I hope that everybody learned something today. So thank you, everybody, for your time, and we appreciate you joining us. Thank you.

**OPERATOR:** And, once again, with that, we conclude today's conference. Thank you for your participation. You may disconnect your lines at this time.