



A Coordinated Plan for the Atlanta Region



**Atlanta Regional Commission
2012/2013 Limited Update**



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Key Acronyms Used in this Document

AAA	Area Agency on Aging
ADA	American with Disabilities Act
AFDC	Aid to Families with Dependent Children
ARC	Atlanta Regional Commission
CCT	Cobb Community Transit
CCRTA	Cape Cod Regional Transit Authority
CSS	Cobb Senior Services
CTC	Community Transportation Coordinator
CTP	Comprehensive Transportation Plan
C-TRAN	Clayton County Transit
DFCS	Division of Family and Children Services
DHS	Department of Human Services
DOT	Department of Transportation
EA	Emergency Assistance Program
ESP	Enhanced Services Program
FTA	Federal Transit Administration
GCT	Gwinnett County Transit
GDOL	Georgia Department of Labor
GDOT	Georgia Department of Transportation
GRTA	Georgia Regional Transportation Authority
GSU	Georgia State University
HST	Human Services Transportation
JARC	Job Access and Reverse Commute
JOBS	Job Opportunities and Basic Skills Training Program
LCI	Livable Communities Initiative
MARTA	Metropolitan Atlanta Rapid Transit Authority
MPO	Metropolitan Planning Organization
NF	New Freedom
RTIA	Regional Transit Institutional Analysis
RTC	Regional Transit Committee
RTP	Regional Transportation Plan
SAFETEA-LU	Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users

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SANDAG	San Diego Association of Governments
TANF	Temporary Assistance for Needy Families
TDM	Transportation Demand Management
TEA-21	Transportation Equity Act of the Twenty First Century
TIP	Transportation Improvement Plan
TPB	Transit Planning Board
TMCC	Transportation Management Call Center
TOS	Transit Operators Subcommittee
VCTC	Ventura County Transportation Commission
VR	Vocational Rehabilitation
VR&E	Vocational Rehabilitation and Employment
USDOT	United States Department of Transportation
UZA	Urbanized Area



Executive Summary

Introduction and Background

Human Services Transportation (HST) is defined as mobility services provided for the benefit of transportation disadvantaged populations, including persons with disabilities, older adults, and persons with lower incomes. This includes services provided by public transit operators, human service agencies, private providers, and private nonprofit agencies.

HST groups often have unique and different needs that require a variety of transportation services to ensure quality of life. Planning and Coordinating HST helps to improve the efficiency of limited transportation resources, reduce duplication of services, and improve customer satisfaction.

Since the Atlanta region's Coordinated Human Services Transportation (HST) was developed and adopted in April of 2010, the region has also adopted a 20+ year Long Range Transportation Plan known as PLAN 2040 for the Atlanta metropolitan planning area. As part of the long range planning process, HST populations were considered and strategies and solutions to address their mobility needs were identified and incorporated into PLAN 2040. Other initiatives that have a significant impact on HST planning in the region have also taken place since the adoption of the 2010 coordinated plan, including: the unsuccessful referendum for the Transportation Investment Act, an update of the statewide Coordinated HST Plan 2.0, and the creation of a Georgia Coordination Council for Rural and Human Services Transportation. As a result of PLAN 2040 and other major initiatives, there is a need to conduct a limited technical update to the region's Coordinated HST Plan to ensure the findings and recommendations of these initiatives are in sync with and included into the region's HST vision.

This limited technical update will also document the final FY 2012 Job Access and Reverse Commute and New Freedom "Call for Projects", for the Atlanta region, governed under the previous transportation bill known as the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). A copy of the FY 2012 application package can be found in Appendix E.

Plan Development Process

The methodology used to conduct and develop the plan update included the following steps:

Conduct Demographic Profile and Assess Needs

A demographic profile of persons with disabilities, older adults, and persons with low income was prepared using census data, American Community Survey data, and other relevant



planning documents. A demographic profile of the existing public transit and ADA complementary paratransit networks were also compiled. The information served as a platform to gain a better understanding of the regional characteristics of the study area. The needs assessment provides a foundation for identifying where and how transportation services for HST groups needs to be enhanced and improved. This information is reported in Chapter 2.

PLAN 2040 Findings

This step included a review of the key goals, objectives, principles, analysis, and findings from PLAN 2040 that directly impacted HST populations including the Equitable Target Analysis tool. This information is reported in Chapter 1.

Document Existing Services

This step involved documenting the range of known public transportation services that currently exist in the Atlanta region. These services include public fixed route, ADA complementary paratransit, demand response, and other transportation services provided by human service agencies. Information about public transit and paratransit was obtained from existing ARC and other regional resources. Information pertaining to transportation services provided by human service agencies were collected the Department of Human Services and the AAA. This information is reported in Chapter 2.

Conduct Literature Review and Review Best Practices

A review of existing peer coordinated HST plans was completed to observe and gain perspective on how other peer regions have approached the HST planning process. Second, a review was conducted of existing regional plans and other local county studies, which have examined transportation needs in the Atlanta region, particularly those of the HST demographic groups and other transportation disadvantaged. Lastly, a peer review was completed of other coordination efforts and HST practices occurring across the nation. This information is reported in Chapter 3.

Identify Coordination Barriers

Along with identifying the transportation needs of HST group was a need to identify the barriers to regional coordination. Regional stakeholders including transit providers, human services providers, transportation planners, disability advocates, and other HST users identified barriers to coordination. This information is reported at the conclusion of Chapter 3.



Identify Strategies and Solutions

Strategies and solutions to enhance coordination, address needs, gaps, and barriers, and maximize HST services for persons with disabilities, older adults, and persons with low-income were identified with a number of key regional stakeholders. These strategies and solutions outline a more comprehensive regional approach to improving HST with implications beyond JARC and New Freedom funding. This information is reported in Chapter 4.

Implementation Suggestions

In light of existing fiscal constraints and resources at the national, state, regional, and local levels, this section identifies feasible implementation suggestions to accomplish easy wins in the region and improve the operation and delivery of HST services. This information is reported at the end of Chapter 4.

Key Findings

Key findings emerging from the study are identified below.

Demographic Characteristics

Persons with Disabilities:

Approximately 478,132 persons with disabilities live in the Atlanta region, which accounts for 9.1% of the region's population. There are many areas in the Atlanta region where persons with disabilities have no access to ADA complementary paratransit services. Persons with disabilities reported a lack of transportation options as one of the major barriers to being able to live inclusive within their communities.

Older Adults:

Today, roughly nine percent of the Atlanta region's population is 65 and older. By the year 2040, the share will grow to 20 percent, with 1.6 million older adults in the Atlanta region. The 65 and older population is growing faster than any other demographic group in most counties in the region.

Persons with Low Income:

The Atlanta region is currently home to about 800,000 people living at or below the poverty line, with another 500,000 within 150% of this line. The total of both represents over 24% of the region's total population. It was found that areas where persons with low income live vary greatly from where they work, which often causes significant transportation challenges and costs to those earning the least.

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Coordination Gaps and Barriers

Aside from funding, seven common variables were identified as being fundamental gaps or barriers to coordination in the region:

- Geographical boundaries / large and multi-jurisdictional region
- Individual agency and organizational restrictions
- Little or no incentive to coordinate
- Political vs. technical feasibility
- Lack of adequate infrastructure
- Lack of state coordination and support
- Other regional priorities (e.g., congestion)

Goals and Objectives

The plan development process resulted in four primary goals and several supporting objectives.

Atlanta Region HST Goals

- Improve accessibility and mobility for the transportation disadvantaged.
- Improve customer services for HST users and providers.
- Improve cost effectiveness.
- Improve coordination.

Atlanta Region HST Objectives

- Education of HST services and coordination
- Coordination of HST programs throughout the region
- Increase quantity and quality of Human Services Transportation
- Marketing of coordinated HST services
- Utilization of Intelligent Transportation Systems (ITS) to better coordinate HST programs
- Provision of a range of mobility and cost options to users for HST services
- Movement of HST users efficiently

Solutions and Strategies

A wide range of systemwide recommendations are identified, many of which are longer term in nature. They are organized into four groups:

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- Building partnerships
- Launching pilots / creating successful models
- Highlighting and duplicating successful models in the region
- Creating policy and building plans that lead to mobility

In addition, supplemental recommendations were made for each of the three HST population groups.

Short-Term Action Plan

In light of current fiscal realities, an action plan for the region should focus on improving efficiencies in our current systems and operations while ensuring that information and motivation exist to work on a longer-term expansion of options as economic conditions improve over time. The region should focus on easy wins, while doing everything possible to quickly position the overall program for more substantive improvements as opportunities arise in the coming months and years.

- Update HST provider inventory.
- Conduct a cost/benefit analysis of coordinating HST services in order to demonstrate the value of such services within the context of regional funding priorities.
- Host a second HST Summit to share the action plan and regain momentum lost during the recent economic downturn.
- Assist in building local coordination frameworks to encourage additional micro-level success stories.
- Integrate supplemental data available from the Regional Needs Assessment more fully into the HST process.
- Begin regional data collection efforts specifically targeting HST demographic groups.
- Update the JARC and New Freedom call for projects process to reflect the recommendations and priorities of this plan.
- Update the scope of work requirements for LCI and CTP efforts to better reflect the issues identified in this plan. Continue ARC support for these programs, as well as Lifelong Communities.
- Synthesize the findings and recommendations of this plan into Plan 2040.
- Encourage local mobility management programs and monitor their success for possible adaption at the regional level.
- Identify a “leader” to implement the regional TMCC Concept of Operations on an incremental basis once funding can be identified.
- Monitor state and federal legislative initiatives related to HST and ensure that local and regional programs adapt accordingly to reflect any new policy guidance and are positioned to take advantage of potential funding opportunities.

Chapter 1 - Planning Context of Human Services Transportation

Human Services Transportation (HST) is defined as mobility services provided for the benefit of transportation disadvantaged populations, including persons with disabilities, older adults, and persons with lower incomes. This includes services provided by public transit operators, human service agencies, private providers, and private nonprofit agencies.

HST groups often have unique and different needs that require a variety of transportation services to ensure quality of life. Planning and Coordinating HST helps to improve the efficiency of limited transportation resources, reduce duplication of services, and improve customer satisfaction.

Why HST is Important to the Atlanta Region

Metro Atlanta continues to be one of the fastest growing metropolitan areas in the country. During the last decade, the Atlanta region has added over one million people. It is expected that 8.3 million people will call the Atlanta region home by the year 2040, an increase of roughly three million people from today.



A significant amount of the region's growth has occurred, and will continue to occur, in areas inaccessible by any mode other than a personal vehicle, a mobility option often not available to the disabled, elderly and impoverished. For these citizens, HST services represent a lifeline to basic services such as medical care, jobs, government services and the grocery store. And without additional connections to social and recreational opportunities, these individuals can easily become marginalized by society and experience a degraded quality of life.

Expanding travel options for our region's transportation disadvantaged residents is essential and should be a priority, even for those who are currently young, healthy and self-reliant. We all age and, in time, our faculties will decline to the point that driving poses great risk to ourselves and others. While many people may desire to live out their golden years in their current residence, this will not be a realistic goal if economical and sustainable travel options are not made more widely available in our region.



Definition of Coordination

Coordination often times can mean different things to different people and organizations based upon the context and environment they operate and work in. Coordination is not a “one time” event or process. Rather, it involves sharing power, responsibility, and funding, which ultimately will result in shared benefits. For the purposes of this HST plan, coordination is defined as the collaborative efforts of two or more organizations in identifying techniques that allow for better resource management and the process of implementing those strategies within or among those organizations to achieve greater cost effectiveness in service delivery, and improving customer satisfaction.

Benefits of Coordination

Service coordination brings citizens, regional partners, transportation providers, human service agencies, and other stakeholders together, resulting in increased mobility and improved lives for everyone in the region. Through the process used in development of this plan, ARC has identified five key outcomes of successful HST coordination:

- Improved efficiencies in existing transportation operations and systems
- Lower costs for the customer, provider, and human service agencies
- Expanded service areas and hours of operation to increase access and meet customer needs
- A seamless regional transit system that connects individuals with where they need to go and enhances quality of life in the region
- Improved customer satisfaction

Moving Ahead for Progress in the 21st Century (MAP-21)

Prior to MAP-21, the provision of human services transportation was spread across 62 federal programs and innumerable state, local, and private initiatives.

On July 6, 2012, President Obama signed into law a new two-year transportation authorization, entitled Moving Ahead for Progress in the 21st Century (MAP-21). The new law authorizes \$10.6 billion in FY 2013 and \$10.7 billion in FY 2014 for a variety of public transportation programs. MAP-21 furthers several important goals, including safety, state of good repair, performance, and program efficiency. MAP-21 gives the Federal Transit Administration (FTA) significant new authority to strengthen the safety of public transportation systems throughout the United States.

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MAP - 21 also focuses on improving the efficiency of grant program operations by consolidating certain programs and repealing other programs. As a result, several HST programs were impacted, including the Section 5316 Job Access and Reverse Commute (JARC) program and Section 5317 New Freedom program, which expired



on September 30, 2012. There will be no additional funding apportioned for these programs beyond fiscal year 2012, however any unobligated funds appropriated or authorized for JARC and New Freedom in FY 2012 and prior years remain available for obligation (for the established period of availability when appropriated or allocated) and expenditure. Any use of these unobligated funds must follow program-specific requirements previously established under SAFETEA-LU and prior authorizations.

Although the JARC and New Freedom programs expired on September 30, 2012, the spirit of these programs was not completely lost. Under MAP-21, activities eligible under the former JARC program, which focused on providing services to low-income individuals to access jobs, are now eligible under the Section 5307 Urbanized Area Formula program and Section 5311 Rural Area Formula grants. This includes operating assistance with a 50 percent local match for job access and reverse commute activities. In addition, the urbanized area formula and rural area formula for distributing funds now includes the number of low-income individuals as a factor. There is no floor or ceiling on the amount of funds that can be spent on job access and reverse commute activities under these two programs.

MAP-21 also consolidated the former New Freedom program with the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program. This program provides formula funding to increase the mobility of seniors and persons with disabilities. Funds are apportioned based on each State's share of the targeted populations and are now apportioned to both States (for all areas under 200,000 population) and large urbanized areas (over 200,000 population). The New Freedom program provided grants for services for individuals with disabilities that went above and beyond the requirements of the Americans with Disabilities Act (ADA). Activities that were eligible under New Freedom are now eligible under the Enhanced Mobility of Seniors and Individuals with Disabilities program.

Projects selected for funding must be included in a locally developed, coordinated public transit-human services transportation plan; and the competitive selection process, which was



required under the former New Freedom program, is now optional. At least 55 percent of program funds must be spent on the types of capital projects eligible under the former section 5310 -- public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable. The remaining 45 percent may be used for: public transportation projects that exceed the requirements of the ADA; public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit; or, alternatives to public transportation that assist seniors and individuals with disabilities. Using these funds for operating expenses requires a 50 percent local match while using these funds for capital expenses (including acquisition of public transportation services) requires a 20 percent local match.

At the time of this update, there was minimal federal guidance on HST programs; therefore this document does not include in detail new planning requirements for FTA programs under MAP - 21. As mentioned above, prior to MAP-21 becoming law, SAFETEA-LU was the previous law that governed federal transportation funding and program. Additional information regarding SAFETEA-LU HST programs and planning requirements is discussed in the next section.

SAFETEA-LU Planning Requirements and Programs

On August 10, 2005, President Bush signed into law the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), which provided \$286.4 billion for federal surface transportation programs over a five-year period through fiscal year 2009. Of the \$286.4 billion authorized under SAFETEA-LU, \$52.6 billion was set aside to be used for public transportation programs. This was a significant increase approximately 46 percent more than authorized under the previous law (TEA-21).

SAFETEA-LU established that, beginning in fiscal year 2007, a Coordinated Public Transit / Human Services Transportation Plan must be developed locally to help guide three Federal Transit Administration (FTA) Programs:

- Section 5310 - Elderly Individuals and Individuals with Disabilities Program
- Section 5316 - Job Access and Reverse Commute Program (JARC)
- Section 5317 - New Freedom Program

Any projects receiving funding from these three programs must be competitively selected and derived from the coordinated plan. According to FTA guidance, a coordinated plan should be developed in cooperation with representatives of public, private, and nonprofit transportation and human services providers, as well as members of the public. The guidance also identifies four elements that must be incorporated in the plan:

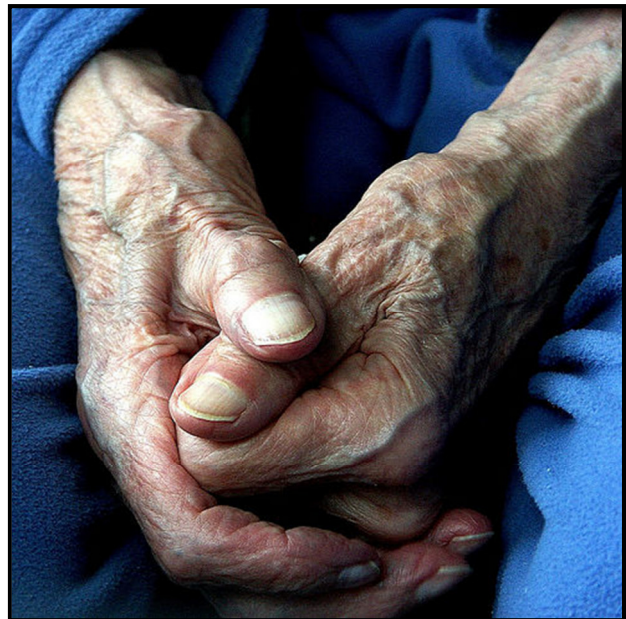
- Inventory of available services
- Needs assessment, including gaps and barriers
- Possible strategies and solutions
- Prioritization of proposed strategies

Federal Transit Administration HST Programs

As described above, under SAFETEA-LU there were three primary FTA grant programs that brought federal funds from FY 2005-212 to the Atlanta region that assisted with the delivery of HST services. While these three programs have a tightly defined focus on HST services, they are in no way an exhaustive list of the 63 federal transportation funds that can be used to provide transportation services to disabled, elderly and low income population groups. Included below is a description of the three primary and other grant programs that provided resources for the provision of HST under SAFETEA-LU.

Section 5310 - Elderly and Persons with Disabilities Program

The goal of the Section 5310 program, originally established under TEA-21, is to improve mobility for older adults and persons with disabilities. Under SAFETEA-LU, the Section 5310 program provides funds for capital costs associated with providing transportation services to older adults and persons with disabilities including vehicle purchases for nonprofits organizations and public entities in urbanized, small urban and rural areas. Funds for this program are apportioned to states on a formula basis depending upon the state's elderly and disabled populations.



In the state of Georgia, the Georgia Department of Human Services (DHS) is the designated recipient for Section 5310 funds. The DHS publishes an annual Georgia State Management Plan and Application Package for the Transportation of Elderly Persons and Persons with Disabilities. This plan describes DHS's role as the Designated Recipient and establishes the policies and procedures for administering the program and the competitive selection process for selecting projects. Currently this process is incorporated into the coordinated plan by reference only. A copy of the state's management plan can be found in Appendix (D).



DHS has instituted a policy that all federal and state funds used in the delivery of transportation services in this program will be applied in the purchase of services rather than in capital expenditures. No program funds will be used to purchase vehicles or related equipment. States have the option to designate the use of funds to meet the transportation needs of the target population. Within the state of Georgia, a coordinated transportation system has been developed to increase efficiency of transportation efforts and resources. The use of Section 5310 funds within a coordinated effort is considered a high priority objective by the agency. Where applicable, and in the best interests of the client population served, Section 5310 funds are used solely for purchase of service agreements.

Eligible applicants include private non-profit organizations which provide or which desire to provide transportation services to elderly and/or disabled persons. While the assistance is intended primarily for private non-profit organizations, public bodies approved by the state to coordinate services for the elderly and disabled, or any public body that certifies to the satisfaction of the state that private non-profit organizations in the area are not readily available to carry out the services, may be eligible to receive Section 5310 funds through the state. Complete information on the state's certification requirements can be found in Appendix (D) under Section D of the State's Management Plan.

The following types of transportation services are eligible:

- Trips dedicated to the special needs of elderly and disabled citizens
- Regular community-wide fixed route / fixed schedule service
- Community-wide demand responsive or route deviation service as required, to satisfy individual trip needs and to maximize economies of operation
- Contract or subscription service to maximize revenue and provide a community service
- Public transit passes

DHS requests state appropriations in an amount sufficient to provide the required minimum 20% match. Applicants are encouraged to provide additional local match to maximize the availability of funds across the state.

Section 5316 – Job Access and Reverse Commute (JARC) Program

The goal of the JARC program is to improve access to transportation services to and from employment and employment related activities for welfare recipients and eligible low-income individuals. JARC also aims to transport residents of urbanized areas and nonurbanized areas to suburban employment opportunities. JARC funds are currently apportioned to states on a formula basis depending upon a state's low-income population. Prior to SAFETEA-LU, JARC

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funds were distributed to states on a discretionary basis through earmarks or congressional appropriations. JARC funds can be used for capital, planning, and operating expenses with a 50/50 match requirement for operating and 80/20 match for capital.

ARC and MARTA are joint designated recipients for the FTA Section 5316 JARC and Section 5317 New Freedom Programs for the Atlanta Urbanized Area. As joint designated recipients, ARC and MARTA are responsible for conducting the competitive selection process for JARC and New Freedom projects in the 18-county region. Appendix (C) contains a copy of the designated recipient letter from Governor Perdue.



Eligible JARC projects may include, but are not limited to capital, planning, and operating assistance to support activities such as:

- Late-night and weekend service
- Guaranteed ride home service
- Shuttle service
- Expanding fixed-route public transit routes
- Demand-responsive van service
- Ridesharing and carpooling activities
- Transit related aspects of bicycling (adding bicycle racks to vehicles to support individuals that bicycle a portion of their commute or providing bicycle storage at transit stations)
- Local car loan programs that assist individuals in purchasing and maintaining vehicles for shared rides
- Promotion of the use of transit by workers with non-traditional work schedules
- Supporting the administration and expenses related to voucher programs
- Applying Geographic Information Systems (GIS) tools
- Implementing Intelligent Transportation Systems (ITS), including customer trip information technology
- Integrating automated regional public transit and human service transportation information, scheduling, and dispatch functions
- Deploying vehicle position-monitoring systems
- Establishing regional mobility managers or transportation brokerage activities

Section 5317 – New Freedom Program

The New Freedom formula grant program aims to provide additional tools to overcome existing barriers facing Americans with disabilities who desire integration into the work force and full participation in society. The New Freedom program seeks to reduce barriers to transportation services and expand the transportation mobility options available to people with disabilities



beyond the requirements of the Americans with Disabilities Act (ADA) of 1990. New Freedom funds are also apportioned on a formula basis depending upon a state's disability and elderly population. New Freedom funds can be used for both capital and operating expenses that support new public transportation services and/or alternatives that go beyond ADA requirements. The match requirements for New Freedom funds are 50/50 for operation and 80/20 for capital expenses.

Eligible New Freedom projects may include, but are not limited to capital, planning, and operating assistance to support activities such as:

- **New Public Transportation Services Beyond the ADA.** The following activities are examples of eligible projects meeting the definition of new public transportation.
 - Enhancing public transportation services beyond minimum requirements of the ADA
 - Expansion of paratransit service parameters beyond the mandated minimum $\frac{3}{4}$ mile buffer around fixed route transit services
 - Expansion of current hours of operation for paratransit services that are beyond those provided on the fixed route services
 - The provision of same day service
 - Enhancement of the level of service by providing escorts or assisting riders through the door of their destination
 - Acquisition of vehicles and equipment designed to accommodate mobility aids that exceed the dimensions and weight ratings established for common wheelchairs under the ADA and labor costs of aides to help drivers assist passengers with over-sized wheelchairs
 - Installation of additional secure locations in public buses beyond what is required by the ADA



- Feeder Services
- Making accessibility improvements to transit and intermodal stations not designated as key stations
- Travel Training
- **New Public Transportation Alternatives Beyond the ADA.** The following activities are examples of projects that are eligible as new public transportation alternatives beyond the ADA under the New Freedom program:
 - Purchasing vehicles to support new accessible taxi, ride sharing, and/or vanpooling programs.
 - Supporting the administration and expenses related to new voucher programs for transportation services offered by human service providers. Vouchers are an operational expense which requires a 50/50 (federal/local) match.
 - Supporting new volunteer driver and aide programs.
 - Supporting new mobility management and coordination programs among public transportation providers and other human service agencies providing transportation.

History of HST Planning in the Atlanta Region

Prior to the enactment of SAFETEA-LU, the Atlanta Regional Commission (ARC) Board passed a resolution on May 25, 2005 requiring that the transportation needs of older adults in the Atlanta region be identified and addressed through the regional planning process. This resolution required ARC staff, working in cooperation with the local aging and transportation networks, to research and integrate the needs of older adults into ongoing transportation and land-use planning processes. This initiative gave ARC a unique opportunity to look at the growing needs of the older adult population and to make recommendations on how to improve the system and expand the range of options available to this demographic group.

After SAFETEA-LU was signed into law in 2005, ARC established a Steering Committee in the Fall of 2006 to help guide and develop a coordinated Human Services Transportation Plan. Also, in early 2007, in response to the need for coordinated HST planning, ARC applied for a grant from the U.S. Department of Transportation (USDOT) to plan, design, and provide implementation details for a deployment-ready, replicable, and scalable Transportation Management Coordination Center (TMCC).

The purpose of the project was to create a TMCC that would serve as a central point of reference and efficiency for regional HST customers, human services agencies, and transportation providers. A TMCC would allow HST stakeholders in the region to share

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information, coordinate transportation services, and integrate vehicle and service delivery activities, thus allowing for an enhanced experience for HST customers. If implemented, the TMCC would elevate the region's ability to streamline, integrate, and coordinate human service transportation to meet the needs of HST agencies, customers, and providers. The TMCC could also serve as a national model for those interested in using ITS technologies to improve coordination of HST services.



In June 2007, ARC hosted a Human Services Transportation Summit to serve as a “kickoff” for the HST coordinated planning process for the region. The event was attended by over 200 stakeholders. During the summit, attendees identified and discussed needs, gaps, and barriers, in the region's current HST system. Attendees also identified and discussed current coordination efforts that were underway and gave recommendations on additional

efforts needed to improve HST for the user, providers, and administrators throughout the region. Information gathered on needs, gaps, barriers, and potential next steps from the summit was used to develop the Atlanta region's interim HST Coordination Plan.

Following the summit and development of the interim plan, ARC continued its HST planning efforts on the USDOT grant, which focused on identifying ways that Intelligent Transportation Systems (ITS) could be used to improve HST coordination and delivery of services. These efforts continued through the summer of 2008. Although regional stakeholders agreed on the need for the TMCC and a conceptual operational framework was agreed upon, ARC chose not to apply for Phase II of the grant implementation funds because the region was unable to identify a champion that would agree to pilot the TMCC project. See Appendix (A) for a copy of the final report resulting from this planning effort.

In December 2008, the HST Steering Committee was reconvened as the HST Advisory Committee to assist ARC staff in establishing goals and objectives for an HST Coordinated Plan update, identifying stakeholders and guiding the coordinated planning process. The Advisory Committee represents a cross-section of HST stakeholders, including transportation planning and implementation agencies, public transit operators, state and local health and human service agencies, workforce boards, charities, for-profit transportation providers, and advocates. A complete list of stakeholders participating in the HST Advisory Committee can be found in Appendix (B). Since the adoption of the 2010 coordinated plan update, the HST Advisory Committee has met on a monthly or ad hoc basis to continue this important dialogue

and monitor HST needs, coordination efforts, and JARC and New Freedom programs implemented in the region. The HST Advisory Committee also worked diligently to ensure the voice and needs of HST populations were considered in the region's overall long range transportation planning process.

JARC and New Freedom Grant Process

Since the enactment of SAFETEA-LU, ARC has overseen and managed five JARC and New Freedom "calls for projects", using the evaluation criteria and guidelines initially established through the interim coordinated plan. As described earlier, ARC and MARTA are the joint



designated recipients for JARC and New Freedom funds for the Atlanta region. However, since MARTA also competes for these same funds, ARC is responsible for conducting the entire competitive selection process.

The evaluation criteria and guidelines for JARC and New Freedom grant funding is the result of the finalized goals for HST in the Atlanta region. Although the evaluation criterion primarily has remained the same through each call, there

have been some minor modifications to the guidelines based on guidance from the HST Advisory Committee. The current criteria are:

- **Improve accessibility and mobility for the transportation disadvantaged.** Ideal projects or programs would achieve one or more of the following:
 - Increase transportation options
 - Improve mobility for HST groups
 - Simplify the use of HST services
 - Fill gaps in existing transportation infrastructure
 - Utilize technology such as ITS
 - Increase ridership



- **Improve customer services for HST users and providers.** Ideal projects or programs would achieve one or more of the following:
 - Utilize technology such as ITS
 - Include services delivery and reporting
 - Provide amenities and planning tools
 - Provide information on other HST options
 - Institute seamless fares and transfers
 - Include program monitoring
 - Provide service that is affordable, useable, safe, clean, and comfortable
 - Respond to the travel patterns of local citizens

- **Improve coordination among HST programs.** Ideal projects or programs would achieve one or more of the following:
 - Serve cross-jurisdictional trips
 - One-call scheduling of inter-agency trips
 - Interface with existing transportation systems Utilize existing fixed-route transit systems
 - Reduce barriers to coordinated service delivery (geographic, political, funding, etc.)
 - Maximize planning, service delivery and reporting
 - Establish or expand programmatic relationships with other HST providers
 - Partner with other local and federal agencies and the private sector to promote policies, programs, and activities

- **Maximize project cost effectiveness.** Ideal projects or programs would achieve one or more of the following:
 - Maximize use and operating efficiency of existing vehicles
 - Eliminate duplicative services (either intra- or inter-agency)
 - Maximize financial resources available through good coordination
 - Establish or expand financial relationships with other HST providers
 - Share vehicles during off-peak times
 - Increase number of riders per trip

- **Organizational capacity.** Applicants must demonstrate all of the following:
 - Ability to service target population
 - Define measures of effectiveness to monitor project or program
 - Potential for establishing or expanding relationships with other HST providers
 - Fiscal and managerial capability
 - Sustainability
 - Agency's program implementation experience
- **Project budget.** Applicants were required to outline specific project expenses by task.

A full description of the JARC and New Freedom evaluation criteria and the competitive selection process can be found in Appendix (E).

Other Programs That Fund and Provide HST

In addition to the three FTA programs (Section 5310, Section 5316 and Section 5317) profiled in the previous section, numerous other federal and state programs also provide transportation services for the target populations. This section highlights a select few of these programs.

Medicaid

The Medicaid Program provides medical benefits to groups of low-income people, some who may have no medical insurance or inadequate medical insurance. Medicaid is the largest program providing medical and health related services to low-income individuals and families. Although the Federal government establishes general guidelines for the program, individual eligibility requirements and program guidelines are established by each State. According to the U.S. Department of Accountability, the Medicaid program provides the largest amount of funding for specialized transportation. Each year, the Medicaid program spends nearly \$1 billion nationwide on transportation services.



Georgia began administering their Medicaid Program in 1968 as a result of a 1965 amendment to the Social Security Act. Initially, Medicaid expenditures for the state of Georgia were approximately \$28 million. Now, Georgia Medicaid serves 1.5 million members with \$5.9 billion in state and federal funds. Georgia administers this program under their federally approved

state management plan. Georgia's Medicaid program currently receives \$1.63 in federal funds for every \$1 of state funds. Medicaid reimburses health care providers for services to eligible members.

The objectives of the Georgia Medicaid program are to:

- Provide broad health care coverage to certain lower income populations
- Offer special community-based coverage for certain disabled and elder populations
- Extend supplemental coverage to lower income Medicare beneficiaries
- Offset the high costs of institutional care for lower and moderate income Georgians

Temporary Assistance for Needy Families (TANF)

Under the welfare reform legislation of 1996, officially titled the Personal Responsibility and Work Opportunity Reconciliation Act, the TANF program was established to replace the welfare programs known as Aid to Families with Dependent Children (AFDC), the Job Opportunities and Basic Skills Training (JOBS) program, and the Emergency Assistance (EA) program. The law ended federal entitlement to assistance and instead created TANF as a block grant that provides states, territories and tribes federal funds each year. These funds cover benefits, administrative expenses, and services targeted to needy families. TANF became effective July 1, 1997, and was reauthorized in February 2006 under the Deficit Reduction Act of 2005.

The goal of the TANF program is to transition needy families from welfare to self-sufficiency. Two of the main objectives of TANF are to end the dependency of needy parents on government benefits by promoting job preparation, work and marriage and to encourage the formation and maintenance of two-parent families.



TANF program funds provide cash assistance, work opportunities, and other necessary support services for families in need. Under the this program, states have considerable flexibility in how TANF funds can be utilized, including income assistance, child care, transportation, wage supplements, education and job training. In order for states to be eligible to receive TANF funds, they must make a commitment to spend some of their own state dollars on programs to assist needy families. States can choose to spend a portion of TANF funds on transportation to purchase and/or operate vehicles, as well as to reimburse the cost of transportation.

In Georgia, the Georgia Division of Family and Children Services (DFCS) administers the TANF program. The DFCS will provide the support necessary for TANF families to achieve economic self-sufficiency by obtaining and retaining employment.

Vocational Rehabilitation Grants

The Rehabilitation Services Administration (RSA) oversees both formula and discretionary grant programs that help individuals with physical or mental disabilities to obtain employment and live more independently through the provision of such supports as counseling, medical and psychological services, job training and other individualized services. RSA's major Title I formula grant program provides funds to state Vocational Rehabilitation (VR) agencies to provide employment-related services for individuals with disabilities, giving priority to individuals who are significantly disabled. Transportation services that enable individuals to participate in VR programs and services are an allowable expense for VR grant funds. Other allowable transportation expenditures may include, but are not limited to, costs of purchased services from public and private vendors, school transportation, travel training, service coordination, and private vehicle purchase.



In the state of Georgia, the Georgia Department of Labor (GDOL) operates and administers the state's Vocational Rehabilitation Services Program. The GDOL operates five integrated and interdependent programs that share a primary goal: to help people with disabilities to become fully productive members of society by achieving independence and meaningful employment. The largest of the programs are the Vocational Rehabilitation Program, Disability Adjudication Services, and the Roosevelt Warm Springs Institute for Rehabilitation. Two other unique programs serve consumers with visual impairments: the Business Enterprise Program and Georgia Industries for the Blind.

There are 940,000 Georgians with disabilities between the ages of 21 and 64. In each of the last five fiscal years, approximately 4,500 Georgians with disabilities were successfully rehabilitated and employed in meaningful jobs at competitive wages. The VR program serves nearly 35,000 Georgians annually, and has working relationships with more than 3,200 businesses.

Veterans Benefits Program

Veterans of military service may be eligible for a wide range of medical services and other vocational rehabilitation and employment services. Under the U.S. Department of Veterans Affairs (VA), the Veterans Health Administration is the direct provider of primary medical care, specialized care, and other medical and social support services to veterans. The VA will provide



reimbursement to eligible veterans for some transportation to medical care. In addition to providing reimbursements to qualified veterans, VA Medical Centers may contract directly with transportation providers or work with volunteer networks to provide transportation services for veterans.

The Vocational Rehabilitation and Employment (VR&E) Program, frequently referred to as the Chapter 31 program based on its location in the

U.S. Code, helps veterans with service-connected disabilities to prepare for, find, and keep suitable jobs. For veterans with service-connected disabilities so severe that they cannot immediately consider work, VR&E offers services to improve their ability to live as independently as possible. Transportation is an allowable expense under the VR&E program. Funds can be used to connect veterans with jobs and job related activities such as training. There are over 700,000 veterans residing in Georgia.

The VA especially recognizes the problems veterans who are visually impaired, elderly, or immobilized due to disease or disability, particularly those living in remote and rural areas, face in traveling to access VA health care. To work toward providing these veterans with the most convenient and timely access to transportation services, the VA's vision is to explore the establishment of a network of community transportation service providers that could include Veteran Service Organizations (VSO's); community and commercial transportation providers; federal, state and local government transportation services as well as non-profits, such as United We Ride, operating within each VISN or even local facility.

This initiative will not replace current activities, but will rather supplement existing benefits and programs to improve access to VA health care. This program is currently enabled at 46 sites, and will be implemented at remaining locations by 2014. The Atlanta VA Medical Center is one of the VA's chosen for this new program and will be piloted in the next couple of months. The Atlanta VTS will provide transportation for Veterans with special needs and veterans who don't have transportation to and from their outpatient appointments.

Incorporating HST Into PLAN 2040

The Atlanta Regional Commission (ARC) recognizes that regional needs related to transportation, land use, environment, economy, housing, and human services are all interrelated. PLAN 2040 is ARC's innovative effort to tackle these cross-cutting planning challenges in one guiding document. PLAN 2040 serves as both the regional transportation plan and regional comprehensive plan. It defines both transportation and land use policies and investment strategies to address regional needs across these multiple planning emphasis areas. Through a collaborative effort among local, state and federal planning partners, PLAN 2040 guides regional growth through its specific investment strategies and programs for metro Atlanta through the year 2040.



PLAN 2040 includes a purpose statement, three core values, and six principles of livability for sustainable communities.

These principles mirror those of the federal government's Partnership for Sustainable Communities, an initiative of the U.S. Department of Housing and Urban Development, U.S. Department of Transportation, and U.S. Environmental Protection. The purpose statement is visionary leadership for sustainable growth by balancing environmental responsibility, economic growth and social needs while maximizing benefits to all.

The plan's focus on sustainable growth and balancing social needs will help to address many of the issues that affect HST groups throughout the region.

Core Values

The three core values of PLAN 2040 are as follows:

- Lead as the Global Gateway to the South
- Encourage Healthy Communities
- Expand Access to Community Resources

The second and third values are very important for HST populations because they will increase opportunities for individuals to live more independent and inclusive in their communities and provide affordable access to jobs, education, healthcare, and more.



Guiding Principles

- Provide more transportation choices to decrease household transportation costs, reduce our dependence on oil, improve air quality and promote public health.
- Expand location- and energy-efficient housing choices for people of all ages, incomes, races and ethnicities to increase mobility and lower the combined cost of housing and transportation.
- Improve economic competitiveness of neighborhoods by giving people reliable access to employment centers, educational opportunities, services and other basic needs.
- Target federal funding toward existing communities - through transit-oriented development and land recycling – to revitalize communities, reduce public works costs, and safeguard rural landscapes.
- Align federal policies and funding to remove barriers to collaboration, leverage funding and increase the effectiveness of programs to plan for future growth.
- Enhance the unique characteristics of all communities by investing in healthy, safe and walkable neighborhoods whether rural, urban or suburban.

The PLAN 2040 guiding principles will make the Atlanta region a more livable and sustainable place for everyone, including persons with disabilities, older adults, and low income individuals. PLAN 2040 is important to the HST planning process because it specifically looks at the needs of individuals living throughout the region who are transportation disadvantaged and provides strategies and solutions on how to address those needs going forward. With the older adult and low income populations rapidly growing, identifying ways to meet the transportation demand and mobility needs of HST groups is crucial. There are three elements of PLAN 2040 that provide significant input on HST populations, including: 1) the Equitable Target Analysis, 2) the On Board Transit Survey, and 3) Mobility Management. These elements will all be discussed further below.

Equitable Target Analysis Index

Throughout the PLAN 2040 development process, ARC considered the needs of the transportation disadvantaged and Environmental Justice (EJ) communities in every step of the regional planning process. Environmental Justice public policy seeks to ensure that harmful human health or environmental effects of government activities do not fall disproportionately upon those with low income and minority populations living and working within the community. It's important to note that Environmental Justice groups overlap with HST populations, including persons with disabilities, older adults, low income individuals, Limited English Proficiency groups, and zero car households.

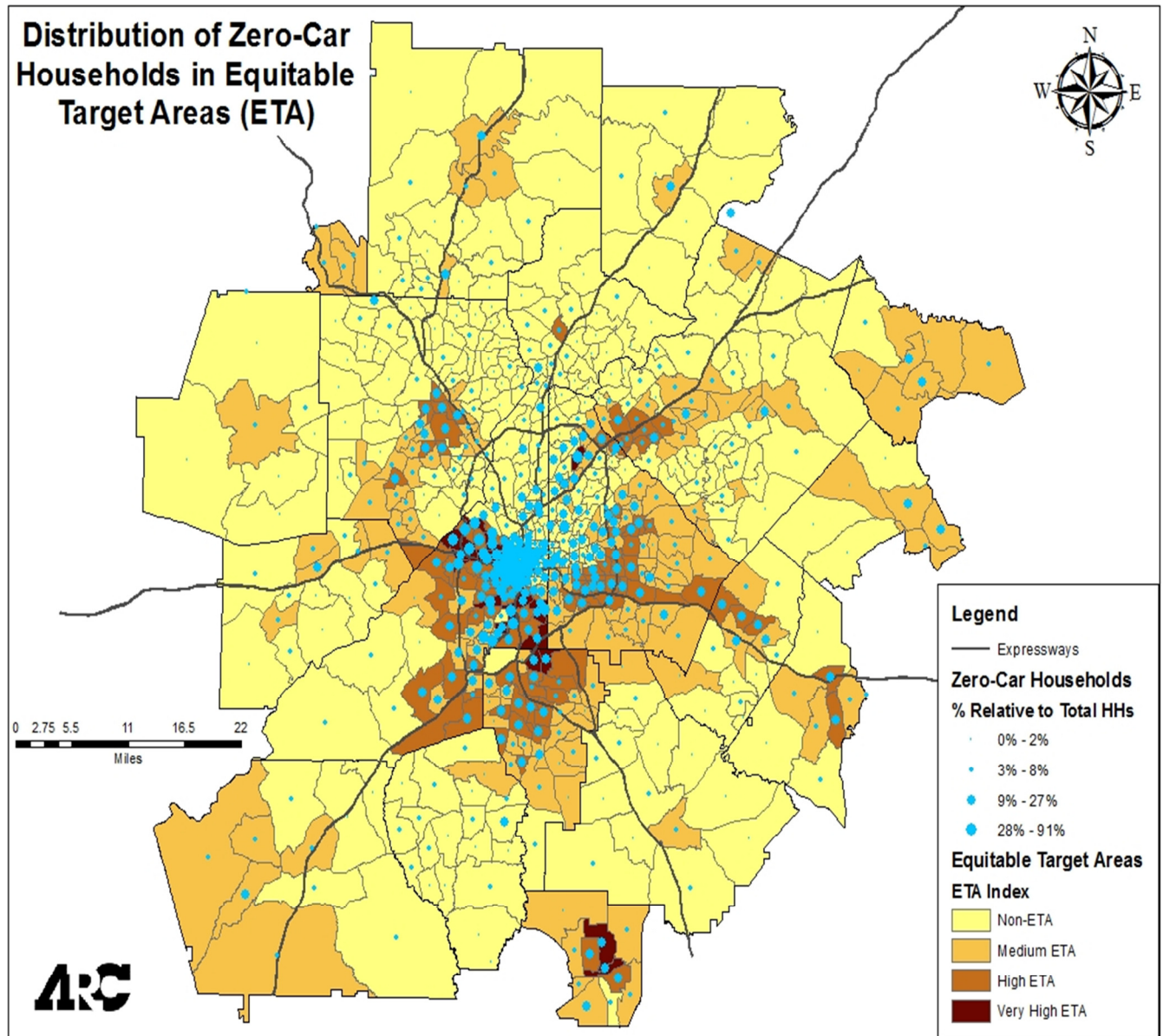


During the development of PLAN 2040, ARC utilized a broad range of outreach strategies and technical tools to assess the needs and concerns of disadvantaged populations in the region, including minority and low-income residents. The Equitable Target Analysis Index (ETA Index) tool created a lens to measure the impacts that future transportation investments, or the lack thereof, would have on disadvantaged populations in the region. The ETA Index not only helped to reflect the vision of ETA communities in the Regional Transportation Plan, but it will assist in minimizing adverse community impacts during the planning and construction of future transportation programs and projects. The ETA Index is based on five parameters:

- **Age** - The Age Parameter helps identify the elderly population in the Atlanta region, specifically the population 65 years old and over.
- **Education** - This parameter identifies areas where education attainment is low. This will ultimately help identify and link populations to job attainment and accessibility to different jobs and industries.
- **Median Household Value** - Housing values were analyzed to identify areas where there has been disinvestment, creating a link to poverty and ETA.
- **Poverty** - The poverty rate is a key indicator that helps identify concentrations of disadvantaged populations, and serves as the income statistic in the development of the composite index.
- **Race** - The race parameter serves to identify non-white minority populations in the Atlanta region, as per EJ policies.

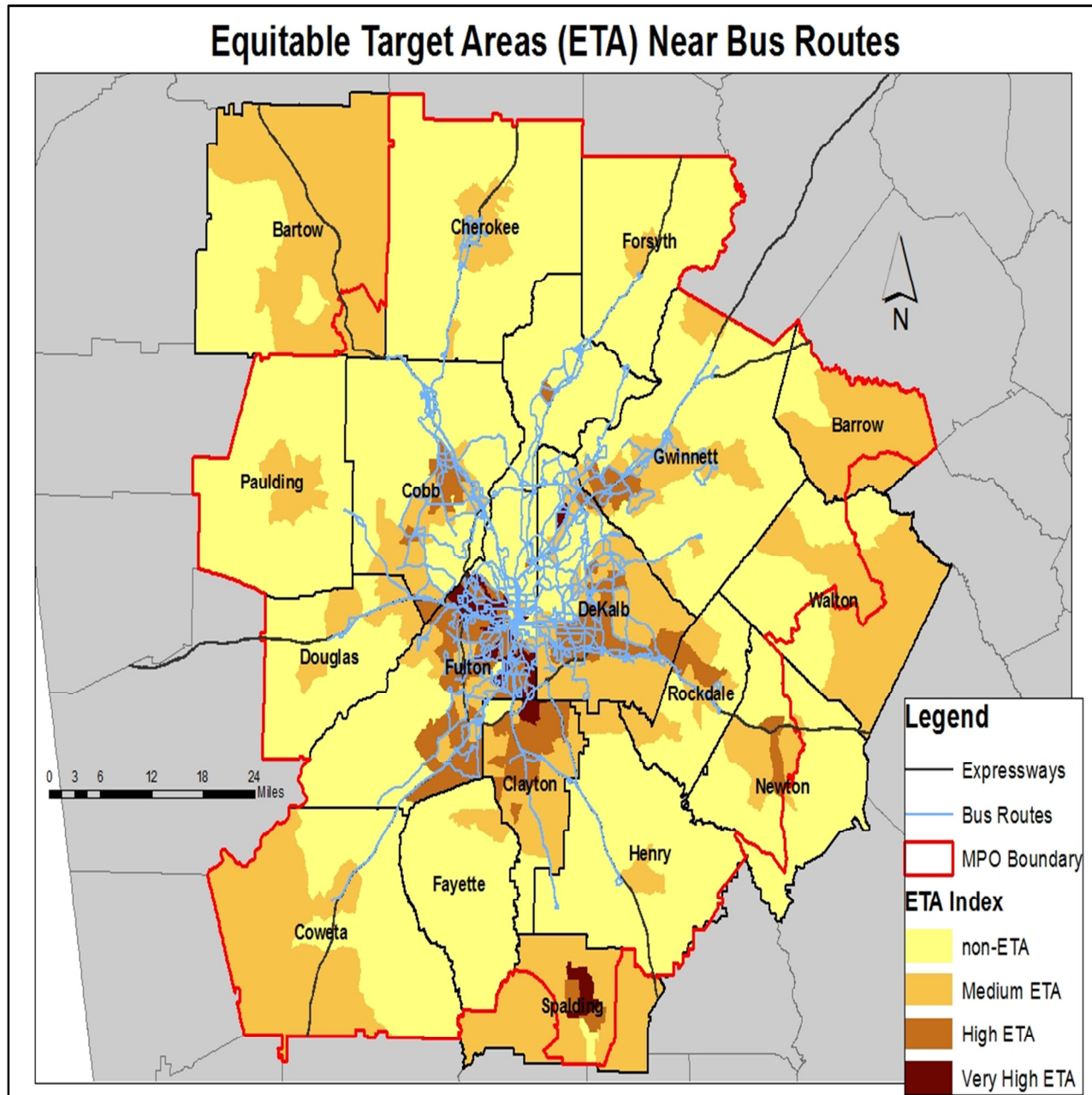
For purposes of the limited technical update, a series of ETA/HST charts and maps were created. Utilizing the ETA Index as a way to determine or measure the benefits of transportation investments within ETA communities also provides insight for HST populations and will strengthen the consideration of these groups during the project development and selection process. There are many persons living in the region who don't own a car and may not have access to another affordable mobility option. This can be a major barrier to accessing job opportunities, education, healthcare, social services, and other vital resources in the region.

Figure 1-1: ETA Zero Car Household Map



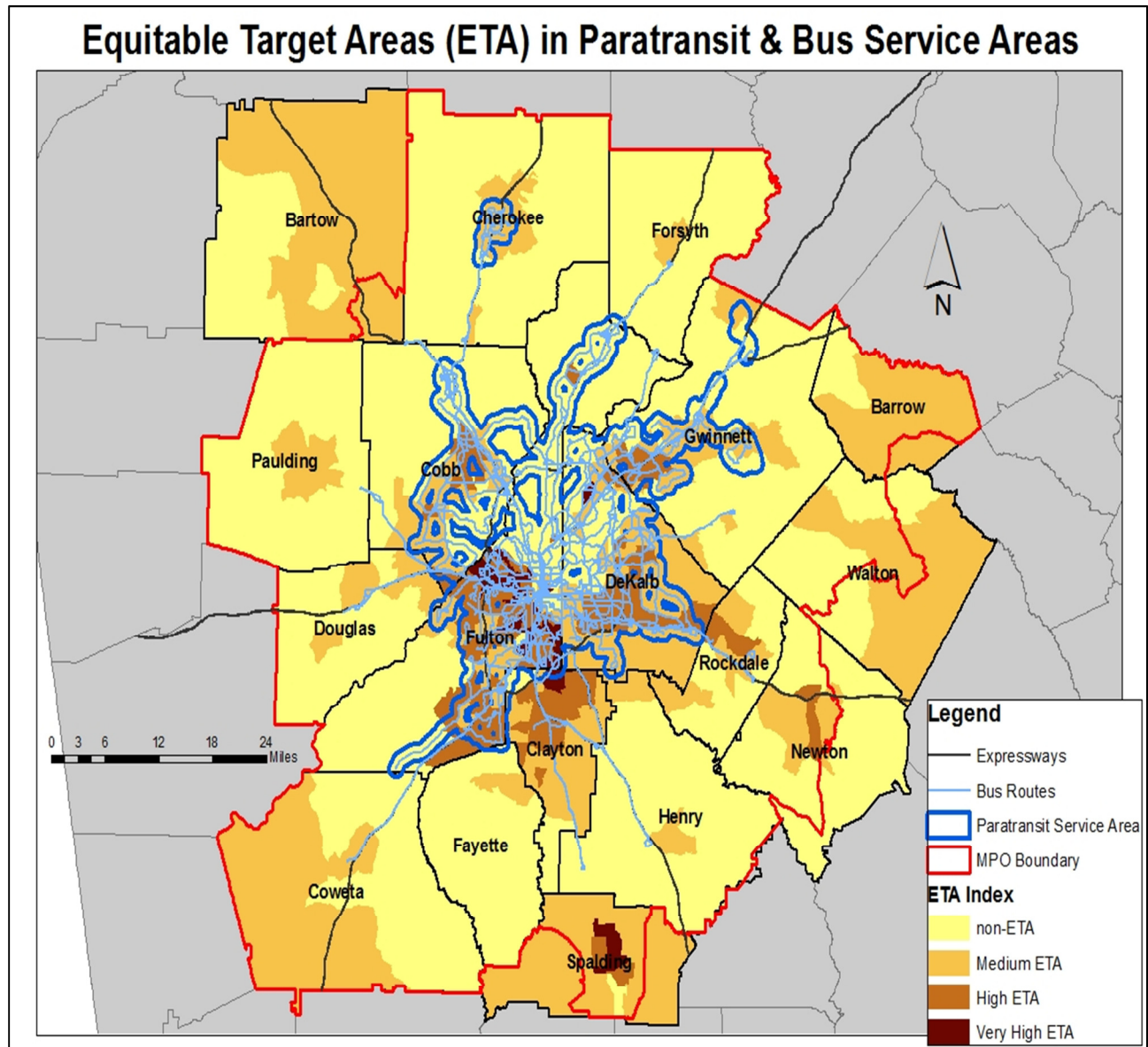
Although there is adequate public transportation located inside the region's inner core, this map demonstrates there are many medium and high ETA areas throughout the region that have no access or connectivity to public transportation systems.

Figure 1-2: ETA Bus Routes Map



Access to public transit and other affordable mobility options is vital to Atlanta residents who don't own a car. For many zero car households, public transit is their only affordable option and is critical to accessing employment, education, medical, and community resources.

Figure 1-3: ETA Fixed-Route Paratransit Transit and Bus Routes Map



There are several areas identified throughout the region with medium, high, and very high ETA areas that are without fixed route bus, rail, or ADA paratransit services. Many persons with disabilities and older adults have difficulty navigating within their own communities and are isolated because of a lack of available transportation options. While the ETA gives insight on HST needs from a regional “macro” level, Chapter 2 provides more detail on the HST needs at a more local “micro” level.

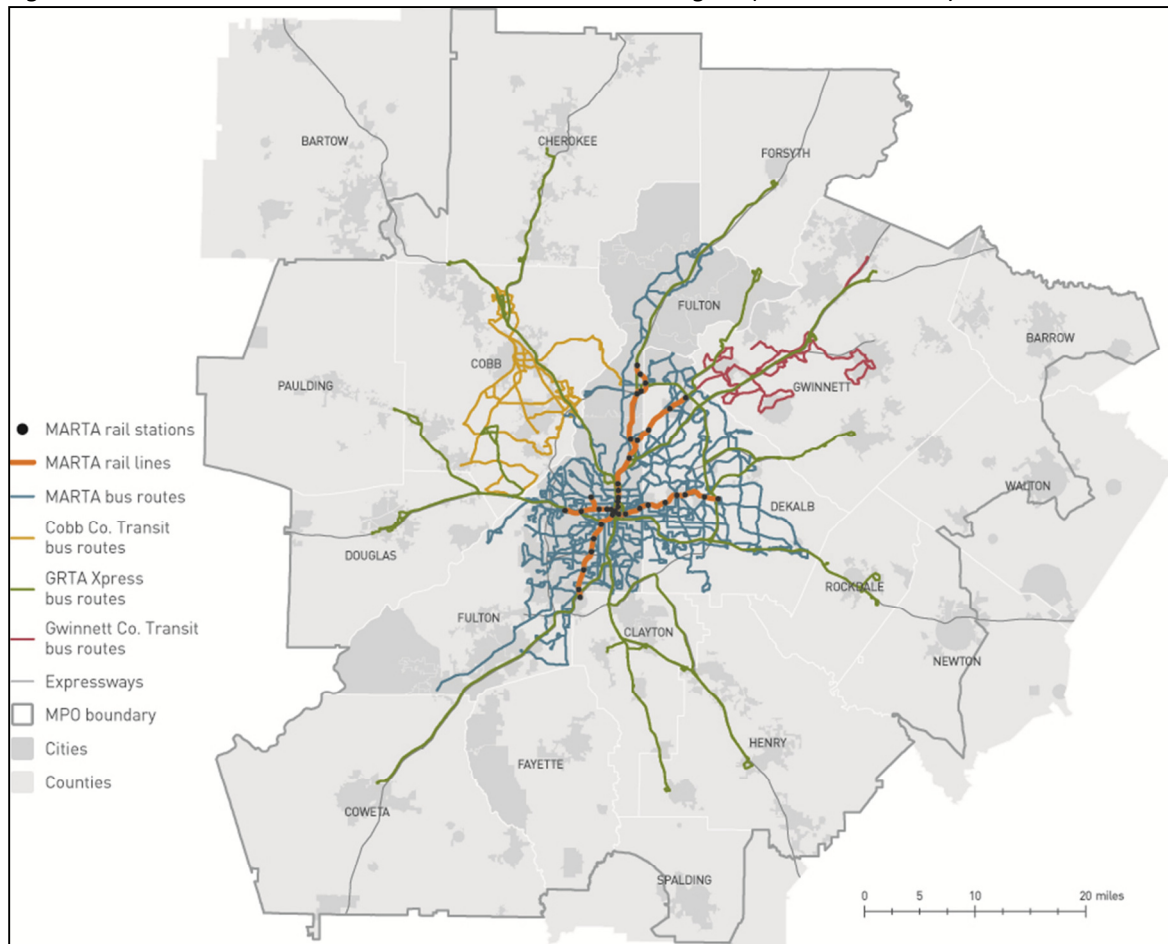
Chapter 2 – Needs Assessment

In order to enhance and propel HST coordination forward in the Atlanta region, we must first have a clear picture of our existing conditions, including knowing where our HST populations are located and where they need to go. Looking at our existing conditions and knowing what services are currently available is critical to identifying HST needs, gaps, and barriers.

Inventory of Available Services - Fixed Route Transit

Ten years ago, transit in the metro Atlanta region was limited to just three counties: MARTA in Fulton and DeKalb Counties and CCT in Cobb County. Today, transit service is more reflective of the region as a whole, with transit service being offered in 12 metro counties, as shown in Figure 2-1.

Figure 2-1: Transit Providers and Routes in the Atlanta Region (November 2011)



Source: ARC 2009 Transportation Fact Book



As of the time this plan was updated, five public transportation providers form the backbone of the regional transit system serving the Atlanta region. The largest operator is MARTA, which provides bus and rail service in Fulton and DeKalb counties. In addition, four other public operators provide bus service to the region: Cherokee Area Transportation Services (CATS), Cobb Community Transit (CCT), Gwinnett County Transit (GCT) and GRTA Xpress. Transfers between MARTA and the remaining providers are seamless when patrons use the regional electronic fare media known as Breeze.

The vehicles and major facilities maintained by the public sector providers are generally accessible to riders with disabilities. All 38 MARTA stations, many of which also serve as transfer points for the suburban providers, are fully wheelchair accessible. MARTA trains include designated spaces for wheelchairs in each railcar, and feature level-platform boarding at all doors. The bus fleets for all of the public-sector providers are fully wheelchair-accessible, and the majority of the local fleets consist of low-floor buses.

The level of accommodations at bus stops, including wheelchair accessibility, varies widely throughout the region. Bus stops range from a simple pole in the ground to more substantial sheltered waiting areas. The overall accessibility of the bus system is highly dependent upon the availability of properly maintained sidewalks and ADA-compliant ramps in the areas surrounding bus stops. The lack of such accommodations in many areas is one of the major obstacles to use of the fixed-route bus system by riders with disabilities.

Inventory of Available Services - Paratransit Services

Paratransit services are defined by Titles II and III of the Americans with Disabilities Act (ADA) of 1990. The transportation provisions of the ADA apply to any public or private entity that provides public transportation, including private entities that are not primarily engaged in the business of transporting people, but operate a demand responsive or fixed route system (e.g., a campus bus service). The requirements apply regardless of whether or not an entity receives federal financial assistance.

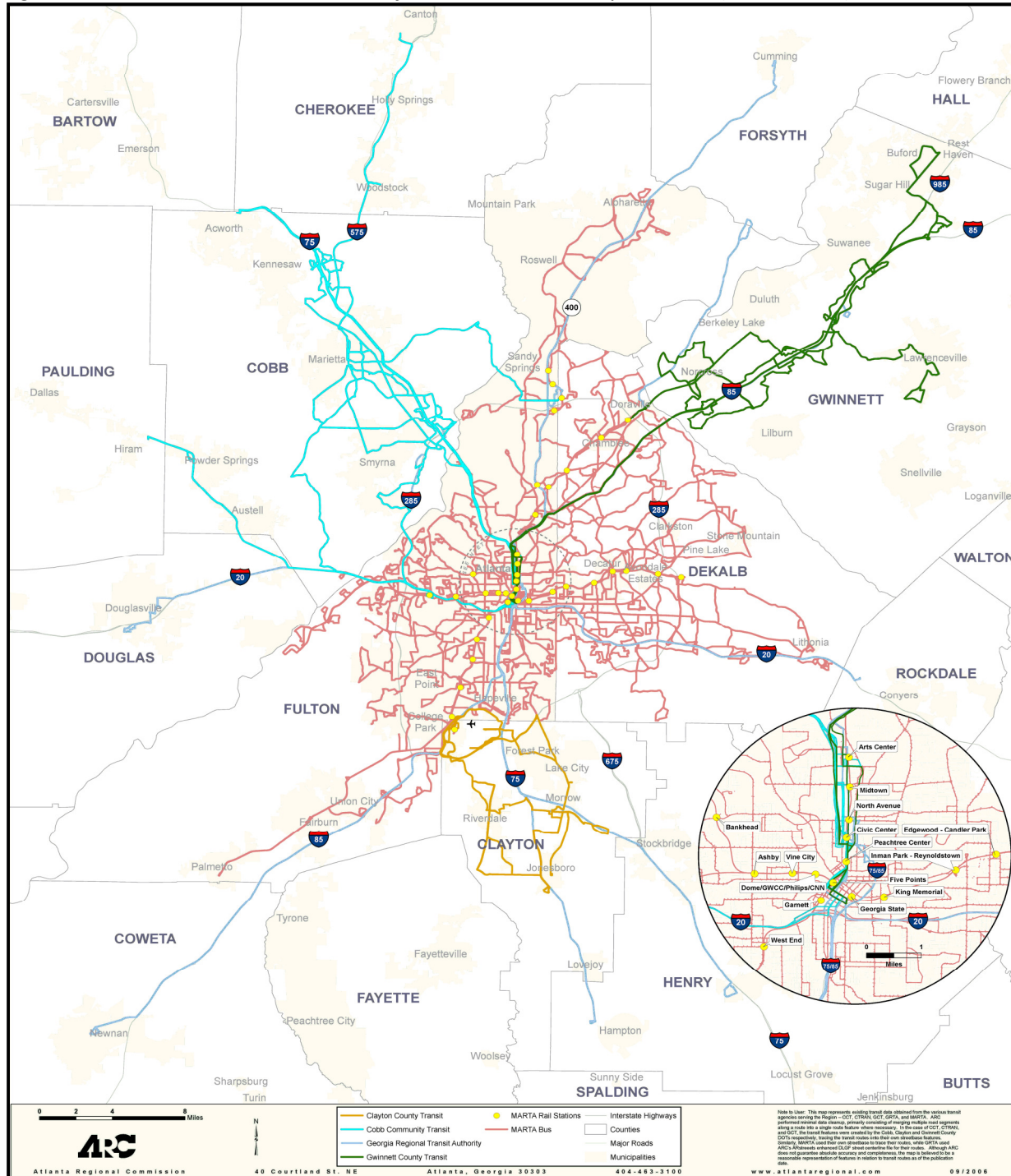
One legal requirement is that complementary paratransit service be provided to eligible persons with disabilities that are comparable to the fixed-route service, as depicted in Figure 2-2. ADA paratransit service is not required for commuter bus, commuter rail, or intercity rail services, however. Commuter bus service means fixed route bus service, characterized by:

- Service predominantly in one direction during peak periods
- Limited stop
- Use of multi-ride tickets
- Routes of extended length (e.g., central business district and outlying suburbs)

A Coordinated Plan for the Atlanta Region



Figure 2-2: Fixed Route Bus Services Subject to Paratransit Requirements (March 2010)





The specific requirements for complementary paratransit service are:

- **Service Types** - Must be provided from origin to destination.
- **Service Area** - Must be provided within $\frac{3}{4}$ mile of all bus routes and rail stations.
- **Span of Service** - The hours and days that complementary paratransit service is provided must be the same as bus and rail service.
- **Response Time** - Service must be provided the day after it is requested by an ADA eligible client.
- **Service Eligibility** - The requirements and provisions for ADA complementary paratransit service need only apply to those paratransit clients who are eligible under the Act as determined by the transportation provider.
- **Capacity Constraints** - The transit provider must not deny service or otherwise engage in any pattern or practice that significantly limits the availability of service to ADA eligible clients.

Passengers unable to either use or access the fixed-route system due to a disability may be eligible to use complementary paratransit services. The ADA regulations recognize three categories of eligibility:

- **Category 1** - Persons who for reasons of a disability are unable to use the fixed-route system without the assistance of another person
- **Category 2** - Persons who for reasons of a disability are unable to use the fixed-route system without the aid of mobility devices (e.g., wheelchair lifts or low-floor bus ramps)
- **Category 3** - Persons who for reasons of a disability are unable to travel to or from a fixed-route bus stop or rail station. Factors such as environmental conditions (e.g., rain, snow, or ice) and architectural barriers not under the public entity's control are considered on a trip-by-trip basis

As of the time this plan was prepared, paratransit services are provided within metro Atlanta by:

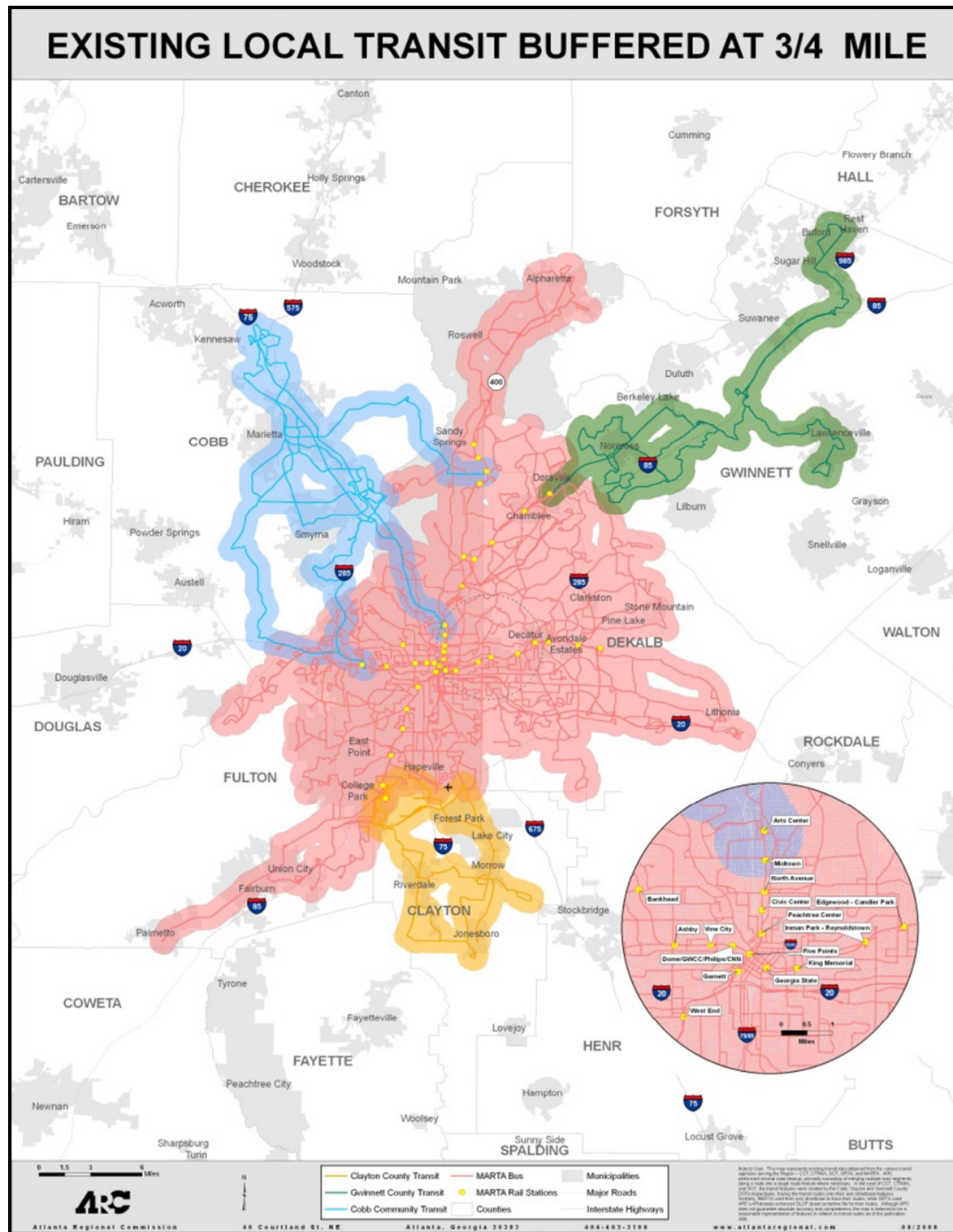
- Metropolitan Atlanta Rapid Transit Authority (DeKalb and Fulton Counties)
- Cobb Community Transit (Cobb County)
- Gwinnett County Transit (Gwinnett County)
- C-TRAN (Clayton County) – *Note: terminated services on March 31, 2010*

Current paratransit service coverage in the region is shown in Figure 2-3.

A Coordinated Plan for the Atlanta Region



Figure 2-3: Paratransit Service Coverage (March 2010)



A Coordinated Plan for the Atlanta Region



GRTA does not provide Paratransit services since its services are defined as commuter bus services. The shuttle services of the BUC, Georgia Tech, Emory University, Atlanta University Center, and GSU are covered by MARTA's paratransit coverage. Table 2-1 provides an overview of some the service statistics on paratransit services for the Atlanta region for the most recent years available.

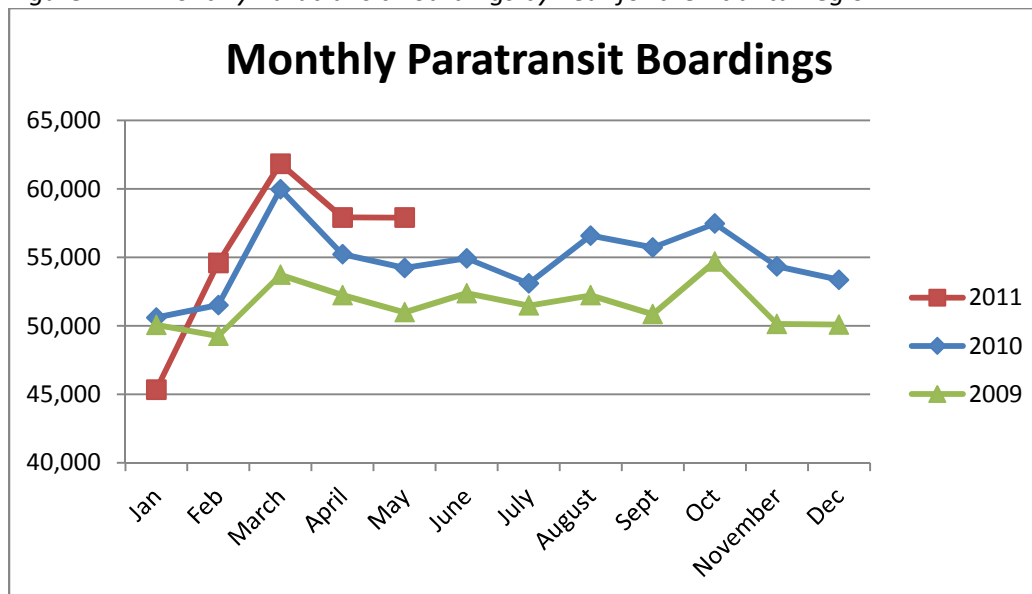
Table 2-1: Paratransit Service Statistics (2010 and 2011)

System	Vehicles operated in Nov 10	Vehicles Operated in Nov 11	Monthly Trips Nov 10	Monthly Trips Nov 11	FY 10 Total Annual Trips	FY 11 Total Annual Trips
CCT	25	25	6,737	6,548	80,843	78,578
GCT	6	6	1,589	1,411	17,035	18,372
MARTA	135	145	43,158	46,720	522,726	568,893
Total	31	31	51,484	54,679	620,604	665,843

Source: National Transit Database

Figure 2-4 gives a month-by-month overview of total paratransit trips from January 2009 through May 2011.

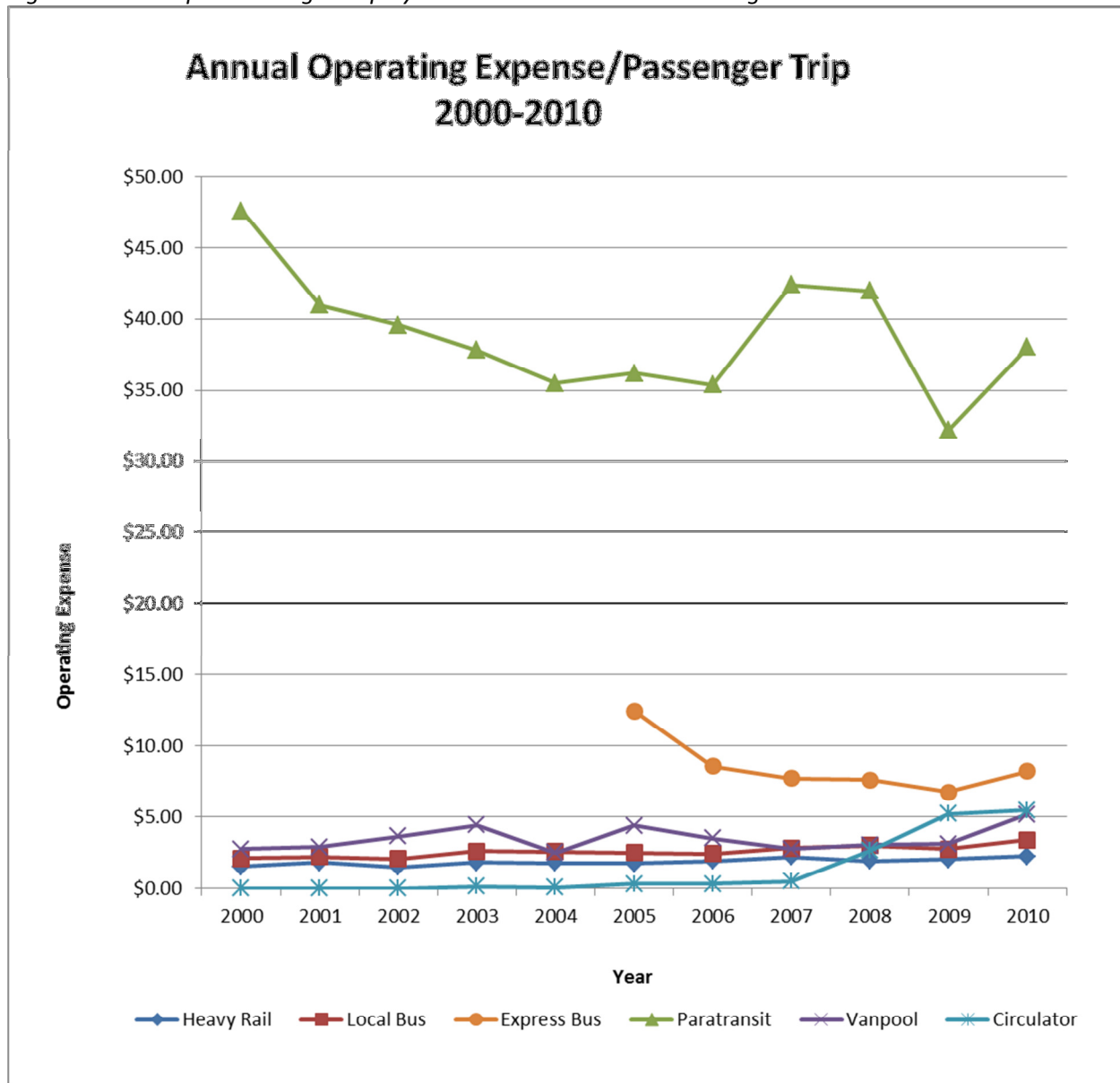
Figure 2-4: Monthly Paratransit Boardings by Year for the Atlanta Region



Source: National Transit Database: Includes Hall County Transit (HATS)

Figure 2-4 reveals that there is consistent and continuing growth in paratransit trips in the Atlanta region, while Figure 2-5 illustrates the disproportionately high cost of paratransit trips compared with other types of transit trips provided in the region.

Figure 2-5: Cost per Passenger Trip by Transit Mode in the Atlanta Region



Source: ARC Regional Transit Data Warehouse

Figures 2-6 and 2-7 on the following page reveal that operation of paratransit services represent a significant operating expense for the Atlanta region's transit providers. While paratransit trips only account for about 0.4% of all trips made on the system, they accounted for 4.6% of the total operating cost.

Figure 2-6: Passenger Trips by Transit Mode for the Atlanta Region (2010)

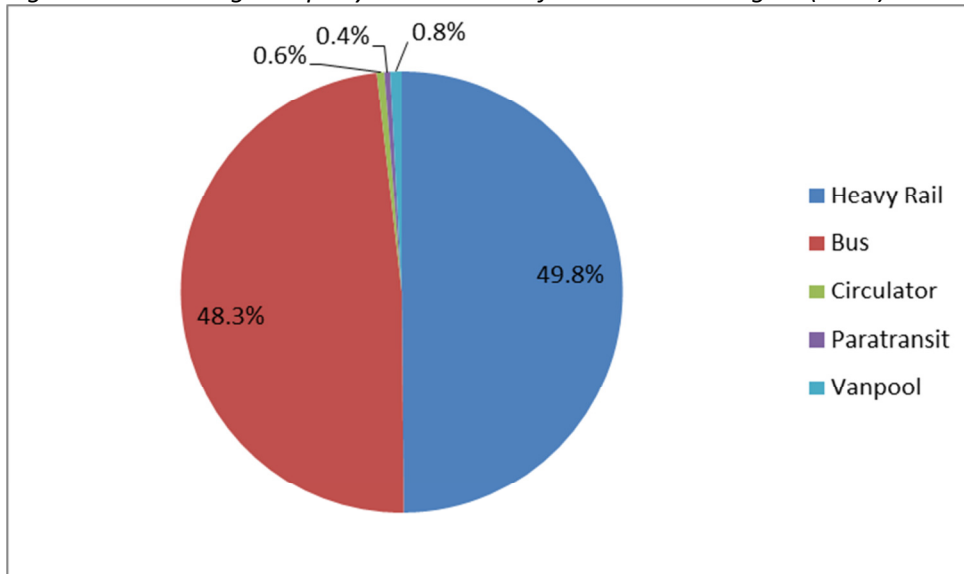
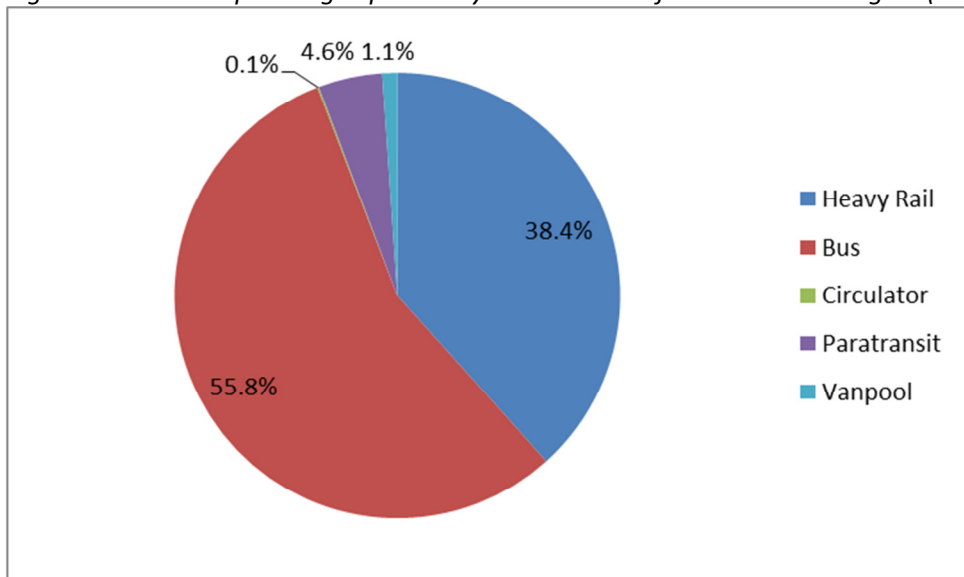


Figure 2-7: Total Operating Expenses by Transit Mode for the Atlanta Region (2010)



Source: ARC Regional Transit Data Warehouse

The historical growth in paratransit trips and the projected changing demographics of the region suggest that demand for paratransit services will increase. Consequently, a corresponding increase in operating expenses incurred by transit operators will result. The potential consequences of these increases in operating expenses could be a reduction in the amount of fixed route services that can be provided. With a corresponding reduction in the areas served by paratransit due to the elimination of fixed route service, trips previously made on paratransit



services will shift to other providers. The region experienced its first example of paratransit trip demand being shifted to other human services transportation providers with the termination of C-TRAN fixed route services on March 31, 2010.

The implication is that all human service transportation providers have an interest in ensuring a reliable transportation funding source is available for fixed routes services in order to adequately meet the demands for human services transportation.

Inventory of Available Services – Other Services

A wide variety of public and private agencies provide transportation services within the Atlanta region for one or more of the target demographic groups. With the exception of state and county services targeting the needs of older adults, described in additional detail later in this section, most agencies have specialized niche markets they serve. These markets are typically defined by geography, serve only a specific subset of a particular group, and/or are ancillary to a program and are not necessarily the core mission of the agency.

ARC initiated a survey of human service agency providers in conjunction with the HST Summit in June 2007 to collect information on services available around the region. This information was used in developing the interim HST plan, as well as understanding existing service gaps necessary to make recommendations in this plan. Because this information can rapidly become dated, particularly in light of funding cutbacks due to the recent economic downturn, a thorough reassessment of the data collected is a critical first step in implementation of this plan. A copy of the survey is presented for informational purposes in Appendix (F).



Demographic Profile - Persons with Disabilities

Accessible transportation is critical for people with disabilities to have the freedom to travel where, when, and how they choose. For many persons with disabilities, access to safe and affordable transportation is a major barrier to employment, higher education, and community activities. According to the 2009-2011 ACS, there are approximately 478,132 persons with disabilities living in the Atlanta region, many of them unable to operate or drive a vehicle of their own. Persons with disabilities comprise 9.1% of the region's population and although there is significant paratransit services in Fulton and DeKalb Counties and moderate coverage in Cobb and Gwinnett Counties, there are many areas in the region where persons with disabilities have no access to paratransit services.

Detailed data on the disabled population is difficult to obtain, but Figures 8 and 9 provide a general idea of where these individuals are concentrated within the region, as well as the relationship of those residences to paratransit service.

Transportation Needs of Persons with Disabilities

Because there are many different types of physical, cognitive, sensory, and temporary disabilities, the transportation needs of persons with disabilities can vary greatly. Access to transportation can be vital to a person with disabilities' independence. Below is a list of some common transportation needs of persons with disabilities who live within the Atlanta region.

- Safe, affordable, and accessible transportation options for persons with any type of disability
- Trip destinations for not only medical appointments, but also education, employment, shopping, recreation, entertainment, faith based institutions, and other social events
- Easy access to information about available transportation options, including service hours, cost and scheduling
- Door "through" door service
- Late and weekend service hours
- Seamless cross-jurisdictional trips
- Improved access to transportation facilities including: sidewalks, pedestrian signals, intersection design, curb cuts, and elevators
- Better service efficiency (pick-up on time, shorter travel time)
- Better customer service by improving driver training, awareness, and sensitivity
- Same day service

Figure 2-8: Density of Persons with Disabilities in the Atlanta Region (2005-2008 ACS Update)

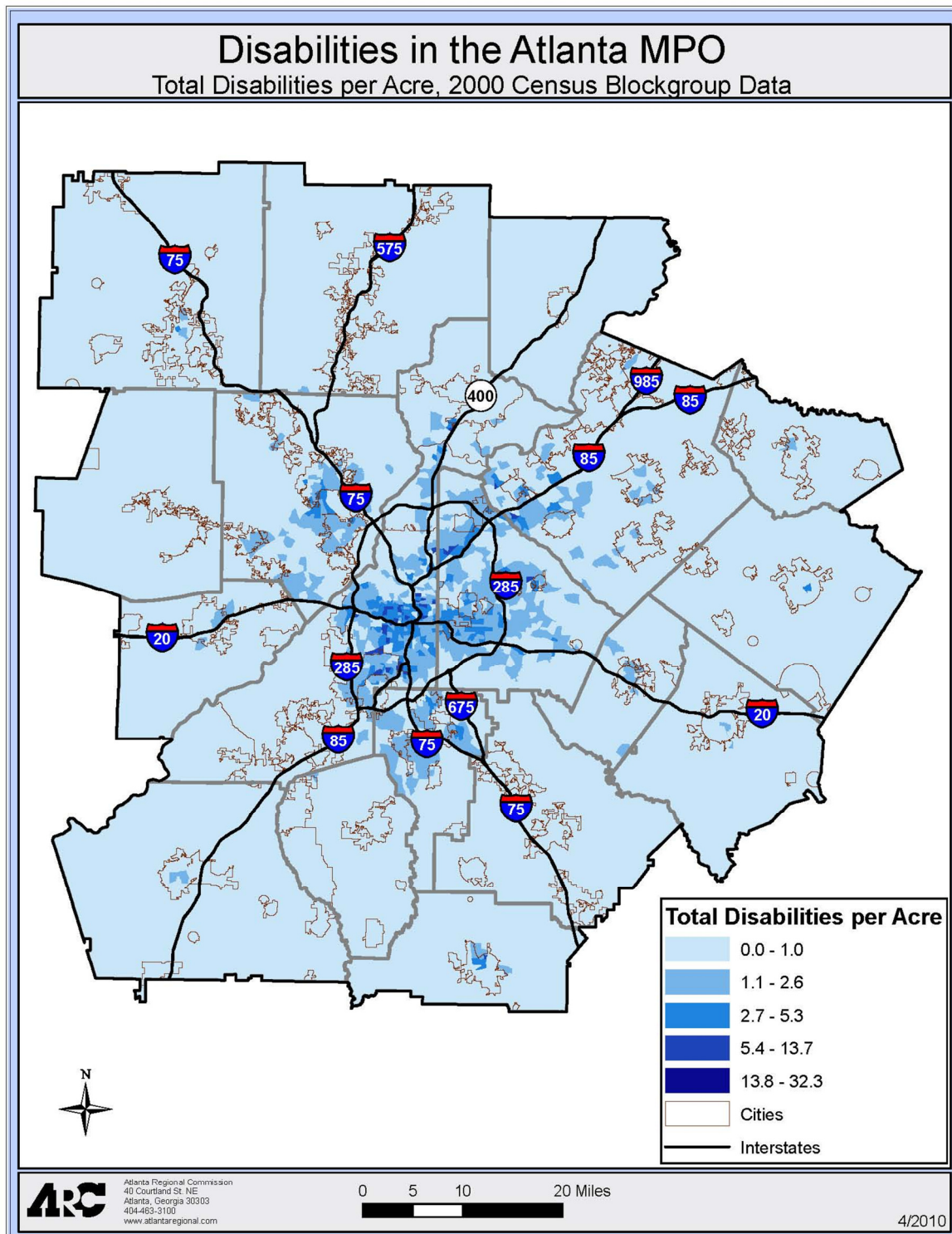
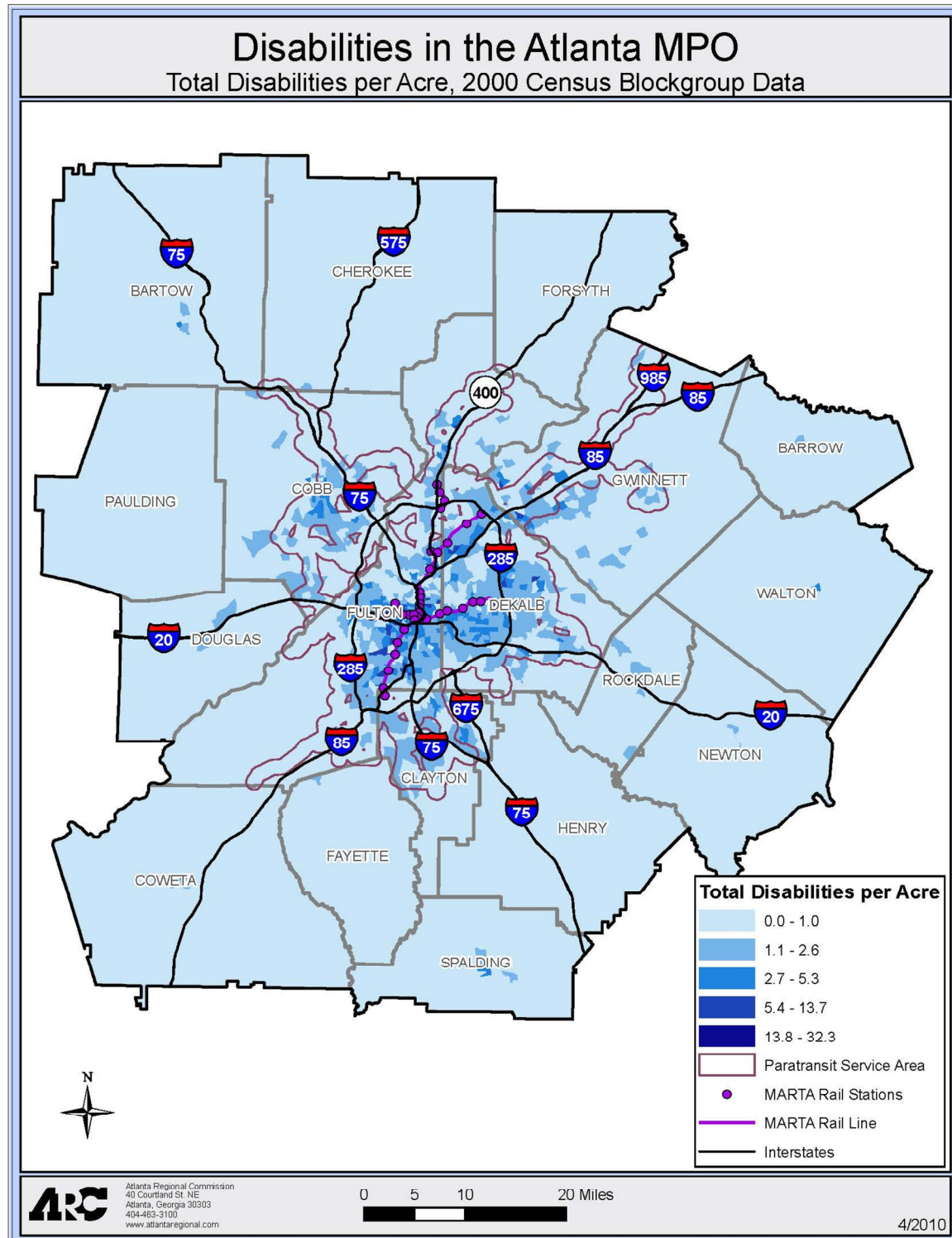


Figure 2-9: Density of Persons with Disabilities Compared to Paratransit Service Coverage





Existing Transportation Services for Persons with Disabilities

Currently MARTA provides ADA paratransit services in Fulton and DeKalb Counties as well as the City of Atlanta. Cobb Community Transit provides similar services in Cobb County and Gwinnett Transit likewise provides services in Gwinnett County. C-TRAN also operated paratransit services in Clayton County, but terminated services on March 31, 2010. Clayton County is attempting to fill the gap created with county human service agencies, but it will still leave many of persons with disabilities living in the county without any transportation options. Cherokee, Coweta, and Henry counties also provide demand response services for persons with disabilities.

Demographic Profile - Older Adults

The Atlanta region, like the rest of the state and country, is experiencing a dramatic shift in the aging population. Between 2000 and 2015, the aging population is estimated to double. By 2030, 1.2 million older adults will call the Atlanta region home. In a majority of the region's counties, the 65 and older population is growing faster than any other group in the region and this trend is expected to continue. In 2000, eight percent of the 20-county Atlanta region's population was 65 and older. By 2040, ARC forecasts that 20 percent of the population will be 65 and older. Figures 10 and 11 demonstrate where older adults live within the region and their access to paratransit service.

The growth in the region's older population is from both in-migration and aging in place. There has been an increase in the number of older adults moving to the region and as the region's once-young residents have aged, they are continuing to call Atlanta home. In a 2007 report conducted by the University of Georgia's Carl Vinson Institute entitled *Survey of Older Adults: Preferences, Practices, and Potential*, 84% own their homes in which they have lived in for 18 years or longer. Consistent with national surveys, the majority of older adults in the region continue to express a strong desire to remain in their homes as they age. The average number of years residents 55+ have lived in the region is 37 years.

The older adult population is growing in because people are living longer. Life expectancy has increased dramatically over the last century. From 1900 to 2003, life expectancy at birth rose from 48 to 75 for men and from 51 to 80 for women. For older adults who reach the age of 65, men are likely to live to age 82 and women are likely to live to age 85. More and more Americans will retire and can expect to live another 20 to 30 years. ARC forecasts show the older adult population 85+ will continue to grow at one of the fastest rates of any age group.

Figure 2-10: Density of Older Adults in the Atlanta Region

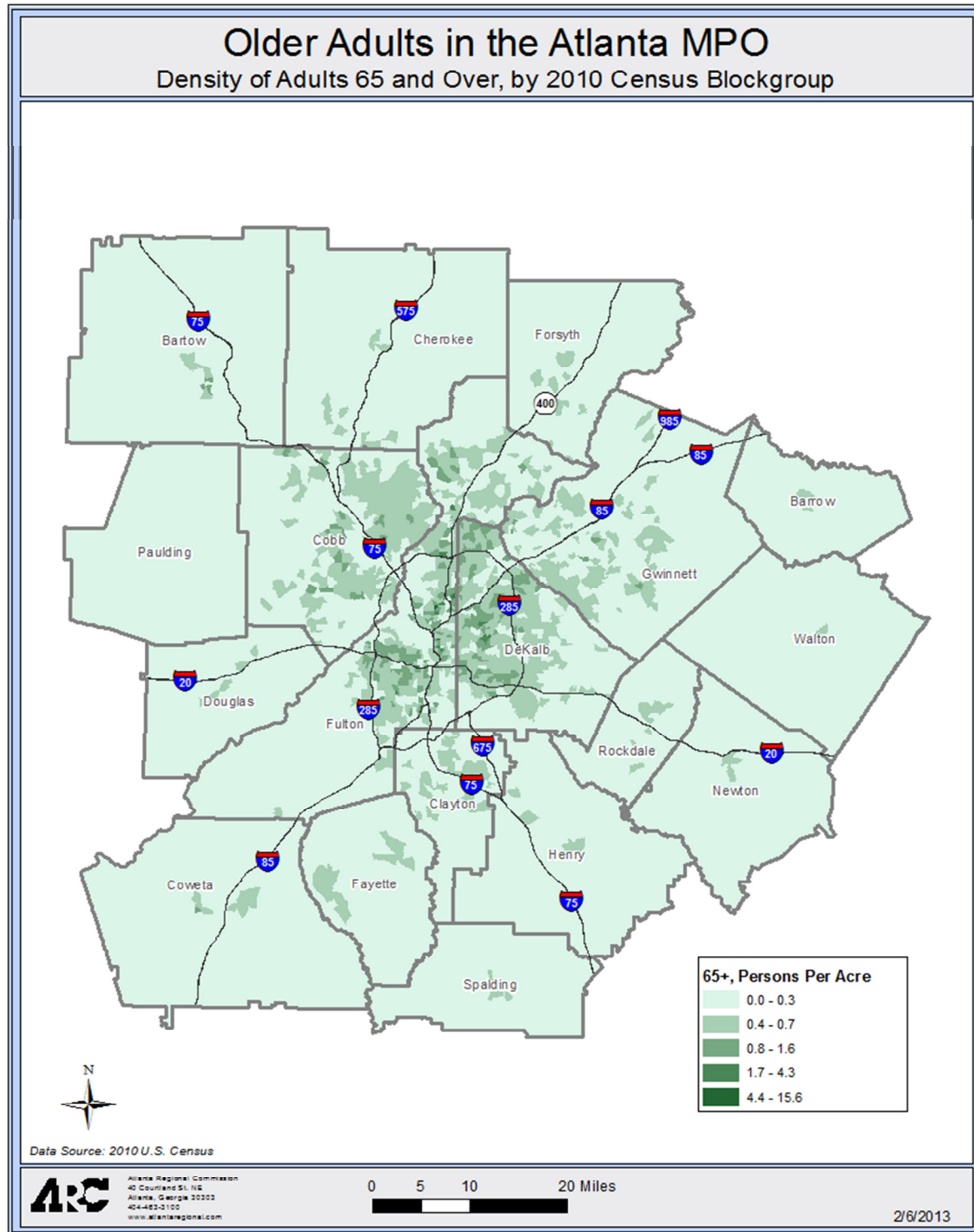


Figure 2-11: Density of Older Adults Compared to Local Bus and Paratransit Service Coverage

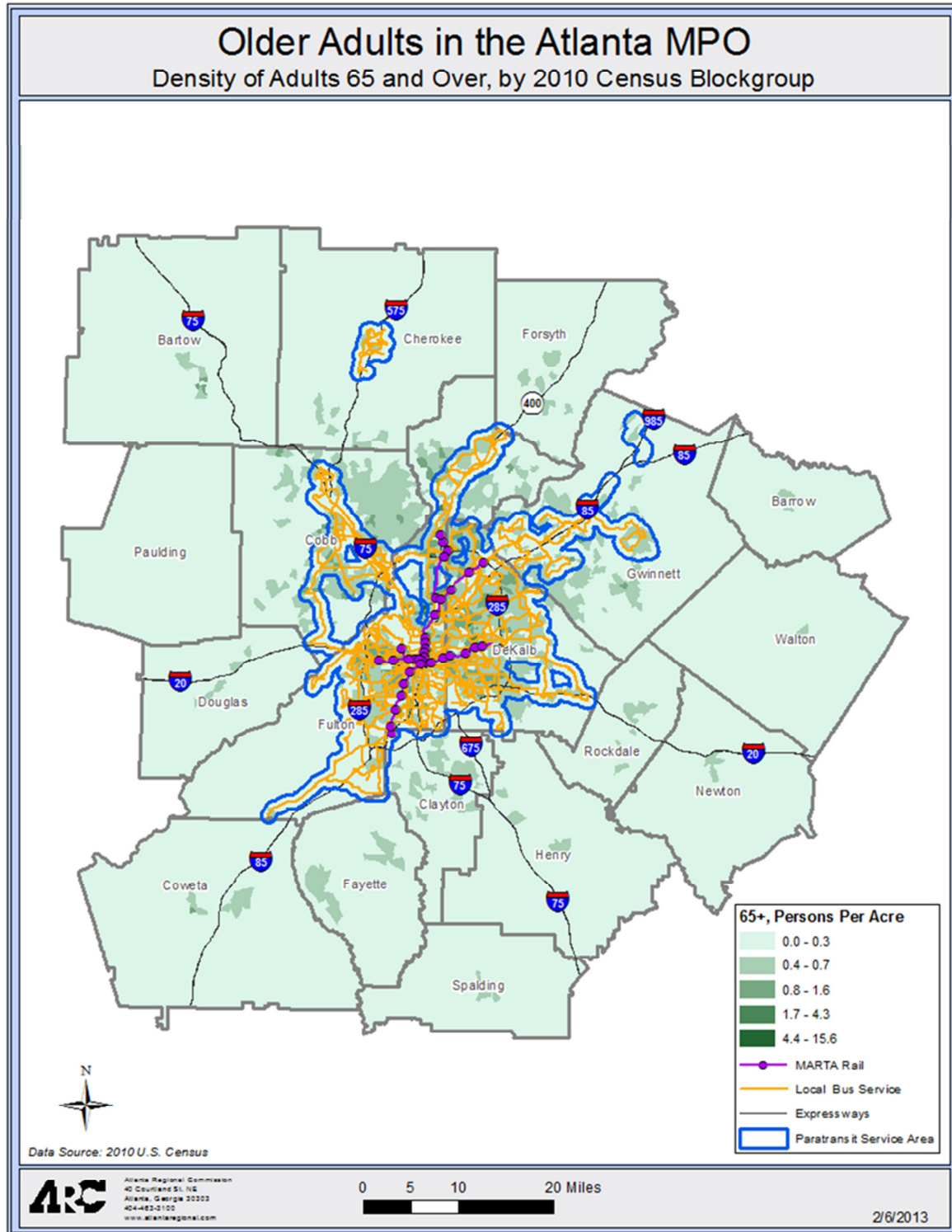


Figure 2-12 demonstrates the rapidity of this increase for the 20 county forecast area, while Figure 2-13 provides similar information for each county within the 10 counties for which ARC is the state-designated regional commission.

Figure 2-12: Percent Change in Population by Age Group for 20 County Forecast Area (2005 to 2040)

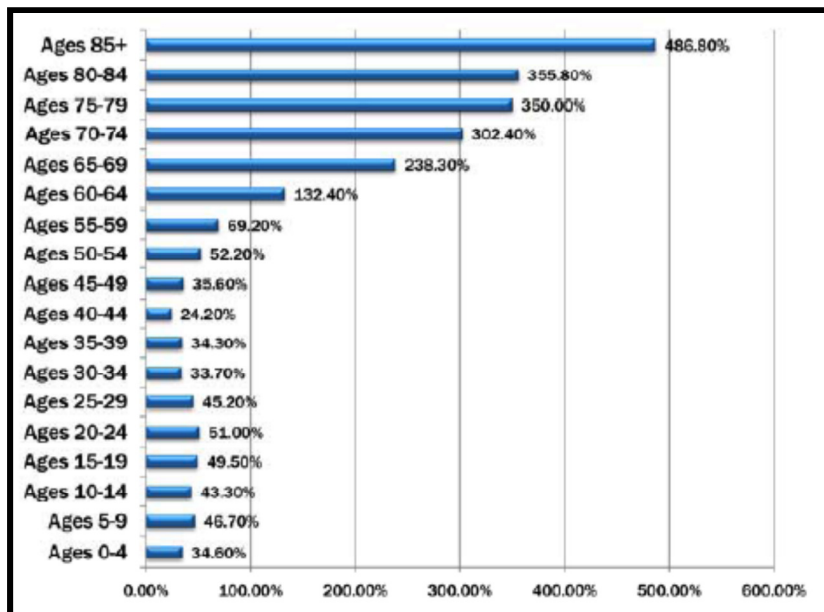
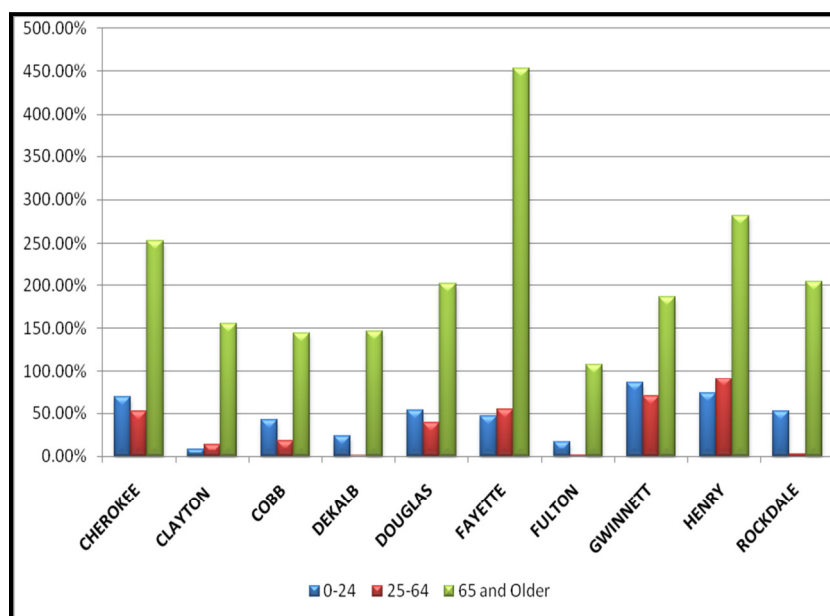


Figure 2-13: Percent Change in Population by Age Group for ARC Counties (2009-2040)



Source: Figures 12 & 13 ARC 2009

One-third of residents in the region over age 55 are employed and more than half reported that they plan to continue working in some capacity after retiring from their current jobs. However, many older adults that work live in areas that are not accessible or served by transit and jobs in the region that cater to older adults are much dispersed. The lack of public transit can make getting to a job difficult for an older adult who does not drive, even if it is only a short distance away. Figures 2-14 and 2-15 depict the spatial disconnect between where older workers live and where they work, demonstrating that the types and numbers of jobs meeting the skills of this segment of the workforce are widely dispersed.

Figure 2-14: Where Older Workers Live

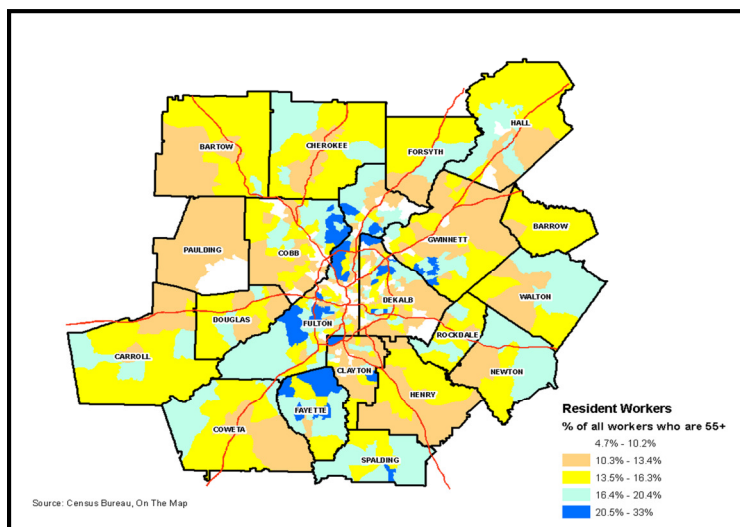
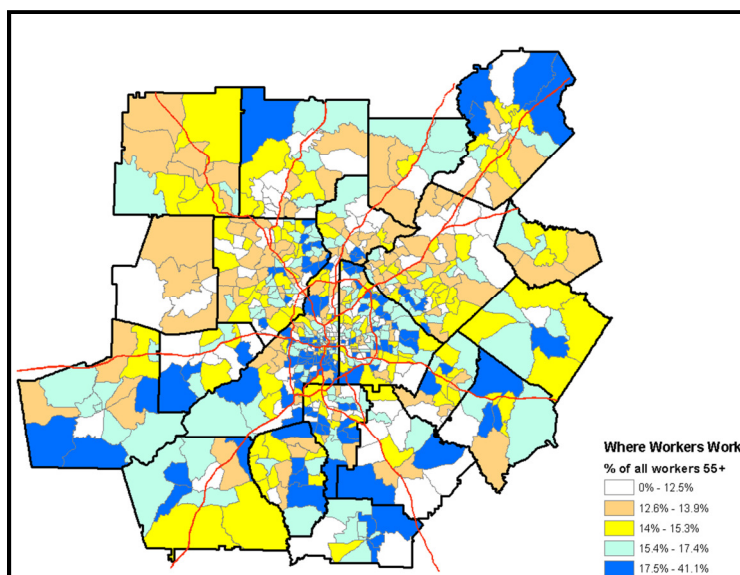


Figure 2-15: Where Older Workers Work



Source: Figures 14 & 15 Census Bureau, On The Map, 2006



Transportation Needs of Older Adults

The Carl Vinson Institute study found that 88% of the region's older adults, aged 55 and over, currently use their own vehicle as their primary mode of transportation while 12% are not driving at all and less than 4% use public transportation. These numbers vary across the region, age groups and income levels. Throughout the region, the survey indicated that in the future almost 57% of older adults expect to be driven by others when they can no longer drive, nearly 13% plan to take public transportation as their primary mode of transportation and over 20% do not know how they will expect to get around.

Although a high percentage of older adults 55 years and older drive their own vehicle, many in the region do not drive either due to personal preference, no access to a car, self-regulating out of concern for their safety or others, or can't drive due to cognitive, physical or other impairment. In 2004, it was estimated that 32% of older adults 65 and over did not have a personal vehicle. The number of older adults who depend on transportation options other than the personal vehicle is increasing as the older population increases, especially the fast growing 85+ population.

For those older adults who do not have access to a personal vehicle, a significant number are living alone, are low income, have a disability, and lack resources. In addition, a significant number of older adults are grandparents raising grandchildren, adding another level of need for transportation options. Transportation for older adults is about mobility, but more important, it determines connections to the community, quality of life, health and independence. Older adults are more likely to experience increased isolation and deteriorating and physical and mental health when they can no longer drive or do not have reliable or affordable transportation options.

Existing Transportation Services for Older Adults

ARC is the 10-county Area Agency on Aging (AAA) for the Atlanta region. As the AAA, ARC plans and provides a comprehensive array of services to address the needs of the region's older population, including transportation services. Four other AAAs covers the remainder of the 20 county MPO for aging services. Through the Older Americans Act Title III funds, AAAs contract with their counties to provide transportation for congregate meals to senior centers, non-emergency medical trips and grocery and other services. The Georgia Department of Transportation (GDOT) and Department of Human Services (DHS) coordinate transportation for both the public and for DHS clients in rural and urban counties, using FTA 5310 and 5311 funds. The Department of Community Health uses a brokerage system to deliver Medicaid transportation, through an array of providers, including public transit, to eligible Medicaid participants. Medicaid transportation providers may not always provide cross-jurisdictional



trips for Medicaid members and this is a major barrier for many older adults without other options for accessing medical care. Table 1 in Appendix (G) depicts the Human Services Transportation Systems participating in a coordinated brokerage system.

Public transit includes MARTA rail, fixed route and complimentary paratransit service for residents living in DeKalb, Fulton and the City of Atlanta. Cobb and Gwinnett Counties offer public fixed route transit and paratransit service but large areas of both counties are not served by transit. Other counties in the region offer public demand response and limited fixed route service and several of the counties in the 10-county region do not have any public transit.

A lack of public transit and alternative transportation options throughout the Atlanta region places significant strain on County Senior Services to provide transportation for older adults to senior centers for congregate meals and necessary medical and grocery shopping trips. The significant increase in the region's older adult population will continue to place great demands on local governments and non-profits to deliver adequate services unless the built environment and infrastructure is designed to support independent living and more efficient and affordable mobility options. Table 2 in Appendix (G) depicts the transportation services for older adults provided by the 10 counties included in the Atlanta Area Agency on Aging.

Demographic Profile - Persons with Low Income

Transportation is also a major barrier for persons with low income who live in the Atlanta region. Many low income persons may not own or can afford a personal vehicle to travel to and from where they need to go and therefore are dependent on public transportation and other transportation alternatives. The Atlanta region is currently home to about 800,000 people living at or below the poverty line, with another 500,000 within 150% of this line. The total of both represents over 24% of the region's total population. Note that the low income population demographics includes students, an older adult or a person with disabilities; therefore, the transportation needs of low income persons are often similar to other disadvantaged demographic groups. Figures 2-16 and 2-17 demonstrate where low income individuals live within the region and their access to fixed route transit service.

As was the case with the spatial disconnect between where older workers reside and where they work, low income workers face a similar challenge. Figure 2-18 shows that workers who earn less than \$1,200 per month are heavily concentrated south of I-20 in southwest Atlanta, southern Fulton County, southeast DeKalb County and northern Clayton County. However, as shown in Figure 2-19, jobs that pay less than \$1,200 are scattered throughout the region, a spatial pattern that presents considerable transportation challenges and costs to those earning the least. Many minimum wage and entry-level jobs are located in areas that inaccessible or not served by public transit.

Figure 2-16: Percent of Low Income Persons in the Atlanta Region

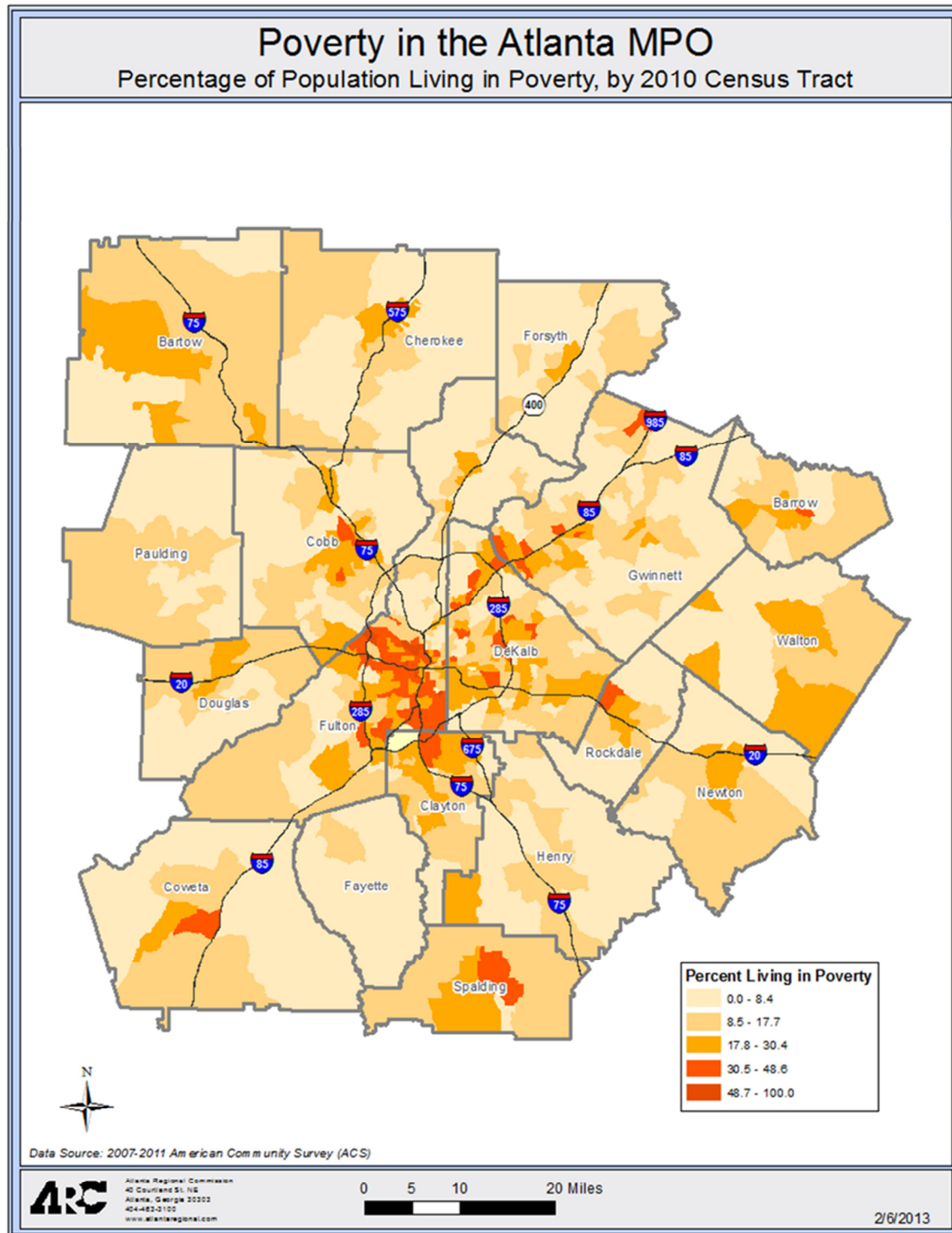
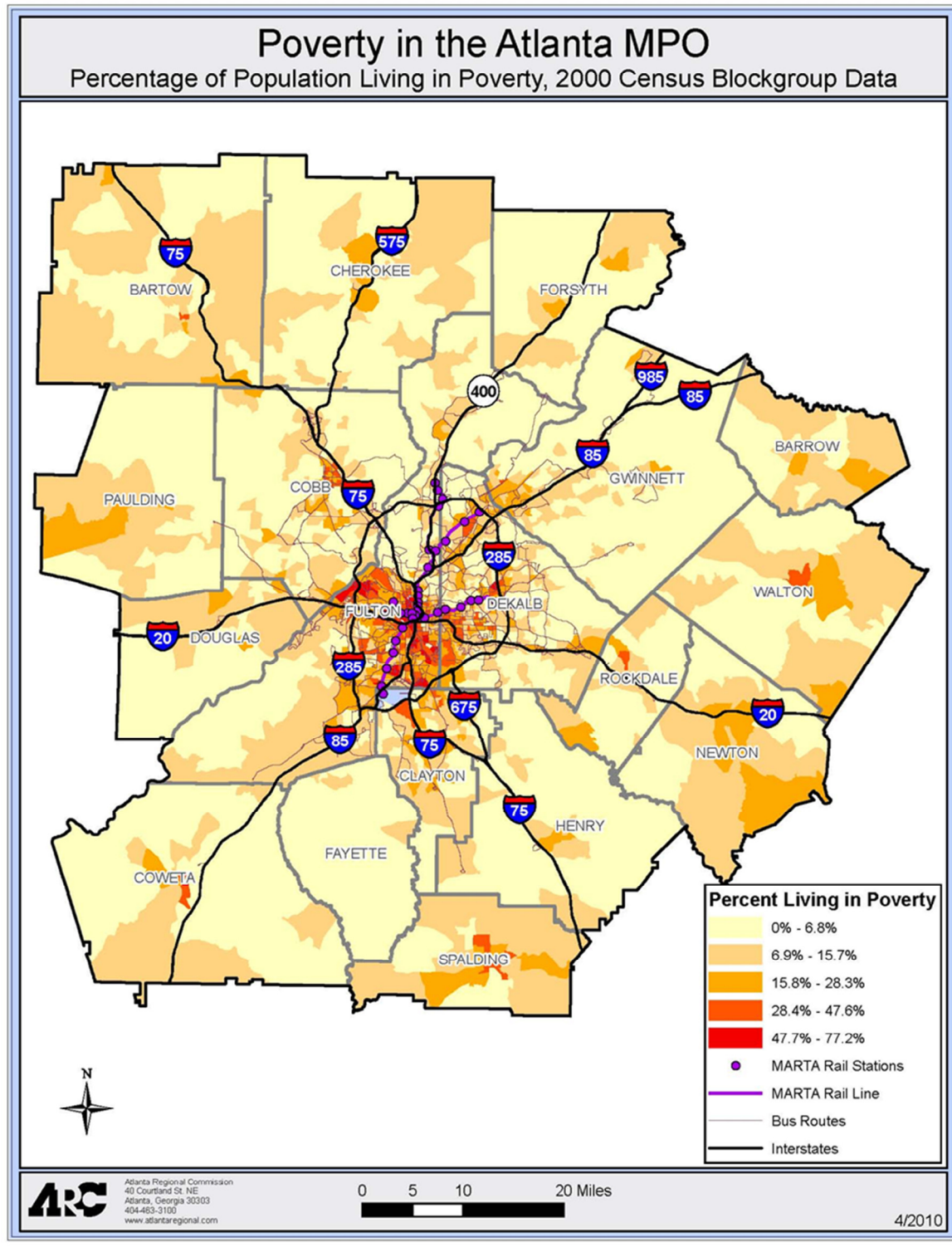


Figure 2-17: Percent of Low Income Persons Compared to Fixed Route Service Coverage





Transportation Needs of Persons with Low Income

Many low income households are often single parent households that require different travel patterns from other demographic groups to meet their daily needs. A single parent household that uses public transportation may need to make multiple stops before reaching their final destination. For example, a single mother in the morning may need to drop off a small child at the daycare before proceeding to work and would need a bus route that ran frequent enough to allow her to make it to work on time after dropping off her child. Also in the evening, this same single mother on her way home may need to stop by the grocery store and pick up her child from the daycare before the last bus stops running. Below is a list of some common transportation needs of low income individuals who live within the Atlanta region.

- Safe, affordable, and accessible public transportation options and alternatives
- Easy access to information on available options and resources
- Access to public transportation outside traditional peak service periods, including late nights and weekends, to accommodate part time jobs and 2nd and 3rd shift jobs
- Public transportation with sufficient headways and frequency
- Transportation infrastructure including sidewalks, bicycle paths / lanes, and pedestrian signals to facilitate access to transit services
- Adequate and accessible transit facilities including bus stops and bus shelters;
- Transportation to get to job training, job fairs, GED classes, learning institutions, and shopping centers;
- Transportation to community centers, health clinics, human service agencies, faith based facilities, and other social services; and
- Real time information about bus routes or rail service to minimize wasted time and ensure they can get to a job on time.

Existing Transportation Services for Persons with Low Income

Currently MARTA provides JARC routes and other public transportation, both fixed-route bus and rail services, in Fulton and DeKalb Counties as well as the City of Atlanta. Cobb Community Transit provides JARC routes and other public transportation, both fixed-route bus and express bus services, in Cobb County. Gwinnett Community Transit provides both fixed-route bus and express bus services in Gwinnett County. C-TRAN operated JARC routes and other public transportation, both fixed-route and express bus services, in Clayton County until services were terminated on March 31, 2010. However, GRTA will continue to run existing Xpress commuter bus service in the area. This will leave many low income individuals in Clayton County without access to non-peak transit services required for many of the job classifications they hold. Douglas Rideshare Program operates a rideshare and vanpool program within Douglas County. Cherokee, Coweta, and Henry Counties also provide demand response services.

Figure 2-18: Where Low Income Workers Live

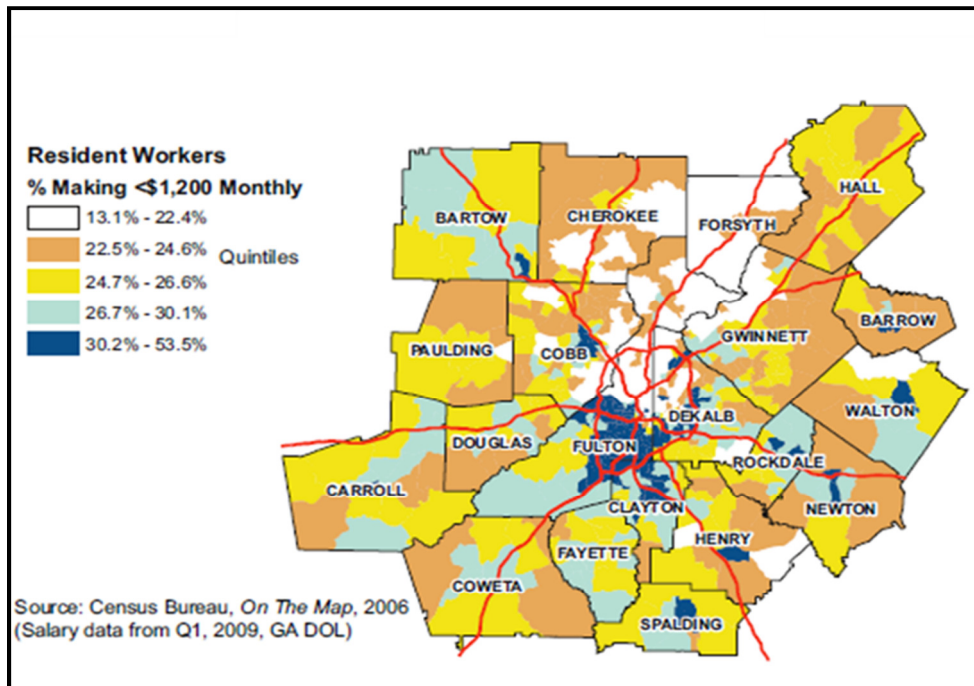
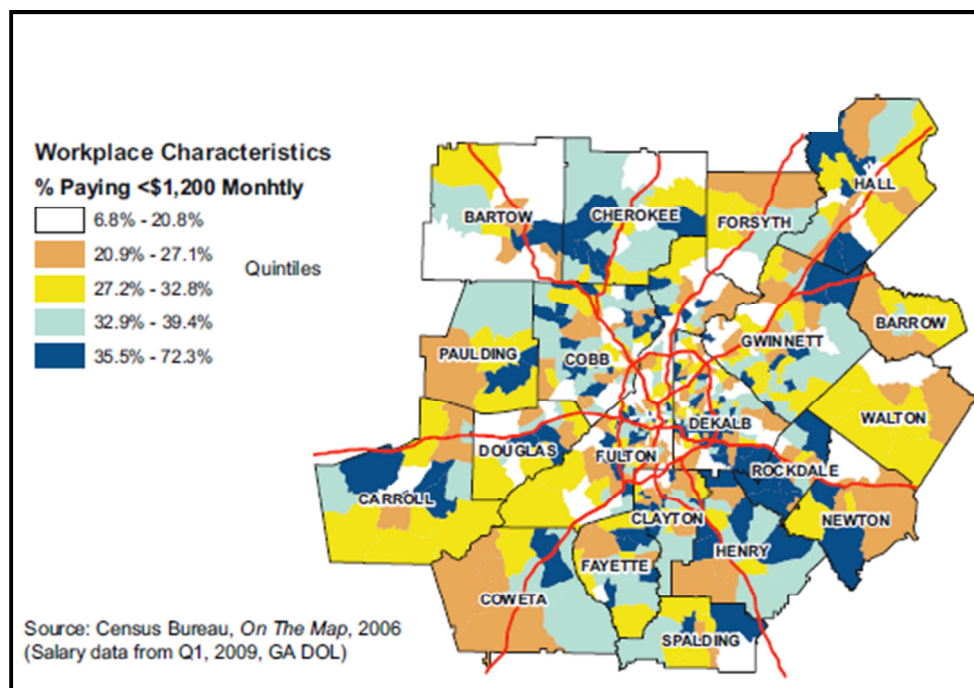


Figure 2-19: Where Low Income Workers Work





Other Demographic Profiles

Identified above are the three largest HST populations in the region; however, this is not an exhaustive list of individuals or groups who are considered to be transportation disadvantaged. It's important to acknowledge that other groups including young adults (non-driving students), school age children, and individuals with Limited English Proficiency, also often use HST and public transportation as their primary mobility option. Although young adults, school age children, and LEP individuals are all considered HST populations, at this time the plan update does not address their needs in detail. Instead, the transportation needs, existing options, and recommendations for these HST populations will be furthered explored and addressed in a subsequent update to the plan.

Coordination Gaps and Barriers

In summary, funding is just one variable that hinders coordination and implementation of HST initiatives in the region. There are several other important factors to consider. Through ARC's 2007 HST Summit and the Technology Feasibility Study, as well the HST Advisory Committee and HST public involvement process, there were seven common variables besides funding that were identified as being fundamental gaps or barriers to coordination in the region:

- Geographical boundaries / large and multi-jurisdictional region
- Individual agency and organizational restrictions
- Little or no incentive to coordinate
- Political vs. technical feasibility
- Lack of adequate infrastructure
- Lack of state coordination and support
- Other regional priorities (e.g., congestion)



Chapter 3 – Plan Development Process

In April 2010, ARC adopted the Coordinated Human Services Transportation Plan for the Atlanta region, in cooperation with regional partners and stakeholders. This plan not only documented the history of HST and the planning process, but also identified the needs of HST users and discussed the gaps and barriers to coordination. This plan also established HST goals, objectives, and evaluation criteria for the JARC and New Freedom competitive selection process. The competitive selection process for FY 2007-2009 JARC and New Freedom funding is also documented in the plan.

In an effort to streamline the overall long range transportation planning process in the region with the HST planning process and other coordination efforts, ARC is performing a limited technical update to the 2010 Coordinated plan to be in sync with the region's adopted 20+ year transportation plan known as PLAN 2040. In updating the 2010 Coordinated Plan, ARC did not start from scratch. Instead, ARC chose to update only portions of the plan including incorporating 2010 census data, principles, values, and recommendations of PLAN 2040, recommendations from the statewide Georgia HST Plan 2.0, key findings from the RHST Committee Report, and provided Implementation suggestions based on lessons learned and best practices. The HST Advisory Committee, described in Section 1 of this plan, was instrumental in identifying needs and deliberating potential recommendations. An HST peer plan review and literature review were also conducted to assist with plan update. Public involvement activities included focus groups, presentations, and an HST section of ARC's website. More information on the public involvement process can be found in Appendix (H).

HST Goals and Objectives

ARC utilized the original objectives and goals established by the HST Steering Committee during the development process of the interim plan. First, the committee established objectives designed to address the identified needs, gaps and barriers and make improvements to the existing HST system. Second, the committee created a mission statement, "Maximize the resources available for regional Human Services Transportation through coordination in planning, service delivery, and reporting." Finally, out of the mission statement evolved the region's four main HST goals and supporting objectives. These goals and objectives have been reviewed and affirmed by the existing HST Advisory Committee and remain the current goals and objectives for this HST plan update.

A Coordinated Plan for the Atlanta Region



Atlanta Region HST Goals

- Improve accessibility and mobility for the transportation disadvantaged.
- Improve customer services for HST users and providers.
- Improve cost effectiveness.
- Improve coordination.

Atlanta Region HST Objectives

- Education of HST services and coordination
- Coordination of HST programs throughout the region
- Increase quantity and quality of Human Services Transportation
- Marketing of coordinated HST services
- Utilization of Intelligent Transportation Systems (ITS) to better coordinate HST programs by:
 - On board vehicle communication equipment
 - Electronic fare collection (smart card technology)
 - Customer service center/support
 - Electronic bus routes/schedules
 - Automated routing and scheduling system (GIS based)
 - Real-time vehicle tracking (AVL)
 - Wireless communication system
 - Real-time traveler information
 - Automated reservation management
 - Vehicle arrival notifications system
 - Web-based and telephone based travel planners
 - Coordination among transit providers
- Provision of a range of mobility and cost options to users for HST services
- Movement of HST users efficiently

HST Peer Plan Review

An HST peer plan review was conducted to look at how other MPOs and JARC and New Freedom Designated Recipients are addressing the HST planning process and to learn about some of their best practices. Some of the identified best practices for HST will be discussed in further detail in the next section.

A Coordinated Plan for the Atlanta Region



Eight plans were chosen and reviewed:

- Hillsborough County Transportation Disadvantaged Service Plan
- Coordinated Human Services Transportation Plan for Charlotte-Mecklenburg
- Public Transit-Human Services Transportation Action Plan for Los Angeles County
- Coordinated Human Service Transportation Plan for the National Capital Region Governments
- Regional Coordinated Human Services Transportation Plan for New Jersey
- Coordinated Public Transit-Human Services Transportation Plan for Long Island, New York
- Improving Access to Opportunities in the Delaware Valley Region Plan
- Coordinated Transit-Human Services Transportation Plan for Seattle, Washington

Common approaches among the eight HST peer plans were the formation of HST advisory committees or councils to help guide the planning process, to establish HST goals and objectives, and to establish JARC and New Freedom project priorities. Other common approaches included utilizing workshops, interviews, and focus group to help identify the needs, gaps, and barriers of HST groups. In addition, most of the peer plans incorporated an action plan in order to improve HST coordination and implement projects.

A fact sheet was prepared summarizing what was learned from the review of each of the above plans. These fact sheets, contained in Appendix (I), include the name of the agency responsible for preparing the HST plan, its website address, background information on the agency's organizational structure and its relevance as a peer to the Atlanta region, and a short list of the plan development process, key findings and recommendations.

Literature Review

A key starting point for updating the interim plan was looking at and assessing existing conditions in the region. By reviewing existing plans and studies, it was possible to ascertain the past and current environment of HST in the region. This section highlights a few relevant regional studies, plans, and initiatives reviewed during this process.

Georgia's Statewide Human Services Transportation Plan 2.0

The Georgia Department of Transportation (DOT) initiated the Georgia Human Services Transportation Plan 2.0 in 2010 to build upon concepts identified in the 2007 plan. The purpose was to identify opportunities to enhance statewide, regional, and local opportunities to coordinate the delivery of human services transportation for the benefit of all transportation

A Coordinated Plan for the Atlanta Region



providers, and most importantly, consumers of rural and human services transportation (RHST) delivery in Georgia.

Beginning in spring 2010 and continuing through March 2012, the Georgia Department of Transportation worked with the Department of Human Services (DHS) and Department of Community Health (DCH) to update the State's Coordinated Rural and Human Services Transportation (RHST) Plan. This effort involved assessing the current extent of coordinated RHST efforts within Georgia and identifying ways to serve more trips across the state by improving efficiency, reducing redundancy, and leveraging new funding opportunities. Throughout the course of these activities, Georgia DOT has worked with the 12 regional commissions, including the ARC. A case study to document the HST needs and coordination efforts in the Atlanta region is included in the statewide Plan 2.0.

The goals of the Georgia Human Services Transportation Plan 2.0 were established early in the study process and include the following:

- Assess current coordinated RHST efforts within Georgia
- Identify ways to improve transportation coordination for persons with special mobility needs
- Learn from best practices and model programs across the country
- Develop and evaluate regional RHST model alternatives
- Identify pilot projects to test coordination strategies

As part of this 2.0 update, Georgia DOT also conducted a series of workshops to determine the existing RHST services, as well as RHST needs, for each region. As a result of the workshops, Georgia DOT identified three areas of key opportunities to address the HST needs throughout the state. These opportunities include:

- Service Delivery
 - Centralizing scheduling and technologies
 - Incorporating a Mobility Management program
 - Sharing resources to increase efficiency
- Administration
 - Streamlined reporting and procedures
 - Standardization of maintenance requirements
 - Simplification of vehicle purchase/procurement process
 - Development of a cost allocation model



- Funding
 - Standardize eligibility determination at the state level
 - Pool capital funding sources across regions
 - Leverage dollars for maximum benefit to providers and users

As a result of the statewide HST needs assessment, regional workshops, and coordination with the RHST committee, the 2.0 plan update recommends the implementation of Mobility Management at both the state and regional levels. The state defines mobility management as a strategic approach that designates a dedicated resource (Mobility Manager) to focus on identifying and implementing coordination principals and strategies that enhance and improve efficiency and levels of service. GDOT has also launched three mobility management pilot projects across the state partnering with three regional commissions, including Middle Georgia Regional Commission, River Valley Regional Commission, and Three Rivers Regional Commission.

Additional information:

<http://www.dot.state.ga.us/localgovernment/intermodalprograms/transit/Pages/RHST.aspx>

Georgia Coordinating Council for Rural and Human Services Transportation

In 2010 the General Assembly tasked the Governor's Development Council (GDC) with evaluating the existing conditions of Rural and Human Service Transportation (RHST) coordination in Georgia and making annual recommendations on ways to improve coordination practices. The annual report will identify methods to increase cost-effectiveness of HST service delivery statewide, while maintaining or improving levels of service. The annual report is developed with assistance from the RHST Advisory Subcommittee and is delivered to the Governor's Office of Planning and Budget and the General Assembly. The RHST Committee is required to report on the following eight areas.

- RHST funding programs (costs & overlap)
- Methods to share, combine, & consolidate resources/programs in order to reduce costs
- Current state of coordination
- Technology deployment (route scheduling)
- Federal funding limitations
- HST program interaction w/public transit
- Cost sharing opportunities
- Additional ways to reduce costs (e.g., privatization)



2012 Annual Report Key Findings

- The number of Georgians who rely upon RHST services is expected to grow three times faster than the general population.
- If no cost efficiency improvements are made, a 63% increase in funding will be needed by 2030 to satisfy the expected increase in demand.
- The Big 3 agencies have successfully coordinated services at the local level in parts of the State, yet additional coordination is possible as separate delivery systems exist.
- Cost efficiencies are greater in more coordinated areas, including Florida, North Carolina and Southwest Georgia.
- Cost efficiencies are possible through "resource bundling" - directing some or most funds to a coordinating entity.
- Georgia has room for additional resource bundling.
- Currently there is no single entity/person responsible for implementing recommendations.

2012 Report Key Recommendations

- Pursue resource bundling to streamline delivery and increase cost efficiencies while maintaining provider competition.
 - *Option 1: Statewide bundling via a single state entity*
 - Greatest potential for cost efficiencies, most difficult to implement
 - *Option 2: Local bundling via a county or regional coordinator*
 - Maintain funding at each of Big 3, work together via MOU
 - Bundling occurs in select pilot counties or regions
 - Fewer cost efficiencies likely, easier to implement
 - *Option 3: Incremental bundling at state or local level*
 - Bundle two of the Big 3 at state or local level
 - Fewer cost efficiencies likely, easier to implement
 - *Option 4: Policies/planning initiatives to encourage bundling*
 - Least cost efficiencies likely, easiest to implement



- Improve data reporting & analysis to better manage the system.
 - Establish uniform statewide data reporting
 - Collect critical additional data (e.g., miles, extent of bundling) that allow effective evaluation of the system
- Establish state mobility manager.
 - To implement recommendations (e.g. bundling, data)
 - To oversee additional coordination projects
 - To provide coordination expertise critical to evaluating current and future coordination

Additional information: <http://www.grta.org/rhst1.php>

Regional On-Board Transit Survey (2009-2010)

ARC and its partners completed the 2009-2010 Regional On-Board Transit Survey in January 2010. With 50,000 respondents (approximately 10 percent of the region's transit ridership), it is the largest survey of its kind in the United States. The survey evaluated the travel patterns and demographics of riders living in 20 different counties and riding at various times of day on the region's seven transit operators:

- Cherokee Area Transportation System (CATS)
- Cobb Community Transit (CCT)
- Clayton County Transit (C-TRAN, no longer in service)
- Gwinnett County Transit (GCT)
- GRTA Xpress Bus
- Hall Area Transit (HAT)
- Metropolitan Atlanta Rapid Transit Authority (MARTA)

The regional transit system provides residents, commuters, and visitors with alternative travel options. For many disadvantaged populations in the region, public transit is their only accessible and affordable mobility option. Transit also plays a major role in alleviating congestion, improving the region's air quality, providing access to jobs, social resources, and other quality of life trips. Over \$100 million is included in the FY 2012-2017 Transportation Improvement Plan to begin transit expansion, including design and purchasing right of way for the Atlanta Multimodal Passenger Terminal.



Beginning in fall 2009 through the first quarter of 2010, the ARC, in partnership with GDOT, GRTA, and MARTA, conducted a regional On Board Transit Survey. The purpose of this \$2,000,000 initiative was to obtain a statistically valid sample of transit riders in the 20-county metro Atlanta area in order to update the region's travel demand model and to satisfy FTA's New Starts program requirements.

The established goal for the regional On Board Transit Survey was to collect 10% of completed surveys from the region's total transit boardings. This goal was accomplished. Six transit operators were surveyed, including MARTA, CCT, GRTA, CAT, HAT, Emory, and C-Tran (which is no longer operating service in the region). The results of the survey showed that public transit is vital not only to Atlanta's mobility, economy, and global competitiveness, but also is essential to successfully building a sustainable region. The survey also validates the need to further expand public transportation throughout the region to create a more seamless system that will provide more mobility options and connect people with where they need and want to go.

Key findings emerging from the On Board Transit Survey are identified below.

- Over 40% of riders reported they did not own or have access to a car. These individuals are considered transit dependent.
- Three out of four riders reported being employed and use transit to get to work.
- Ten percent of transit riders reported being age 55 or older. As the 65 and older population in the Atlanta region continues to rapidly grow, providing affordable and accessible mobility options for older adults who no longer can drive or choose not to drive will be important.
- 70% of transit riders reported having an annual household income of less than \$40,000.
- Three out of four persons reported walking to transit.
- Over 30% of transit riders are students.
- Approximately 71% of transit riders are African American and 7% are Hispanic.
- 29% of transit riders reported not having a driver's license.

Additional information:

<http://www.atlantaregional.com/transportation/travel-demand-model/on-board-transit-survey>

PLAN 2040

Plan 2040 is the metro Atlanta area's long range plan for land use development and transportation needs. It guides the growth for metro Atlanta through the year 2040 and addresses not only land use and transportation issues, but environmental, economic, housing and human services challenges as well. The goals, principles, and objectives of Plan 2040 have



been discussed in detail earlier in this document. One of the main recommendations of Plan 2040 for HST is for the region to implement mobility management strategies. Mobility Management is discussed in more detail below.

Additional information: <http://www.atlantaregional.com/transportation/plan-2040>

TMCC Concept of Operations and Implementation Plan

In response to the need for coordinated HST planning, ARC applied for a grant from USDOT to plan, design, and provide implementation details for a Transportation Management Coordination Center (TMCC). In 2007, ARC became one of eight recipients in the United States to be selected to participate in the U.S. DOT Federal Transit Administration's grant program entitled "Demonstration of Enhanced Human Service Transportation Models: Phase 1 System Development and Design." This grant, for the first time, brought together two national initiatives: Mobility Services for All Americans and United We Ride. ARC received \$400,000 in grant funds, for which a \$100,000 match was required.

The purpose of this grant was to look at ways technology could be utilized to improve HST coordination and service delivery and provide the U.S. DOT with a deployment-ready replicable and scalable model. This model TMCC, when implemented, would elevate the region's ability to streamline, integrate, and coordinate human service transportation to meet the needs of users and providers. Through this process, an inventory of HST services and providers was conducted, as well as a regional needs assessment.

The purpose of the Atlanta region's TMCC concept is to provide a "one stop shop" for regional HST users, human services agencies, and transportation providers. The TMCC would allow HST stakeholders to share information, to coordinate transportation services, and to integrate vehicle and service delivery activities, thus allowing for an enhanced experience for the HST users. ARC, along with the Technical Advisory Committee and other HST stakeholders, identified and translated the regional HST needs into five core goals for the TMCC model:

- Increase Access to Information for Users
- Streamline Customer Referral to Service Providers
- Enhance Quality of Customer's Experience
- Improve Cost-Effectiveness and Increase Efficiency
- Increase Capacity and Coverage to Meet Future Demands for Ridership

A schematic of the recommended TMCC concept resulting from this initiative can be found on page 3-18 of the document contained in Appendix (A).



During the development of the TMCC concept, ARC determined that a full-scale TMCC design to meet all the goals and objectives was not feasible at this time. The barriers to full scale deployment in the short term included financial constraints, programmatic barriers, and HST system fragmentation. Therefore, ARC developed a short-term feasible Concept of Operations.

The feasible TMCC concept included three subsystems: 1) the creation of a central repository of transportation service information, customer data, and service provider information; 2) a technology to support coordinated ADA paratransit services; and 3) a single card fare payment for all ADA paratransit providers. With this 3-tiered TMCC concept model, a number of benefits would be realized. Customers would have access to HST service information and would be able to make trip requests. The participating agencies and providers would have electronic access to the transportation subsystems. The TMCC also would track customer, provider, and program eligibility in order to provide trip cost and payment allocations and track provider performance metrics so that system efficiency could be determined and problems addressed.

A variety of benefits associated with the TMCC Concept is documented in the TMCC final report in Appendix (A). The expected benefits include improved customer service and ease of access to important and accurate information. In addition, the TMCC would improve the trip request process for both clients and providers, and would increase availability of data on trips for providers to conduct planning and schedule/route improvements. Finally, it would provide a foundational platform for additional coordination activities as they become implementable.

Additional benefits that would be obtained from the TMCC in a mid-range timeframe include: 1) the creation of a central repository of transportation service information, customer data, and service provider information; 2) a technology to support coordinated ADA paratransit services; and 3) single-card fare payment for all ADA paratransit providers. Customers would have access to HST service information and would be able to make trip requests. The participating agencies and providers would have electronic access to the transportation subsystems. The TMCC also would track customer, provider, and program eligibility in order to provide trip cost and payment allocations and track provider performance metrics so that system efficiency could be determined and problems addressed.

Ultimately, the TMCC would provide further benefits, such as: 1) improving multijurisdictional coordination; 2) improving communications and information sharing among agencies; 3) disseminating real-time travel information, including real-time vehicle tracking; 4) improving cost-effectiveness of HST; and 5) greatly improving customer service.



Concept 3 Transit Vision

In 2004 and 2005, ARC conducted the Regional Transit Institutional Analysis (RTIA). The key purpose of the study was to examine how to organize the Atlanta region to plan, build, fund, and operate transit service and to recommend strategies to provide a more cohesive regional transit system. Several key challenges that were noted included:

- Lack of service coordination
- Lack of standard fare and schedule
- Lack of funding from all levels of government

A key RTIA recommendation was to establish an entity to move the Atlanta region towards a seamless regional transit system by bringing all constituents and key decision-makers to the table. Through joint partnership with the transit agencies, cities, and counties in the region, the Transit Planning Board (TPB) was formed to accomplish the following initial goals:

- Advocate for additional regional transit funding
- Oversee an integration of fares, marketing, and customer information
- Improve regional service coordination
- Develop and evaluate a regional transit plan
- Begin to measure system performance
- Perform the necessary planning, financial analysis, and public outreach to begin seeking additional funding sources.

The TPB was established in 2006 with the goal to create and maintain a seamless, regional transit system for the metro Atlanta region. Concept 3 is the result of the planning work of the TPB and is the adopted conceptual regional transit plan and vision for the Atlanta region. Concept 3 proposes the following mix of transit services:

- MARTA heavy rail extensions
- Light Rail Transit (LRT) and/or streetcar lines
- Commuter rail lines
- High capacity (freeway) BRT lines
- Arterial rapid transit service
- Express and intercity regional service
- Expanded local and activity center service

Additional information: <http://www.transitboard.org/concept3>



Concept 3 provides choices for all lifestyles, from all parts of the regions, and in all densities. It documents that the Atlanta region has struggled for over fifty years with the role of transit and during this time the region has grown significantly in population and employment. The initiative also reports that despite good planning, transit remains an underutilized and underinvested part of the region's mobility picture. The implementation of Concept 3 is one of the key factors in establishing adequate infrastructure to build a truly regional transit system that will take people where they need and want to go.

The work of implementing the vision developed by TPB has since passed on to the Regional Transit Committee (RTC), a standing policy committee of ARC.

ARC's Area Plan on Aging

As the Area Agency on Aging (AAA), the Atlanta Regional Commission (ARC) plans and provides comprehensive services to address the needs of the region's older population. The Atlanta region's Area Plan on Aging is carried out through contracts with 10 county-based aging programs and 11 specialized agencies to provide a continuum of home and community-based services. Older citizens and their families are provided many options, including information and referral services, case management, transportation, home-delivered meals, senior centers, legal services and more through this network of care. Recognizing that funding for the Area Plan services will not keep pace with demand, Atlanta's Area Agency on Aging is promoting human services transportation coordination along with other Lifelong Communities goals to ensure that the region is a place where individuals can live independently, for as long as possible, no matter their age or ability.

Additional information: <http://www.atlantaregional.com/aging-resources/programs>

National Best Practices

There is much that can be learned from reviewing other successful programs from around the nation. While they may not be directly transferable to any particular jurisdiction or program in our region or state, valuable insight can be gained into how HST challenges are being creatively addressed elsewhere.

Florida's Coordinated Community Transportation Program

Florida state law requires coordination, establishes an independent commission to oversee the coordination process, and provides funding. Transportation coordination in Florida began back in 1979. Florida's program provides for substantial local discretion and latitude, with extensive state and local planning and oversight. Federal, state, and local transportation funds are

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funneled through a Community Transportation Coordinator (CTC) in each of Florida's 67 counties. State law authorizes the CTC to provide transportation directly, to contract for services with one or multiple providers, or to dispatch and broker services of other organizations.

Additional Information: www.cfrpc.org/prtda.html and www.dot.state.fl.us/ctd/

Pennsylvania's Free Transit and Shared-Ride Programs for Seniors

Pennsylvania coordinates transportation at the state level through cooperative efforts and communication between state agencies and by generating and providing substantial state funding for specialized transportation. Local public transit authorities and other agencies offer trips. Pennsylvania's combination of funding, coordination, and local control exceeds that found in most states.

The state pays for two special transportation programs for older citizens: 1) the Free Transit Program for Seniors and, 2) the Shared-Ride Program for Seniors. Established in 1973 and 1980, both programs are funded through the Pennsylvania State Lottery. Together, these two programs fund transportation for older persons through the public transportation system in the state's 67 counties. These programs involve substantial coordination between the state Department of Transportation, the Department of Aging, seven other state agencies, local governments, and local public transportation operators. Working together, these entities have minimized duplication, overlap, and have maximized the cost-effectiveness of specialized transportation services.

Additional information: www.dot.state.pa.us/

Central New York Regional Transportation Authority

The Central New York Regional Transportation Authority in Syracuse, New York operates a one-stop mobility management center that offers individualized trip planning and referral to transit bus pass programs and car repair and procurement programs.

Additional information: www.centro.org

San Diego Association of Governments

The San Diego Association of Governments (SANDAG) manages an interactive website that offers comprehensive information on public and private specialized transportation services available to older adults and persons with disabilities.



Additional information: www.sandag.org

Cape Cod Regional Transit Authority

Cape Cod Regional Transit Authority (CCRTA), in Cape Cod, Massachusetts has provided both fixed-route and general public dial-a-ride service since the late 1970s. About a third of Cape Cod's population is older adults. In 1980, CCRTA was one of the first transit systems to deploy a computer-assisted scheduling and dispatching and has since upgraded its hardware and software platforms with additional ITS components such as AVL and GIS. Since 1999, both their fixed-route and paratransit data communications have used the same infrastructure.

CCRTA coordinates transportation services using a mobility management model. All rides are assigned by the operations center using the custom-built CCRTA routing and scheduling software. CCRTA has been successful in moving the majority of their Medicaid trips from single-ride taxis to less expensive shared-ride public paratransit trips by using its scheduling software to analyze the location of origins and destinations of their client's trips.

Additional information: www.capecodtransit.org

Ventura County Transportation Commission

The Ventura County Transportation Commission (VCTC), in Ventura, California administers a multimodal, multipurpose transportation program. VCTC is both a brokerage and a transit agency. In its role as a brokerage, VCTC coordinates with both public and private local area transportation services of all modes, including bus, rail, air, and even bicycle. VCTC also coordinates with other organizations that broker activities such as rideshare programs.

In its role as a transit agency, VCTC operates VISTA, an intercity system consisting of twenty fixed-route buses, which connect cities in three counties. VCTC also operates thirteen vans, which are used to provide general public dial-a-ride service to rural areas and low-income communities. VCTC coordinates with five municipal transit providers operating 113 buses in the county. All vehicles are wheelchair-accessible, and paratransit dial-a-ride service exists within each city. VCTC also has travel planner software that can be accessed by telephone or over the internet. Individuals are able to plan a trip from beginning to end through the travel planner and receive a personalized trip itinerary.

Additional information: www.goventura.org



Regional Best Practices

There are also numerous efforts already in place within the Atlanta region that could offer insight across jurisdictions and agencies on how to better manage the transportation needs of HST populations.

Voucher Programs

Currently there are several successful voucher programs operated throughout the Atlanta region that assist older adults and persons with disabilities in obtaining transportation services including Fayette Senior Services, disABILITY Link, Cobb Senior Voucher Program, Fayette Senior Services, Rockdale County, Gwinnett Senior Services, DeKalb Senior Voucher Program and the City of East Point's TREP Program. Voucher programs empower the individual to make their own choice about the mode of transportation they will use.

More information: www.fayss.org, www.disabilitylink.org, <http://seniors.cobbcountyga.gov>, www.co.dekalb.ga.us/humanserv/hs-senior-services.html, and www.eastpointcity.org

Mobility Management

Mobility Management (MM) was a key PLAN 2040 strategy identified to enhance mobility options for persons with disabilities, older adults, and low income individuals living in the region. Mobility Management is a concept and best practice being used throughout the United States and can be defined in several different ways. In the Atlanta region, mobility management can be best described as a strategic systematic approach to managing transportation demand based on the individual customer's need. Innovative mobility management strategies can be implemented and carried out in a variety of ways and can be tailored to meet any community's needs.

PLAN 2040 includes funding to conduct a regional study to examine the feasibility of implementing a mobility management call center strategy. Regional stakeholders indicated this action would help improve the delivery of services to the region's transportation disadvantaged. Depending on the results of this study, additional funding may be allocated in future RTPs and TIPs to support this objective.

PLAN 2040 also includes the following as the region's main objectives for mobility management:



- Improve transportation options for the public, particularly low-income, elderly and disabled populations.
- Reduce confusion about what transportation options are available by consolidating transportation information in one centralized location.
- Improve coordination among all transportation service providers, enhancing commitments to delivering service.
- Through coordination, provide cost-effective delivery of service, benefiting both customers and transportation providers.

Since the 2008 Feasibility Study, ARC has continued regional conversations about the need to centralize HST information, referral, scheduling, dispatching, and trip planning through the HST Advisory Committee and Regional Transit Committee (RTC). Early in 2012, ARC internal staff across divisions collaborated to develop a need, problem, and vision statement for regional mobility management, all of which was vetted through the region's HST Advisory Committee. ARC, with support from members of the HST Advisory Committee, has also hired a regional mobility manager. This is a 2-year position funded with FY 2011 New Freedom grant funding. The need, problem, and vision statements for regional mobility management are as follows:

- **Need Statement** - Individuals in the region need safe, affordable and reliable transportation to access jobs, education, healthcare, and other quality of life activities, especially persons with disabilities, older adults, those with limited income and individuals without a car.
- **Problem Statement** - The Atlanta Urbanized Area (UZA) lacks the multimodal infrastructure and coordinated delivery system to provide adequate transportation services and options to all residents in a cost efficient manner.
- **Vision statement** - To enhance the mobility of all residents and visitors in the region by helping people navigate the array of transportation services in the region offered by public, private, and non-profit providers.

More information: <http://www.atlantaregional.com/transportation/mobility-management>

Cobb County has successfully hired a Mobility Manager in response to recommendations from their Senior Services Ten-Year Master Plan and Senior Transportation Study. Using mobility management concepts, the county has engaged in several coordination efforts across state, county, and local agencies and have implemented initiatives such as a Transit Provider Directory, Customer Information Brochure and a Guaranteed Paratransit Transfer Program.

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More information: <http://seniors.cobbcountyga.gov/>

Travel Training

Travel Training can be a successful tool to reduce the demand on paratransit services. Depending upon a person's ability, they may be capable of utilizing regular fixed-route services. Often, persons with disabilities and older adults do not use regular fixed-route services because they do not know how to navigate the system. disABILITY LINK currently runs a successful travel-training program, as does the Center for the Visually Impaired. Cobb County has also successfully implemented a travel training program known as "Get on the Bus Gus" and MARTA has recently completed phase I development of their travel training program utilizing New Freedom grant funds.

More information: www.disabilitylink.org and www.cviga.org and <http://dot.cobbcountyga.gov/cct/how.htm>

Information and Referral

Both the Atlanta region's Area Agency on Aging (AAA) and the United Way operate successful coordinated information and referral systems. The AAA's system is a 24/7 operations and assist older adults and persons with disabilities within their 10-County region. The United Way's system is also 24/7 and assists all persons in need.

ARC, as the AAA for the 10-county Atlanta region, created the ESP (Enhanced Services Program) database in 1996. ESP is Georgia's first and only statewide comprehensive database of aging and long-term care services for older adults and persons with disabilities. The database contains detailed information on more than 23,000 services and programs. The database includes fee-for-service options, public benefits and nonprofit agency resources. The system lists 194 categories including transportation services and licensed providers.

The database is the backbone of Georgia's Gateway Information and Referral Network and is available free of charge to all AAA's in Georgia. Subscribers include local hospitals; Medicare managed care plans and several nonprofit agencies. Currently, more than 31 organizations have access to this database. It is updated on a regular basis by 15 specialists throughout the state to provide consumers with the most current information.

More information: www.georgiaservicesforseniors.org and www.unitedwayatlanta.org



Cobb County Senior Transportation Study

In September 2007, Cobb County completed a senior transportation study that focused on the senior transportation needs and mobility options for Cobb County. It is estimated that by 2015, residents over age 55 are anticipated to reach nearly 93,000, representing 11 percent of the Cobb County's population. It is also estimated that by year 2030, the senior adult population in Cobb County is anticipated to double, representing 20 percent of the total population of the County.

There are two primary transit providers in Cobb County: Cobb Community Transit (CCT) and Cobb Senior Services (CSS). The Department of Transportation operates CCT, a system of 20 fixed-routes, including four express routes that link communities in Cobb with the larger public transportation network of services in the greater Atlanta region. CSS transportation operates thirty-nine cutaway-center isle vehicles and provides both fixed-route and demand response services that offer access to senior and neighborhood centers, as well as medical and some shopping trips. CSS also provides door-through-door service, which is a necessity for seniors with disabilities. CSS transportation is funded from a variety of sources, including Title 3, Social Service Block Grants, County Based Service Grants, Cobb County resources and farebox revenue.

Cobb Senior Services also completed a ten-year master plan that addresses the aging services and needs in Cobb County, including transportation. This plan documents that transportation is the most requested service through their information and referral line, and states that this need continues to grow every year. In 2005, CSS provided 74,727 one-way trips, an increase of 28% over the number of one-way trips provided in 2002. Also in 2005, a waiting list for demand/response transportation was put into effect because of the growing demand. Currently, appointments for CSS transportation must be scheduled an average three weeks in advance. The plan emphasizes that the lack of available transportation causes a severe hardship for seniors who cannot afford private transport for essential services such as medical treatment. Finally, the plan documents that a senior's inability to move around in the community increases their isolation from the mainstream of life.

DeKalb County Self-Assessment

DeKalb County Office of Senior Affairs completed a self-assessment in late 2009 and early 2010 by developing a white paper on Senior Transportation Services in DeKalb County. The purpose of this effort was fourfold:



- To review agency responsibilities and liabilities for transporting DeKalb seniors who are eligible to receive subsidized transportation in safe, reliable, comfortable vehicles.
- To produce a comprehensive document presenting background data and current issues in the area of transportation that affect the quality of life of DeKalb County seniors.
- To recommend possible strategies to maintain a fleet of safe, comfortable, state-owned vehicles used to transport DeKalb County residents.
- To promote the planning and coordination of flexible mixed modes of transportation in the County (i.e. roads, transit and airport).

The best solution reported in the self-assessment is for the County to identify a source of replacement vehicles that will not place additional burdens on the senior transportation budget. Doing so would allow the County to avoid the drawbacks outlined above. The most efficient and effective way for the County to fulfill its responsibilities as CBA/NSP would be to seek used vehicles that are available through donation or administrative transfer from another transit agency. An effort by the Office of Senior Affairs to acquire surplus buses through donation or administrative transfer would yield many benefits to the County and its senior population.



Chapter 4 - Strategies and Solutions

This section synthesizes information on demographic data, service issues, existing providers and best practices into a set of recommendations for the Atlanta region.

Coordination Opportunities

Despite the numerous gaps and barriers listed above, there are several coordinated HST efforts going throughout the region by different organizations and groups. Although HST efforts are fragmented, this duplication of efforts is an opportunity to reach out to other organizations and groups to consolidate initiatives or simply gain new knowledge and perspectives. Some current opportunities to coordinate in the region are listed below.

Transportation Investment Act of 2010

Signed into law in 2010 by Governor Purdue, this legislation provided a legal mechanism for the 12 regions throughout the state of Georgia the ability to impose a 1% sales tax to fund needed transportation improvements within each region. On July 31, 2012, residents across the 10-county Atlanta region including Cherokee, Clayton, Cobb, DeKalb, Douglas, Fayette, Fulton, Gwinnett, Henry and Rockdale counties, as well as the City of Atlanta had the opportunity to vote on a referendum that would have funded \$8.5 billion in transportation improvements through a regional one percent sales tax. The referendum did not pass in the Atlanta region. It is important to note that the final Investment List for the Atlanta Region included an HST project: TIA-AR-044. This project would have created a Regional Mobility Call Center and Enhanced Transportation Services Program for Older Adults and Persons with Disabilities. If the referendum had passed, it would have provided \$17 million of funding for the region to create and implement a fully integrated Mobility Management Call Center and innovative programs and services to fill gaps and meet the needs of HST populations throughout the region. Although the referendum failed, the synergy and momentum created in the region around transportation issues as a result of this effort has not been lost.

Veterans Transportation Community Living Initiative

ARC is the recipient of two FTA Veterans Community Living Grant Initiatives. The first grant will be used to develop software that will lay the foundation to support for a regional one-click/one-call center to link older adults, persons with disabilities and persons of limited income with more mobility options in the region. Once the software is developed it will be piloted with four partner sites including the Department of Veterans Affairs Transportation Services, Goodwill of North Georgia, disability Link, and Cobb Community Transit. The second grant will be used for outreach and training to raise awareness of the initial software project and its



purpose. This project will increase the number of trained public users of the one-click software and establish a trained corps of volunteers to host training sessions on the Regional Mobility Management One-Click Software throughout the 18 county metro area.

TMCC Concept of Operations

The TMMC Concept of Operations is the result of consensus from the 2007-2008 HST Technical Advisory Committee and user focus groups established to help guide the USDOT grant managed by ARC. This concept has a long-range 2030 vision that has been broken down into three subsystems for feasible implementation.

Service Coordination Council

This committee was originally created under the TPB (now known as the RTC) and brings together transportation providers in the region to discuss service delivery and maintenance issues, as well as identify opportunities to coordinate services between providers. Under this committee, the MARTA and CCT 10/12 service agreement was established.

Breeze Regional Task Force

This committee was formed to help guide the implementation process of the Breeze card technology onto transit providers systems throughout the region. This committee was also established a regional maintenance agreement and discusses other issues including regional Breeze vending machines, regional fare products, regional data collection, and regional paratransit eligibility.

Regional Transit Committee

With completion of Concept 3, the region now has a long-term vision for public transit services. The task of implementing this vision is now vested with a standing policy committee housed within ARC.

JARC and New Freedom Grant Programs

It is anticipated that programs designed to directly address gaps and barriers identified through this planning process, or that will implement a specific recommendation, will receive priority consideration in future calls.



Systemwide Strategies and Solutions

Providing for the transportation needs of persons with disabilities, older adults, and persons with low-income in the region is going to require a variety of strategies, techniques, and initiatives. Each demographic group has unique needs with some overlap across groups. Each county or jurisdiction has different transportation services available and services and programs must work within the framework of each county's environment. Following are strategies and solutions that the region should consider to help address needs and remove gaps and barriers to coordinate human service transportation services across all user groups. Some of these can be early "wins", while others may require a longer-term commitment. Specific action items to undertake in the short-term are detailed in a later section.

- **Building Partnerships (State/Local, Public/Private, Cost/Vehicle Sharing)**
 - Through the ARC planning process, begin working with respective governments and jurisdictions, HST users, human service agencies, nonprofit organizations, community organizations, and public and private transportation providers to establish an HST coordination framework within each county / jurisdiction.
 - The HST Advisory Committee should begin an initiative to establish and create a regional HST provider directory, using the information collected from the survey conducted in 2007 as a foundation. The committee should assist with creating and strengthening relationships with HST groups, community organizations, nonprofit organizations, and transportation providers.
 - The Service Coordination Council and Breeze Regional Taskforce should discuss and make recommendations for a regional fare system and regional eligibility for ADA Paratransit Services.
 - ARC's Transit Operators Subcommittee (TOS) should discuss utilizing a portion of the region's 5307/5340 allocation to create regional multi-modal facilities as a regional project.
 - Transit providers and human service agencies should explore the benefits of vehicle and cost sharing.
- **Launching Pilots / Creating Successful Models (One-Stop Call Center, Mobility Management, Volunteer Programs)**
 - ARC should continue to identify national HST best practices and implement those practices where feasible, recognizing that there is no "one-size fits all" model.



- ARC should identify a champion to pilot the TMCC Concept of Operations, with a staff knowledgeable of all existing transportation options and trained to deal with the specific needs and issues of the three HST population groups.
- ARC, in cooperation with transportation providers and human service agencies, should develop a model for a regional HST same-day-service program.
- ARC, in cooperation with transportation providers and human service agencies, should develop a model for a volunteer driver program.
- **Highlighting and Duplicating Successful Models in the Region**
 - ARC, through the JARC and New Freedom programs, should track success, promote, and duplicate successful projects on a regional level. Voucher, mobility management, and travel training programs have been identified as successful programs and best practices.
 - ARC should also continue to promote and fund LCI and Lifelong Communities projects and initiatives, both of which will foster neighborhoods that HST populations will find attractive due to the reduced reliance on an auto for basic mobility needs.
 - ARC should maximize capabilities of rideshare software used by its Transportation Demand Management (TDM) division and explore ways to duplicate this model to specifically target the needs of HST groups.
 - ARC should maximize capabilities of the database maintained by its Aging Services division and duplicate this model to incorporate all HST groups.
- **Creating Policy and Building Plans That Lead to Mobility**
 - ARC, through the PLAN 2040 process, should identify HST planning as a regional priority and continue to develop policies that will require the integration of land use and transportation planning. Also through this process, ARC should make recommendation through the regional needs assessment on how to address needs and close gaps in the region's systems and infrastructure.
 - ARC, through its County Transportation Plan (CTP) program, should require that plans include demographic data on HST groups, identify the transportation needs of those groups, and provide strategies to address those needs.
 - The RTC should assess the feasibility of public / private partnerships for transportation projects.
 - The RTC should conduct a cost / benefit analysis for a regional fare system.



Additional Recommendations for Individual Population Groups

In addition to the systemwide recommendations in the previous section, there are a variety of more specific initiatives that would be of particular benefit to a single HST population group. Following are brief list of proposed activities and desired outcomes, divided by group.

Persons with Disabilities

- Undertake infrastructure improvements
 - ADA accessible transit facilities, including entry and exit designs
 - ADA sidewalks and curb cuts
 - Enhanced pedestrian signals, including countdown and auditory warnings
- Expand paratransit service
 - Door “through” door service
 - Nontraditional and weekend service
 - Dedicated driver/vehicles for same-day service
 - Coordinated cross-jurisdictional trips
 - Coordinated service with human service agencies
- Increase transportation alternatives
 - Volunteer driver/escort program where transit is not an option
 - Accessible taxi program
 - Voucher programs tailored to needs of disabled individuals
- Implement seamless regional system
 - Regional paratransit eligibility
 - Regional fare system
- Reduce demand on paratransit system
 - Bus buddy travel training programs
 - LCI and Lifelong Communities designed with disabled individuals in mind
- Increase customer satisfaction
 - Driver sensitivity training
 - Reduced transfer times
 - Reduced total trip times
 - Real time information



Older Adults

- Enhance public transit to better serve older adults
 - Flex routes during off peak hours
 - Transit stops to shield patrons from inclement weather
 - Provide discounts to older adult riders on fixed incomes
 - Technology which can alert riders to approximate arrival times for trains and buses
- Make services less intimidating to novice users
 - Driver sensitivity training
 - Large print and easily understood route maps and publications
 - Bus buddy travel training programs
- Encourage development of Lifelong Communities throughout the region that permit “aging in place” and do not require an auto or transit services to access basic needs
- Develop “complete streets” that consider the reduced auditory, visual and agility functions of many older adults, thus making walking a more realistic option for accessing basic needs
- Include senior centers, medical facilities, and large housing developments on transit routes
- Raise awareness of and improve existing social service transportation systems
- Provide transportation voucher and volunteer drive programs where transit is not an option

Low Income Persons

- Support and maintain existing JARC routes
 - Updated JARC Plan to expand and create new JARC routes
- Extend service hours
 - Late shift, weekend and holiday workers
 - Part-time workers
- Establish feeder service to connect individuals without access to existing transportation options
- Encourage and establish employment shuttle programs
- Encourage and establish carpool and vanpool programs specific to low income individuals
- Establish down-payment loan car programs to assist low-income persons in purchasing a car
 - Option when there is no public transportation or it is not feasible
 - Also creates independence and expands opportunities



Implementation Suggestions

The region's transportation needs assessment for HST groups clearly identifies the need to establish more safe, affordable, and efficient transportation options for persons with disabilities, older adults, and persons with low income. The region has many assets and agencies already in place to provide a solid foundation upon which to build. However, much room still exists for improving services for these disadvantaged population groups.

In light of current fiscal realities, the region should focus on improving efficiencies in our current systems and operations while ensuring that information and motivation exist to work on a longer-term expansion of options as economic conditions improve over time. While it is natural to want to pursue an aggressive implementation strategy, such an approach would not prove effective at this time. Rather, the region should focus on easy wins, while doing everything possible to quickly position the overall system for more substantive improvements as opportunities arise in the coming months and years. Identified below in Tables 4-1 and 4-2 are implementation suggestions that are considered low hanging fruit, which the region could pursue to help improve the efficiency and operations of the existing HST system.

The three implementation suggestions included in Table 4-1 are easy wins for the region and could be easily accomplished through continued dialogue and collaboration between the listed regional partners. At this time, the criteria for ADA Paratransit eligibility for both CCT and MARTA are basically the same, while there is a minor difference in the qualifying criteria for GCT. Establishing a regional transfer agreement and fare media product for ADA paratransit patrons would not only improve the coordination and efficiency of cross-jurisdictional trips for both the provider and customer, but also increase customer satisfaction.

The four implementation suggestions included in Table 4-2 are also easy and feasible wins for the region. It is important to note that the implementation suggestions shown in Table 4-2 are already in progress. As mentioned above, ARC has utilized FY 2011 funds to create and fill a 2-year regional mobility management position. ARC is also the recipient of two VTCLI grants to develop and deploy a regional mobility management software platform; both of these initiatives are currently underway. Through the state's RHST Committee efforts over the last two years, HST coordination has improved at both the state and regional levels, with the deployment of three mobility management pilot programs. Travel training programs in the region have also improved and increased the annual JARC and New Freedom "Call for Projects". As mentioned above, disability Link, CCT, and MARTA all have implemented Travel Training Programs. Also DeKalb County Senior Services and Gwinnett County Senior Services both have travel training as one element of their mobility management programs funding through New Freedom grant funds.

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Table 4-1: Implementation Suggestions for improving ADA Paratransit Services

Proposed Solution	Gaps/Needs Addressed	Implementation Issues	Necessary Partners
Regional ADA Paratransit Eligibility	Patrons once qualified for ADA services on one regional system will automatically be qualified for ADA services on all systems within the region. Cross-jurisdictional trips.	Consensus on appropriate criteria to meet the need of all systems. Consensus on length on eligibility for services. Consensus to establish one entity to administer the eligibility process for all systems.	CCT, GCT, MARTA, TOS, RTC
Regional Reciprocal Fare Agreements	Patrons traveling across systems will potentially have to pay one fare or an established base transfer fee. Patrons would be able to travel across ADA and Fixed-route systems seamlessly.	Consensus on equitable transfer fee, if any. Consensus on equitable cost share for cross jurisdictional trips. Consensus on process for collection and payment.	CCT, GCT, MARTA, RTC, TOS, Breeze Policy Group
Regional Fare Media Product	Patrons would only have to purchase one fare product that could be used to travel on any regional system. Seamless cross-jurisdictional trips.	Consensus on fare cost for a regional media product. Consensus on expiration of fare media product. Consensus on equitable cost share. Consensus on entity to administer back-office and process for collection and payment.	CCT, GCT, MARTA, RTC, TOS, Breeze Policy Group



Table 4-2: Implementation Suggestions for Mobility Management Strategies

Proposed Solution	Gap/ Need Addressed	Implementation Issues	Necessary Partners
Regional Mobility Management Program	Customer centered and focused assistance. Identification of alternative transportation options. Local Mobility Managers. Community Education and Awareness. Innovative Partnerships.	Sustainable funding source. Buy-in and support from elected officials. Coordination and collaboration with state and local Human Services, and nonprofit agencies. Coordination and participation from public transportation providers.	ARC, Local Human Services Agencies, Local Governments, CCT, GCT, GRTA, MARTA, Workforce Development, United Way, Senior Services, Vocational Rehabilitation Agency, Employers, TDM, Veterans Administration, etc.
One/Click/One Call Mobility Management Transportation Center	Reduce confusion on whom or where to call. Reduce confusion about transportation options available and cost. Centralize scheduling and dispatching. Centralize billing, collection, and payments.	Consolidating multiple databases and technology platforms. Keeping up to date information and data. Creating a user-friendly platform. Collaboration and participation from Human Service agencies, transportation providers, and nonprofits.	ARC, GDOT (511), Human Services Agencies, United Way (211), CCT, GCT, GRTA, MARTA, Local Governments
HST Coordination	Reduce waiting list for transportation services. Consolidate reporting for Human Service agencies. Vehicle sharing. Reduce insurance cost. Reduce cost of vehicle and equipment purchase.	Buy-in and participation from multiple human services agencies, transportation providers, and other local agencies and nonprofits that provide or assist with services. Insurance cost.	Human Services Agencies, ARC, HST providers, nonprofit agencies.
Travel Training	Reduce fear of utilizing public transportation systems. Familiarity and understanding how to navigate public transportation systems. Choice and Independence.	Coordination of training for each regional system. Identifying entity (s) to administer regional training. Understanding process and procedures for each system.	RTC, CCT, GCT, GRTA, MARTA

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As the region continues to take steps in the right direction and celebrate some small successes, the region also recognizes that there is still more work to do. In order to meet the growing transportation demand and provide a good quality of life for HST populations, the region must continue to plan, innovate, and collaborate to improve and increase safe, accessible, and affordable mobility options. As transportation resources steadily decline in the region, there is a great challenge ahead, as the region must think outside of the box to develop new approaches to providing more transportation services with less money.

Future Evolution of this Plan

As stated earlier in this document, this iteration is a limited technical update to address the findings from the region's long range transportation plan and other regional initiatives. However, there will be a subsequent update to the Coordinated HST Plan to incorporate the planning requirements of MAP-21, since at this time there is only minimum guidance from FTA. This future update will also include any major changes from the 2013 update to PLAN 2040, 2010 Census data, and the region's Limited English Proficiency planning efforts.



Appendix (A)

Concept of Operations for an Atlanta Regional Transportation Management Coordination Center

Concept of Operations for an Atlanta Regional Transportation Management Coordination Center

final report

prepared for

Atlanta Regional Commission

prepared by

Cambridge Systematics, Inc.

with

KFH Group, Inc.

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final report

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1.0 Scope

1.1 INTRODUCTION

The Atlanta Regional Commission (ARC) has assembled a diverse team to provide the U.S. Department of Transportation (DOT) a deployment-ready replicable and scalable Human Services Transportation (HST) model. This model Transportation Management Coordination Center (TMCC), when implemented, will elevate the region's ability to streamline, integrate, and coordinate human service transportation to meet the needs of users and providers. The Atlanta HST TMCC will use intelligent transportation system (ITS) technologies and will serve as an example for others interested in using ITS technologies to improve coordination of HST services.

The process for developing the Atlanta TMCC is highly structured. Working closely with key stakeholders, the ARC team began this process by conducting data collection and inventory of existing HST services, providers, and users followed by a regional needs assessment and then building consensus with stakeholders a vision for a regional TMCC. This vision is presented here in the Concept of Operations (Con-Ops). Next steps will continue to solicit input from stakeholders on system requirements and roles and responsibilities. A system design for the TMCC also will be developed and will communicate the business needs of the TMCC to those agencies that will build, implement, and operate the system as well as the needs of the users. In addition, a phasing implementation plan will be submitted to DOT for consideration and review.

1.2 DOCUMENT CONTENTS

This draft Con-Ops report is organized using the framework presented to ARC by DOT's Transportation Management Assistance team. It includes the following sections:

- **Section 1.0** – Introduction, Scope, Existing Conditions;
- **Section 2.0** – References; and
- **Section 3.0** – TMCC System Overview.

The primary content of this report includes goals and objectives, stakeholder needs, TMCC users, existing and planned ITS, system interfaces, system modes, system capabilities, and system architecture.

1.3 AUDIENCE FOR CONCEPT OF OPERATIONS

The audience for the TMCC Concept of Operations is the regional stakeholders for HST which includes providers and users, the ARC and planning partners, the DOT staff, and the DOT consultants for the United We Ride (UWR)/Mobility Services for All Americans (MSAA) Demonstration project.

1.4 TMCC PURPOSE

The purpose of the Atlanta Regional TMCC is to provide a one-stop-shop for regional HST users, human services agencies, and transportation providers. The TMCC would allow HST stakeholders to share information, to coordinate transportation services, and to integrate vehicle and service delivery activities, thus allowing for an enhanced experience for the HST users.

The primary benefits accrued in the ultimate configuration of the Atlanta Regional TMCC will be from a central repository of transportation service information, client data, service provider information, current vehicle location and availability, ride matching, and service accounting data. Users will have access to HST service information and be able to make trip requests. The participating agencies and providers will have electronic access to the transportation subsystems and eligibility databases. The providers will have vehicle, route, driver, and schedule information. The TMCC will provide transportation brokerage and central dispatch services to the providers by identifying and dispatching the nearest available and eligible vehicle when a trip request is made. The TMCC also will track the client, provider, and program eligibility in order to provide trip cost and payment allocations and track vehicle, and driver performance metrics so that system efficiency can be determined and problems addressed.

1.5 VISION FOR THE ATLANTA REGIONAL TMCC

The U.S. DOT has stated a vision for the TMCC models project. It is to provide “a coordinated simplified point of access, customer-based travel reservation, information and trip planning service” supported by ITS technology. ITS technology that can support this vision includes:

- Geographic information systems (GIS);
- Computer-aided dispatch (CAD) automatic vehicle location (AVL);
- Demand Responsive Transit Scheduling Software;
- Communications systems;
- Electronic payment systems/financial tracking and billing systems; and
- Advanced Traveler Information Systems (ATIS).

The region's stakeholders understand that ITS can help to integrate numerous transportation systems and can offer significant benefits, including enhanced coordination and improved efficiency. HST stakeholders developed a vision and came to agreement on goals and objectives for the TMCC. The vision statement is:

“To create a regional coordinated HST system that maximizes existing and future resources and facilitates accessible and seamless service delivery to customers through technology integration.”

Out of this vision several goals were developed. This Con-Ops defines the goals as qualitative statements that synthesize the vision into attainable components. Supporting each goal are objectives, or quantitative action steps. These objectives, if taken incrementally, can lead step-by-step to the goal and ultimately to the vision. The goals and objectives, when implemented through several phases, will provide the functionality of the regional TMCC. They are presented in Section 3.4 of the Draft Con-Ops.

2.0 References

Several documents were used as references in the production of this report. These reports and documents are listed below.

Atlanta Regional Commission proposal to United States Department of Transportation: Demonstration of Enhanced Human Services Transportation Model – Phase 1, ARC, June 2006.

Atlanta Regional Coordinated Human Services Transportation Plan, ARC, February 2007.

Human Services Transportation Technology Feasibility Study, Task 2 – Regional Needs Assessment, Cambridge Systematics, Inc., September 2007.

Systems Engineering for Intelligent Transportation Systems: An Introduction for Transportation Professionals, U.S. DOT, FHWA, January 2007.

Mobility Services for All Americans Phase 2 Foundation Research: Generic Transportation Management Coordination Center Concept of Operations, SAIC, January 2006.

3.0 TMCC System Overview

3.1 HST EXISTING CONDITIONS

Human service transportation in the ARC region caters to a wide, diverse, and growing population. Additionally, HST is planned, funded, and operated by a wide range of Federal, state, county, and local agencies, as well as a variety of public and private transportation service providers. The specific role and responsibility of these agencies and transportation providers in delivering HST depends on the DOT program and funding sources they are associated with and their mode of operation (i.e., whether they manage and administer the program, broker services, or actually provide transportation services). Actual transit services provided include fixed-route transit and demand response services.

Existing Framework of Human Services Transportation in the Atlanta Region

HST Services for Elderly Adults is the responsibility of ARC, who contracts with the 10 county-based agencies to provide fixed-route and demand response services. Half of the agencies use ARC, local, and Department of Human Services funds, while the remaining 5 agencies rely on ARC and local funding sources alone.

HST Services for Persons with Disabilities are provided by MARTA, Cobb County Transit, Gwinnett County Transit, and Clayton County Transit. These transit providers operate ADA compliant vehicles on fixed transit routes and provide paratransit services within .75 miles of the fixed routes for clients who cannot access fixed transit services. These services offer coverage in their respective counties, but intercounty transportation options for disabled patrons are limited and fraught with communication and coordination challenges.¹

HST Services for Persons Living on Lower Incomes are funded and administered through the regions JARC Program, on behalf of regional transit operators and the Georgia Department of Human Resources (DHR). Currently, there are four Workforce Boards throughout the 10-county region that provide training and employment services to disadvantaged adults and youth. These boards allow members of the community to establish relationships with human service agencies throughout the region.

¹ *Atlanta Regional Coordinated Human Services Transportation Coordinated Plan*, Atlanta Regional Commission, 2007.

Transportation Brokers and Providers in the Atlanta Region

Georgia Department of Human Resources (DHR) manages the HST services for the elderly and disabled provided under the DOT Section 5310 Program. Actual transportation services are provided through the purchase of service contracts in each county.

Georgia Department of Community Health (DCH) provides Medicaid non-emergency transportation services for Medicaid recipients who have no other means of transportation. Reimbursable trips include trips to receive treatment, obtain medical evaluations, prescription drugs, and medical equipment.

Southeastrans holds the largest private HST service contract in the Atlanta region, and is currently retained by Georgia DCH to provide transportation under the Medicaid non-emergency program. Southeastrans manages all facets of the HST program for DCH, and brokers with independent transportation providers who perform the actual trips.

Paratransit Providers in the 10-county Atlanta region include MARTA, Cobb Community Transit (CCT), Clayton County Transit (C-TRAN), and Gwinnett County Transit (GCT). MARTA services 5,061 eligible customers, of whom 50 percent are active transit riders; CCT services 1,159 customers; Clayton County Transit services 227 customers; and GCT has 358 eligible customers. Regional paratransit statistics for 2005 are shown in Table 3.1.

Table 3.1 ARC Regional Paratransit Statistics

	Operating Expenses	Fare Revenue	Passenger Miles	Unlinked Trips	Vehicle Revenue Miles	Vehicles
CCT	\$2,486,133	\$111,840	650,242	61,160	33,020	15
C-Tran	\$870,823	\$22,026	217,586	13,507	11,960	6
GCT	\$382,751	\$5,788	23,211	6,828	5,007	8
MARTA	\$10,711,002	\$475,707	4,312,483	336,028	205,962	110
Regional Total	\$14,450,709	\$615,361	5,203,522	417,523	255,949	139

Overview of HST Operations

The development of this Concept of Operations consisted of a large survey of HST agencies and providers. This survey, detailed in the Regional Needs Assessment Report, forms the basis of operational framework outlined here. HST agencies within the region provide an array of services including fixed-route services, demand response services, and flexible route services, which makes deviations from fixed routes to serve passenger needs within the service area.

Service Delivery Method

The predominant service delivery method used by providers is a demand responsive service, with either same-day scheduling or scheduling requiring more than one day of advance notice. Larger agencies, serving more than 100 passenger trips per day, tend to offer a combination of fixed-route transit service and demand responsive services for HST users. Smaller providers tend to operate mostly as on-demand services, and provide services to more specialized HST clients and/or service remote areas.

Service Size

Many of the HST providers operate only in the county in which they are headquartered. The providers that serve the fewest numbers of trips, not surprisingly, are often those that serve smaller geographic areas.

Of HST providers surveyed within the region, almost half provide fewer than 100 passenger trips weekly, and more than a third of the providers serve between 100 and 1,000 passenger trips weekly. The smallest segment of the HST provider market is represented by providers who serve more than 1,000 weekly trips. MARTA Paratransit and Southeastrans are two of the largest providers in the region and serve between 20,000 and 30,000 trips weekly. The size (number of trips provided per week) of each provider often indicate the types of resources, technologies, and geographic market area it operates within; with larger providers demonstrating greater resource availability and greater advancements in technology utilization.

Service Schedule

Most HST providers begin their daily operations between the hours of 5:00 a.m. and 9:00 a.m. The end of the operations varies more significantly than the start time. The largest peak occurs in the early evening, however a steady percentage of providers offer service during overnight hours. A majority of HST providers offer service on weekdays alone, with approximately 30 percent of providers offer services seven days a week. Collectively, the most limited service day is Sunday with 31 percent coverage, followed by Saturday with 38 percent coverage.

Serviced Populations

Most providers in the region serve a broad range of the HST population, including elderly, persons with disabilities, and persons with low income. The geographic distribution of agencies that provide service to persons with disabilities and the elderly are scattered fairly evenly throughout the entire ARC region. Agencies that reported serving low-income and welfare-dependent populations exclusively are more concentrated within the central counties of Fulton and DeKalb. Providers focused on serving elderly populations tend to be located and offer services primarily in the western portion of the region, particularly in Cobb, northern Fulton, Clayton, DeKalb, and Fayette Counties.

Not surprisingly, when compared to regional census data and findings from the *Atlanta Regional Coordinated Human Services Transportation Coordinated Plan*, HST providers service areas that contain a high concentrations of the HST populations they target. Additionally, the distribution of HST provider services across the region corresponds with population density.

Technology Utilization

HST providers utilize a broad range of technologies when implementing service and the Atlanta region exhibits a wide range of technology use. Most technology applications are used by larger providers or brokers such MARTA Paratransit and Southeastrans. There exists a correlation between the size and resources of a service provider and the level of technological advancement at which the provider operates clearly exists. The Table 3.2 outlines existing technologies utilized by HST providers in the region who took part in on-site interviews.

Table 3.2 Existing ITS Technologies

	Cobb County Transit	Department of Human Resources	Gwinnett Transit	Southeastrans	MARTA
Automated Paratransit Scheduling	Route Match	Developing "TRIPS" Program	No	Trapeze	Trapeze Version 471
Automatic Vehicle Location	Expected during 2008	No	No	No	Siemens
Mobile Data Terminals	Expected during 2008	Pilot Project with Mobilitat	No	No	Siemens
Computer-Aided Dispatch	Route Match	No	No	Trapeze	Transit Master
Electronic Fare Payment	Expected during 2008	No	Breeze Card in Future	N/A	Breeze Card
GIS	No	No	No	No	Arc Map
Interactive Voice Response	No	No	No	No	Trapeze IVR 500

HST providers who have not integrated technologies into service delivery attribute lack of funding, limited knowledge of technological opportunities, and a comfort level with the current way of doing business as primary reasons for not doing so. Even so, most providers agree that technology could improve their operations, and anticipate improving services in the future.

Existing Coordination between HST Providers/Agencies

The most noteworthy coordination efforts in the Atlanta region can be observed in the experiences of DHR through their Coordinated Transportation System. Georgia DHR provides quality and cost-effective transportation to eligible DHR consumers from a number of divisions and programs. Prior to coordination, each region and division managed and operated transportation services independently of one another. At the state level, all transportation services are designed, coordinated, and monitored through a Regional Transportation Coordinator (RTC) for each of the State's 12 regions. The coordinated system operates through a series of purchase of service contracts within each region. Providers are a mix of governmental entities, for-profits, and private nonprofits. In many regions a lead provider is the prime contractor. A prime contractor provides overall contract management in coordination with the RTC and sub-contracts with additional entities to provide the transportation services. In the Atlanta region, this coordination takes place through individual agreements with each county.

3.2 REGIONAL NEEDS

The regional needs identified here were developed through a comprehensive stakeholder input process, which included a regional summit, a telephone survey of HST providers, user discussion groups, on-site interviews of select HST providers, and an extensive stakeholder committee process. Through this effort stakeholder were given the opportunity to share their experiences and offer insight into the issues and problems affecting HST service delivery. From this effort eight key regional needs emerged. The following outlines the needs.

Operations

The need for reliability and improved service were consistent themes in stakeholder comments. This issue was highly relevant for the Jobs Access Reverse Commute (JARC) audience, who rely on transit services to access jobs. Further comments noted a need to increase staff and operations to make service more convenient, to add flexibility in hours or service, and add/increase on-demand service. Concurrently, stakeholders noted a need to make the operation more cost-effective.

Technology

Stakeholders acknowledged the value in using GIS as a tool for routing systems and addressing transit needs in the region. They also noted a need for building redundancy into route scheduling to prevent shut-down in the event of software problems. The stakeholders expressed the need to use technology to assist with data collection/reporting and to help coordinate dispatching. Communication technology also was identified as a key need. Stakeholders also stated that

technology would need to be sensitive to the needs of special user groups to facilitate easy access.

Paratransit

An important factor facing the paratransit system is high growth in paratransit ridership. This increasing demand for service amplifies any issues that are currently present. Vehicle functionality and system outages also are an issue, as is cost containment on one hand and affordability on the other.

Fixed-Route System

For the fixed-route system, stakeholders thought that station/equipment maintenance needed to be improved and that special attention was needed for universal access issues. Disabled users noted that the train door and the station platform were not level, making it difficult if not frightening to enter the train. Stakeholders also noted the need for better monitoring of station situations for disabled patrons and communication of problems in a timely manner. For low-income patrons, correcting unreliable service was seen as a critical need and helping families with kids obtain accessible daycare also was identified as an important need.

Fare Collection

There are several fare collection initiatives underway in the Atlanta region. MARTA has just implemented a Breeze Card system, and according to stakeholders, it is a great improvement but it still needs refinement for the visually impaired. There is challenge on how to transfer between bus and train with Breeze Card. Stakeholders noted that a systemwide, regional Breeze Card would be needed to support regional coordination.

Funding

For low-income people, there is always a desire to make public transportation more affordable. All riders expressed the desire for more transportation options to be provided in a cost-effective manner. On the other hand, some stakeholders noted that providers like Medicaid need to pay the fully allocated costs of service. Since the cost of a ride is often higher than the fare collected, riders get hurt when the system has to cut services to meet their budget.

Information and Customer Services

The need for more effective communication was the subject of much stakeholder dialogue. Specifically, they noted a need for seamless service to the community and to do more outreach as many people are uninformed about the services available. Additionally, stakeholders focused on the need to eliminate confusion and create a centralized call center that allows for customer ease of access to information and services. This central call center would need to provide access

to information in multiple media formats, and to be bilingual. In addition, it would be important that live operators were available at the center to talk to, in addition to a web site option. Also needed is assistance with trip planning and coordination as well as scheduling trips. Attention to customer feedback also was mentioned as a key need.

Transit Planning Process and Agency Coordination

Here, stakeholders noted a need for actual transit and HST users to participate on transit planning boards as well as a need for more feedback from consumers. There also is a need for established protocols for coordination among providers who use different funding sources, and some stakeholders spoke of the need to provide incentives for such coordination. With regard to coordination of a one-stop center to coordinate mobility for patrons, stakeholders suggested that a network of coordinators from various agencies could be established or a volunteer service program started to assist with agency coordination.

3.3 GOALS AND OBJECTIVES

The following goals and objectives for the TMCC project were developed from the regional Technical Advisory Committee meeting on September 25, 2007. During this exercise stakeholders were asked to translate the identified regional needs into goals and objectives for the TMCC. This was achieved by examining the expressed needs and collectively developing a goal or goals to meet that need or set of needs. This translation was considered a critical step for the project because it formally linked the actual needs of the region to goals and objectives which is the foundation of the Concept of the TMCC. Listed below are the agreed-upon goals and objectives that developed out of that exercise.

Goal 1 – Increase Access to Information for Users

Needs/Objectives:

- 1.1 Provide a centralized/consolidated source of information on available HST services.
- 1.2 Apply appropriate state-of-the-art information technology for regionwide access to information. Ensure that there is a wide array of technology to allow for a variety of customers' technology needs.
- 1.3 Educate users and potential users about availability of HST services.

Goal 2 – Streamline Customer Referral to Service Providers

Needs/Objectives:

- 2.1 Catalog and centrally maintain key service characteristics and requirements, e.g., client eligibility, trip purpose eligibility, etc.
- 2.2 Apply appropriate state-of-the-art information technology to interconnect HST providers and clients throughout the region.

Goal 3 – Enhance Quality of Customer’s Experience

Needs/Objectives:

- 3.1 Identify opportunities to increase travel choices through integrated client and trip purpose eligibility, shared vehicle use, and shared funding.
- 3.2 Identify and apply actions to reduce barriers to enhanced service quality, e.g., removing geographic boundaries, relaxing trip purpose limitations, increasing schedule flexibility, etc.
- 3.3 Develop and implement means to track service quality and delivery, e.g., complaints, customer satisfaction, service reliability, personnel qualifications.
- 3.4 Apply appropriate state-of-the-art information technology to support customer service quality improvements.
- 3.5 Track service quality using a variety of performance measures.

Goal 4 – Improve Cost-Effectiveness and Increase Efficiency

Needs/Objectives:

- 4.1 Identify and apply key strategies to increase efficiency and cost-effectiveness among HST program sponsors.
- 4.2 Identify and implement opportunities for private or nonprofit entities and public/private partnerships, e.g., joint maintenance activities, training, procurement, service provision, etc.
- 4.3 Identify and test appropriate state-of-the-art information technology to support coordinated and efficient service, e.g., regional scheduling and accounting, integrated financial services, and provider cost/payment allocation system and service delivery accounting.

Goal 5 – Increase Capacity and Coverage to Meet Future Demands for Ridership

Needs/Objectives:

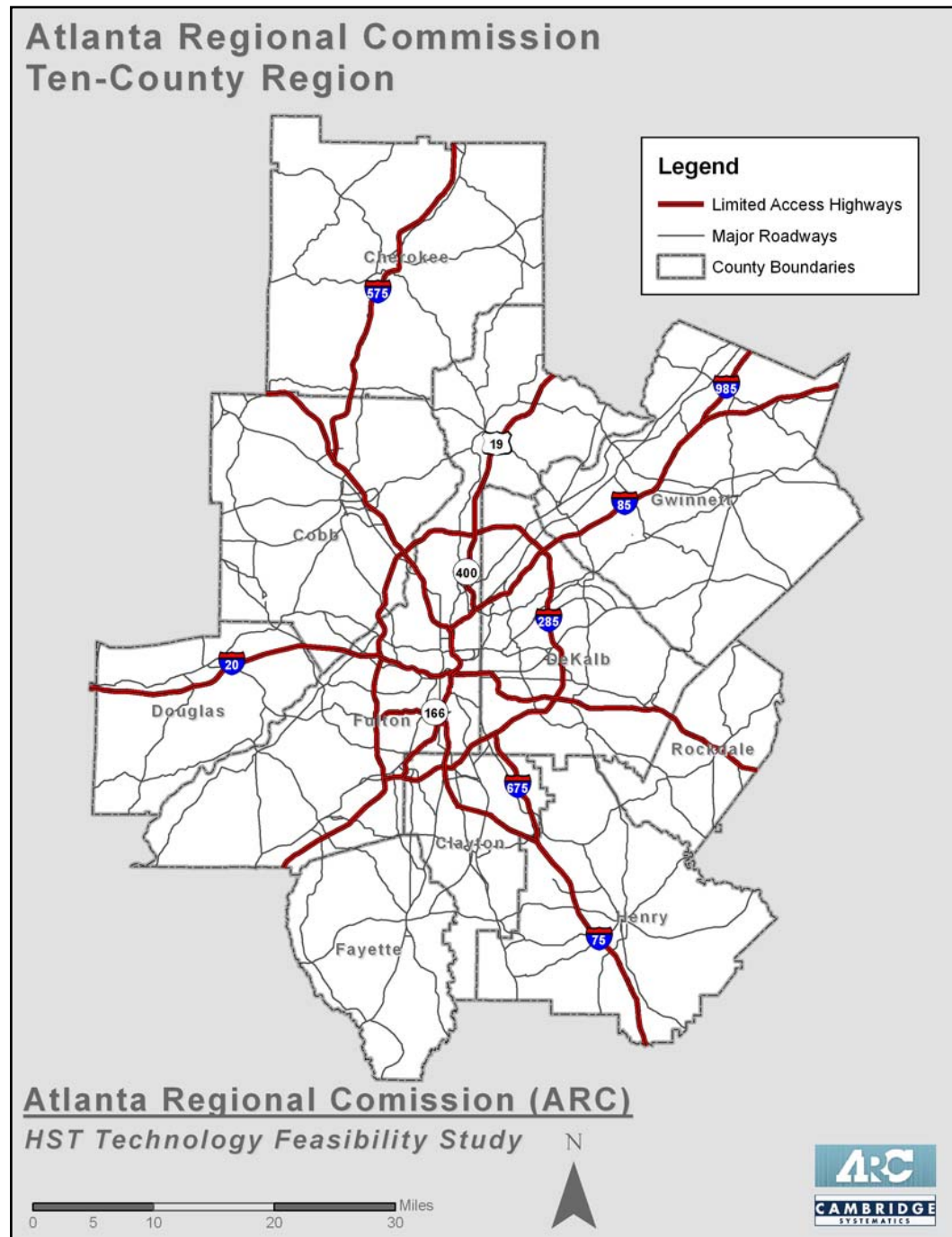
- 5.1 Increase service efficiency and provide additional service with savings.
- 5.2 Increase geographical area of coverage.
- 5.3 Expand service frequency and reduce waiting periods.
- 5.4 Expand and maximize resource base – funding, facilities, equipment, personnel – to meet service needs, e.g., taxis.

3.4 TMCC SYSTEM BOUNDARIES

The boundary for the HST technology feasibility project is the 10-county ARC region, which includes Cherokee, Clayton, Cobb, DeKalb, Douglas, Fayette, Fulton, Gwinnett, Henry, and Rockdale Counties. The regional boundary for this study is shown in Figure 3.1.

Although the TMCC coverage area is geographically large, the HST community can actually be divided into three distinct subgroups. The DHR transportation network currently coordinates trips that fall under the DOT Section 5310 program. DCH currently coordinates all Medicaid non-emergency trips through the use of their broker, Southeastrans. Paratransit trips for the ADA eligible are handled by four transit providers in the region, including MARTA, Gwinnett DOT, Cobb Community Transit, and C-Tran. This threefold perspective on the study bounds allows for a systematic approach to addressing the broad array of needs in the Atlanta region.

Figure 3.1 Atlanta Regional Commission 10-County Area



3.5 HST REGIONAL STAKEHOLDERS AND ROLES

This study effort includes 61 HST stakeholders who participated in a survey about their roles and relationship to human service transportation. Many of these stakeholders are small operators who will likely become more involved with the TMCC after it is implemented. A handful of select key stakeholders who have established themselves as regional leaders will take on a more significant role in the TMCC's initial engagement. Table 3.3 shows key agencies and providers. Each agency or provider group is described in terms of their existing and future roles and responsibilities within the TMCC.

Table 3.3 HST Agency and Provider Roles and Responsibilities

Agencies and Providers	Potential Roles and Responsibilities
TMCC	<ul style="list-style-type: none"> • One-Stop-Shop information repository and processing • Transportation brokerage • Central dispatch • Trip reservation and scheduling • Coordination and regional tracking • Cost Allocation
Key HST Agencies: <ul style="list-style-type: none"> • Georgia Department of Human Resources (DHR) • Georgia Department of Community Health (DCH) • Public/Paratransit Agencies • Georgia Department of Labor 	<ul style="list-style-type: none"> • Receive and distribute Federal funds • Receive Federal funds and provide ADA paratransit service
Area Agency on Aging (under DHR) Senior and Aging Service Providers – Cobb County Senior Services, Cherokee Senior Services, DeKalb Senior Services, Fulton Senior Services, Fayette Senior Services, Henry Senior Services, Clayton Senior Services, Gwinnett Senior Services, Rockdale Senior Services, Douglas Senior Services	AAA Program administration (AAA is housed at ARC) County level responsibilities include: <ul style="list-style-type: none"> • Program administration • Transportation service to support senior programs • Trip scheduling
Public Transit/Paratransit Providers – MARTA, Gwinnett County Transit, Cobb County Transit, C-Tran, GRTA	Each agency is currently addressing all facets of ADA paratransit separately and within their designated service area. Their future role will be limited to: <ul style="list-style-type: none"> • Demand responsive operation • Fixed route operation and management • Manage and maintain vehicles • Transit vehicle tracking • Gathering real-time data for TMCC
DHR Program HST Transit Providers – First Transit, Disability Link, etc.	Each provider primarily is working within county boundaries. This system will be re-evaluated in terms of future incorporation with the TMCC. <ul style="list-style-type: none"> • Demand responsive operation • Managing and maintaining vehicles

Agencies and Providers	Potential Roles and Responsibilities
Medicaid Broker – Southeastrans	<p>Currently under contract to DCH to provide:</p> <ul style="list-style-type: none"> • Eligibility assessment • Central dispatch • Trip reservation and scheduling • Trips via Medicaid providers • Accounting and bookkeeping <p>This system will be re-evaluated in terms of future incorporation with the TMCC.</p>
Medicaid Providers – LogistiCare, etc.	<p>Currently under contract to DCH Broker, Southeastrans to provide:</p> <ul style="list-style-type: none"> • Demand responsive operation • Manage and maintain vehicles <p>This system will be re-evaluated in terms of future incorporation with the TMCC.</p>
Private Providers – Yellow Cab, Checker Cab, Victory Cab, Atlanta Lenox Taxi, Crown Cab Company, and Yellow Cab	<p>Not currently under contract to provide HST services:</p> <ul style="list-style-type: none"> • Full array of 24-hour transportation services <p>These stakeholders will be included in ongoing stakeholder dialogue to determine future role in the TMCC.</p>
Other Private Providers – Royalty Transportation, Puckett Transport Services, First Transit, WORKTEC, Cobb Douglas CSB, Genesis Transportation, Home Care Georgia, Agape Transportation, Carewell Health Services, Home Instead, Blind and Low-Vision Services of North Georgia, Walker and Walker Transportation, Tap Tap Transportation, Five Star Express Transit, Emory University, Transportation Service, Jewish Family and Career Services (JETS Transportation), Goodwill North Georgia, Fulton County Collaborative, Sixty-Plus Older Adult Services, Caravita, R and R Mobility, Interfamilia Transportation Services, Gwinnett, Rockdale, Newton CSB	<ul style="list-style-type: none"> • Manage and maintain vehicles • Demand responsive operation • Accounting and bookkeeping <p>These stakeholders will be included in ongoing stakeholder dialogue to determine future role in the TMCC.</p>

While this table does not highlight every HST stakeholder, it does serve as a starting point for agencies and providers who have coordination issues that can be immediately addressed by the implementation of a TMCC and who have expressed clear interest in early involvement with the TMCC.

Table 3.4 describes state and Federal programs that support the provision of transportation services to human service agency clients, the chief administrative agency in funding human service transportation, client types supported through each program, the types of transportation services and trip purposes provided, and the organizations that provide the transportation services. The transportation services processes for various functions (i.e., client eligibility requirements, travel booking process, trip scheduling and assignment processes, rate and billing fundamentals) will be described in greater detail to support later system design activities.

Table 3.4 HST Programs and Providers

Human Services Transportation Program	Program Administrator	Client Types	Service Type	Trip Types	Providers
DOT Section 5310	Georgia Department of Human Resources	Elderly and disabled	Fixed-Route Paratransit	Any purpose	<ul style="list-style-type: none"> • MARTA • CCT • Gwinnett Transit • C-Tran • GRTA Express • Canton Transit • Douglas Rideshare
DOT Section 5316 – JARC	MARTA	Low-income	Fixed-Route	Work-related trips	MARTA
DOT Section 5317 – New Freedom	MARTA	Disabled	Paratransit	Work-related trips	MARTA
Area Agency on Aging	ARC	Elderly	Fixed-Route Paratransit Taxis	Any purpose	<ul style="list-style-type: none"> • MARTA • CCT • Gwinnett Transit • C-Tran • GRTA Express • Canton Transit • Douglas Rideshare • Cherokee County Senior Services • Clayton County Aging Program • Cobb County Senior Services • DeKalb Office of Senior Affairs • Douglas Senior Services • Fayette Senior Services • Fulton County Aging Program • Gwinnett County Senior Services • Henry County Senior Services • Rockdale County Senior Services
Medicaid	Georgia Department of Community Health	Medicaid clients	Ambulance services, paratransit, taxi cabs, and shooter vans	Non-emergency medical trips	Southeastrans holds the contract and brokers with independent providers

Human Services Transportation Program	Program Administrator	Client Types	Service Type	Trip Types	Providers
DOL Transportation to Work Assistance	Georgia Department of Labor	Disabled	Fixed-Route Paratransit Taxis Vans	Work trips	<ul style="list-style-type: none"> • MARTA • CCT • Gwinnett Transit • C-Tran • GRTA Express • Canton Transit • Douglas Rideshare • Taxi companies • Independent providers
DHR Transportation Assistance	Georgia Department of Human Resources	Elderly, disabled, low-income (TANF)	Paratransit Taxis Vans	Any purpose	<ul style="list-style-type: none"> • MARTA • CCT • Gwinnett Transit • C-Tran • GRTA Express • Canton Transit • Douglas Rideshare • Taxi companies • Independent providers

3.6 TMCC USERS

TMCC use is expected on two levels:

- TMCC participating HST agencies and clients will use the TMCC to obtain information on eligibility, service availability, schedules, costs, and to schedule a trip; and
- Participating agencies will use the TMCC to obtain eligibility information, to obtain information on ride matches, to manage their fleet, to track transportation service quality and delivery, and to track cost/payment allocation.

3.7 SYSTEM INTERFACES

Participating agencies and providers will interface the system either by direct electronic communications or by secure Internet connections. Clients will have a wide variety of interfaces to the system, including telephone (IVR and live person), interactive Internet kiosks at program sponsor locations, and personal assistant at program sponsor locations. This breadth of interfaces will ensure access by all potential customers, including the visually and auditory impaired.

3.8 SYSTEM MODES

The TMCC will support transportation modes that are or will be provided by or through human services agencies and associated transportation providers. The supported modes include the following:

- Fixed-route transit;
- Transit agency demand responsive (paratransit) service;
- Human services agency client providers – agency-owned fleet;
- Human services agency client providers – contractor fleet;
- Nonprofit providers;
- For-profit private providers; and
- Volunteer providers.

3.9 SYSTEM CAPABILITIES AND FUNCTIONS

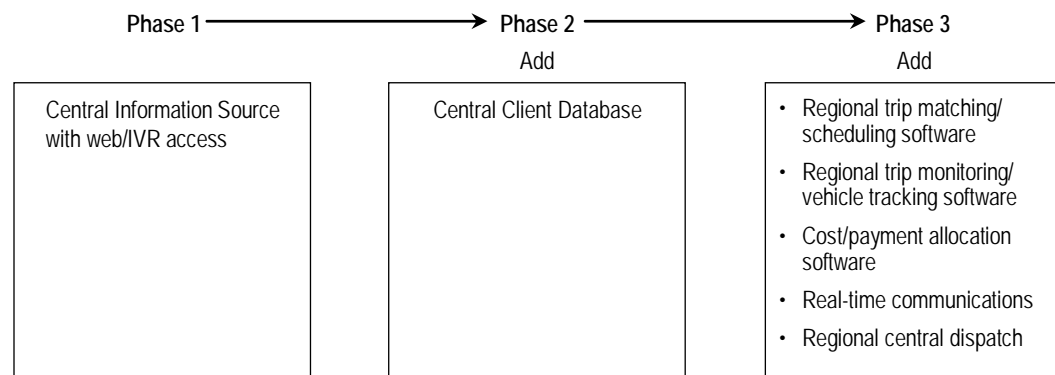
The following outlines high-level capabilities for the Atlanta Regional TMCC. These capabilities will be refined in system functional requirements in later tasks in this project.

1. Centralized source of information of available HST services in the Atlanta region. A database describing services by geographic area, providers of the services, their hours, routes, destinations, rates, reservation requirements, and eligibility requirements.
2. Automated interactive phone (IVR) and Internet access for users to service database.
3. Centralized secure database of users available for participating agencies. User database will include name, user ID, eligibility status, applicable trip rate, and common origins and destinations.
4. Automated Internet access for participating agencies to user database.
5. Scheduling/accounting software that provides matches between users and provider services upon request, prepares trip manifests by matching vehicle trips to user requests, matching allows for shared vehicles, mixed trip purposes, and shared origins and destinations and conducts an integrated cost and payment allocation to allow participating program sponsors and service providers to reconcile trip accounting.
6. Trip monitoring software that allows tracking of vehicle ID, driver ID, trip ID, time stamps for pickup and delivery of each client, client type, client trip purpose. Comparison to original trip manifest is required. System will use client automated ID system (smart cards, swipe cards, etc.).
7. Regional scheduling and reservation software for all participating providers.

8. AVL tracking system for all participating providers' vehicles.
9. Real-time communications from central provider dispatch. System determines trip requirements and recommends nearest vehicle to provide trip. Communications will be made via cellular phone, radio, or mobile data terminal.

The system implementation will be prioritized and phased through several steps. An implementation plan will be developed later in this project to describe the steps in greater detail (Figure 3.2).

Figure 3.2 TMCC Phasing Sequence



Early discussions with the stakeholders and the Technical Advisory Committee have indicated that an incremental deployment plan that includes at least three project implementation phases are likely, possibly more. Phase 1 will deploy capabilities one and two, including provision of a central information source with Internet and IVR access. Phase 2 would add the centralized client database with participating agency access. The first two phases are anticipated to be implemented within a year of the receipt of funding. Implementation of Phase 3, the ultimate TMCC configuration, will depend on the availability of additional funding and the level of participation of the local partners. This phase will require the existing providers to modify business processes, so provider buy-in is critical for Phase 3 activities to proceed. This phased implementation plan builds upon itself to create a platform for the ultimate vision, which would be on-line by 2030. It also enables the TMCC implementation to be flexible and scaleable. Depending upon available resources and interest/participation by key stakeholders, each phase of the TMCC will be tailored to meet the needs and demand of the region's HST community.

Ongoing stakeholder meetings and one-on-one discussions will continue to be held to determine the willingness of agencies and providers to participate in the Phase 3 plan.

3.10 SYSTEM ARCHITECTURE

The Atlanta Regional TMCC is described in two major phases: the ultimate configuration or Long-Range Vision will be operational by 2030 or earlier if there are major changes to Human Services Transportation regulations and funding requirements and the Feasible TMCC, which are the regional services that will be in place by 2010.

Long-Range Vision TMCC Architecture

Overview of TMCC Operations

The ultimate configuration of the Atlanta Regional TMCC will be a central repository of human services transportation information, reservations, scheduling and real-time dispatch, client data, service provider information, and service accounting data.

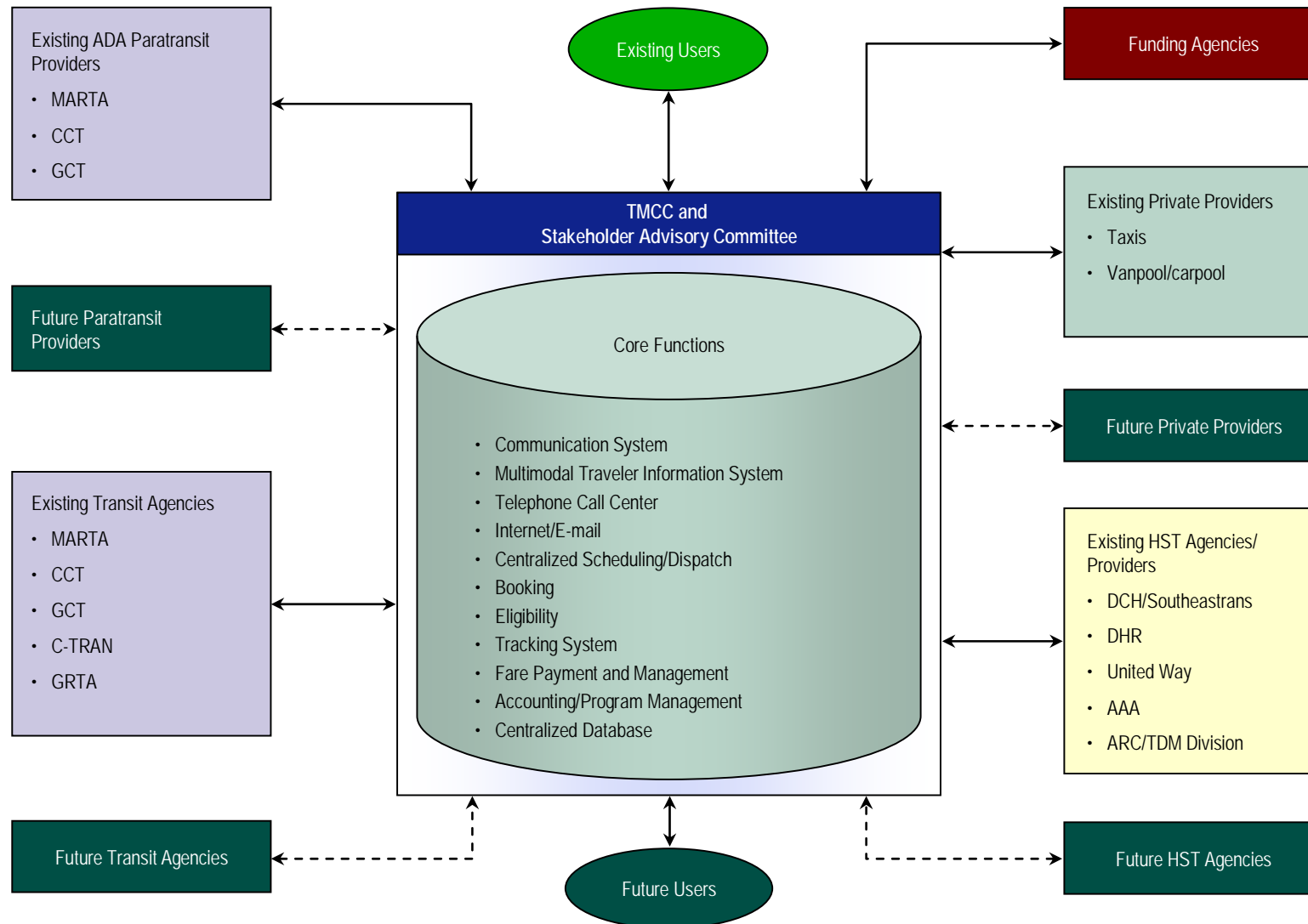
Users (clients) will have access to information and trip requests and reservations through automated telephone systems (IVR), humans interacting with Demand Response paratransit software and peripherals, or a secure web site. The user also will be able to sign up for programs that they are eligible for by creating a user profile. After completing the profile, the user will be confirmed for eligibility by the appropriate program administrators and then will be able to reserve a trip through a system login process or a live operator.

The participating agencies and providers will have either direct electronic access to the subsystems and databases or secure access through a web site with required authorization.

The TMCC will provide information to users on service availability, schedules, routes, and costs. The TMCC will provide transportation brokerage and central reservations, scheduling, and dispatch services by identifying the nearest available and appropriate vehicle when a trip request is made. If the trip is to be made on fixed-route transit or ADA paratransit, a transit pass will be issued by the TMCC. Once the trip is provided, the TMCC will track the client, provider, and program eligibility in order to provide trip cost and payment allocations. The TMCC will automatically track provider, vehicle, and driver performance metrics to determine system efficiency and identify and address any inefficiencies and problems. The TMCC will be coordination center for the participating agencies to address institutional issues and policies.

A diagram describing the proposed long-range vision TMCC Concept of Operations is shown in Figure 3.3.

Figure 3.3 Atlanta Regional Long-Range Vision TMCC System Concept Diagram



Client/User Interface

The TMCC users will have access to the TMCC through the phone IVR system or through the TMCC web site. Rather than interfacing with individual agencies, the user will interface with the TMCC. The user will be able to access information on available services for any type of HST, the service characteristics of those services, and eligibility for these services based on a user profile. The user will be able make a trip request through the phone or Internet and obtain a fare card with individual service eligibility encoded through the TMCC. The TMCC will also provide trip confirmation through the phone or web site. The benefits of these functions are improved customer convenience and customer awareness of trip options.

Agency/Provider Interface

The agencies and providers will have access to client eligibility databases through the TMCC and will be able to make eligibility determinations. The TMCC trip reservation system will provide dispatch to each provider, which will alleviate them from their current responsibility of call-taking, dispatching, and trip accounting. The TMCC also will track trip requests and reservations and trips provided for route and schedule planning. The coordinated fare payment and management subsystem will provide cost allocation and payments to the agencies and providers. These functions will provide several benefits to the agencies and providers including fewer administrative responsibilities, better coordinated services, and more convenient cost and trip tracking.

Feasible TMCC Architecture

The Feasible TMCC phase is composed of three components:

1. HST Information Subsystem;
2. ADA Paratransit Coordination; and
3. HST Fare Payment and Management Subsystem.

Feasible TMCC Overview of Operations

TMCC Information Subsystem

The Information subsystem will consist of a one-stop telephone information access number and a corresponding one-stop information access web site. This subsystem provides HST users with information on one or more transportation providers and services that are available. Additionally, it can facilitate decision-making for users during planning for a trip and provide additional information during the trip. The information can be accessible at home, work, transportation centers, transit stops, and on-board vehicles. When linked to automatic vehicle location, information subsystem can provide real-time information about arrival times, departure times, and delays.

The purpose is to enable the client to call one phone number or web site to obtain information on each type of HST services (Medicaid, ADA, workforce, low income, elderly), contact for providers, eligibility requirements, service coverage areas, service hours, and access points. The client also will be able to fill out a user profile so that future trip requests can be made without re-entering personal data. This interaction will be at the TMCC and conducted through an Interactive Voice Recognition (IVR) system or by a live operator upon request or via a web site. The information will be available in English and Spanish and disabled access will be provided.

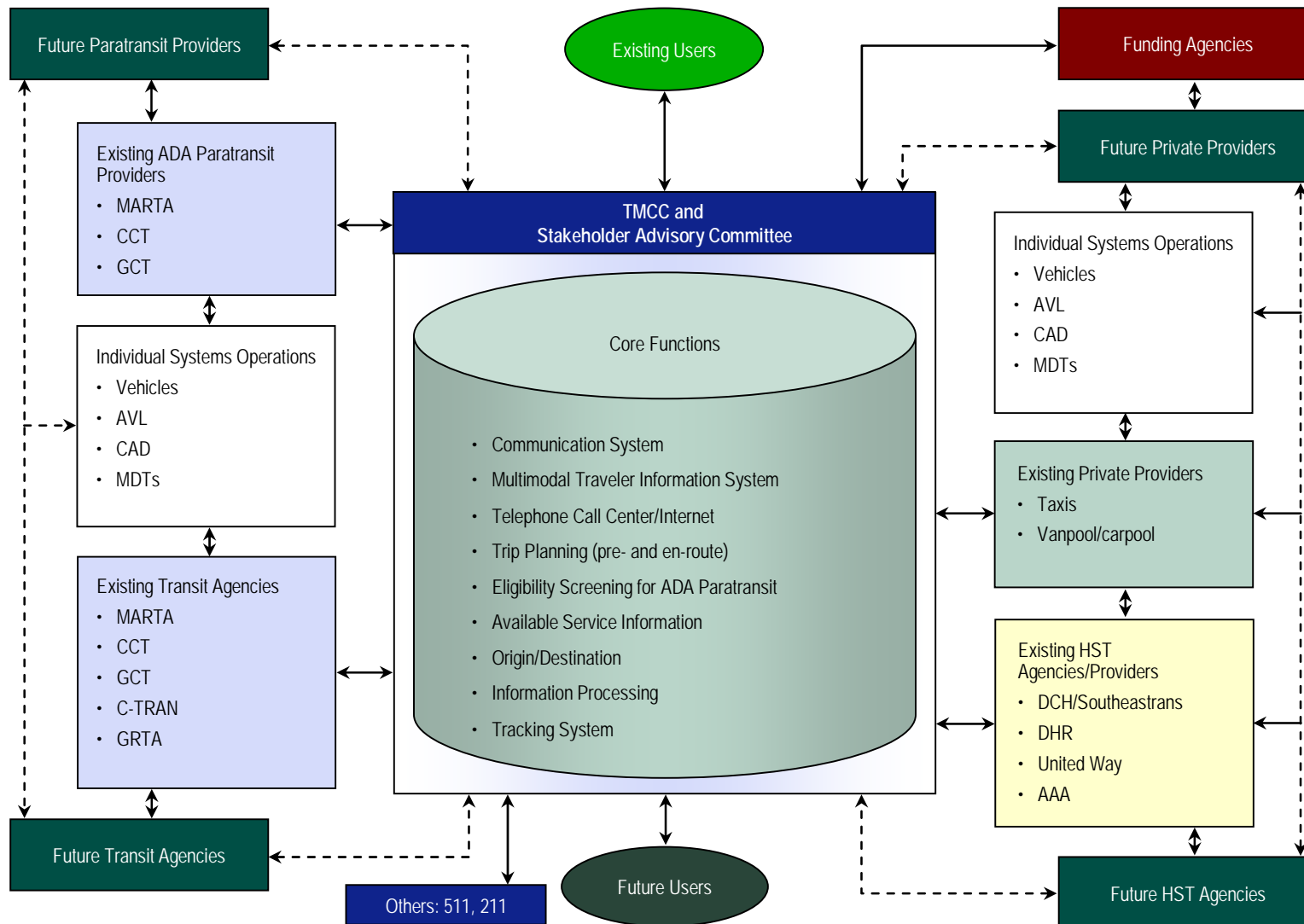
The Human Services Transportation Information System will inform the potential user of the paratransit services available to specific users based on the characteristics of the user as they affect program eligibility, geographic service availability, schedules, routes, and costs through the information and referral function in the TMCC. As users request information and referral their calls, or Internet request as appropriate, will be forwarded to the appropriate provider who will book the trip directly with the user. The major transportation providers will then take the trip request as well as schedule and dispatch the trip as appropriate. That trip referral process keeps the three functions of reservations, scheduling, and dispatch together, which from an operational perspective is essential.

The TMCC will include a GIS platform that will provide data analysis capabilities so the gaps and duplications in service by location, type, and time of day can be identified. These service gaps and duplications can be used to assess service improvements and coverage and for justification of new and expanded services. This effort will be conducted on a targeted basis, utilizing data from the service providers.

The expected benefits of the TMCC Information Subsystem is improved customer convenience through access to available and accurate information, improved trip request process for both clients and providers, and the availability of data on trips for providers to conduct planning and schedule/route improvements.

The region's HST stakeholders and users expressed the need for a central information system for providers and clients. Currently each of the providers in the region operates independent phone systems and customer service information services for their respective system. Figure 3.4 illustrates the regional Information subsystem Concept for the Atlanta region.

Figure 3.4 Atlanta Regional TMCC Concept of Operations Information Subsystem
2010



ADA Paratransit Coordination

Coordination of ADA paratransit is one of the key integration components identified by the region's HST stakeholders. The purpose of this element is to better coordinate the existing ADA paratransit services in the region. Coordination between agencies will improve operating efficiency and service delivery to HST users. Additionally, coordination between paratransit agencies can increase user travel convenience at transfer points.

The TMCC will work with the ADA operators to develop a database of all ADA eligible clients which will allow all eligible ADA riders to travel seamlessly throughout the region. Ultimately (in later phases) this will become a regional ADA eligibility certification center. Information on both fixed-route and paratransit services available in the region will be maintained and made available through the TMCC Information Subsystem by both phone and Internet access. The Atlanta region will be conducting a Regional Paratransit Study that will consider further coordination of ADA paratransit scheduling and operations, vehicle tracking, interjurisdictional trips, and eligibility determination. The expected benefits of coordinated ADA paratransit services are improved operating efficiency, improved customer convenience, seamless regional HST operations, and information sharing among providers. The regional ITS architecture contains requirements for enhancing coordination and information between the different transit agencies in the region.

Figure 3.5 illustrates the ADA paratransit coordination concept for the Atlanta region, which shows both existing and potential relationships that can be implemented to achieve a coordinated regional human services transportation delivery.

Fare Payment and Management Subsystem

The TMCC also will include a regional ADA paratransit fare payment and management system. The system will be based on the MARTA Breeze fare card and reader system. The region's HST stakeholders identified the need for a coordinated regional fare payment and management system which would allow users/clients to use one payment medium on multiple paratransit systems in the region.

The purpose of this element is to provide clients with convenience for paying fares and to provide operators with an improved process to track and allocate client payments and eligibility. This subsystem will provide permanent and temporary cards depending on client eligibility and a cost allocation system for all the operating agencies. The expected benefits are customer convenience for fare payment, the ability for providers to track fare payments and allocate reimbursement, and to improve eligibility tracking for customers. Additionally, the key benefit of a regional integrated electronic payment and management system would be a seamless regional paratransit system and added convenience for existing and future users.

Figure 3.6 illustrates the fare payment and management concept.

Figure 3.5 Atlanta Regional TMCC Concept of ADA Paratransit Service Coordination Subsystem
2010

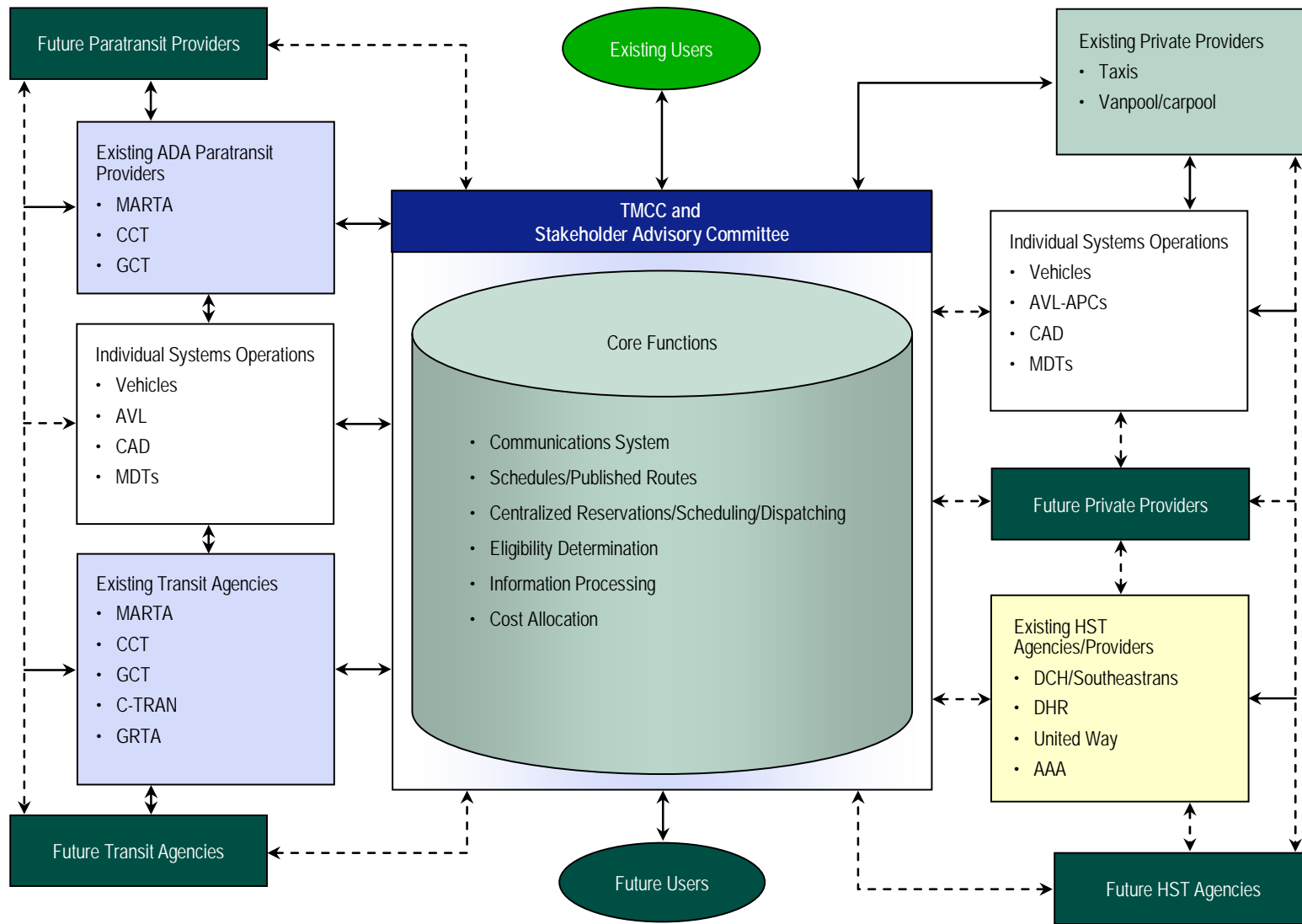
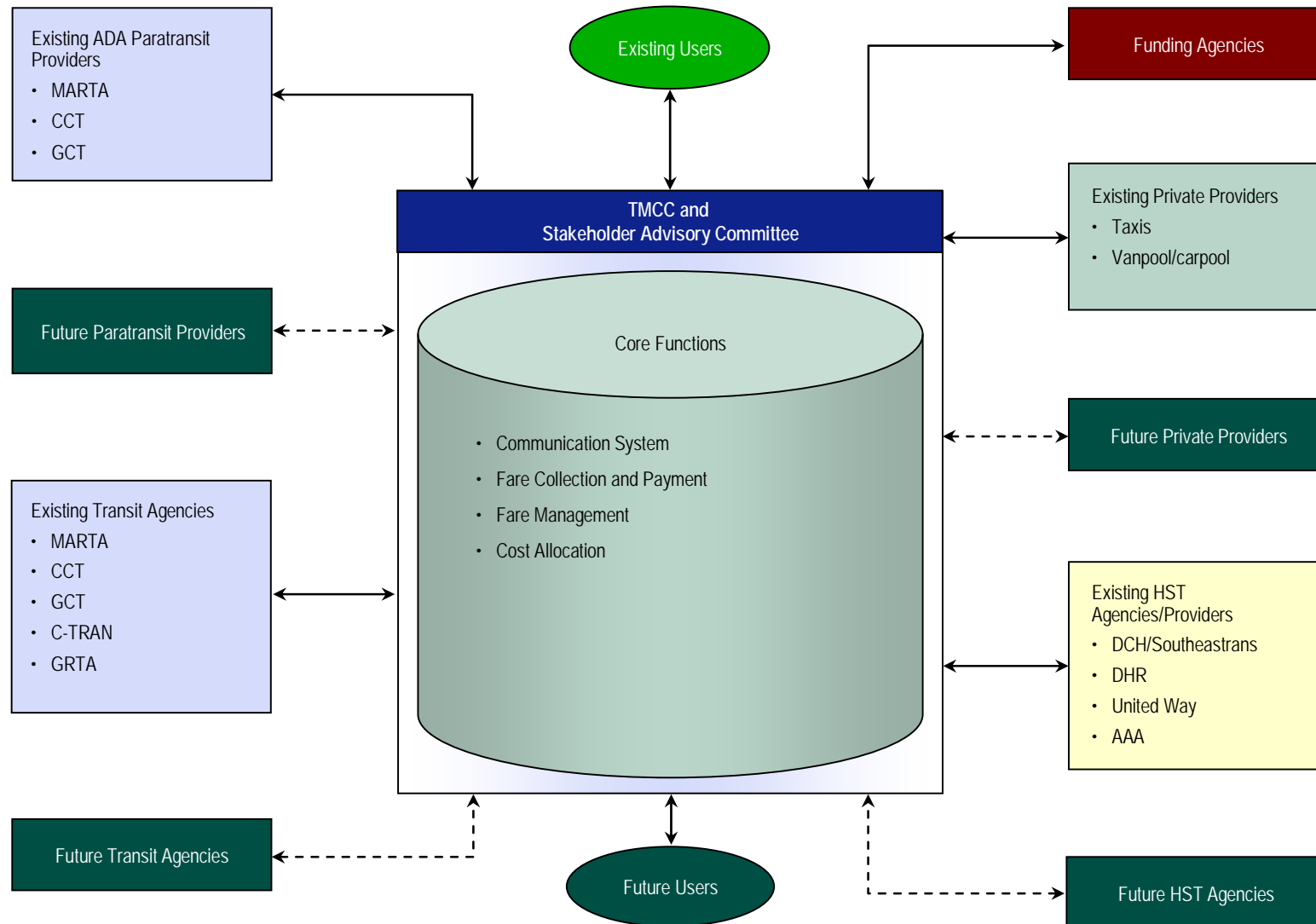


Figure 3.6 Atlanta Regional TMCC Concept of Operations Fare Payment and Management Subsystem
2010



Feasible TMCC Client/User Interface

The Feasible TMCC user access will be the same as described in the Long-Range Vision TMCC Overview. The TMCC users will have access to the TMCC through the phone IVR system or through the TMCC web site. The user will be able to access information on available services for any type of HST, the service characteristics of those services, and eligibility for these services based on a user profile. The user will be able make a trip request and reservation through the phone or Internet and obtain a fare card with individual service eligibility encoded through the TMCC. The provider will provide trip confirmation through the phone or web site. The benefits of these functions are improved customer convenience and customer awareness of trip options.

Feasible TMCC Agency/Provider Interface

The agencies and providers will have access to client eligibility databases through the TMCC and will be able to make eligibility determinations with that information. The TMCC also will track trip requests and trips provided for route and schedule planning. The coordinated fare payment and management subsystem will provide cost allocation and payments to the agencies and providers. These functions will provide several benefits to the agencies and providers, including better coordinated services, and more convenient cost and trip tracking.

3.11 FEASIBLE TMCC OPERATING SCENARIOS

Normal Operations

The following scenario describes the TMCC system capabilities under normal operating conditions:

Roberto Perez is 70-year-old man who recently moved to Hapeville from South Texas. He can speak some English but is more comfortable speaking Spanish. He has a heart condition and needs to find a doctor to visit regularly. Mr. Perez is healthy enough to use fixed-route transit.

Mr. Perez walks to a nearby MARTA bus stop and sees an ad for the TMCC web site and phone number. When he gets home he visits the TMCC web site and selects the Spanish language option. On the TMCC web site he sees information on MARTA fixed-route transit, MARTA paratransit, Areawide Agency for Aging (AAA)-sponsored transit, and DCH Medicaid transit. With all these options he decides to phone the number listed to ask questions about the available services. He calls the TMCC phone number, selects the Spanish language option, and speaks to a live operator. The operator discusses the four transportation options that Mr. Perez is eligible for, and they choose the AAA service to visit the doctor that Mr. Perez has chosen. While on the phone, the operator reserves a trip for the next week and walks Mr. Perez through the steps to reserve trips through

AAA and MARTA on the web site. She also instructs Mr. Perez on how to obtain a MARTA Breeze Card with a senior discount.

The TMCC operator, while talking with Mr. Perez, enters data on Mr. Perez into the TMCC database so that his future trips can be tracked for system planning purposes.

Operations in Unusual Circumstances

The following scenario describes the TMCC system capabilities during and after an ice storm in the Atlanta area:

Mr. Perez has scheduled his regular monthly doctor visit. The day before the visit an ice storm hits the Atlanta region and many of the streets, particularly local streets, are rendered impassable. Mr. Perez calls the TMCC phone number to find out if his AAA transportation to the doctor will be available the next day. He finds that the AAA vans will not be able to operate then. The TMCC operator talks with Mr. Perez and finds out that he would be able to walk to a bus stop that is two blocks from his apartment. The operator knows that MARTA will be resuming most services the next day. The operator instructs Mr. Perez on how and when to take the bus to the MARTA East Point rail station and take the rail line to the MARTA Medical Center station, and then how to take a taxi from the station to the doctor's office.

Again, the operator logs this trip information into the TMCC database for future planning purposes.

3.12 TMCC SYSTEM SCALABILITY

The proposed feasible TMCC Concept is developed so that new agencies can choose to participate in the TMCC after the system has been operational.

The feasible TMCC (by 2010) for the Atlanta region has three components: the Information Center, ADA Paratransit Coordination, and Coordinated fare payment. Any new agency or provider may contact the TMCC and go through an application process to participate at any time. The application process is conducted so that all appropriate information on that agency or provider is entered into the TMCC database and that the phone and web access has the proper information. The TMCC staff also will review the application to be sure there are no conflicts or questions about the services.

If the new agency or provider is an ADA paratransit provider then much more coordination with the TMCC will be required. The TMCC or the regional paratransit operator (if such an entity is adopted) will review the proposed operating plan and assure that the new operations can be integrated with the existing ADA paratransit operations. Provisions for interjurisdictional trips must also be accommodated. An agreement to provide specific services will need to be signed between the new agency/provider and the TMCC.

The new ADA paratransit agency/provider must also make a working agreement with MARTA to participate in the MARTA Breeze Card fare payment system. Agreements must be reached concerning trip fares for all types of ADA clients and allocation of interjurisdictional trips.

3.13 TMCC SYSTEM REPLICABILITY

The Feasible TMCC Concept for the Atlanta region may be usable in other regions and the details and specific requirements of the Concept are likely specific to the Atlanta conditions.

The Feasible Concept has three major components: an information center, ADA paratransit coordination, and coordinated fare payment. These concepts can be applicable to any region. We suggest that any region should be able to develop a one-stop regional HST phone system and Internet web site. Also coordinating ADA paratransit and electronic fare payment can be accomplished by any region.

Many of the specific functions of the Atlanta TMCC may not be directly replicable by other regions. The database structure that is the background of the one-stop phone system and web site hold Atlanta specific data on the participating agencies, providers, their services and the operating characteristics. The ADA paratransit coordination is based on agreements specific to the operating agencies signing the agreements. The elements of these agreements may be usable by other regions. Also the agreements setting up the coordinated fare payments and implementation is specific to the Atlanta region as it is based on the MARTA Breeze fare system. Again, other regions may learn from the deployment experience and the agreement terms used in implementing the coordinated fare system.

3.14 CONCLUSION

The Atlanta region's Human Services Transportation TMCC Concept of Operations was developed through extensive input with the regional HST stakeholders. Overall, this Concept of Operations will enhance service accessibility, coordination, and operational efficiency and provide a single point of access to information and trip planning for users with disabilities, older adults, and individuals with lower income as well and providers in the Atlanta region. This Concept of Operations document will be the framework and guideline for implementation of the Atlanta Regional TMCC.

The roles and responsibilities included in this document and the functional requirements will be refined over the next several months. The next step in the process will be to conduct a series of meetings with key stakeholders to discuss how roles and responsibilities will be distributed and execute within the three planned phases of the TMCC. In addition, system requirements will be developed and documented.



Appendix (B)

HST Advisory Committee Members

HST Advisory Committee Contact List - 2012

First	Last	Organization
Jennifer	Dupree	Center for Family Resources
Victoria	Huynh	Center for Pan Asian Services
Geoff	Morton	Cherokee County
Terry	Hinton	Cherokee County CATS
William	Jones	City of Atlanta
Joshuah D.	Mello	City of Atlanta
Laraine	Vance	Cobb County DOT
Jean	Aaron	Cobb Department of Transportation
Pam	Breeden	Cobb Senior Services
Karl	Williams	Dekalb County Senior Affairs
Almaz	Akalewold	DeKalb County Senior Affairs
Ericia	King Wheeler	Dekalb County Senior Affairs
Sandra	Morrow	Dekalb County Senior Affairs
Walterf	Gordon	DisAbility Link
Ken	Mitchell	DisAbility Link
Ronald	Roberts	Douglas County Rideshare
Leslie	Bridges	East Point NORC
Wix	Jeff	Fayette Senior Services
Barbara	Lowe	GA DCH
Jesse	Weathington	GA DCH
Cathy	Perry	GA Department of Human Services
Danita	Crawford	GA DHS - Transportation
Leigh Ann	Trainer	GA DHS - Transportation
Judy	Sewell	GCT - Veolia Transportation
Roy	Tucker	GDOT Intermodal
Crystal	Odum-Ford	GDOT Transit Manager
Abby	Cox	Georgia Council on Aging
Lynnette	Basett-Owens	Georgia Dept. of Community Health
Joseph	Hacker	Georgia State University
Dan	Betts	Goodwill North Georgia
Kim	Jones	Goodwill North Georgia
Matt	Markham	GRTA
Mike	Morton	GT City Planning - Research Assistant
Pat	Baker	Gwinnett County Dept. of Health and Human Services
Phil	Boyd	Gwinnett DOT
Gary	Galloway	Gwinnett Senior Services
Curline	Registe	Gwinnett Senior Services
David	Williamson	Henry County Transit
Sherry	Miller	Jewish Family & Career Services
Jessica	Wilson	Jewish Family & Career Services
John	Keys	JKeys Solutions
Rebecca	Reumann	MARTA
Tonya	Saxon	MARTA

HST Advisory Committee Contact List - 2012

First	Last	Organization
Spencer	Stoleson	MARTA
Donald	Williams	MARTA
Tameka	Wimberly	MARTA
Dave	Brown	MARTA - IT
Joyce	Brown	MARTA -DEO
Mia	Tidwell	MARTA Mobility
Sharon	Crenchaw	MARTA Mobility - Director
Anne	Grabois-Davis	Meyer Balser NORC Coordinator
Stephanie	McKay	MUST Ministries
John	Crocker	RTC / MARTA - Planning
Carrie	Belware	Senior Services North Fulton
Candace	Kortovich	Senior Services North Fulton
Benjie	Alexander	Southeastrans, Inc.
Donna	Burnham	United Way
Monica	Hammond	United Way
Paul	Perry	Veteran's Administration

ARC Staff

Regan	Hammond	ARC - Access and Mobility
Kenyata	Smiley	ARC - Access and Mobility
Nathan	Soldat	ARC - Access and Mobility
Janae	Futrell	ARC - Mobility Management
David	Haynes	ARC - Access and Mobility
Laura	Keyes	ARC - Aging
Carolyn	Rader	ARC - Aging
Carolyn	White	ARC - Community Outreach
Jim	Radford	ARC - Workforce Development



Appendix (C)

Designated Recipient Letter for FTA Section 5316 and 5317 Programs



STATE OF GEORGIA
OFFICE OF THE GOVERNOR
ATLANTA 30334-0900

Sonny Perdue
GOVERNOR

JAN 2008

December 21, 2007

Ms. Yvette Taylor, Regional Administrator
Federal Transit Administration
230 Peachtree St NW, Suite 800
Atlanta, GA 30303-1512

Re: Job Access Reverse Commute (Section 5316) and New Freedom (Section 5317)
Designated Recipient for Atlanta Region

Dear Ms. Taylor:

As required in the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), public law 109-59, I am designating the following agencies as the recipient of Federal Transit Administration (FTA) funds for the Job Access Reverse Commute Transportation Program (Section 5316 - JARC) and the New Freedom Transportation Program (Section 5317 - NF).

1. Urbanized areas of 200,000 population and over:

Atlanta - The Metropolitan Atlanta Rapid Transit Authority (MARTA) and Atlanta Regional Commission (ARC) for the Atlanta Urbanized Area. MARTA will take on the Designated Roles for all government entity sponsored selected projects and ARC will take on the Designated Roles for all non-government entity ones.

Augusta - Augusta-Richmond County Commission

Chattanooga, Tennessee (Georgia Portion) - Chattanooga Area Regional Transportation Authority

Columbus - Columbus -Muscogee County Consolidated Government METRA Transit System

Savannah -Chatham Area Transit Authority

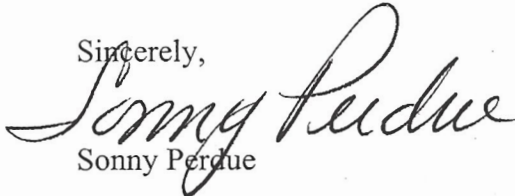
2. Areas of under 200,000 population and rural areas:

The Georgia Department of Transportation for urban areas under 200,000 population and all non-urban areas of Georgia.

Each of these agencies has developed their State Management Plans (SMP) or their Program Management Plans (PMP) as required by the federal regulations in order to implement these important public transportation programs. Should you require further information, please contact Steve Kish, Transit Program Manager, Georgia Department of Transportation at (404) 651-9210.

do we approve?

Sincerely,


Sonny Perdue

cc: Gena L. Abraham, Commissioner, Georgia Department of Transportation
Beverly Scott, General Manager, Metropolitan Atlanta Rapid Transit Authority
Charles Krautler, Director, Atlanta Regional Commission
Steve Stancil, Executive Director, Georgia Regional Transportation Authority
Hayward Johnson, Director, Augusta Public Transit
George Patti, Executive Director, Augusta -Richmond County Planning Commission
Tom Dugan, Director, Chattanooga Area Regional Transportation Authority
Barry Bennett, Director, Chattanooga-Hamilton County Regional Planning Commission
Jim Wetherington, Mayor, Columbus Consolidated Government
Rick Jones, Planning Director, Columbus Development Resource Center
Joe Rivers, Interim Executive Director, Chatham Area Transit Authority
Tom Thompson, Executive Director, Chatham County-Savannah Metropolitan Planning Commission
(MPO Chief), Augusta Regional Transportation Study



Appendix (D)

**Georgia State Management Plan and Application Package
for FTA Section 5310 Program**

GEORGIA STATE MANAGEMENT PLAN

AND

APPLICATION PACKAGE

FOR

TRANSPORTATION

OF

ELDERLY PERSONS AND PERSONS

WITH

DISABILITIES

SFY2011

B. J. Walker
Commissioner

Revised July 21, 2009

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EXHIBITS

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2. Sample Public Notice For Section 5310 (Exhibit 18)
3. Federal Transit Administration Civil Rights Assurance (Exhibit 19)
4. Title VI Ridership Information (Exhibit 20)
5. Standard Assurance of Compliance with Title VI of the Civil Rights Act of 1964 (Exhibit 21)
6. Federal Fiscal Year Certifications and Assurances for FTA Assistance Programs (Exhibit 22)
7. Private Nonprofit or Public Body Board Resolution (Exhibit 23)
8. Grant Application Checklist (Exhibit 24)

APPENDICES

- A. Private Enterprise Coordination Requirement
- B. Lists of Statutes, Regulations, Executive Orders, and Administrative Requirements Applicable Section 5310
- C. Definitions
- D. Required Certifications for Purchases of Service
- E. DHS Coordinated Transportation Map
- F. DHS Regional Transportation Offices
- G. Federal Register (www.gpoaccess.gov/fr/browse.html)
- H. Disadvantaged Business Enterprise Information
- I. DHS Limited English Proficiency Plan
- J. DHS Title VI Procedures

PART I

STATE

MANAGEMENT

PLAN

**DEPARTMENT OF HUMAN SERVICES
OFFICE OF FACILITIES AND SUPPORT SERVICES
TRANSPORTATION SERVICES SECTION**

**ASSISTANCE PROVIDED UNDER SECTION 5310
FEDERAL TRANSIT ACT, AS AMENDED**

**ASSISTANCE PROVIDED UNDER SECTION 5310
FEDERAL TRANSIT ACT, AS AMENDED**

I - STATE MANAGEMENT PLAN

The program (49 U.S.C. 5310) provides formula funding to States for the purpose of assisting private nonprofit groups in meeting the transportation needs of the elderly and persons with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. Funds are apportioned based on each State's share of population for these groups of people.

Funds are obligated based on the annual program of projects included in a statewide grant application. The State agency ensures that local applicants and project activities are eligible and in compliance with Federal requirements, that private not-for-profit transportation providers have an opportunity to participate as feasible, and that the program provides for as much coordination of Federally assisted transportation services, assisted by other Federal sources. Once FTA approves the application, funds are available for state administration of its program and for allocation to individual sub recipients within the state.

The Georgia Department of Human Services (DHS) administers the Section 5310 Program for the State of Georgia employing federal and state funding authorized for the implementation of public transportation programs.

It is not the intent of the Federal Transit Administration (FTA) or of DHS that funds provided for herein should supplant or be substituted for other federal funds available and previously used for the purposes of these grant programs.

DHS Coordinated Transportation System

The DHS Coordinated Transportation System is administered by the Transportation Services Section within the Office of Facilities and Support Services. The system is designed to provide services to DHS and other eligible clients and citizens, and therefore is a human service transportation system. The system provides services to the DHS Division of Aging, Division of Family and Children's Services (DFCS) (Temporary Assistance to Needy Families (TANF)) and the Department of Behavioral Health and Developmental Disabilities (DBHDD) clients. The system also serves clients from the Department of Labor's Vocational Rehabilitative Services.

The state is divided into twelve regions. A Regional Transportation Office (RTO) is staffed in of each of the state's regions. The RTO is the focal point within each region, and is responsible for transportation provider monitoring and compliance. Three Field Operations Coordinators (FOCs) oversee the RTOs. Each FOC is responsible for one of three districts. Each district contains four of the twelve regions.

The coordinated system operates through a series of purchase of service contracts within each region. Providers are a mix of governmental entities, for-profits, and private non-profits. In many regions a lead provider is the prime contractor. A prime contractor, such as a Regional Development Center (RDC), provides overall contract management in coordination with the RTO and subcontracts with additional entities to provide the transportation services.

Each region has a Regional Transportation Coordinating Committee (RTCC). The purpose of the committee is to establish policies and procedures within each region. In addition, the committee is responsible for contractor oversight and approval of new contracts and contractors each year. The Committee is made of regional division and human service provider representation. All committee members have a vested interest in the system and are either provided services by the system or play an active role in the system.

A. PROGRAM GOAL

1. The goal of the Section 5310 Program is to provide assistance in meeting the transportation needs of elderly and disabled persons where public transportation services are unavailable, insufficient or inappropriate. Specifically, the program goal is to provide assistance for the purchase of passenger trips for the transportation of elderly and disabled persons by private nonprofit organizations or public bodies in urbanized, small urban and rural areas.

2. The DHS, as Section 5310 program administrator for the State of Georgia has instituted the policy that all federal and state funds used in the delivery of transportation services in this program will be applied in the purchase of services rather than in capital expenditures. No program funds will be used to purchase vehicles or related equipment. States have the option to designate the use of funds to meet the transportation needs of the target population. Within the state of Georgia, a Coordinated Transportation System has been developed to increase efficiency of transportation efforts / resources. The use of Section 5310 funds within a coordinated effort is considered a high priority objective. Where applicable, and in the best interests of the client population served, Section 5310 funds are only solely used for purchase of service agreements and are used in lieu of vehicle purchases. Under this state management plan no funds will be made available to sub-recipients for the purchase of capital equipment.

B. STATE ROLE IN PROGRAM ADMINISTRATION- The Georgia Department of Human Services has the principal responsibility and authority for administration of the Section 5310 Program, including developing program criteria. The department's role in working with transportation providers includes:

1. Ensuring adherence to federal program guidelines by all recipients;
2. Notifying eligible local recipients of the availability of the program;
3. Developing project selection criteria;
4. Soliciting applications;
5. Ensuring fair and equitable distribution of program funds;
6. Ensuring maximum coordination of public transportation;
7. Ensuring a process whereby private transit and Para transit operators are provided an opportunity to participate to the maximum extent feasible.

C. PROGRAM MANAGEMENT – Federal Requirements and Certifications Recipients of Section 5310 funding must comply with the following Federal Regulations and Certifications:

1. Lobbying

Byrd Anti-Lobbying Amendment, 31 U.S.C. 1352, as amended by the Lobbying Disclosure Act of 1995, P.L. 104-65 [to be codified at 2 U.S.C. § 1601, et seq.]

Contractors who apply or bid for award of \$100,000 or more shall file the certification required by 49 CFR part 20, "New Restrictions on Lobbying." Each tier certifies to the tier above that it will not and

has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier shall also disclose the name of a registrant under the Lobbying Disclosure Act of 1995 who had made lobbying contacts on its behalf with non-Federal funds with respect to that Federal contract, grant or award covered by 31 U.S.C. 1352. Such disclosures are forwarded from tier to tier up to the recipient.

APPENDIX A, 49 CFR PART 20-CERTIFICATION REGARDING LOBBYING Certification for Contracts, Grants, Loans, and Cooperative Agreements (To be submitted with each bid of offer exceeding \$100,000)
The undersigned [Contractor] certifies, to the best of his or her knowledge and belief, that:

- (1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
- (2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for making lobbying contacts to an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan or cooperative agreement, the undersigned shall complete and submit Standard Form—LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions [as amended by "Government wide Guidance for New Restrictions on Lobbying," 61 Fed. Reg. 1413 (1/19/96). Note: Language in paragraph (2) herein has been modified in accordance with Section 10 of the Lobbying Disclosure Act of 1995 (P.L. 104-65, to be codified at 2 U.S.C. 1601, et seq.)]
- (3) The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers (including subcontracts, sub grants, and contracts under grants, loans, and cooperative agreements) and that all sub recipients shall certify and disclose accordingly.

2. School Bus and Charter Bus Requirements

Charter Service

Title 49 U.S.C. Part 604.5 defines Charter Service as transportation using buses or vans, or facilities funded under the Acts of a group of persons who pursuant to a common purpose, under a single contract, at a fixed charge (in accordance with the carrier's tariff) for the vehicle or service, have acquired the exclusive use of the vehicle or service to travel together under an itinerary either specified in advance or modified after having left the place of origin. This definition includes the incidental use of FTA funded equipment for the exclusive transportation of school students, personnel, and equipment.

This is not applicable to any FTA 5310 funds used in the administration of the DHS, Coordinated Transportation Program. Charter Service transportation service is not offered as a service in any of the DHS programs.

School Transportation

Title 49 U.S.C. 5323(f) prohibits the use of FTA funds for exclusive school bus transportation for school students and school personnel. The implementing regulation, 49 CFR part 605, does permit regular service to be modified to accommodate school students along with the general public (so called "tripper service"). For the purpose of FTA's school bus regulation, Headstart is a social service, not a school program. Rules for the Headstart program limit the types of vehicles which may be used to transport children participating in the Headstart program. FTA recipients may operate multi-functional vehicles which meet the safety requirements for school transportation, but may not provide exclusive school service.

This is not applicable to any FTA 5310 funds used in the administration of the DHS, Coordinated Transportation Program. School transportation service is not offered as a service in any of the DHS programs.

3. Procurement

Procurement of Supplies, Equipment, or Services by State [49 CFR Part 18; FTA C 4220.JD; FTA C 9040.1E (VL3); FTA C 9070.1E; FTA C 4220.1F]

When procuring supplies, equipment, or services using FTA funds, a state will follow the same policies and procedures it uses for procurements with non-Federal funds and will comply with the following Federal statutory requirements:

- Ensure that every purchase order and contract executed using Federal funds includes all clauses required by Federal statutes and executive orders and their implementing regulations.
- Conduct all procurement transactions in a manner providing full and open competition.
- Exclude the use of statutorily or administratively imposed in-state or local geographical preferences in the evaluation of bids or proposals except in those cases where applicable Federal statutes expressly mandate or encourage geographic preference.
- Obtain prior written FTA approval before entering into any contract with a period of performance exceeding five years inclusive of options.
- Use competitive proposal procedures based on the Brooks Act when contracting for architectural and engineering services if the state has not adopted a state governing the procurement of such services.

Procurement of Supplies, Equipment or Services by Sub recipients [49 CFR Part 18; 49 CFR Part 19; FTA C 4220.1D; FTA C 9040.1E; FTA C 9070.1E; FTA C 4220.1F]

Sub recipients of states which are public bodies (local or Indian tribal governments) follow state law and procedures and Federal statutory requirements when awarding and administering FTA assisted contracts. Sub recipients of states which are non-profit organizations follow state law and procedures, Federal statutory requirements and FTA third party contracting requirements when awarding and administering FTA assisted contracts. States are responsible for ensuring that sub recipients are aware of and comply with these requirements.

Certification [FTA C 4220.1DJ]

States must annually certify to FTA that they will: 1) comply with all applicable requirements imposed by Federal laws, executive orders, or regulations and the requirements of FTA Circular 4220.1D, Third Party Contracting Requirements, and other implementing guidance or manuals FTA may use; 2) include in contracts financed in whole or in part with FTA assistance all clauses required by Federal laws, executive orders, or regulations; and 3) ensure that each sub recipient and contractor will include in its sub agreements and contracts financed in whole or in part with FTA assistance all applicable clauses required by Federal laws, executive orders, or regulations.

4. Civil Rights Requirements- The following is necessary documentation for compliance with civil rights requirements.

REQUIREMENT TO PREPARE AND SUBMIT A TITLE VI PROGRAM. FTA requires recipients to report certain general information to determine compliance with Title VI. The collection and reporting of this program constitute the recipients' Title VI Program. To ensure compliance with 49 CFR Section 21.9(b), FTA requires that all recipients document their compliance with this chapter by submitting a Title VI Program to FTA's regional civil rights officer once every three years.

The submission shall include the following information:

- (1) A summary of public outreach and involvement activities undertaken since the last submission and a description of steps taken to ensure that minority and low-income people had meaningful access to these activities.
- (2) A copy of the agency's plan for providing language assistance for persons with limited English proficiency that was based on the DOT LEP Guidance or a copy of the agency's alternative framework for providing language assistance. The DHS LEP Plan is included as Appendix I.
- (3) A copy of the agency procedures for tracking and investigating Title VI complaints. The DHS Title VI complaint procedure is included as Appendix J.
- (4) A list of any Title VI investigations, complaints, or lawsuits filed with the agency since the time of the last submission. This list should include only those investigations, complaints, or lawsuits that pertain to the agency submitting the report, not necessarily the larger agency or department of which the entity is a part.
- (5) A copy of the agency's notice to the public that it complies with Title VI and instructions to the public on how to file a discrimination complaint. The DHS Title VI complaint procedure is included as Appendix J.

Disadvantaged Business Enterprise (DBE)

Local recipients of Section 5310 funds must meet the requirements of the U. S. Department of Transportation's Disadvantaged Business Enterprise Program (49 CFR, Part 26). More information regarding DBE can be found in Appendix H.

D. ELIGIBILITY

1. **Eligible Applicants** Private nonprofit organizations which provide or which desire to provide transportation services to elderly and/or disabled persons are eligible to apply to the department for funding under the Section 5310 program. While the assistance is intended primarily for private non-profit organizations, public bodies approved by the state to coordinate services for the elderly and disabled, or any public body that certifies to the satisfaction of the state that private non-profit organizations in the area are not readily available to carry out the services, may be eligible to receive Section 5310 funds through the state.

Certification to the state will require, as a minimum, the following documents dated no more than six months earlier than the application for assistance.

- a. A resolution by a recognized public board certifying that there are no private non-profit organizations in the subject area willing to provide services.
- b. Evidence of public notice announcing the public body's intent to apply for eligibility for Section 5310 funding.
- c. Written request by the public body to the state requesting approval of eligibility to receive Section 5310 funds, to include assurance that all reasonable efforts to encourage private nonprofit participation have been exhausted.

2. **Eligible Services:** The following types of transportation services are eligible:

- a. Trips dedicated to the special needs of elderly and disabled citizens.
- b. Regular community-wide fixed route/fixed schedule service.
- c. Community-wide demand responsive or route deviation service as required, to satisfy individual trip needs and to maximize economies of operation.
- d. Contract or subscription service to maximize revenue and provide a community service.
- e. Public transit passes

3. **Eligible Project Expenses**

Capital Projects: Funding ratios of capital projects for Section 5310 are as follows:

Federal	80% (maximum allowable)
Other	20% (includes state and/or local)

The funding ratio for the federal share indicates the maximum allowed funding. At the department's option, this share may be less. The department will request state appropriations in an amount sufficient to provide a level of funding of 20%. Applicants are encouraged to provide as much as possible in order to maximize statewide services.

E. LOCAL MATCH REQUIREMENTS: As stated in paragraph C.3.a., above, the department will request state appropriations in an amount sufficient to provide the entire non-federal **required match of 20%**. Should this amount not be appropriated in full, applicants may be required to provide some portion or the entire non-federal share. If this should occur, applicants for capital projects will be required to certify that funds are available for payment of the local share before the application can be approved. The department will notify potential applicants of the local share requirement as a part of the application review and approval process. The local share must be from sources other than federal funds except where specific legislative language of a federal program permits its fund to be used to match other federal funds.

F. EVALUATION CRITERIA FOR PROJECT APPROVAL: The department will use the following criteria for the evaluation and selection of applicants for Section 5310 assistance. Carefully plan the development of your project description based on the points below. Describe efforts to meet these criteria in as much detail as possible to help us determine the quality of service provided by your agency and its financial capability. Each applicant will be evaluated on the points assigned to each of the below categories. Applicants must meet basic qualifications and will be scored in each category. Applicants with the highest overall score will be eligible for award. Selection / non-selection notifications will be provided all applicants, and will be maintained on file within the Office of Facilities and Support Services, Transportation Services Section for a three years.

1. **Ability to Service Target Population** (25%) Describe the target population which this project is designed to serve and what gap in public services will be filled through the use of these funds. Describe as part of the project description the measures which will be taken to insure that qualitative services will result. Since program funds are limited, the project review process is designed to identify projects of exceptional merit. Among factors considered will be linkages with other transportation services to fill gaps in existing transportation infrastructure, and providing services that are affordable, useable, safe, clean, comfortable, and responsive to the travel patterns of local citizens.

2. **Coordination** (30%) Describe any working relationships you have with local governments, public agencies, or the private sector to ensure the best use of existing transportation resources, include: a listing of any public and private transit providers in the area to be served, and the ability of your clients to access these services; report on the degree of coordination with local transportation providers and any agreements you may have with public or private maintenance facilities to ensure both maximum use and operating efficiency of vehicles you operate; relate any other areas (such as driver training) where you work closely with other organizations; submitting a joint application with other applicants in your area; or sharing vehicles with other transportation providers in your area whenever possible. Applicants that maximize transportation benefits to all of the elderly persons and persons with disabilities in their community will be ranked highest.

3. **Need and Use of Proposed funds** (25%) Applicant must include: the degree and urgency of need for funds and as it relates to the applicant's ability to expand or continue program services; the proposed use of funds and ridership projections. Priority will be given to those projects which maximize financial resources available through good coordination and establish or expand financial relationships with other providers.

4. **Fiscal and Managerial Capability** (20%) Applicant must describe: its ability to provide efficient/effective transportation services, this would include scheduling, dispatching, compliance with reporting requirements; its fiscal accountability; process for hiring and training of drivers and other personnel; and funding sources which will enable the applicant to provide required local match, if needed. In addition, projects should maximize use and operating efficiency of existing vehicles, eliminate

duplicative services and establish or expand financial relationships with other HST providers. Projects should also use or share vehicles during off-peak times.

Agencies presently participating in DHS programs may have their ratings reduced for failing to comply with reporting procedures prescribed by those programs.

Applications are rated based upon the above criteria. The department expects, at a minimum, that applicants submit a complete grant application. Failure to adequately address every requirement will adversely affect the rating and may eliminate the application from further consideration. The department intends to concentrate review time on the merits and technical aspects of an application and not on compiling missing or inadequate information. Department staff is available to assist applicants with the application process.

Previous assistance for the purchase of passenger trips will receive some consideration in the review process. However, no applicant will be assured funding solely on the basis that they were previous Section 5310 recipients.

Since program funds are limited, the applicant review process is designed to identify projects of exceptional merit.

5. **Appeals-** Applicants may appeal any decision reached in the award of grant funds by filing a written grievance to the Office of Facilities and Support Services, Transportation Services Section, 2 Peachtree Street NW, Atlanta, Georgia 30303

G. DISTRIBUTION OF FUNDS- For the Section 5310 Program are distributed between DHS regions as reflected on the regional map provided at Appendix E. The actual distribution of funds is determined by the percentage of elderly and disabled clients who reside in each respective region. The latest census data is used to determine the number and percent of elderly and disabled clients residing in a given region. If there is a lack of demand for Section 5310 funds in a service area, the monies for that area are distributed by the department to programs in other service areas.

H. ANNUAL PROGRAM OF PROJECTS- The Department submits to FTA an annual program of projects. As program administrator, DHS certifies the eligibility of applicants and project activities, reviews applications, selects projects for funding, ensures compliance with federal requirements, monitors local projects, and oversees project audit and closeout.

The Program of Projects (POP) is a listing of projects that have been approved to be funded using the 5310 grant. The process for developing the POP starts with the FTA releasing the year's appropriations. Once the appropriations are known, the DHS Regional Transportation Offices (RTOs) prepare the publication for the newspapers notifying eligible local recipients of the availability of the funds. The RTOs receive responses from interested entities and provide application packets to them. Entities complete the applications and return to the RTOs for review. The RTOs review and score the application, using identified gaps in service from local needs assessments as a gauge to determine how to best meet the needs in their areas. Applications are then submitted to the TSS Atlanta office for final approval. Approved applicants are notified by the RTOs. The POP is developed listing the approved applicants and the amount of funding approved for each. The POP is then attached to the 5310 application and submitted to the FTA in TEAM.

I. COORDINATED TRANSPORTATION- A system of transportation that combines all relevant transportation under a single transportation provider who has direct operating control. The system

transports a variety of DHS customers together in order to meet everyone's needs in the most cost effective way possible. By doing so, the system is able to serve more people.

1. For human services programs "relevant transportation" includes transportation for passengers who can safely and feasibly be transported in a coordinated system. It does not include transportation for those passengers who, because of the nature of their condition, cannot safely be transported in a coordinated system. Human service providers are responsible for determining which consumers are appropriate for services under the coordinated system, based on the local system design and the individual consumer's needs.
2. For public and private service "relevant transportation" means any such service that can feasibly be coordinated with DHS trips. The coordinated system may incorporate the use private non-profit or public systems where such service is available, and based on local systems designs.
3. A "single provider that has direct operating control" means that a single operator is held responsible for the delivery of varying types of transportation service over a defined geographical area. The provider has control over day-to-day operations necessary for accomplishing direct transportation service delivery.

The department recognizes that there may be a need in a given county for both a Section 5310 program as well as other specialized or broader-scope transportation programs. In such cases, funding may be authorized, provided a satisfactory operating plan is submitted to the department. The plan will assure (1) there is no duplication of services, (2) the service is a cost-effective use of transportation sources; and (3) that the service benefits the maximum number of citizens.

Planning Requirements - In urbanized areas, planning should be coordinated with the Metropolitan Planning Organization (MPO). Projects should be identified in the MPO's Transportation Improvement Program (TIP). The applicant is required to maintain current files for documentation purposes.

SAFETEA-LU Planning Process and Requirements, per FTA C 907031F

SAFETEA-LU requires that projects selected for funding be "derived from a locally developed, coordinated public transit-human services transportation plan" and that the plan be "developed through a process that includes representatives of public, private and non-profit transportation and human services providers and participation by members of the public". An integral part of the planning process is soliciting public input regarding local issues, needs and possible solutions. The DHS Coordinated Transportation System has, in each region of the state, a Regional Transportation Coordinating Committee (RTCC). These local committees are uniquely set to address gaps in service and other transportation service delivery issues. Membership is comprised of key transportation personnel who perform limited planning and provide oversight of local human service transportation. Representatives from the public, private and non-profit transportation and human services providers are included in the planning process. All of the human service client groups affected by transportation in their local areas are part of these committees. This includes those who serve the elderly, the disadvantaged, and the developmentally disabled.

Since all areas of the state are covered by an RTCC, local human service transportation planning is truly local, but encompasses the entire state in its process. All human service client groups are represented as well as the needs of the public, including the disability community. Through the individual committees' looking at local issues and developing solutions to their problems, the State of Georgia developed a Coordinated Public Transit-Human Services Transportation Plan. The plan is locally derived and reflects the needs of citizens in each area of the state.

In conjunction with RTCC and public input, needs assessments, questionnaires and evaluations are conducted within each region to determine the transportation resources available, number of unmet needs, and resources needed to meet the needs. The RTCCs are able to identify program shortfalls and develop solutions that meet the identified needs. Additionally, the needs assessment determines how current transportation resources are being used, classify unmet need by population group and classify additional providers by type. The overall results of the DHS needs assessment, as well as the local needs assessment results, can be found as Appendices 1 and 2 in the Coordinated Public Transit-Human Services Transportation Plan. Strategies identified in the Coordinated Public Transit-Human Services Transportation Plan to address gaps in service are in direct relation to the findings of the research performed during the local planning process. Projects will be selected based on information identified in the Coordinated Public Transit-Human Services Transportation Plan.

Private Enterprise Coordination As part of the application approval process each applicant must assure that all affected for-profit providers have been notified of the proposed project and that they have had adequate opportunity to present their views and offer service proposals for consideration.

Applicants should resolve complaints from transportation providers at the local level. Some local mechanism should be established to resolve disputes. The applicant is to keep correspondence related to the complaint. If the complaint is not satisfactorily resolved, the originating party may appeal directly to the state.

In order for a state review to take place, the originating party must send, by certified mail, a description of the issues involved, all related information and the results obtained at the local level within 15 calendar days of the Section 5310 application deadline date. The Section 5310 Program Manager and the Director of the Office of Facilities and Support Services (OFSS) will review appeals to the state. The OFSS Director will make the final decision on the appeal. The DHS staff will review all pertinent information, interview all sides concerned and issue a written notification of its decision to the originating party and the applicant within 15 calendar days of receipt of the complaint.

Other requirements of the ongoing program are reviewed annually in the program compliance certification review described later in this document.

J. STATE ADMINISTRATION- DHS provides technical assistance in the preparation of grant applications as well as program development, administration and operation. It does so through its Office of Facilities and Support Services, Transportation Services Section, which coordinates these functions as they are performed by statewide DHS organizational units and by local and area planning agencies.

1. **Program Monitoring-** Monitoring of service is an established part of the program. The various monitoring activities assure compliance with the contract agreement, service goals, objectives, types of service provided and service criteria. Examples of monitoring techniques include site inspections, riding vehicles and interviews with system directors, transportation coordinators, dispatchers and drivers. Regional Transportation Coordination staff assigned to each transportation region is responsible for program monitoring. A list of the regional offices is provided at Appendix F.

Written reports are an integral part of the monitoring process. Each individual operating agency will submit monthly reports which include such data as passenger trip cost associated with a purchase of services contract, mileage, ridership, operating revenues and expenses, and days in service. Agencies submitting incomplete or late reports will not be favorably considered for additional funds for the purchase of passenger trips.

2. **Service Goals** The following represents the state's goals for the Para transit programs:
 - a. To develop and maintain an effective and efficient network of public transportation services available to all Georgians with priority given to the needs of elderly and disabled.
 - b. To offer the best possible level of service consistent with travel demand and resources available.
 - c. To achieve efficient utilization through coordination with other transportation providers within both the private and public sectors.
3. **Service Objectives**
 - a. To provide for the accessibility of transportation for essential trip purposes.
 - b. To provide a service that is affordable, available and usable.
 - c. To provide a service that is safe, clean and comfortable.
 - d. To provide a service that is responsive to the travel patterns of local citizens.
4. **Service Criteria**
 - a. The service should be complementary and not duplicate other transportation services.
 - b. All services for passenger trips should be available on a daily basis.
 - c. All appropriate policies and procedures set forth in the Georgia Department of Human Services, Office of Facilities and Support Services, Transportation Services Section, Transportation Manual will be adhered to.
5. **Program Measures**
 - a. As indicated in FTA Circular 9070.1F Chapter 2, The State will be capturing overall program measures to be used with the Government Performance Results Act (GPRA) and the Performance Assessment Rating Tool process for the Office of Management and Budget. The following indicators are targeted to capture overarching program information as part of the annual report that DHS will submit to the FTA. Quantitative and qualitative information, as available, will be provided on each of the following measures:
 - (1) **Gaps in Service Filled**. Provision of transportation options that would not otherwise be available for older adults and individuals with disabilities measured in numbers of older adults and people with disabilities afforded mobility they would not have without program support. For DHS services provided using the FTA 5310 funds this will be measures by clients served. Data will be captured by the DHS Regional Transportation Offices.
 - (2) **Ridership**. Actual or estimated number of rides (as measured by one-way trips) provided annually for individuals with disabilities and older adults using Section 5310 funds.

The State will ensure that the above information is reported for all recipients and subrecipients of Section 5310 funding in projects selected by the State. The State will consolidate information for all projects in the

annual report for any open Section 5310 grant awarded to the designated recipient. This data is collected from monthly reports generated by each DHS Regional Transportation Office through invoice data provided by transportation providers. Data is collected and input into a regional report. The regional report is fed into a statewide report each month. Trips, clients served and financial data are also part of this monthly report.

6. Property & Vehicle Management, Recordkeeping and Reporting

- a. The department manages property and vehicles, maintains records and reports in accordance with the policies and procedures set forth in the Georgia Department of Human Services, Office of Facilities and Support Services, Transportation Manual.

7. Financial Management

- a. The department expends and accounts for grant funds in accordance with the laws of the State of Georgia and procedures set forth in the department's Administrative Policy and Procedure Manual.
 - b. The state contracts with local recipients for approved projects. The contracting and subsequent procurement will conform to guidelines set out in OMB Circular A-102, (49 CFR Part 18), FTA'S Third Party Contracting Guidelines (FTA Circular 4220, 1B, issued May 5, 1988), and the Federal Transit Project Management Guidelines for Grantees (FTA Circular 5010.1A).
 - c. Annual audit compliance is documented in accordance with OMB Circular A-128 by the Georgia Department of Audits.
 - d. A Financial Status Report (SF269A) is submitted annually to FTA on each active grant. This report is also used to notify FTA of grant closeout.
8. **Section 504/ADA Reporting-** The department submits assurances to the FTA that it will conduct any project in compliance with all applicable requirements. These assurances are maintained on file by the department and the FTA. Program staff also conducts random on-site monitoring visits to assure 504/ADA compliance.

9. Other Provisions

Assurances for Certifications - The department also submits assurances that all requirements are met for certifications, whether they be certifications by the state, vendors, manufacturers of vehicles or local recipients of capital assistance. These include, but are not limited to, the drug-free workplace certification, non-procurement suspension and debarment certification, bus testing certification and certification of restrictions on lobbying.

K. Use of Sub-contractors

Grant recipients selected for funding will insure that if any sub-contractors of grant recipients are used in the delivery of services that all provisions of the FTA Master Agreement will be adhered to by the sub-contractor. The FTA Master Agreement is the official document that contains standard terms and conditions governing the administration of a project supported with federal assistance. All sub-contractors will agree to all the terms, conditions, certifications, applicable assurances, and federal laws contained in

the Master Agreement. Any funding to a sub-contractor provided by way of a grant recipient using FTA Section 5310 funds will adhere to these provisions.

L. APPLICATION PACKAGE

Applications for funding under Section 5310 can be obtained by contacting the Office of Facilities and Support Services, Transportation Services Section, 2 Peachtree Street, Atlanta, Georgia 30303 or through one of the Regional Transportation Offices (TRO) listed in Appendix E by mail or e-mail. Applications are usually available in January of each year and completed applications are normally due in April. The application packet for each year will specify a due date.

For current sub-recipients who are currently providing transportation services to DHS clients, applications may also be submitted, as part of the proposal package, with a contract for DHS Coordinated Transportation Services in regions where Section 5310 funds are allocated for that purpose.

Applicants must submit two (2) originals or an electronic copy of the application to the RTO's office. If the electronic method is used for sending the application, two (2) originals each of all notarized and signature pages must also be received by the RTO's office to complete the application process.

PART II

APPLICATION

PACKAGE

II – APPLICATION PACKAGE

A. SPECIAL INSTRUCTIONS

1. **Application Format-** Please organize your application materials in the order indicated on the checklist as shown in **(Exhibit 24)**. Answers should be clear, complete and concise. The application should be bound or stapled together (if mailed), or sent electronically. All notarized and signature pages must be mailed.
2. **Signatures-** Only the person designated in the Board Resolution is authorized to sign legal documents.
3. **Legal Names-** Where legal names are required, special attention should be given to ensure that the correct legal name is used. The correct legal name (including exact abbreviations, commas, periods, etc.) should be used throughout the document.

- B. APPLICATION REQUIREMENTS-** An application is required of eligible recipients for Section 5310 funds. New applicants and current sub-recipients are both required to submit an application. Incomplete or applications not containing all the required information may be unfavorably considered for funding.

All applications must include the following:

1. **Project Description- (Exhibit 17)** - Instructions for Exhibit 17 is included on the page following the exhibit. **(Reminder: this is where you are to address your local share contribution).**
2. **Estimated Budget** (all estimates will be based on a State Fiscal Year (1 July – 30 June)

- a. **Transportation Needs:** Estimate the number of one-way passenger trips for clients needing service. Provide by client category the estimated number of trips you would anticipate for current service plus new clients.

Provide an estimate of the total number of one-way passenger trips for clients currently receiving services. This figure will be the number you are now serving.

Provide an estimate of the total number of one-way passenger trips to be provided, per year if this project is approved.

- b. **Transport Cost:** (all estimates should be based on the total cost for the fiscal year). Estimate the total cost for services needed; the cost per trip multiplied by the number of trips equals the total cost.

What percent of current funding is covered by another funding source(s)? Give the percentage and the amount it is costing for the current clients receiving service. Identify the balance of the funding source (co-pay, Medicaid, Aging, etc.) If there should be more than one funding source, use the next area to identify the percentage and source.

Estimated cost for the Section 5310. Identify the percentage you are requesting from the 5310 funds. Base this estimate on the number of one-way passenger trips per year if the project is approved.

3. **Applicant Certifications-** Submit the following certifications together. The certifications are to be signed by the applicant's executive director or chief administrative officer.

- a. **Applicants** must submit written certification that the agency is one of the following:

1. A private nonprofit organization determined by the Secretary of the Treasury to be an organization described by 26 U.S.C. Section 501(c) which is exempt from taxation under 26 U.S.C. Section 501(a) or Section 101.
2. A public body that certifies to the Governor that no nonprofit corporations or associations are readily available in an area to provide the service.
3. A public body approved by the state to coordinate services for elderly persons and persons with disabilities.

Please note that certifications for 2 or 3 above must meet eligibility requirements set forth in part I.D (Eligibility) of the State Management Plan.

4. **Private Enterprise Coordination-** A requirement of the Section 5310 Program is to ensure, to the maximum extent feasible, that private-for-profit transportation providers have been given a fair and timely opportunity to participate in the development of the local transportation plans and programs, and have been afforded every feasible opportunity to provide the proposed transit service.

To ensure that all private for-profit providers have been notified of the proposed project, and that they have had adequate opportunity to present their views and to offer their own service proposals for consideration, the applicant should satisfy the requirement to notify private providers through one of the following methods:

- (1) Public Notice published in the newspaper.

OR

- (2) Send a letter to each private provider in the area to be served.

If the applicant chooses to publish a newspaper notice, the notice should allow a minimum of 15 days for public comment after date of publication. Applicants must submit a summary of any comments received and a copy of the notice. A sample public notice is shown in **(Exhibit 18)**.

Note: The preceding requirements do not fully address all of the private enterprise coordination requirements. Other private enterprise requirements, which are not a part of the formal application process, are outlined in Appendix A. The applicant is required to satisfy those additional requirements and maintain those files for documentation purposes.

5. **Civil Rights Requirements** - The following is necessary documentation for compliance with civil rights requirements:

- a. **Federal Transit Administration Civil Rights Assurance-** This assurance must be signed and included in the grant application **(Exhibit 19)**.

- b. **Title VI Ridership-** Applicants must include a racial and national origin breakdown of the persons likely to receive service (**Exhibit 20**).
- c. **Department of Transportation Title VI Assurance:** This Assurance must be signed and included in the grant application (**Exhibit 21**).
- d. **Data Collection and Reporting Requirements for Title VI**

REQUIREMENT TO PREPARE AND SUBMIT A TITLE VI PROGRAM. FTA requires recipients to report certain general information to determine compliance with Title VI. The collection and reporting of this program constitute the recipients' Title VI Program. To ensure compliance with 49 CFR Section 21.9(b), recipients should update information as conditions warrant and shall maintain and submit upon request to DHS the following general information as it pertains to transportation services.

The submission shall include the following information:

- (1) A summary of public outreach and involvement activities undertaken since the last submission and a description of steps taken to ensure that minority and low-income people had meaningful access to these activities.
 - (2) A copy of the agency's plan for providing language assistance for persons with limited English proficiency that was based on the DOT LEP Guidance or a copy of the agency's alternative framework for providing language assistance. The DHS LEP Plan is included as Appendix I.
 - (3) A copy of the agency procedures for tracking and investigating Title VI complaints. The DHS Title VI complaint procedure is included as Appendix J.
 - (4) A list of any Title VI investigations, complaints, or lawsuits filed with the agency since the time of the last submission. This list should include only those investigations, complaints, or lawsuits that pertain to the agency submitting the report, not necessarily the larger agency or department of which the entity is a part.
 - (5) A copy of the agency's notice to the public that it complies with Title VI and instructions to the public on how to file a discrimination complaint. The DHS Title VI complaint procedure is included as Appendix J.
- e. **DBE (Disadvantaged Business Enterprise)** Local recipients of Section 5310 funds must meet the requirements of the U.S. Department of Transportation's Disadvantaged Business Enterprise Regulations (49 CFR, Part 26).

6. Federal Fiscal Year Certifications and Assurances The above assurances must be completed, signed and included in the grant application to comply with FTA requirements (Appendix A, B & C). (**Exhibit 22**)

7. Private Nonprofit or Public Body Board Resolution The applicant should include an original Resolution from the Private Nonprofit or Public Body Board (**Exhibit 23**). The correct legal name should be used.

8. Checklist (Exhibit 24) - This exhibit lists the necessary components for a grant application and should be used to determine if all paperwork has been included. Please include the name and telephone number of the person responsible for compilation of the application as a point of contact for subsequent coordination and clarification.

C. SUBMISSION OF THE APPLICATION Applicants should submit two (2) originals or an electronic copy of the application to the Transportation Services Section, Regional Transportation Coordinator's office.

Applications can also be submitted, as part of the package, with the Transportation Proposal for coordinated transportation services.

All notarized and original signature pages must be sent by mail to the Regional Transportation Office to complete the application process.

**APPLICATION PACKAGE
GRANT 35
Elderly Persons and Persons with Disabilities
FTA Section 5310 Program**

Client Transportation Profile

Legal Name of Applicant Organization:	
Street Address:	
City, State & Zip:	
Contact Name:	
Telephone #:	
FEI #:	

Organization is Minority Owned/Operated:
(See Appendix C for definitions of minority and minority organizations)

☐ Yes ☐ No

Organization Provides Assistance to Minority Communities:
(See Appendix C for definition of minority community)

☐ Yes ☐ No

Organization Service Area Includes the Following Counties:

Following this page are the forms that will complete your application for the Section 5310 project. Complete each form using the legal name of your agency and have each form signed and notarized as required. Submit two (2) originals by mail or send an electronic copy of the completed application to the Transportation Services Section, Regional Transportation Office as listed in Appendix F.

Applications can also be submitted, as part of the package, with the Transportation Proposal for coordinated transportation services.

DO NOT SEND copies of the State Management Plan (Part I) or the Application Package Instructions (Part II)

Date Received by Regional Transportation Office _____

Client Transportation Profile

Human Service Provider

Name:	Contact Name:
Address:	DHS Division of Service:
City/State/Zip:	DHS Service Region:
Phone #:	County(s) Name:

☐ Urban ☐ Non-Urban

Type of Service Needed: ☐ Fixed Route ☐ Demand-Response

Project Intent: ☐ New Service ☐ Expansion

Transportation Needs in the DHS Service Area. (Data is in number of One-Way Passenger Trips per year):

Client's Category	Estimate Number of One-Way Passenger Trips for Clients Needing Service	Total Number of One-Way Passenger Trips For Clients Currently Receiving Service	Estimate Number of Total One-Way Passenger Trips Per Year if Project is Approved
Mental Disabilities			
Physical Disabilities			
Elderly			

Transportation Cost for this Agency. (Data is an estimate of current cost per One-Way Passenger Trip):

Client's Category	Total Cost Services Needed Cost Per Trip X Total Trips = Total Cost	What Percentage is Covered by Another Funding Source(s)? % of What Source?	Estimated Cost for the Section 5310 % Cost
Mental Disabilities			
Physical Disabilities			
Elderly			

If more than one funding source is applicable, then list the other source indicating the percentages.

Fund Source	Percentage

Days of Transportation Services Needed Weekly: _____ (Example: Monday-Friday)

Number of Days Transportation Services Needed Annually: _____ (Example: 250 Days)

Hours of Transportation Services Needed Daily: _____ (Example: 8am – 5pm)

EXHIBITS

EXHIBIT 17
SECTION 5310 PROJECT DESCRIPTION
(See Instructions on next page)

1. Applicant: _____

2. Address: _____

3. Contact Person: _____

4. Telephone: _____ 5. New Applicant: (Y) (N)

6. Urban Status: ☐ Non-urbanized area ☐ Urban area

7. County(s) to be served:

	County
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	
15	
16	
17	

8. Total project cost: _____

9. Types of service provided:

☐ Demand Responsive

☐ Expand existing service

☐ Fixed Route

☐ Start new service

☐ Other (specify) _____

☐ Replace existing service

10. Operations:

Hours of service: _____ Days of Service: _____

11. Clients Served; Percent and Number:

Client Group	Number	Percentage
Elderly		
Disabled		
Other (Specify)		
Total		

12. Number of passenger seats available in your fleet as of 10/1/2008 :

13. Description of current vehicle fleet: include DHS owned, and all other vehicles. (Attach additional sheets, if needed)

Year	Make / model	Capacity (Amb / Lift)	Owner

14. Project description narrative: (attach additional sheets)

15. Does your agency contract with DHS? (Yes/No) If yes, for which DHS Program?

PROJECT DESCRIPTION NARRATIVE

INSTRUCTIONS FOR COMPLETING PROJECT DESCRIPTION

- 1-5. **General Information** – Enter the name of applicant organization, address, contact person and telephone number - if applicant is not the agency which will provide services, please provide an explanation in your Project Description.
6. **Urban Status** - An urbanized area has a population of 50,000 or more and is so designated by the U.S. Bureau of Census. Non-urbanized, rural or small urban area - these terms are used interchangeably to mean any area outside an urbanized area with a population of less than 50,000.
7. **County(s) to be served** - List the county(s) in which service is to be provided in.
8. **Project cost** – Enter the total project cost from your estimated budget.
9. **Types of service** - Demand responsive includes dial-a-ride and door-to-door specialized service. Fixed route refers to service following an established route or schedule.
10. **Operations** - Specify the routine hours of service (example: 9:00 a.m. to 3 p.m.) and days of service (example: Monday to Friday).
11. **Clients Served** - Estimate the percent, within each client category, that your agency serves.
12. **Project description** - Fully discuss the items listed in section II-Application Package, B. Application Requirements. This section is your opportunity to describe the service to be provided and demonstrate the fiscal, managerial and operational capabilities of your organization. Describe the clientele that will be receiving the service; estimate the monthly number of passenger trips to be provided; document your organizations' ability to provide transportation service in an efficient and effective manner, including data such as operating cost/mile, passenger trips/vehicle mile, operating cost/passenger trip and any other information that reflects the quality and efficiency of your organization; list the type and number of personnel such as, drivers, dispatchers, mechanics, etc. and if the employees are paid or are volunteers and if they are full or part time; describe provisions made to ensure proper maintenance of vehicles and indicate who will provide the maintenance; describe the driver hiring process and training given to the drivers; **specify the percentage and dollar amount your organization is willing to contribute towards the total cost of your project (this is also your certification that the local match dollars are available) Once again, your application will be rated on your response to the elements in part I.D. of this guide.**
13. **Contractor status** - circle yes if your organization provides services to DHS as a contractor or subcontractor. If your response is yes, then list the DHS program that you provide services for. Examples of these programs would be Aging Services, Mental Health, Developmental Disabilities and Addictive Diseases, DFCS, Rehabilitative Services, etc.

EXHIBIT 18
SAMPLE PUBLIC NOTICE FOR SECTION 5310

The _____ is applying for funding under the Section 5310

(Private Nonprofit or Public Body)

Elderly and Disabled Transportation Program to meet the special needs of the elderly and disabled located in _____.

(City/County)

timely opportunity to participate in the development of this program, the _____ solicits private sector input and participation during the

(Private Nonprofit or Public Body)

planning process.

Any private for-profit transportation operator interested in providing any or all of the above services or participating in any or all of the above services should submit a written notice of intent by 15 days from date of this publication to:

EXHIBIT 19
FEDERAL TRANSIT ADMINISTRATION CIVIL RIGHTS ASSURANCE

The _____ hereby certifies that, as a condition to receiving
(Private Nonprofit or Public Body)

Federal financial assistance under the Federal Transit Act of 1964, it will ensure that:

1. No person on the basis of race, color, or national origin, will be subjected to discrimination in the level and quality of transportation services and transit related benefits.

2. The _____ will compile, maintain, and submit in a timely
(Private Nonprofit or Public Body)

manner Title VI information required by FTA Circular 1160.1A and in compliance with the Department of Transportation's Title VI regulation, 49 CFR Part 21.9.Z

3. The _____ will make it known to the public that those person
(Private Nonprofit or Public Body)

or persons alleging discrimination on the basis of race, color, or national origin as it relates to the provision of transportation services and transit-related benefits may file a complaint with the Federal Transit Administration and/or the U.S. Department of Transportation.

The person whose signature appears below is authorized to sign this assurance on behalf of the recipient.

DATED: _____

Signature

Name and Title of Authorized Officer

EXHIBIT 20
TITLE VI RIDERSHIP INFORMATION

COUNTY: _____

AGENCY: _____

Number of Persons likely to receive service. (Estimate).

Percentage of
Service Area Population
By Minority Group

Number of
Persons Expected
To Be Served

_____ %

White

_____ %

Black

_____ %

Hispanic

_____ %

Asian-Pacific

_____ %

Asian-Indian

_____ %

Native American

_____ 100 %

TOTAL

EXHIBIT 21
STANDARD ASSURANCE OF COMPLIANCE WITH
TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

The _____ (hereinafter referred to as the
(Private Nonprofit or Public Body)

"Recipient") HEREBY AGREES THAT as a condition to receiving any Federal financial assistance from the Department of Transportation it will comply with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000D-42 U.S.C. 2000D-4 (hereinafter referred to as the Act) and all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, subtitle A, Office of the Secretary, Part 21, Nondiscrimination Federally-Assisted Programs of the Department of Transportation - Effectuation of Title VI of the Civil Rights Act of 1964 (hereinafter referred to as the Regulations) and other pertinent directives, to the end that in accordance with Act, Regulations, and other pertinent directives, no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Recipient receives Federal financial assistance from the Department of Transportation, including the Federal Transit Administration (FTA), and HEREBY GIVES ASSURANCE THAT it will promptly take any measures necessary to effectuate this agreement. This assurance is required by subsection 21.7(a)(1) of the Regulations.

More specifically and without limiting the above general assurance, the Recipient hereby gives the following specific assurances with respect to the project:

1. That the Recipient agrees that each "program" and each "facility" as defined in subsections 21.23(e) and 21.23(b) of the Regulations, will be (with regard to a "program") conducted, or will be (with regard to a "facility") operated in compliance with all requirements imposed by, or pursuant to, the Regulations.
2. That the Recipient shall insert the following notification in all solicitations for bids for work or material subject to the Regulations and made in connection with a project under the Federal Transit Act of 1964, (The FTA Act) and, in adapted form in all proposals for negotiated agreements:

The Recipient, in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000D to 2000D-4 and Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders that it will affirmatively insure that in any contract entered into pursuant to this advertisement, minority business enterprises will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

3. That the Recipient shall insert the clauses of Appendix A of this assurance in every contract subject to the Act and the Regulations.
4. That the Recipient shall insert the clauses of Appendix B of this assurance, as a covenant running with the land, in any deed from the United States effecting a transfer of real property, structures, or improvements thereon, or interest therein.
5. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility, the assurance shall extend to the entire facility and facilities operated in connection therewith.
6. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the assurance shall extend to rights to space on, over, or under such property.
7. That the Recipient shall include the appropriate clauses set forth in Appendix C of this assurance, as a covenant running with the land, in any future deeds, leases, permits, licenses, and similar agreements entered into by the Recipient with other parties; (a) for the subsequent transfer of real property acquired or improved under this

project, and (b) for the construction or use of or access to space on, over or under real property acquired, or improved under this project.

8. That this assurance obligates the Recipient for the period during which Federal financial assistance is extended to the project, except where the Federal financial assistance is to provide, or is in the form of, personal property, or real property or interest therein or structures or improvements thereon, in which case the assurance obligates the Recipient or any transferee for the longer of the following periods: (a) the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or (b) the period during which the Recipient retains ownership or possession of the property.
9. The Recipient shall provide for such methods of administration for the program as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other recipients, sub grantees, contractors, subcontractors, transferees, successors in interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Act, the Regulations and this assurance.
10. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Act, and Regulations, and this assurance.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all Federal grants, loans, contracts, property, discounts or other Federal financial assistance extended after the date hereof to the Recipient by the Department of Transportation under Federal Transit Programs and is binding on it, other recipients, sub grantees, contractors, subcontractors, transferees, successors in interest and other participants in the Federal Transit Program. The person or persons whose signatures appear below are authorized to sign this assurance on behalf of the Recipient.

DATED: _____
Signature of Authorized Officer

Name and Title of Authorized Officer

Attachments:

Appendices A, B, and C

(Appendix A to Title VI Assurance)

During the performance of this contract, the contractor, for itself, its assignees and successors in interest (hereinafter referred to as the "contractor") agrees as follows:

1. **Compliance with Regulations:** The contractor shall comply with the Regulations relative to nondiscrimination in federally assisted programs of the Department of Transportation (hereinafter "DOT") Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time (hereinafter, referred to as the Regulations), which are herein incorporated by reference and made a part of this contract.
2. **Nondiscrimination:** The contractor, with regard to the work performed by it during the contract, shall not discriminate on the grounds of race, color, sex or national origin in the selection and retention of subcontractors, including procurement of materials and leases of equipment. The contractor shall not participate either directly or indirectly in the discrimination prohibited by Section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.
3. **Solicitations for Subcontracts, Including Procurement of Materials and Equipment:** In all solicitations either by competitive bidding or negotiation made by the contractor for work to be performed under a subcontract, including procurement of materials or leases of equipment, each potential subcontractor or supplier shall be notified by the contractor of the contractor's obligations under this contract and the Regulations relative to nondiscrimination on the grounds of race, color, or national origin.
4. **Information and Reports:** The contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Recipient or the Federal Transit Administration (FTA) to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information is required or a contractor is in the exclusive possession of another who fails or refuses to furnish this information, the contractor shall so certify to the Recipient, or the Federal Transit Administration, as appropriate, and shall set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of the contractor's noncompliance with the nondiscrimination provisions of this contract, the Recipient shall impose such contract sanctions as it or the Federal Transit Administration may determine to be appropriate, including, but not limited to:
 - (a) Withholding of payments to the contractor under the contract until the contractor complies, and/or
 - (b) Cancellation, termination or suspension of the contract in whole or in part.
6. **Incorporation of Provisions:** The contractor shall include provisions of paragraphs (1) through (5) in every subcontract, including procurement of materials and leases of equipment, unless exempt by the regulations, or directives issued pursuant thereto. The contractor shall take such action with respect to any subcontract or procurement as the Recipient or the Urban Mass Transportation Administration may direct as a means of enforcing such provisions including sanctions for non-compliance: Provided, however, that, in the event a contractor becomes involved in, or is threatened with litigation with a subcontractor or supplier as a result of such direction, the contractor may request the Recipient to enter into such litigation to protect the interests of the Recipient, and, in addition, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

(Appendix B to Title VI Assurance)

The following clauses shall be included in any and all deeds effecting or recording the transfer of real property, structures or improvements thereon, or interest therein from the United States.

(GRANTING CLAUSE)

NOW, THEREFORE, the Department of Transportation, as authorized by law, and upon the condition that the Recipient will accept title to the lands and maintain the project constructed thereon, in accordance with the Federal Transit Act and the policies and procedures prescribed by the Federal Transit Administration of the Department of Transportation and, also in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of Secretary, Part 21, Nondiscrimination in federally-assisted programs of the Department of Transportation (hereinafter referred to as the Regulations) pertaining to and effectuating the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252; 42 U.S.C. 2000D TO 2000D-4), does hereby remise, release, quitclaim and convey unto the

_____ (hereinafter referred to as the

(Name of Applicant)

"Recipient") all the right, title, and interest of the Department of Transportation in and to said lands described in Exhibit "A" attached hereto and made a part hereof.

(HABENDUM CLAUSE)

TO HAVE AND TO HOLD said lands and interests therein unto the Recipient and its successors forever, subject, however, to the covenants, conditions, restrictions and reservations herein contained as follows, which will remain in effect for the period during which the real property or structures are used for a purpose for which Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits and shall be binding on the Recipient, its successors and assigns.

The Recipient, in consideration of the conveyance of said lands and interests in lands, does hereby covenant and agree as a covenant running with the land for itself, its successors and assigns, that (1) no person shall on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination with regard to any facility located wholly or in part on, over and under such land hereby conveyed (,) (and)* (2) that the Recipient shall use the lands and interests in lands so conveyed, in compliance with all requirements imposed or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in federally-assisted programs of the Department of Transportation - Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations may be amended (,) and (3) that in the event of breach of any of the above-mentioned nondiscrimination conditions, the Department shall have a right to re-enter said lands and facilities on said land, and the above described land and facilities shall thereon revert to and vest in and become the absolute property of the Department of Transportation and its assigns as such interest existed prior to this instruction.*

*Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to effectuate the purposes of Title VI of the Civil Rights Act of 1964.

(Appendix C to Title VI Assurance)

The following clauses shall be included in all deeds, licenses, leases, permits, or similar instruments entered into by the _____ (hereinafter referred to as the "Recipient")

(Name of Applicant)

pursuant to the provisions of Assurance 10(a).

The (grantee, licensee, lessee, permittee, etc., as appropriate) for herself/himself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in the case of deeds and leases add "as a covenant running with the land") that in the event facilities are constructed, maintained, or otherwise operated on the said property described in this (add, license, lease, permit, etc.) for a purpose for which a Department of Transportation program or activity is extended or for another purpose involving the provision of similar services or benefits, the (grantees, licensee, lessee, permittee, etc.) shall maintain and operate such facilities and services in compliance with all other requirements imposed pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted programs of the Department of Transportation - Effectuation of Title VI of the Civil Rights Act of 1964; and as said Regulations may be amended.

(Include in licenses, leases, permits, etc.)*

That in the event of breach of any of the above nondiscrimination covenants, the Recipient shall have the right to terminate the (license, lease, permit, etc.) and to re-enter and repossess said land and the facilities thereon, and hold the same as if said (license, lease, permit, etc.) had never been made or issued.

(Include in deeds)*

That in the event of breach of any of the above nondiscrimination covenants, the Recipient shall have the right to re-enter said lands and the facilities thereon, the above described lands and facilities shall thereupon revert to and vest in and become the absolute property of the Recipient and its assigns.

The following shall be included in all deeds, licenses, leases, permits, or similar agreements entered into by the Recipient pursuant to the provisions of Assurance 7(b).

The (grantee, licensee, lessee, permittee, etc., as appropriate) for herself/himself, his/her personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in the case of deeds and leases add "as a covenant running with the land") that (1) no person on the ground of race, color, or national origin shall be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities, (2) that in the construction of any improvements on, over, or under such land and the furnishing of services thereon, no person on the ground of race, color, or national origin shall be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination and (3) that the (grantee, licensee, lessee, permittee, etc.) shall use the premises in compliance with all other requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation - Effectuation of Title VI of the Civil Rights Act of 1964), and as said Regulations may be amended.

(Include in licenses, leases, permits, etc.)*

That in the event of breach of any of the above nondiscrimination covenants, the Recipient shall have the right to terminate the (license, lease, permit, etc.) and to re-enter and repossess said land and the facilities thereon, and hold the same as if said (license, lease, permit, etc.) had never been made or issued.

(Include in deeds)*

That in the event of breach of any of the above nondiscrimination covenants, the Recipient shall have the right to re-enter said lands and the facilities thereon, and the above described lands and facilities shall thereupon revert to and vest in and become the absolute property of the Recipient and its assigns.

*Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to effectuate the purposes of Title VI of the Civil Rights Act of 1964.

EXHIBIT 22

Appendix A

FEDERAL FISCAL YEAR 2010 CERTIFICATIONS AND ASSURANCES FOR FEDERAL TRANSIT ADMINISTRATION ASSISTANCE PROGRAMS

(Signature page alternative to providing Certifications and Assurances in TEAM-Web)

Name of Applicant: _____

The Applicant agrees to comply with applicable provisions of Categories 01 - 24. _____

OR

The Applicant agrees to comply with the applicable provisions of the following Categories it has selected:

<u>Category</u>	<u>Description</u>	
01.	For Each Applicant.	X
02.	Lobbying.	X
03.	Procurement Compliance.	X
04.	Private Providers of Public Transportation.	
05.	Public Hearing.	X
06.	Acquisition of Rolling Stock.	X
07.	Acquisition of Capital Assets by Lease.	
08.	Bus Testing.	X
09.	Charter Service Agreement.	X
10.	School Transportation Agreement.	
11.	Demand Responsive Service.	X
12.	Alcohol Misuse and Prohibited Drug Use.	X
13.	Interest and Other Financing Costs.	
14.	Intelligent Transportation Systems.	X
15.	Urbanized Area Formula Program.	
16.	Clean Fuels Grant Program.	
17.	Elderly Individuals and Individuals with Disabilities Formula Program and Pilot Program.	X
18.	Nonurbanized Area Formula Program.	

19. Job Access and Reverse Commute Program.
20. New Freedom Program.
21. Alternative Transportation in Parks and Public Lands Program.
22. Tribal Transit Program
23. Infrastructure Finance Projects.
24. Deposits of Federal Financial Assistance to a State Infrastructure Banks.

(Both sides of this Signature Page must be appropriately completed and signed as indicated.)

FEDERAL FISCAL YEAR 2010 FTA CERTIFICATIONS AND ASSURANCES SIGNATURE PAGE

(Required of all Applicants for FTA assistance and all FTA Grantees with an active capital or formula project)

AFFIRMATION OF APPLICANT

Name of Applicant: _____

Name and Relationship of Authorized Representative: _____

BY SIGNING BELOW, on behalf of the Applicant, I declare that the Applicant has duly authorized me to make these certifications and assurances and bind the Applicant's compliance. Thus, the Applicant agrees to comply with all Federal statutes, regulations, executive orders, and directives applicable to each application it makes to the Federal Transit Administration (FTA) in Federal Fiscal Year 2010.

FTA intends that the certifications and assurances the Applicant selects on the other side of this document, as representative of the certifications and assurances in this document, should apply, as provided, to each project for which the Applicant seeks now, or may later, seek FTA assistance during Federal Fiscal Year 2010.

The Applicant affirms the truthfulness and accuracy of the certifications and assurances it has made in the statements submitted herein with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. 3801 *et seq.*, and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31 apply to any certification, assurance or submission made to FTA. The criminal fraud provisions of 18 U.S.C. 1001 apply to any certification, assurance, or submission made in connection with a Federal public transportation program authorized in 49 U.S.C. chapter 53 or any other statute

In signing this document, I declare under penalties of perjury that the foregoing certifications and assurances, and any other statements made by me on behalf of the Applicant are true and correct.

Signature _____ Date: _____

Name _____
Authorized Representative of Applicant

AFFIRMATION OF APPLICANT'S ATTORNEY

For (Name of Applicant): _____

As the undersigned Attorney for the above named Applicant, I hereby affirm to the Applicant that it has authority under state and local law to make and comply with the certifications and assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the certifications and assurances have been legally made and constitute legal and binding obligations on the Applicant.

I further affirm to the Applicant that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these certifications and assurances, or of the performance of the project.

Signature: _____ Date: _____

Name: _____

Attorney for Applicant

Each Applicant for FTA financial assistance (except 49 U.S.C. 5312(b) assistance) and each FTA Grantee with an active capital or formula project must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its signature in lieu of the Attorney's signature, provided the Applicant has on file this Affirmation, signed by the attorney and dated this Federal fiscal year

EXHIBIT 23
PRIVATE NONPROFIT or PUBLIC BODY BOARD RESOLUTION

WHEREAS, THE (_____) hereinafter referred to
(Legal Name of Organization)
as the "Applicant" has requested assistance from the Georgia Department of Human Services for the purpose of capital assistance; and

WHEREAS, this project is considered to be important and necessary to public transportation in
_____; and
(City/County)

THAT the Applicant while making application to or receiving grants from the Federal Transit Administration will comply with the Federal statutes, regulations, executive orders and administrative requirements as listed in Appendix A of the FTA Circular FTA C 9070.1C and as also included in Appendix B of the Georgia Department of Human Services State Management Plan and Application Package for Elderly and Disabled Transportation inclusive;

THAT the Applicant has or will make available in the required amounts non-federal funds to meet local share requirements;

THAT _____ is empowered to sign
(Name and Title of Designated Official)
contract on behalf of the Applicant; and

THAT the above named official may sign on behalf of the Applicant any assurance, certification, or other documentation that may be required as a part of the application submitted.

Passed this _____ day of _____, 20____

Board Chairman

Signed, sealed and delivered this _____ day of _____,
20____ in the presence of:

Witness

Notary Public - Notary Seal

EXHIBIT 24
SECTION 5310
GRANT APPLICATION CHECKLIST

PREPARED BY: _____ PHONE: _____

Indicate by N/A any items that are not applicable.

1. Project Description
_____ All sections of (Exhibit 17) complete.
2. Applicant Certifications
_____ Written certification on nonprofit or public body status
_____ Written certification of equivalent transportation services for persons with disabilities.
3. _____ Copy of public notice or private enterprise notification (Exhibit 18)
4. Civil Rights Requirements
_____ a. FTA Civil Rights Assurance (Exhibit 19)
_____ b. Title VI Ridership (Exhibit 20)
_____ c. U.S. D.O.T. TITLE VI Assurance (Exhibit 21)
_____ d. Limited English Proficiency Plan
_____ e. Title VI Complaint Procedures
5. Certifications and Assurances for FTA Assistance (Exhibit 22)
_____ All sections of (Appendix A) complete
6. Private Enterprise Coordination
_____ Private Nonprofit or Public Body Board Resolution (Exhibit 23)
7. _____ Original and one copy
8. Application Checklist
_____ All above items have been addressed

APPENDICES

APPENDIX A

PRIVATE ENTERPRISE COORDINATION REQUIREMENTS

Requirements 1-3 are addressed in the application process.

1. The current participation of private providers in Section 5310 supported services.
2. All efforts to provide written notice to private providers of proposed services.
3. All forums, meetings, hearings, or other opportunities for involving the private sector early in the project development process.

The remaining requirements 4-9 are to be addressed, as appropriate, maintained on file and kept current by the applicant.

4. Description of private sector proposals, if any, offered for consideration, and the rationale for inclusion or exclusion.
5. Methods for periodically reviewing existing services to determine whether they can be provided more efficiently by the private sector.
6. Any locally established criteria for making public/private service decisions.
7. The local methodology for making true cost comparisons when there are two or more operators interested in providing service.
8. Any complaints from private operators and how these were resolved, and the local mechanism for resolving complaints.

APPENDIX B

LISTS OF STATUTES, REGULATIONS, EXECUTIVE ORDERS, AND ADMINISTRATIVE REQUIREMENTS APPLICABLE SECTION 5310

(Briefly described and provided for the convenience of the applicant.)

STATUTES

Section 3(e) of the FTA Act, 49 U.S.C. 1602(E) which requires, among other things, the recipient to provide to the maximum extent feasible for the participation of private mass transportation companies.

Section 12(c) of the FTA Act, 49 U.S.C. 1608(C) Which, among other things, prohibits discrimination on the basis of race, color, creed, national origin, sex or age.

Section 5310 of the FTA Act, 49 U.S.C. 1612 Which provides, among other things, for the planning and design of mass transportation facilities to meet the special needs of the elderly and disabled.

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000(d) Which, among other things, prohibits discrimination on the basis of race, color or national origin by recipients of Federal financial assistance.

Title VII of the Civil Rights Act of 1964, 42 U.S.C. 2000(a) Which, among other things, prohibits discrimination in employment.

Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. 794 Which, among other things, prohibits discrimination on the basis of handicap by recipients of Federal financial assistance.

"Hatch Act," 5 U.S.C. 1501, et seq. which, among other things, imposes certain restrictions on political activities of recipients of federal financial assistance.

"Buy America Requirements," Section 5310 of the Surface Transportation Assistance Act of 1982, P.L. 97-424. which, among other things, requires that steel, cement and manufactured products procured under FTA-funded contracts of a certain size be of domestic manufacture or origin (with four exceptions).

Contract Work and Safety Standards Act, 40 U.S.C. 327-333 which, among other things, establishes the required basis and conditions for hours of work and for overtime pay of laborers and mechanics, and directs the Department of Labor to formulate construction safety and health standards.

National Environmental Policy Act of 1969, 42 U.S.C. 4321, ET. SEQ. which, among other things, prohibits Federal assistance that will adversely affect the quality of the environment.

Federal Water Pollution Control Act, as amended by the Clean Water Act of 1977, 33 U.S.C. 1251, ET SEQ which, among other things, sets limits on pollutants discharged in international waterways and requires safeguard against spills from oil storage facilities.

Clean Air Act of 1955, as amended, 42 U.S.C. 7401, ET SEQ. which, among other things, establishes national standards for vehicle emissions Energy Policy and Conservation Act, 42 U.S.C. 6321 which, among other things, authorizes development and implementation of state energy conservation plans.

National Flood Insurance Act of 1969, 42 U.S.C. 4011, ET SEQ. which, among other things, authorizes a national flood insurance program.

Flood Disaster Protection Act of 1973, 42 U.S.C. 4012A, ET SEQ. which among other things, requires the purchases of flood insurance by recipients of federal financial assistance who are located in areas having special flood hazards.

The Safe, Accountable, Flexible, Efficient Transportation Equity Act, a Legacy for Users (Public Law 109-059) signed into law on August 10, 2005, and codified in 49 U.S.C. Chapter 53.

APPENDIX B (continued)

REGULATIONS

49 C.F.R. Part 600, et seq. regulations promulgated by FTA 49 C.F.R. Parts 18,20,21, 23, 24, 25, 27, 29, 37, 38,639,661,663 and 665 regulations promulgated by the Department of Transportation governing Title VI of the Civil Rights Act of 1964, Minority Business Enterprise, Relocation and Land Acquisition, Uniform Relocation Assistance and Real Property Acquisition, Nondiscrimination on the Basis of Handicap, Drug-Free Workplace Act of 1988, Bus Testing, Transportation for Individuals with Disabilities, Pre-award and Post-delivery audits, Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments, New Restrictions on Lobbying, Capitol Leases, 56 Fed. Reg. 51786, dated 10-15-91, Buy America Requirements: Surface Transportation Assistance Act of 1982, respectively.

0 C.F.R. Part 601 regulations promulgated by the Department of Energy governing Restrictions on Lobbying. 36 C.F.R. Part 800 regulations promulgated by the Advisory Council on Historic Preservation .

46 C.F.R. Part 381 regulations promulgated by the Maritime Administration governing cargo preference requirements.

31 C.F.R. Part 205 regulations promulgated by the Department of Treasury governing letter of credit.

40 C.F.R. Part 15 regulations promulgated by the Environmental Protection Agency pertaining to administration of Clean Air and Water Pollution requirements for grantees.

EXECUTIVE ORDERS

E.O. 11988 which establishes certain specific requirements related to flood protection and control.

E.O. 12372 which rescinds OMB Circular A-95 and establishes new requirements currently being implemented.

ADMINISTRATIVE REQUIREMENTS

Office of Management and Budget (OMB) Circular A-87 which provides costs principles applicable to grants and grants and contracts with State and local governments.

Office of Management and Budget (OMB) Circular A-102 which provides uniform requirements for assistance to State and local governments.

Federal Transit Administration Circular FTA C 9070.IF Dated May 1, 2009, Elderly Individuals and Individuals with disabilities Program Guidance and application Instructions.

APPENDIX C

DEFINITIONS

Applicant - A private nonprofit organization or public body which applies to the department for financial assistance under the Section 16 capital assistance program.

Capital Equipment - Vehicles and ancillary support equipment with a multi-year usable life. For the purpose of this program this includes, but is not limited to vehicles, radios, passenger shelters, etc.

Elderly Person - All persons age 60 and over.

Eligible Services - Transportation services intended for regular non-emergency passenger use with priority given to the elderly and disabled. Other services (e.g., special charters) are allowed, however, these must be incidental and not in conflict with regular schedules or services.

Disabled Person - Individuals who, by reason of illness, injury, age, congenital malfunction, or other permanent or temporary incapacity or disability, including those who are non-ambulatory wheelchair bound and those with semi-ambulatory capabilities are unable, without special facilities or special planning or design, to utilize mass transportation facilities and services effectively.

Incidental Use - The use of equipment or facilities purchased under this grant program for other than principle grant related purposes.

Metropolitan Planning Organization (MPO) - Organizations designated by the Governor which, together with the state, are responsible for transportation planning in urbanized areas.

Program of Projects means a list of projects to be funded in the grant application submitted to FTA by a State. The program of projects (POP) lists the subrecipients and indicates whether they are private non-profit agencies or local government authorities, designates the areas served (including rural areas), and identifies any tribal entities. In addition, the POP includes a brief description of the projects, total project cost and Federal share for each project, and the amount of funds used for program administration from the 10 percent allowed.

Human Service Transportation means transportation services provided by or on behalf of a human service agency to provide access to agency services and/or to meet the basic, day-to-day mobility needs of transportation-disadvantaged populations, especially individuals with disabilities, older adults, and people with low incomes.

Locally Developed Coordinated Public Transit-Human Services Transportation Plan means a plan that identifies the transportation needs of individuals with disabilities, older adults, and people with low incomes, provides strategies for meeting those local needs, and prioritizes transportation services for funding and implementation.

Minority Communities – A community that has a percentage of minority population greater than the percentage of minority population in the state.

Minority Individual – A person whose origins are in any of the black racial groups of Africa; a person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish or Portuguese culture or origin regardless of race; a person who is an American Indian, Eskimo, Aleut, or Native Hawaiian; a person whose origins are from Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, the US Trust Territories of the Pacific, or the Northern Marianas; or a person whose origins are from India, Pakistan, or Bangladesh.

Minority Organization – A small business concern which is at least 51 percent owned by one or more minority individuals or, in the case of a publicly owned business, at least 51 percent of the stock of which is owned by one or more minority individuals, and whose management and daily business operations are controlled by one or more of the minority owners.

Nonprofit Organization - A corporation or association determined by the Secretary of the Treasury to be an organization described by 26 USC Section 501(C) which is exempt from taxation under Section 501(a) or 101 or one which has been determined under state law to be nonprofit and for which the department has received documentation certifying the status of nonprofit organization.

Non-Urbanized Areas - Areas with a population of less than 50,000.

Private - means non public, to wit: bodies which are not municipalities or other political subdivisions of states; are not public agencies or instrumentalities of one or more states; are not Indian tribes; are not public corporations, boards, or commissions established under the law of any state; or are not subject to control by public authority, state or municipal.

Recipient - An applicant which has been awarded financial assistance under the Section 5310 capital assistance program.

Sub-Recipient – means a private non-profit organization, if the public transportation service provided is unavailable, insufficient, or inappropriate; or a governmental authority that is approved by the State to coordinate services for elderly individuals and individuals with disabilities or certifies that there is not any non-profit organizations readily available in the area to provide services.

Service Area – Is the geographic area which elderly and disabled clients will be served using funds from this grant.

Transportation Improvement Program (TIP) - A list of transportation projects for which funding will be sought over a three to five year period prepared by the MPO representing an urbanized area.

Urbanized Areas - Areas designated by the Bureau of Census, with a population of 50,000 or more.

APPENDIX D

REQUIRED CERTIFICATIONS FOR PURCHASES OF SERVICES

Appendix D is not used as part of the application process for FTA Program 5310 funds in the state of Georgia. Funds under this grant will be used in purchase of service agreements.

APPENDIX E

DHS COORDINATED TRANSPORTATION MAP

(Attached as a Microsoft PowerPoint Document. File Name: MAP FY11)

APPENDIX F

DHS REGIONAL TRANSPORTATION COORDINATORS

(Attached as a Microsoft Excel Document. File Name: Contact List1 with ZIPS)

APPENDIX G

FEDERAL REGISTER

(www.fta.dot.gov)

APPENDIX H

Disadvantaged Business Enterprise Program

APPENDIX I

Limited English Proficiency Policy and Procedures

	Department of Human Services Online Directives Information System	Index: Revised: Review:	POL1701 3/26/07 3/1/11
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SUBJECT: Language Access for Limited English Proficient (LEP) and Sensory Impaired (SI) customers

POLICY

The policy of the Georgia Department of Human Services (DHS) is to provide meaningful language access to limited English proficient and/or sensory impaired customers to all programs and activities conducted or supported by the department.

A. Authority

- [Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000 et.seq.](#)
- [Americans with Disabilities Act \(ADA\) of 1990, Title II](#)
- [Rehabilitation Act of 1973 \(Sec. 504\)](#)

B. References

DHS Limited English Proficiency and Sensory Impaired Procedures (released August 25, 2006)

C. Applicability

This policy applies to all Divisions and Offices of DHS for programs, services and activities.

D. Definitions

Language – Refers to the method by which an individual communicates with another and includes languages other than English and generally accepted means of communication used by customers with sensory impairments.

Limited English Proficient – Refers to Persons who do not speak English as their native/primary language and who have a limited ability to read, speak, write or understand English.

Meaningful Access – Meaningful access to programs and services is the standard of access required of federally funded entities to comply with Title VI language access requirements. LEP/SI customers must be given the opportunity to benefit from all available resources, services, and activities to the same extent as non-LEP/SI customers.

Sensory Impaired - Refers to Individuals who are deaf, deafened and hearing impaired, visually impaired, blind, or deaf and blind.

E. Responsibilities

The Director of the Policy Planning and Compliance Group, Office of the Commissioner, is responsible for issuing and updating, as appropriate, procedures to implement this policy.

F. History

This revision replaces Policy 1701 which was effective August 25, 2006.

G. Evaluation

The LEP/SI service delivery is evaluated using feedback from randomly selected customers receiving services from DHS, staff securing services for customers and language services contractors providing services to DHS customers. The LEP/SI Program Office uses the feedback to enhance programmatic operations and service delivery.

H. Authentication

B.J. Walker

Commissioner

3/29/07

Date

	Department of Human Services Online Directives Information System	Index: Revised: Review:	PRO1701 6/30/09 6/1/11
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SUBJECT: Language Access for Limited English Proficient (LEP) and Sensory Impaired (SI) Customers

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<u>SECTION II</u>	Needs Assessment
<u>SECTION III</u>	Staff Orientation and Training
<u>SECTION IV</u>	Service Delivery to LEP/SI Customers Providing Notice to LEP/SI Customers Identifying LEP/SI Customers Providing Language Assistance Guide for Providing Meaningful Language Access to LEP/SI Customers DHS List of Language Contractors Departmental Employees/Bi and Multi-Lingual Supplements
<u>SECTION V</u>	Translation of Documents
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<u>SECTION VII</u>	Attachments - click here for All ATTACHMENTS

SECTION I Introduction

Purpose

The Georgia Department of Human Services (DHS or the Department) is committed to ensuring that limited English proficient (LEP) and sensory impaired (SI) customers have meaningful language access to all programs and activities conducted or supported by the Department. Those services include programs and assistance provided directly by the Department, its Divisions and Offices (Division of Aging Services, Division of Family and Children Services, Division of Mental Health, Developmental Disabilities and Addictive Diseases, Division of Public Health, Office of Child Support Enforcement, Office of Regulatory Services, Office of Investigative Services). For a comprehensive listing of services by Division and Office, the Department maintains a website at <http://www.georgia.gov/portal/site/DHR/>. Refer to [Attachment 1](#) for a list of definitions of words and terms used throughout these procedures.

DHS offers communication assistance by securing and utilizing interpreters, translators and other necessary communicative resources when serving LEP and SI customers. In all situations, language and other communication assistance is administered in accordance with the DHS's Language Access for Limited English Proficient and Sensory Impaired Customers Policy #1701 and is included as [Attachment 2](#).

The United States Department of Health and Human Services, Office For Civil Rights (HHS/OCR) approved the initial DHS State LEP/SI Plan in July, 2002. The plan has been integrated into the DHS Language Access for Limited English Proficient and Sensory Impaired Customers Policy and Procedures #1701 Policy and Procedures and establishes the policy and procedures for implementing a statewide strategy to determine service needs and to identify and develop the necessary resources and methods for service delivery to LEP/SI customers.

The responsibility for implementing DHS Language Access for Limited English Proficient and Sensory Impaired Customers Policy #1701 Policy and Procedures is shared between the Department as a whole through the joint effort of the Policy Planning and Compliance Group (PPCG), Limited English Proficient/Sensory Impaired Program (LEP/SI) and the various DHS County Offices, Regional Offices, Health Districts and State Office Programs that provide direct benefits and services to LEP/SI customers. For a description of DHS's organizational commitment, including the staff structure and teams, to ensure meaningful language access to programs and services for LEP/SI customers, see [Attachment 3](#).

Legal Authority

Limited English Proficient (LEP)

[Title VI of the Civil Rights Act of 1964, 42 U.S.C. Section 2000d.et. seq.](#) prohibits recipients of Federal financial assistance from discriminating on the basis of race, color, or national origin. Specifically Section 601 of Title VI states: "No person in the United States shall on the ground of race, color or national origin, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance".

Regulations implementing Title VI provide in part at 45 C.F.R. Section 80.3 (b):

"(1). A recipient under any program to which this part applies may not, directly or through contractual or other arrangements, on ground of race, color, or national origin:

- (i). Deny an individual any service, financial aid, or other benefit provided under the program;
 - (ii). Provide any service, financial aid, or other benefit to an individual which is different, or is provided in a different manner, from that provided to others under the program; ...
- (2). A recipient, in determining the types of services, financial aid, or other benefits, or facilities which will be provided under any such program, or the class of individuals to whom, or the situations in which, such services, financial aid, other benefits, or facilities will be provided... may not, directly or through contractual or other arrangements, utilize criteria or methods of administration which have the effect of subjecting individuals to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program as respect individuals of a particular race, color, or national origin."

Sensory Impairment (SI)

- [Section 504 of the Rehabilitation Act of 1973](#)
- [Title II of the Americans with Disabilities Act of 1990 \(ADA\)](#)

Section 504 and the ADA prohibit covered entities from discriminating against persons with disabilities in the provision of benefits and services or the conduct of programs or activities on the basis of their disability.

Section 504 applies to programs or activities that receive Federal financial assistance. Title II of the ADA covers all of the services, programs, and activities conducted by public entities (state and local governments, departments, agencies, etc.) including licensing.

Section 504 and the ADA protect qualified individuals with disabilities from discrimination on the basis of their disability. An individual with a disability is a person who has a physical or mental impairment that substantially limits one or more major life activities; has a record of such impairment; or is regarded as having such impairment. Major life activities means functions such as caring for one's self, performing manual tasks, walking, seeing, hearing, breathing, learning and working.

SECTION II Needs Assessment

Language assistance for customers who are limited English proficient and/or sensory impaired may be needed at the following customer contact points:

- Program Intake
- Assessments (eligibility, diagnostic)
- Service Plan Development
- Discharge Planning
- Caseworker and Care Coordinator Contacts
- Home Visits
- Field Contacts
- Telephone Contacts
- Appointments with custodial and non-custodial parents

- Court hearings involving child support

DHS Divisions and Offices that provide social services to customers at the local level develop local Language Access Plans to ensure that service delivery is consistent with the needs of the LEP/SI population in the service area. (Local level is defined by each DHS Division and Office based on programmatic operations). A sample Language Access Plan template is included as [Attachment 4](#). An electronic copy of the completed local Language Access Plan is submitted to the LEP/SI Office at lepsi@dhr.state.ga.us.

DHS Divisions and Offices complete an annual review of its Language Access Plans as well as a self-assessment of needs and resources at the county level for LEP/SI customers that is administered by the LEP/SI Office. The LEP/SI Office administers a random telephone assessment of all customer contact points twice each fiscal year to determine if LEP/SI customers are able to communicate via telephone with targeted DHS Divisions/Offices.

SECTION III Staff Orientation and Training

Employees are informed of DHS's Policy of Non-Discrimination during new employee orientation. Also, the DHS Language Access for Limited English Proficient (LEP) and Sensory Impaired (SI) Customers Policy and Procedures are located accessible in DHS's ODIS and the Employee INTRANET. The DHS website (Language Access portal) includes resources to aid staff in the delivery of services to LEP/SI customers. A comprehensive multi-approach training plan, i.e., Train-the-Trainer, classroom, web-based and self-paced, which is designed to reach employees who are likely to have direct contact with LEP/SI customers, is under development. This training will include all of the DHS notices, forms, and resources available for assisting LEP/SI customers. During the interim, the LEP/SI Program staff is providing training as requested by Divisions and Offices.

SECTION IV Service Delivery to LEP/SI Customers

The Four-factor Analysis is used to determine the level of services provided at the local level. This Analysis includes a look at:

- the number or proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee/recipient,
- the frequency with which LEP individuals come in contact with the program,
- the nature and importance of the program, activity, or service provided by the program to people's lives, and
- the resources available to the grantee/recipient and costs.

Providing Notice to LEP/SI Customers

A Notice of Free Interpretation Services Wall Poster ([Attachment 5](#)) is located in DHS's waiting rooms and intake and reception areas. This poster informs the public of DHS's Language Access policy to provide free interpretation services (in the major languages spoken in Georgia, Sign Language and Braille). Wall posters are available through the LEP/SI Office.

Identifying LEP/SI Customers

When services are delivered to LEP/SI customers, whether by Departmental employees or contract vendors,

Languages spoken by LEP/ SI customers are identified at all customer contact points through the use of either bi-lingual staff when available, the "I SPEAK" card ([Attachment 6](#)) or through a telephone interpretation service. Note that the "I SPEAK" card is also available on the DHS Website at <http://lepsi.dhr.georgia.gov/>.

- Staff takes immediate steps to identify the language spoken by the customer, ensuring that unreasonable delays do not occur, so that the appropriate communication resource is secured. The LEP/SI customer is informed by the bi-lingual staff or an interpreter of their right to free interpreter services and how/when services will be provided (i.e. staff, contract interpreter, telephone interpreter, services provided immediately or an appointment is scheduled).
- Services for LEP/SI customers are provided at all times using the same standards as for English speaking customers.

Providing Language Assistance

Interpreters and/or assistive technology and adaptive equipment are used in the following situations when:

- Requested by a customer.
- Requested by a service provider of a LEP/SI customer.
- Necessary to establish or maintain a customer's eligibility for DHS programs or services.
- Interpreter services are necessary to access public meetings sponsored by DHS or those under contract to DHS.
- Necessary for the customer to access any service funded directly or indirectly by DHS.

Guide for Providing Meaningful Language Access to LEP/SI Customers

1	Identify customers who do not speak English as their primary language and have a limited ability to read, speak, write or understand English (LEP) or are either deaf, deafened and hearing impaired, blind, visually impaired or deaf/blind (SI).
2	If LEP customer, use either bi-lingual staff, the "I SPEAK" Language Identification Card (Attachment 6), or telephone interpretation service to determine language spoken. Note that telephone interpretation services can identify the language spoken and provide interpretation for the LEP customer on the telephone via 3-way calling.
3	<p>If SI customer, communication with the deaf and hearing impaired is generally through sign language, video recording transmitter, a TeleTYpewriter (TTY) or a Telecommunications Device for the Deaf (TDD). Use of TTY/TDD services may be accessed through the Georgia Relay Service, 24 hours a day, 7 days a week by dialing: 711 or 1-800-255-0135 (for hearing callers) or 1-800-255-0056 (for text telephones). See Attachment 7 for a description of how to use the Relay Service. This service may be used for incoming and outgoing calls.</p> <p>If SI customer, communication with the visually impaired is generally through voice, Braille, large print and cassette audiotapes.</p>
4	Determine how communication with the customer will occur (i.e. bi-lingual employee interpreter, contract interpreter from the DHS List of Language Contractors maintained by the LEP/SI Office, Telephone Interpreter Service, or Other Services). Attachment 8 includes Tips for Using an Interpreter to Improve Service Delivery and Suggested Guidelines for Sign Language Interpreters.
5	<p>Secure the language assistance resource needed to communicate with the LEP/SI customer. Please inform the customer of their right to FREE interpreter services. (DHS provides interpreter/translation services FREE to LEP/SI customers. Under NO condition will DHS require a LEP/SI customer to provide their own interpreter/translator. When free interpreter services are declined, the Waiver of Rights to Free Interpreter Services (Attachment 9) is signed by the customer and interpreter providing services for the customer).</p> <p>Place signed Waiver in customer file/record and provide a copy to the customer. (DHS will provide either an on-site or telephone interpreter to observe communication when interpreter services are not provided by DHS. Documentation is placed in the customer's file regarding the appropriateness or non-appropriateness (i.e., proficiency in English, understanding of terminology, sufficient knowledge of program, confidentiality is not breached, information is not compromised) of the non-DHS provided interpreter. If there are questions or concerns about the appropriateness of an interpreter providing services for a customer, DHS shall request the assistance of a DHS provided interpreter. The LEP/SI customer may revoke the Waiver at any time and request the services of a free Interpreter).</p>
6	Schedule an appointment within 2 business days for non-emergency cases. Service to the LEP/SI customer is consistent with service delivery to English speaking customers.
7	Create customer file/record. Complete LEP/SI Intake and Tracking Form (Attachment 10) or local reporting document/system. Information from the Intake and Tracking form is used for reporting and includes type of service provided (specific SI or language for LEP), number of times service is provided, resources provided, cost of services and if Waiver form was signed).
8	Confirm that the Policy/Notice of Non-Discrimination in Services (Attachment 11- 1, 11-2 DFCS) sign is posted and that copies of the Discrimination Complaint Form (Attachment 12-1, 12-2 DFCS) are available at the front desk for the customer in the appropriate language.

9	Record all services provided on the LEP/SI Intake and Tracking Form or local reporting document/system. File completed LEP/SI Intake and Tracking Form in customer file/record and a copy in the central LEP/SI file. (NOTE: Central LEP/SI files are maintained for tracking and reporting purposes.)
10	Complete Employee Feedback Form (Attachment 13) if the services of a Contractor were utilized and mail, FAX or e-mail to the LEP/SI Office. Feedback forms are also provided to the Contractor (Attachment 14) and to randomly selected LEP/SI customers (Attachment 15). Process invoice for payment of contractor for services upon receipt.

NOTE: When utilizing the services of a language contractor, staff must be present for on-site and telephone interpretation services. Staff persons are required to be present either via speaker telephone or 3-way conference when language contractors (interpreters) contacts customers via telephone. When DHS services are provided through a 3-way conference call, the staff person must use an agency phone (LAN line or cell phone) to set up the call.

DHS Master List of Language Contractors

The LEP/SI office recruits and maintains a Master List of Language Contractors to provide language assistance services to DHS offices on an “as needed” basis. These contractors have terms and conditions that have been agreed upon, thus Divisions and Offices are not required to enter into negotiations prior to or during service delivery. All contractors meet standards established by the Department (see [Attachment 16](#) for the Selection and Evaluation Criteria for Interpreters and Interpreter Services) and are required to adhere to a Code of Professional Conduct ([Attachment 17](#)) and Code of Ethics ([Attachment 18](#)). The Master List of Language Contractors is updated on an ongoing basis to ensure accuracy and is available on the DHS Language Access SharePoint site which is accessible by the Language Access Coordinators, located in local offices, and the Language Access Team members (at least one state level representative for each Division/Office). Divisions/Offices may also contact the LEP/SI office for the Master List of Language Contractors. DHS Divisions/Offices may recommend contractors to the LEP/SI Office for consideration to determine if there is a need for the language and if the potential contractor meets the standards established by the Department.

Departmental Employees/ Pay Supplements

Based on the language needs of a Division or Office, an employee of the Department may be placed on the list of DHS Bi/Multi-lingual employees by demonstrating proficiency in English and the language for which they will interpret. Proficiency is evidenced by achieving a passing score on a standard Interpreters’ Skills examination administered by a language testing service or completion of an interpreter training program that includes receiving a passing score on an Interpreter’s oral examination. With supervisory approval, employees are eligible to receive a 5% or 10% pay supplement for providing language services (e.g., 5% - one language, 10% - two or more language).

Supervisors who wish to have employees tested may contact the Language Access Coordinator (LAC) for copies of testing information which is located on the Language Access SharePoint Site. Also, supervisors may contact the LEP/SI Office for testing information.

Cultural competency training for staff providing services to LEP/SI customers is being incorporated into the overall DHS LEP/SI training.

SECTION V Translation of Documents

The Policy Planning and Compliance Group (PPCG) LEP/SI Office coordinates the translation of documents, forms and brochures such as applications, consent forms, letters containing information regarding participation in a program, notices pertaining to the reduction, denial or termination of services or benefits and notices advising LEP/SI customers of the availability of free language assistance. The translation process is described as follows:

- When translations are needed, the Translation Request Form ([Attachment 19](#)) is completed by DHS Divisions/Offices and submitted to the LEP/SI Office. The LEP/SI Office identifies appropriate certified/qualified translators or translation service providers capable of producing camera ready, formatted documents suitable for printing or publishing to the DHS website and forwards the Request for a Quote ([Attachment 20](#)) to at least 3 vendors. Unless there is a compelling reason, the lowest bidder is selected.
- Translators and translation services ensures that the translated text reflects a sound conceptual understanding of the source material; hence, translators will secure a verifiable and independent, certified or qualified translator to proof read the final document. All proofreaders will meet the criteria established for primary translators.
- Translators and translation services take into consideration the foreign language and English literacy levels of the intended audience when translating DHS materials.
- Translators and translation services return all source documents and related files to the Department with the finished product.
- Documents containing occupation-specific terminology (such as medical and legal) will be translated by individuals who are qualified or certified to translate in those specific fields.

SECTION VI Monitoring and Complaint Resolution Process

Monitoring

The PPCG LEP/SI staff monitors services to LEP and SI customers in collaboration with monitoring activities conducted by each Division or Office. Three methods are used to monitor: (1) LEP/SI staff accompanies staff from DHS's Divisions and Offices as they conduct regular, on-site monitoring activities, (2) an annual assessment of service delivery, including telephone surveys and (3) responding to customer complaints. When feasible, the LEP/SI staff collaborates with Divisions/Offices when conducting customer satisfaction surveys.

The following criteria are used when monitoring LEP/SI service delivery:

- Compliance with the LEP/SI Service Delivery Checklist ([Attachment 21](#)).
- Total number of LEP/SI customers receiving service.
- Total number of instances, by language category, services are provided.
- Total number of hours, by language category, services is made available.
- Competence of the interpreter used (Bi-lingual employee, DHS Listing, qualified/certified/licensed vs. unqualified/non-certified or unlicensed).
- Timeliness of service.
- Frequency of Waiver of Rights to Free Interpreter Services usage.
- Corrective action taken, if needed.

Complaint Resolution Process

Managing complaints of discrimination by LEP and SI customers is accomplished in accordance with existing Departmental policies and procedures. In addition, complaints related to access to services by LEP and SI customers are forwarded to the LEP/SI office. Complaints may be submitted in any format; however, the preferred format is to complete the LEP/SI Discrimination Complaint Form ([Attachment 12-1, 12-2 DFCS](#)). The LEP/SI staff shares the complaint with the LEP/SI Complaint Resolution Team (CRT) within 2 business days after receipt. The CRT consists of the LEP/SI staff, the Language Access Team (LAT) member from the affected Division/Office and two additional LAT members. The CRT will work together to investigate and respond to the complaint. Complaints will be responded to in 5 business days.

SECTION VII

Attachments

[1 - Definitions](#)

[2 – LEP/SI Policy](#)

[3 - Organizational Commitment](#)

LEP/SI Program Responsibilities

Language Access Team (LAT) Responsibilities

Language Access Coordinators (LAC) Responsibilities

Complaint Resolution Team Responsibilities

Community Advisory Council Responsibilities

[4 - Local Language Access Plan Template](#)

[5 - Notice of Free Interpretation Services Wall Poster](#)

[6 - “I SPEAK” card](#)

[7 – Georgia Relay Services – How to Guide](#)

[8 - Tips for Using an Interpreter to Improve Service Delivery](#)

[Suggested Guidelines for Sign Language Interpreters](#)

[9 - Waiver of Rights Form](#)

[10 - Intake and Tracking Form and Instructions](#)

[11 - 1 Policy/Notice of Non-Discrimination in Services – General](#)

(English & Spanish)

[11 - 2 Policy/Notice of Non-Discrimination in Services – DFCS](#)

(English & Spanish)

[12 - 1 LEP/SI Discrimination Complaint Form – General](#)

(English & Spanish)

[12 - 2 LEP/SI & Title VI Discrimination Complaint Form – DFCS](#)

(English & Spanish)

[13 - LEP/SI Employee Feedback Form & Instructions](#)

[14 - LEP/SI Contractor Feedback Form & Instructions](#)

[15 - LEP/SI Customer Feedback Form & Instructions](#)

[16 – Selection and Evaluation Criteria for Interpreter and Interpreter Services](#)

[17 - Code of Professional Conduct](#)

[18 - Code of Ethics](#)

[19 - Translation Request Form](#)

[20 - Request for a Quote Form](#)

[21 - LEP/SI Service Delivery Checklist](#)

APPENDIX J

Title VI

Your Rights Under Title VI of the Civil Rights Act of 1964

“No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

Department of Human Services/Office of Facilities and Support Services/Transportation Services Section (DHS/OFSS/TSS)

Title VI Policy Statement

DHS/OFSS/TSS assures that no person shall on the grounds of race, color, national origin, or sex, as provided by Title VI of the Civil Rights Act of 1964 and as amended, and the Civil Right Restoration Act of 1987 (P.L. 100.259) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance from the Washington State Department of Transportation.

DHS/OFSS/TSS further assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not.

In the event DHS/OFSS/TSS distributes federal aid funds to another governmental entity or other sub-recipient, DHS/OFSS/TSS will include Title VI language in all written agreements and will monitor for compliance.

DHS/OFSS/TSS Title VI Coordinator is responsible for initiating and monitoring Title VI activities, preparing required reports and other DHS/OFSS/TSS responsibilities as required pursuant to Title VI of the Civil Rights Act of 1964; FTA Circular 4702.1A, “Title VI and Title VI-Dependent Guidelines For Federal Transit Administration Recipients, “dated May 13, 2007..

Title VI Complaint Filing Procedure

Title VI Complaint Process

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal assistance. Specifically, Title VI provides that “no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance” (42 U.S.C. Section 2000d).

How to file a Title VI Complaint

The complainant may file a signed, written complaint up to thirty (30) days from the date of the alleged discrimination. The complaint should include the following information:

- Name, address and contact information (i.e., telephone number, email address, etc.)

- How, when, where and why the complainant believes he or she was discriminated against. Details including location, names and contact information of any witnesses should be included.
- Other information deemed significant

The complaint may be filed in writing with the DHS OFSS Transportation Services Section at the following address, or may be routed through the Transportation Provider, Human Service Provider or Regional Transportation Office:

Department of Human Services
Office of Facilities and Support Services
Transportation Services Section
2 Peachtree Street, 29th Floor
Atlanta, Georgia 30303

COORDINATED PLANNING

1. **THE COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN.** Federal transit law, as amended by SAFETEA-LU, requires that projects selected for funding under the Section 5310, Job Access and Reverse Commute (JARC), and New Freedom programs be “derived from a locally developed, coordinated public transit-human services transportation plan” and that the plan be “developed through a process that includes representatives of public, private, and non-profit transportation and human services providers and participation by members of the public.” The experiences gained from the efforts of the Federal Interagency Coordinating Council on Access and Mobility (CCAM), and specifically the United We Ride (UWR) Initiative, provide a useful starting point for the development and implementation of the local public transit-human services transportation plan required under the Section 5310, JARC, and New Freedom programs. Many States have established UWR plans that may form a foundation for a coordinated plan that includes the required elements outlined in this chapter and meets the requirements of 49 U.S.C. 5310.
2. **DEVELOPMENT OF THE COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN.**

- a. **Overview.** A locally developed, coordinated public transit-human services transportation plan (“coordinated plan”) identifies the transportation needs of individuals with disabilities, older adults, and people with low incomes, provides strategies for meeting those local needs, and prioritizes transportation services for funding and implementation. Local plans may be developed on a local, regional, or statewide level. The decision as to the boundaries of the local planning areas should be made in consultation with the State and the metropolitan planning organization (MPO), where applicable. The agency leading the planning process is decided locally and does not have to be the State.

A coordinated plan should maximize the programs’ collective coverage by minimizing duplication of services. Further, a coordinated plan shall be developed through a process that includes representatives of public and private and non-profit transportation and human services transportation providers, and participation by members of the public. Members of the public should include representatives of the targeted population(s) including individuals with disabilities, older adults, and people with low incomes. While the plan is only required in communities seeking funding under one or more of the three specified FTA programs, a coordinated plan should also incorporate activities offered under other programs sponsored by Federal, State, and local agencies to greatly strengthen its impact.

- b. Required Elements. Projects shall be derived from a coordinated plan that minimally includes the following elements at a level consistent with available resources and the complexity of the local institutional environment:
- (1) An assessment of available services that identifies current transportation providers (public, private, and non-profit);
 - (2) An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service (Note: If a community does not intend to seek funding for a particular program (Section 5310, JARC, or New Freedom), then the community is not required to include an assessment of the targeted population in its coordinated plan);
 - (3) Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery; and
 - (4) Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.

Note: FTA will consider plans developed before the issuance of final program circulars to be an acceptable basis for project selection for FY 2009 if they meet minimum criteria. Plans for FY 2009 should include 1) an assessment of available services; 2) an assessment of needs; and 3) strategies to address gaps for target populations; however, FTA recognizes that initial plans may be less complex in one or more of these elements than a plan developed after the local coordinated planning process is more mature. Addendums to existing plans to include these elements will also be sufficient for FY 2009. Plans must be developed in good faith in coordination with appropriate planning partners and with opportunities for public participation.

- c. Local Flexibility in the Development of a Local Coordinated Public Transit-Human Services Transportation Plan. The decision for determining which agency has the lead for the development and coordination of the planning process should be made at the State, regional, and local levels. FTA recognizes the importance of local flexibility in developing plans for human service transportation. Therefore, the lead agency for the coordinated planning process may be different from the State or the agency that will serve as the designated recipient for JARC and/or New Freedom. Further, FTA recognizes that many communities have conducted assessments of transportation needs and resources regarding individuals with disabilities, older adults, and/or people with low incomes. FTA also recognizes that some communities have taken steps to

develop a comprehensive, coordinated, human service transportation plan either independently or through United We Ride efforts. FTA supports communities building on existing assessments, plans, and action items. As all new Federal requirements must be met, however, communities may need to modify their plans or processes as necessary to meet these requirements. FTA encourages communities to consider inclusion of new partners, new outreach strategies, and new activities related to the targeted programs and populations.

Plans will vary based upon the availability of resources and the existence of populations served under these programs. A rural community may develop its plans based on perceived needs emerging from the collaboration of the planning partners, whereas a large urbanized community may use existing data sources to conduct a more formal analysis to define service gaps and identify strategies for addressing the gaps.

This type of planning is also an eligible activity under three other FTA programs—the Metropolitan Planning (Section 5303), Statewide Planning (Section 5304), and Urbanized Area Formula (Section 5307) programs, all of which may be used to supplement the limited (10 percent) planning and administration funding under this program. Other resources may also be available from other entities to fund coordinated planning activities. All “planning” activities undertaken in urbanized areas, regardless of the funding source, must be included in the Unified Planning Work Program (UPWP) of the applicable MPO.

- d. Tools and Strategies for Developing a Coordinated Plan. States and communities may approach the development of a coordinated plan in different ways. The amount of available time, staff, funding, and other resources should be considered when deciding on specific approaches. The following is a list of potential strategies for consideration:
 - (1) Community planning session. A community may choose to conduct a local planning session with a diverse group of stakeholders in the community. This session would be intended to identify needs based on personal and professional experiences, identify strategies to address the needs, and set priorities based on time, resources, and feasibility for implementation. This process can be done in one meeting or over several sessions with the same group. It is often helpful to identify a facilitator to lead this process. Also, as a means to leverage limited resources and to ensure broad exposure, this could be conducted in cooperation, or coordination, with the applicable metropolitan or statewide planning process.
 - (2) Self-assessment tool. *The Framework for Action: Building the Fully Coordinated Transportation System*, developed by FTA and available at www.unitedweride.gov, helps stakeholders realize a shared perspective and build a roadmap for moving forward together. The self-assessment

tool focuses on a series of core elements that are represented in categories of simple diagnostic questions to help groups in States and communities assess their progress toward transportation coordination based on standards of excellence. There is also a *Facilitator's Guide* that offers detailed advice on how to choose an existing group or construct an ad hoc group. In addition, it describes how to develop elements of a plan, such as identifying the needs of targeted populations, assessing gaps and duplications in services, and developing strategies to meet needs and coordinate services.

- (3) Focus groups. A community could choose to conduct a series of focus groups within communities that provides opportunity for greater input from a greater number of representatives, including transportation agencies, human service providers, and passengers. This information can be used to inform the needs analysis in the community. Focus groups also create an opportunity to begin an ongoing dialogue with community representatives on key issues, strategies, and plans for implementation.
 - (4) Survey. The community may choose to conduct a survey to evaluate the unmet transportation needs within a community and/or available resources. Surveys can be conducted through mail, e-mail, or in-person interviews. Survey design should consider sampling, data collection strategies, analysis, and projected return rates. Surveys should be designed taking accessibility considerations into account, including alternative formats, access to the Internet, literacy levels, and limited English proficiency.
 - (5) Detailed study and analysis. A community may decide to conduct a complex analysis using inventories, interviews, Geographic Information Systems (GIS) mapping, and other types of research strategies. A decision to conduct this type of analysis should take into account the amount of time and funding resources available, and communities should consider leveraging State and MPO resources for these undertakings.
3. PARTICIPATION IN THE COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLANNING PROCESS. States shall certify that the coordinated plan was developed through a process that included representatives of public, private, and non-profit transportation and human services providers, and participation by members of the public. Note that the required participants include not only transportation providers but also providers of human services, and members of the public (e.g., individuals with disabilities, older adults, and individuals with low incomes) who can provide insights into local transportation needs. It is important that stakeholders be included in the development and implementation of the local coordinated public transit-human services transportation plan. A planning process in which stakeholders provide their opinions but have no assurance that those opinions will be considered in the outcome does not meet the requirement of "participation." Explicit consideration and response should be provided to public input received during the development of

the coordinated plan. Stakeholders should have reasonable opportunities to be actively involved in the decision-making process at key decision points, including, but not limited to, development of the proposed coordinated plan document. The following possible strategies facilitate appropriate inclusion:

- a. Adequate Outreach to Allow for Participation. Outreach strategies and potential participants will vary from area to area. Potential outreach strategies could include notices or flyers in centers of community activity, newspaper or radio announcements, e-mail lists, website postings, and invitation letters to other government agencies, transportation providers, human services providers, and advocacy groups. Conveners should note that not all potential participants have access to the Internet and they should not rely exclusively on electronic communications. It is useful to allow many ways to participate, including in-person testimony, mail, e-mail, and teleconference. Any public meetings regarding the plan should be held in a location and time where accessible transportation services can be made available and adequately advertised to the general public using techniques such as those listed above. Additionally, interpreters for individuals with hearing impairments and English as a second language and accessible formats (e.g., large print, Braille, electronic versions) should be provided as required by law.
- b. Participants in the Planning Process. Metropolitan and statewide planning under 49 U.S.C. 5303 and 5304 require consultation with an expansive list of stakeholders. There is significant overlap between the lists of stakeholders identified under those provisions (e.g. private providers of transportation, representatives of transit users, and representatives of individuals with disabilities) and the organizations that should be involved in preparation of the coordinated plan.

The projects selected for funding under the Section 5310, JARC, and New Freedom programs must be “derived from a locally developed, coordinated public transit-human services transportation plan” that was “developed through a process that includes representatives of public, private, and non-profit transportation and human services providers and participation by members of the public.” The requirement for developing the local public transit-human services transportation plan is intended to improve services for people with disabilities, older adults, and individuals with low incomes. Therefore, individuals, groups, and organizations representing these target populations should be invited to participate in the coordinated planning process. Consideration should be given to including groups and organizations such as the following in the coordinated planning process if present in the community:

- (1) Transportation partners:
 - (a) Area transportation planning agencies, including MPOs, Councils of Government (COGs), Rural Planning Organizations (RPOs), Regional

Councils, Associations of Governments, State Departments of Transportation, and local governments;

- (b) Public transportation providers (including Americans with Disabilities Act (ADA) paratransit providers and agencies administering the projects funded under FTA urbanized and nonurbanized programs);
 - (c) Private transportation providers, including private transportation brokers, taxi operators, van pool providers, school transportation operators, and intercity bus operators;
 - (d) Non-profit transportation providers;
 - (e) Past or current organizations funded under the Section 5310, JARC, and/or the New Freedom programs; and
 - (f) Human service agencies funding, operating, and/or providing access to transportation services.
- (2) Passengers and advocates:
- (a) Existing and potential riders, including both general and targeted population passengers (individuals with disabilities, older adults, and people with low incomes);
 - (b) Protection and advocacy organizations;
 - (c) Representatives from independent living centers; and
 - (d) Advocacy organizations working on behalf of targeted populations.
- (3) Human service partners:
- (a) Agencies that administer health, employment, or other support programs for targeted populations. Examples of such agencies include but are not limited to Departments of Social/Human Services, Employment One-Stop Services, Vocational Rehabilitation, Workforce Investment Boards, Medicaid, Community Action Programs (CAP), Agency on Aging (AoA); Developmental Disability Council, Community Services Board;
 - (b) Non-profit human service provider organizations that serve the targeted populations;
 - (c) Job training and placement agencies;
 - (d) Housing agencies;

- (e) Health care facilities; and
 - (f) Mental health agencies.
- (4) Other:
- (a) Security and emergency management agencies;
 - (b) Tribes and tribal representatives;
 - (c) Economic development organizations;
 - (d) Faith-based and community-based organizations;
 - (e) Representatives of the business community (e.g., employers);
 - (f) Appropriate local or State officials and elected officials;
 - (g) School districts; and
 - (h) Policy analysts or experts.

Note: Participation in the planning process will not bar providers (public or private) from bidding to provide services identified in the coordinated planning process. This planning process differs from the competitive selection process (required for JARC and New Freedom projects), and it differs from the development and issuance of a Request for Proposal (RFP) as described in the common grant rule (49 CFR part 18).

- c. Levels of Participation. The suggested list of participants above does not limit participation by other groups, nor require participation by every group listed. Communities will have different types of participants depending on population and size of community, geographic location, and services provided at the local level. FTA expects that planning participants will have an active role in the development, adoption, and implementation of the plan. Participation may remain low even though a good faith effort is made by the lead agency to involve passengers, representatives of public, private, and non-profit transportation and human services providers, and others. The lead agency convening the coordinated planning process should document the efforts it utilized, such as those suggested above, to solicit involvement.

In addition, Federal, State, regional, and local policy makers, providers, and advocates should consistently engage in outreach efforts that enhance the coordinated process because it is important that all stakeholders identify the opportunities that are available in building a coordinated system. To increase participation at the local levels from human service partners, State Department of Transportation offices are encouraged to work with their partner agencies at

the State level to provide information to their constituencies about the importance of partnering with human service transportation programs and the opportunities that are available through building a coordinated system.

- d. Adoption of a Plan. As a part of the local coordinated planning process, the lead agency in consultation with participants should identify the process for adoption of the plan. A strategy for adopting the plan could also be included in the State's State Management Plan (PMP) further described in Chapter VII.

FTA will not formally review and approve plans. The State's grant application (see Appendix A) will document the plan from which each project listed is derived, including the lead agency, the date of adoption of the plan, or other appropriate identifying information. This may be done by citing the section of the plan or page references from which the project is derived.

4. RELATIONSHIP TO OTHER TRANSPORTATION PLANNING PROCESSES.

- a. Relationship Between the Coordinated Planning Process and the Metropolitan and Statewide Transportation Planning Processes. The coordinated plan may either be developed separately from the metropolitan and statewide transportation planning processes and then incorporated into the broader plans, or be developed as a part of the metropolitan and statewide transportation planning processes. If the coordinated plan is not prepared within the broader process, the lead agency for the coordinated plan should ensure coordination and consistency between the coordinated planning process and metropolitan or statewide planning processes. For example, planning assumptions should not be inconsistent.

Projects identified in the coordinated planning process, and selected for FTA funding must be incorporated into both the Transportation Improvement Program (TIP) and Statewide Transportation Improvement Program (STIP) in urbanized areas with populations of 50,000 or more; and incorporated into the STIP for nonurbanized areas under 50,000 in population.

The lead agency developing the coordinated plan should communicate with the relevant MPOs or State planning agencies at an early stage in plan development. States with coordination programs may wish to incorporate the needs and strategies identified in local coordinated plans into statewide coordination plans.

Depending upon the structure established by local decision-makers, the coordinated planning process may or may not become an integral part of the metropolitan or statewide transportation planning processes. State and local officials should consider the fundamental differences in scope, time horizon, and level of detail between the coordinated planning process and the metropolitan and statewide transportation planning processes. However, there are important areas of overlap between the planning processes, as well. Areas of

overlap represent opportunities for sharing and leveraging resources between the planning processes for such activities as: (1) needs assessments based on the distribution of targeted populations and locations of employment centers, employment-related activities, community services and activities, medical centers, housing, and other destinations; (2) inventories of transportation providers/resources, levels of utilization, duplication of service and unused capacity; (3) gap analysis; (4) any eligibility restrictions; and (5) opportunities for increased coordination of transportation services. Local communities may choose the method for developing plans that best fits their needs and circumstances.

- b. Relationship Between the Requirement for Public Participation in the Coordinated Plan and the Requirement for Public Participation in Metropolitan and Statewide Transportation Planning. SAFETEA–LU strengthened the public participation requirements for metropolitan and statewide transportation planning. Title 49 U.S.C. 5303(i)(5) and 5304(f)(3), as amended by SAFETEA–LU, require MPOs and States to engage the public and stakeholder groups in preparing transportation plans, TIPs, and STIPs. “Interested parties” include, among others, affected public agencies, private providers of transportation, representatives of users of public transportation, and representatives of older adults and individuals with disabilities.

MPOs and/or States may work with the lead agency developing the coordinated plan to coordinate schedules, agendas, and strategies of the coordinated planning process with metropolitan and statewide planning in order to minimize additional costs and avoid duplication of efforts. MPOs and States must still provide opportunities for participation when planning for transportation related activities beyond the coordinated public transit-human services transportation plan.

- c. Cycle and Duration of the Coordinated Plan. At a minimum, the coordinated plan should follow the update cycles for metropolitan transportation plans (MTPs) (i.e., four years in air quality nonattainment and maintenance areas and five years in air quality attainment areas). However, communities and States may update the coordinated plan to align with the competitive selection process that is required for JARC and New Freedom projects based on needs identified at the local levels. States, MPOs, designated recipients, and public agencies that administer or operate major modes of transportation should set up a cycle that is conducive to and coordinated with the metropolitan and statewide planning processes, to ensure that selected projects are included in the TIP and STIP, to receive funds in a timely manner.
- d. Role of Transportation Providers that Receive FTA Funding Under the Urbanized and Other Than Urbanized Formula Programs in the Coordinated Planning Process. Recipients of Section 5307 and Section 5311 assistance are the “public transit” in the public transit-human services transportation plan and

their participation is assumed and expected. Further, 49 U.S.C. 5307(c)(5) requires that, “Each recipient of a grant shall ensure that the proposed program of projects (POP) provides for the coordination of public transportation services ... with transportation services assisted from other United States Government sources.” In addition, 49 U.S.C. 5311(b)(2)(C)(ii) requires the Secretary of DOT to determine that a State’s Section 5311 projects “provide the maximum feasible coordination of public transportation service ... with transportation service assisted by other Federal sources.” Finally, under the Section 5311 program, States are required to expend 15 percent of the amount available to support intercity bus service. FTA expects the coordinated planning process in rural areas to take into account human service needs that require intercity transportation.



Appendix (E)

Application Package for FTA Section 5316 and 5317 Programs

**Atlanta Region's
FY 2009**

**Section 5316 Job Access and Reverse Commute (JARC)
and
Section 5317 New Freedom
Application Package**

Kenyata Smiley
Senior Planner
Atlanta Regional Commission
40 Courtland Street, NE
Atlanta, GA 30303

Introduction

The Atlanta Regional Commission (ARC) and the Metropolitan Atlanta Rapid Transportation Authority (MARTA) are joint designated recipients for the Federal Transit Administration Section 5316 Job Access and Reverse Commute (JARC) and Section 5317 New Freedom Programs for the Atlanta Urbanized Area. As joint designated recipients, ARC and MARTA are responsible for conducting the competitive selection process for JARC and New Freedom projects in the Atlanta Urbanized Area. The Safe, Affordable, Flexible, and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA–LU), is the current Federal legislation which authorizes funding for transportation and requires that projects funded from the Elderly Individuals and Individuals with Disabilities (Section 5310), Job Access and Reverse Commute (JARC, Section 5316), and New Freedom (Section 5317) programs be derived from a locally developed, coordinated public transit-human services transportation plan (“coordinated plan”). The Atlanta Regional Commission has developed and adopted an interim Coordinated Human Services Transportation Plan for the Atlanta Region. This plan establishes HST coordination goals and objectives for the region and includes a list of FY 2006 and 2007 JARC and New Freedom funded projects.

Program Information

ARC and MARTA beginning October 29, 2009 thru December 22, 2009 are jointly seeking eligible projects for the Fiscal Year 2009 JARC and New Freedom program funds. The funding allocation for the 18-county Atlanta region for Fiscal Year 2009 is shown below.

Atlanta Urbanized Area JARC and New Freedom FY 2009 Allocations

	Section 5316 JARC	Section 5317 New Freedom	JARC and New Freedom Total
Fiscal Year	FY 2009	FY 2009	FY 2009
Atlanta Urbanized Area FY 09 Allocations	\$1,800,110	\$1,106,929	\$2,907,039
Designated Recipient Administrative Cost (5%)	\$90,005.5	\$55,346.45	\$145,351.95
Administrative Suballocation to Subrecipients (Up to 5% proposed)	\$90,005.5	\$55,346.45	\$145,351.95
Remainder	\$1,620,099	996,236.1	\$2,616,335.1

JARC Program Goals

The goal of the JARC program is to improve access to transportation services to employment and employment related activities for welfare recipients and eligible low-income individuals and to transport residents of urbanized areas and nonurbanized areas to suburban employment opportunities.

New Freedom Program Goals

The New Freedom formula grant program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the work force and full participation in society. The New Freedom program seeks to reduce barriers to transportation services and expand the transportation mobility options available to people with disabilities beyond the requirements of the ADA of 1990.

Eligible Recipients

Who Can Apply? There are three categories of eligible subrecipients of JARC and New Freedom funds:

- a. Private non-profit organizations;
- b. State or local governmental authority; and
- c. Operators of public transportation services, including private operators of public transportation services.

Eligible subrecipients that are not currently capable of directly receiving grants from the FTA must collaborate with an eligible direct recipient in the region to apply for these funds. Direct recipients will be responsible for all FTA reporting requirements. Direct recipients in the Atlanta region include:

- **Atlanta Regional Commission**
- **Georgian Regional Transportation Authority**
- **Metropolitan Atlanta Rapid Transit Authority**
- **Georgia Department of Transportation**
- **Georgia Department of Human Resources**
- **Cobb County**
- **Gwinnett County**
- **Cherokee County**
- **Douglas County**

Eligible Activities

JARC

Funds from the JARC program are available for capital, planning, and operating expenses that support the development and maintenance of transportation services designed to transport low-income individuals to and from jobs and activities related to their employment and to support reverse commute projects.

Eligible projects may include, but are not limited to capital, planning, and operating assistance to support activities such as:

- a. Late-night and weekend service;
- b. Guaranteed ride home service;
- c. Shuttle service;
- d. Expanding fixed-route public transit routes;
- e. Demand-responsive van service;
- f. Ridesharing and carpooling activities;
- g. Transit related aspects of bicycling (adding bicycle racks to vehicles to support individuals that bicycle a portion of their commute or providing bicycle storage at transit stations);
- h. Local car loan programs that assist individuals in purchasing and maintaining vehicles for shared rides;
- i. Promotion, through marketing efforts, of the:
 - 1) Use of transit by workers with non-traditional work schedules;
- j. Supporting the administration and expenses related to voucher programs. This activity is intended to supplement existing transportation services by expanding the number of providers available or the number of passengers receiving transportation services. Vouchers can be used as an administrative mechanism for payment to providers of alternative transportation services. The JARC program can provide vouchers to low income individuals to purchase rides, including (1) mileage reimbursement as part of a volunteer driver program, (2) a taxi trip, or (3) trips provided by a human service agency. Providers of transportation can then submit the voucher to the JARC project administering agency for payment based on pre-determined rates or contractual arrangements. Transit passes for use on a fixed route or ADA complementary paratransit service are not eligible. Vouchers are an operational expense which requires a 50/50 (federal/local) match;
- k. Applying Geographic Information Systems (GIS) tools;
- l. Implementing Intelligent Transportation Systems (ITS), including customer trip information technology;
- m. Integrating automated regional public transit and human service transportation information, scheduling, and dispatch functions;
- n. Deploying vehicle position-monitoring systems;
- o. Establishing regional mobility managers or transportation brokerage activities.

New Freedom

New Freedom Program funds are available for capital and operating expenses that support new public transportation services beyond those required by the Americans with Disabilities Act of 1990 (ADA) and new public transportation alternatives beyond those required by the ADA designed to assist individuals with disabilities with accessing transportation services, including transportation to and from jobs and employment support services. For the purpose of the New Freedom Program, “new” service is any service or activity that was not operational on August 10, 2005, and did not have an identified funding source as of August 10, 2005, as evidenced by inclusion in the Transportation Improvement Plan (TIP) or the STIP.

Eligible projects may include, but are not limited to capital, planning, and operating assistance to support activities such as:

- a. New Public Transportation Services Beyond the ADA. The following activities are examples of eligible projects meeting the definition of new public transportation.
 - 1) Enhancing public transportation services beyond minimum requirements of the ADA.
 - a) Expansion of paratransit service parameters beyond the $\frac{3}{4}$ mile required by the ADA;
 - b) Expansion of current hours of operation for paratransit services that are beyond those provided on the fixed route services;
 - c) The provision of same day service;
 - d) Enhancement of the level of service by providing escorts or assisting riders through the door of their destination;
 - e) Acquisition of vehicles and equipment designed to accommodate mobility aids that exceed the dimensions and weight ratings established for common wheelchairs under the ADA and labor costs of aides to help drivers assist passengers with over-sized wheelchairs. This would permit the acquisition of lifts with a larger capacity, instead of just modifications to lifts with a 600 lb design load, as well as the acquisition of heavier-duty vehicles for paratransit and/or demand-responsive service; and
 - f) Installation of additional securement locations in public buses beyond what is required by the ADA.
 - 2) Feeder Services.
 - 3) Making accessibility improvements to transit and intermodal stations not designated as key stations.
 - 4) Travel Training.
- b. New Public Transportation Alternatives Beyond the ADA. The following activities are examples of projects that are eligible as new public transportation alternatives beyond the ADA under the New Freedom program:
 - 1) Purchasing vehicles to support new accessible taxi, ride sharing, and/or vanpooling programs.

- 2) Supporting the administration and expenses related to new voucher programs for transportation services offered by human service providers. Vouchers are an operational expense which requires a 50/50 (federal/local) match.
- 3) Supporting new volunteer driver and aide programs.
- 4) Supporting new mobility management and coordination programs among public transportation providers and other human service agencies providing transportation.

Administration, Planning and Technical Assistance

ARC and MARTA as co-designated recipients reserve the right to retain the allowed 10% of the region's annual apportionment for both JARC and New Freedom funds for program administration, planning, and technical assistance to be funded by FTA at 100%. For FY 2009 ARC and MARTA will consider sub allocating up to 5% of the region's allowed 10% for administration to subrecipients for their administrative cost. Sub recipients are allowed to apply for up to 5% of their proposed budgets for administrative support including planning and technical assistance which may be funded at 100% federal share.

Federal and Local Match Requirements

JARC and New Freedom

JARC and New Freedom funds may be used to finance capital, planning, and operating expenses. The Federal share of eligible capital and planning costs may not exceed 80% of the net cost of the activity. The Federal share of the eligible operating costs may not exceed 50% of the net operating costs of the activity. The local share of eligible capital and planning costs shall be no less than 20% of the net cost of the activity and the local share for eligible operating costs shall be no less than 50% of the net operating costs. All of the local share must be provided from sources other than Federal DOT funds. Some examples of sources of local match which may be used for any or the entire local share include State or local appropriations; revenue from human services contracts; toll revenue credits; and net income generated from advertising and concessions. Non-cash share such as donations, volunteered services, or in-kind contributions is eligible to be counted toward the local match as long as the value of each is documented and supported, and represents a cost which would otherwise be eligible under the program. Designated Recipients may use up to 10% of the regional apportionment to support program administrative costs including administration, planning, and technical assistance, which may be funded at 100% federal share.

Income from contracts to provide human service transportation may be used either to reduce the net project cost (treated as revenue) or to provide local match for JARC operating assistance. In either case, the cost of providing the contract service is included in the total project cost.

- a. Exceptions. The Federal share is 90% for vehicle-related equipment and facilities required by the Clean Air Act Amendments of 1990 (CAAA) or the Americans with Disabilities Act of 1990 (ADA). It is only the incremental cost of the equipment or facility required by the CAAA or ADA that may be funded at 90%, not the entire cost of the vehicle or facility, even if the vehicle or facility is purchased for use in service required by the ADA or CAAA. States wishing to apply for assistance at the higher match ratio should consult the FTA regional office for further guidance regarding methods of computing the incremental cost before submitting an application.
- b. Use of Other Federal Funds. Local match may be derived from other Federal funds derived from Federal programs that are eligible to be expended for transportation, other than from the Department of Transportation programs. Examples include Temporary Assistance to Needy Families, Medicaid, Employment training programs, Rehabilitation Services, and Administration on Aging. To be eligible for local match for FTA funds, the other Federal funds must be used for activities included in the total net project costs of the FTA grant. Expenditure of other Federal funds for transportation outside of the scope of the project cannot be applied as a credit for local match in the FTA grant.

Program guidance for the JARC and New Freedom programs can be found at the following links below:

C9050.1: Job Access and Reverse Commute (JARC) Program Guidance and Application Instructions

http://www.fta.dot.gov/laws/circulars/leg_reg_6623.html

C9045.1: New Freedom Program Guidance and Application Instructions

http://www.fta.dot.gov/laws/circulars/leg_reg_6624.html

Selection Process

How Will Projects Be Selected?

Projects will be selected by an HST selection committee made up of representatives of the Area Agency on Aging, the Metropolitan Planning Organization for the 18-County Atlanta region, The Environmental Justice Division and the Atlanta Workforce Board of the Atlanta Regional Commission using the evaluation criteria established in Appendix I. The following evaluation criteria was designed to rank projects based upon their ability to achieve the goals and objectives set forth in the Coordinated Human Services Transportation plan for the Atlanta Region. These goals are listed below to provide applicants with an idea of what the region hopes to accomplish with the projects that are selected and funded. Higher priority will be given to applicants who demonstrate coordination and partnership with other eligible agencies, transportation providers both public and private, and nonprofit entities on project service delivery and funding.

HST Plan Goals:

1. Improve accessibility and mobility for the transportation disadvantaged
2. Improve customer services for HST users and providers
3. Improve cost effectiveness
4. Improve coordination

The evaluation criteria are designed to encourage innovative strategies for serving transportation disadvantaged populations. A set of broad categories were created in which applicants will receive scores based on their ability to achieve the said objective. Within each category, suggestions are made of strategies that might be used to complete the goal; however, these guidelines are only suggestions and are not meant to be interpreted as a checklist of required components.

As a precursor to the evaluation criteria, it was decided that applicants must qualify for funding under the guidelines set by the Federal Transit Administration (FTA) under one or both of the programs known as JARC (5316) or New Freedom (5317).

ARC's Aging Services staff will notify sub recipients within 2 weeks of the projects being selected to confirm their interest. After receipt of confirmation, ARC's Aging Services staff will review sub recipient budgets and prepare sub recipient contracts. ARC will also request a work plan with milestones from each sub recipient. Upon FTA's approval of the designated recipient's TEAM grant application, ARC's Aging Services staff will then release all sub recipient contracts to be signed and then projects can begin.

Once projects are selected for JARC and New Freedom funding based on the evaluation criteria and the sub recipients are notified, projects will be incorporated into the Transportation Improvement Program through an Administrative Modification.

Application Checklist

This following checklist represents all of the information and attachments required to be considered for JARC and New Freedom funding. Incomplete applications and those submitted after the deadline will not be considered for funding.

Eligible Applicants: New applicants and previous recipients of JARC and New Freedom Funds are eligible to apply for the FY 2009 monies available for the JARC and New Freedom programs.

Deadlines: Applications are due by 5:00 pm on Tuesday, December 22, 2009. Applications must be submitted in electronic Word/Excel or PDF format. Applications should be emailed to:

ksmiley@atlantaregional.com
Kenyata Smiley, Senior Planner
Atlanta Regional Commission
40 Courtland Street, NE
Atlanta, Georgia 30303
Phone: (404) 463-3275

- ☐ Cover letter – include name, address and phone number of applicant as well as contact person. The letter should be signed by individual(s) with authority to execute contracts on your organization's behalf. The letter should be addressed to:
- ☐ Application Parts I, II, and III
- ☐ Part IV - Budget IV
- ☐ Letter(s) of Commitment (If Applicable)
- ☐ Signed Application Check List

Name: _____
(Individual authorized to execute contracts)

Signature: _____

Date: _____

Application Instructions

Application Review

Applications will be reviewed by HST selection committee made up of representatives of ARC's Area Agency on Aging, the Metropolitan Planning Organization for the 18-County Atlanta region, the Environmental Justice Division and the Atlanta Workforce Board of the Atlanta Regional all Divisions of ARC Commission to ensure all required information has been provided and that the application is complete. Incomplete applications or those submitted after the application deadline will not be considered for funding.

Grant Application Workshop

There will be a informational meeting held to address any questions applicants may have about the JARC and New Freedom Project Call and Application Process on November 06, 2009 at the Atlanta Regional Commission 40 Courtland Street, NE 30303 from 1:00 - 3:00 p.m. on the Conference Level in the Harry West Conference Room. For more information, please contact Kenya Smiley at (404) 463-3275 or by email ksmiley@atlantaregional.com

General Instructions

Part I:

Complete all portions of the Applicant Overview Section, which includes application information, program, and program information

PART II:

Complete all portions of Part II each section has been separated and bulleted to assist you in describing your project, your project benefits, and your project coordination.

PART III:

Complete all portions of Part III each section has been separated and bulleted to assist you in describing how your agency/organization(s) will deliver project service, manage the project, describe your agency/organization(s) fiscal capabilities and describe the performance measures your agency/organization(s) will use to measure the effectiveness of the project.

PART IV:

Complete all portions of Part IV by filling out the entire budget form using the excel chart provided as it pertains to your project.

Part I – Applicant Overview

Application Information			
Agency Name:			
Contact Person:			
Address:			
City/State/Zip Code			
Telephone:		Fax:	
Email:		Website	
Applicant Status:			
<input type="checkbox"/> State/Local Government <input type="checkbox"/> Private Non Profit <input type="checkbox"/> Transportation Operator (Public or Private)			
Project Partners:			
<u>Organization</u>	<u>Contact</u>	<u>Address</u>	<u>Phone/Email</u>
1.			
2.			
3.			
Program (Check all that apply)			
<input type="checkbox"/> Section 5316 JARC <input type="checkbox"/> Section 5317 New Freedom <input type="checkbox"/> Capital 80/20 <input type="checkbox"/> Operating 50/50			
Program Information			
Project Name:			
Estimated Number of People Served (Monthly):			
<input type="checkbox"/> Disabled _____	<input type="checkbox"/> Elderly _____	<input type="checkbox"/> Low Income _____	
Budget:	JARC	New Freedom	
Total Cost	\$	\$	
Federal Share	\$	\$	
Local Share	\$	\$	

Part II – Project Narrative

Project Description - (Provide a detailed project description to include):

- Project context and background
- Study or service area
- Key people involved
- Describe target population groups
- Description of the problem to be addressed and how it will be resolved
- Description of what will be achieved and what will be delivered to the customer
- Describe project goals and objectives

*This section should not exceed one page (1 page maximum)

Project Benefits - (Describe how your project will):

:

- How will the project fill a gap in transportation services for the target population
- How will the project improve accessibility and mobility for the transportation disadvantaged
- How will the project improve customer services for HST users and providers
- How will the project improve coordination among HST programs
- Maximize project cost effectiveness

* Higher priority will be given to projects that achieve two or more of the HST Plan Goals.

*This section should not exceed one page (1 page maximum)

Project Coordination - (Describe how your project will):

- Partner with other local and federal agencies and the private sector to promote policies, programs, and activities
- Establish or expand programmatic relationships with other HST providers
- Interface with existing transportation systems
- Coordinate with other transportation providers
- How will the project coordinate to serve cross-jurisdictional trips

*Higher priority will be given to applicants that coordinate and collaborate with other entities to provide transportation services.

*This section should not exceed one page (1 page maximum)

Part III – Project Implementation Strategy

Implementation - (Describe how your service will be delivered):

- Provide an operational plan for providing service include any timetables route and/or maps showing the service area and coverage (if applicable)
- Describe how your agency will implement the project (describe the process)
- Describe how the project will be marketed to the target population and public to promote awareness of the project
- Provide a project schedule and identify a timeline for the project by task (include start/ dates and dates for deliverables)

*All JARC applicants must provide maps of the proposed route and service areas identifying that routes are concentrated in targeted low-income and major employment center areas based on 2000 census data.

*This section should not exceed one page (1 page maximum)

Managerial Capabilities - (Describe how your project will):

- Describe agency's ability to manage the project (include number of years agency has worked with the target population)
- Describe agency's ability to provide efficient/effective transportation services
- Describe key personnel that will be assigned to manage the project (identify the need and process to hire staff to support the project if applicable)
- Describe how agency will manage risk and provide for safe delivery of services (maintenance, insurance, driver training, equipment safety)

*Applicants who demonstrate previous success in implementing projects utilizing federal grants may receive higher scores or maximum points allowed in this area.

*This section should not exceed one page (1 page maximum)

Fiscal Capabilities - (Describe how your project will):

- Provide a complete project budget in the format provided in PART
- Outline specific project expenses by task
- Specify if the project will be implemented in-house or contracted
- Identify operational, capital and administrative expenses

- Describe proactive efforts that will be taken to insure the continuation of the project at the end of the grant period (include any potential long term efforts or funding sources)

* Higher priority will be given to applicants who demonstrate the ability to continue the project beyond FY 2009 JARC and New Freedom Grant Funds.

This section should not exceed one page (1 page maximum)

Measures of Effectiveness - (Describe how your project will):

- Describe the performance measures that will be used to evaluate the effectiveness of the project in meeting identified goals and objectives
- Explain how the project will be demonstrated to have had a positive impact and how those impacts will be assessed
- Describe the agency's plan to monitor and evaluate the project
- Identify steps that will be taken in the original project goals are not met

* This section should not exceed one page (1 page maximum)

Part IV – Project Budget Form

Project Budget (Capital and Operating Expenses)

Capital

Capital Budget (80/20) Equipment/Facilities	Type of Service	Cost	Federal Share (80%)	Local Share (20%)	Source of Local Share
Total		\$ -	\$ -	\$ -	

Operating

Operating Budget (50/50)	Type of Service	Cost	Federal Share (50%)	Local Share (50%)	Source of Local Share
Salary and Fringe Benefits					
Total		\$ -	\$ -	\$ -	

Administration (Limited to 5% of the Federal Share of Capital and Operating Expenses)

Administrative Budget (100% Federal)	Type of Service	Cost	Federal Share (100%)	N/A	N/A
Salary and Fringe Benefits					
Total		\$ -	\$ -		
Total Project Budget		\$ -	\$ -	\$ -	

Appendix I: Pass or Fail and Competitive Selection Criteria

Pass or Fail Criteria for JARC:

In order for applicants to be considered for review for the competitive selection process the project proposal must meet the minimum qualifications below:

- Project must meet or accomplish one or more of the HST Plan Goals
- Project Sponsor must show financial ability to implement project and proof of local match funds.
- Project must continue a current JARC Route(s) or create new routes and/or connect client/customer with jobs and job related activities (training)
- Project must demonstrate the ability to connect customer with major employers or employment centers

Pass or Fail Criteria for New Freedom:

In order for applicants to be considered for review for the competitive selection process the project proposal must meet the minimum qualifications below:

- Project must meet or accomplish one or more of the HST Plan Goals
- Project Sponsor must show financial ability to implement project and proof of local match funds.
- Project must demonstrate the ability to provide service to client beyond current ADA requirements
- Project must demonstrate interagency coordination or collaboration with another eligible entity.

Competitive Selection Criteria JARC and New Freedom:

Evaluation Criteria	Guidelines May Include	Possible Score
1. Improve accessibility and mobility for the transportation disadvantaged	<ul style="list-style-type: none"> • Increase transportation options • Improve mobility for HST groups • Simplify the use of HST services • Fill gaps in existing transportation infrastructure • Utilize technology such as ITS • Increase ridership 	Maximum 25%
2. Improve customer services for HST users and providers	<ul style="list-style-type: none"> • Utilize technology such as ITS • Include services delivery and reporting • Provide amenities and planning tools • Provide information on other HST options • Institute seamless fares and transfers • Include program monitoring • Provide service that is affordable, useable, safe, clean, and comfortable • Respond to the travel patterns of local citizens 	Maximum 20%
3. Improve coordination among HST programs	<ul style="list-style-type: none"> • Serve cross-jurisdictional trips • One-call scheduling of inter-agency trips • Interface with existing transportation systems • Utilize existing fixed-route transit systems • Reduce barriers to coordinated service delivery (geographic, political, funding, etc.) • Maximize planning, service delivery and reporting • Establish or expand programmatic relationships with other HST providers • Partner with other local and federal agencies and the private sector to promote policies, programs, and activities 	Maximum 15%

Evaluation Criteria	Guidelines May Include	Possible Score
4. Maximize project cost effectiveness	<ul style="list-style-type: none"> • Maximize use and operating efficiency of existing vehicles • Eliminate duplicative services (either intra- or inter-agency) • Maximize financial resources available through good coordination • Establish or expand financial relationships with other HST providers • Share vehicles during off-peak times • Increase number of riders per trip 	Maximum 15%
5. Organizational capacity	<ul style="list-style-type: none"> • Ability to Service Target Population Eliminate • Measures of Effectiveness Establish or expand financial relationships with other HST providers • Fiscal and Managerial Capability • Sustainability • Agency's program implementation experience 	Maximum 20%
6. Project budget	7. Outline specific project expenses by task	Maximum 5%

Appendix II

Possible Non-DOT Federal Sources for Matching Funds

This list of suggested sources was adapted from the United We Ride website, www.unitedweride.gov. For additional ideas, see http://www.unitedweride.gov/1_1254_ENG_HTML.htm.

U.S. Department of Agriculture

- [Food and Nutrition Service](#)

U.S. Department of Education

- [Office of Elementary and Secondary Education](#)
- [Office of Innovation and Improvement](#)
- [Office of Special Education and Rehabilitative Services](#)

U.S. Department of the Interior

- [Bureau of Indian Affairs](#)

U.S. Department of Health and Human Services

- [Health Resources and Services Administration](#)
- [Centers for Medicare and Medicaid Services](#)
- [Administration on Aging](#)
- [Substance Abuse and Mental Health Services](#)
- [Administration for Children and Families](#)

U.S. Department of Housing and Urban Development

U.S. Department of Labor

- [Employment Standards Administration](#)
- [Veterans' Employment and Training Service](#)
- [Employment and Training Administration](#)

U.S. Department of Veterans Affairs

- [Veterans Benefits Administration](#)
- [Veterans Health Administration](#)

**FY 2009 Job Access Reverse Commute
And
New Freedom Project Call and Selection Process
Proposed Schedule**

(Tentative Schedule and Subject to change)

Dates (subject to change)	Activities
October 09-15, 2009	Pre-Announcement (TCC,TAQC, TOS
October 29, 2009	ARC/MARTA Releases FY 2009 JARC//New Freedom Call For Projects
November 06, 2009	Grant Application Workshop
December 22, 2009	Project Proposals Deadline
December 23, 2009 thru January 29, 2010	Review, Evaluation, and Scoring
February 03, 2010	Recommendations
February 12, 2010	Project Announcement
February 15-22, 2010	Recipients Contacted by ARC and MARTA
February 12-26, 2010	ARC Budget Review (Aging Division)
February 26 thru March 12, 2010	ARC TEAM Grant Application (Aging Division)
March 12 thru April 12, 2010	FTA Review - up to 30 Days
April 12 thru May 27, 2010	DOL Review - up to 45 days
May thru June 2010	ARC Contracts (Aging Division)
2 nd or 3 rd Quarter Modifications	JARC/ New Freedom Projects Modified in the TIP

**Atlanta Region's
FY 2010**

**Section 5316 Job Access and Reverse Commute (JARC)
and
Section 5317 New Freedom
Application Package**

Kenyata Smiley
Senior Planner
Atlanta Regional Commission
40 Courtland Street, NE
Atlanta, GA 30303

Introduction

The Atlanta Regional Commission (ARC) and the Metropolitan Atlanta Rapid Transportation Authority (MARTA) are joint designated recipients for the Federal Transit Administration Section 5316 Job Access and Reverse Commute (JARC) and Section 5317 New Freedom Programs for the Atlanta Urbanized Area. As joint designated recipients, ARC and MARTA are responsible for conducting the competitive selection process for JARC and New Freedom projects in the Atlanta Urbanized Area. The Safe, Affordable, Flexible, and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU), is the current Federal legislation, which authorizes funding for transportation. SAFETEA-LU requires that projects funded from the Elderly Individuals and Individuals with Disabilities (Section 5310), Job Access and Reverse Commute (JARC, Section 5316), and New Freedom (Section 5317) programs be derived from a locally developed, coordinated public transit-human services transportation plan (“coordinated plan”). On April 21, 2010, the Atlanta Regional Commission (ARC) adopted the 2010-Coordinated Human Services Transportation Plan. This plan provides a framework for the Atlanta region to improve mobility for the older adult, low income and disabled populations. The plan identifies the transportation needs of HST populations and provides strategies and solutions to address those needs. The adopted plan includes a short-term Action Plan, which consists mainly of no-cost or low-cost initiatives that all aim to improve HST coordination throughout the region.

Program Information

ARC and MARTA beginning January 13, 2011 thru February 28, 2011 are jointly seeking eligible projects for the Fiscal Year 2010 JARC and New Freedom program funds. The funding allocation for the 18-county Atlanta region for Fiscal Year 2010 and FY 2009 residuals are shown below.

Atlanta Urbanized Area JARC and New Freedom FY 2010 Allocations and 2009 Residuals

	Section 5316 JARC	Section 5317 New Freedom	Section 5316 JARC	Section 5317 New Freedom	JARC and New Freedom Total
Fiscal Year	FY 2010	FY 2010	FY 2009 Residual	FY 2009 Residual	FY 09 Residual & 2010
Atlanta Urbanized Area FY 10 Allocations	\$1,721,117.00	\$1,086,385.00	\$192,323.00	\$792,404.00	\$3,792,229.00
Designated Recipient Administrative Cost (5%)	\$86,055.85	\$54,319.25	\$9,616.15	\$39,620.20	\$189,611.45
Administrative Suballocation to Subrecipients (Up to 5%)	\$86,055.85	\$54,319.25	\$9,616.15	\$39,620.20	\$189,611.45
Remainder	\$1,549,005.30	\$977,746.50	\$173,090.70	\$713,163.60	\$4,171,451.90

JARC Program Goals

The goal of the JARC program is to improve access to transportation services to employment and employment related activities for welfare recipients and eligible low-income individuals and to transport residents of urbanized areas and nonurbanized areas to suburban employment opportunities.

New Freedom Program Goals

The New Freedom formula grant program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the work force and full participation in society. The New Freedom program seeks to reduce barriers to transportation services and expand the transportation mobility options available to people with disabilities beyond the requirements of the ADA of 1990.

Eligible Recipients

Who Can Apply? There are three categories of eligible subrecipients of JARC and New Freedom funds:

- a. Private non-profit organizations;
- b. State or local governmental authority; and
- c. Operators of public transportation services, including private operators of public transportation services.

Eligible Activities

JARC

Funds from the JARC program are available for capital, planning, and operating expenses that support the development and maintenance of transportation services designed to transport low-income individuals to and from jobs and activities related to their employment and to support reverse commute projects.

Eligible projects may include, but are not limited to capital, planning, and operating assistance to support activities such as:

- a. Late-night and weekend service;
- b. Guaranteed ride home service;
- c. Shuttle service;
- d. Expanding fixed-route public transit routes;
- e. Demand-responsive van service;
- f. Ridesharing and carpooling activities;

- g. Transit related aspects of bicycling (adding bicycle racks to vehicles to support individuals that bicycle a portion of their commute or providing bicycle storage at transit stations);
- h. Local car loan programs that assist individuals in purchasing and maintaining vehicles for shared rides;
- i. Promotion, through marketing efforts, of the:
 - 1) Use of transit by workers with non-traditional work schedules;
- j. Supporting the administration and expenses related to voucher programs. This activity is intended to supplement existing transportation services by expanding the number of providers available or the number of passengers receiving transportation services. Vouchers can be used as an administrative mechanism for payment to providers of alternative transportation services. The JARC program can provide vouchers to low income individuals to purchase rides, including (1) mileage reimbursement as part of a volunteer driver program, (2) a taxi trip, or (3) trips provided by a human service agency. Providers of transportation can then submit the voucher to the JARC project administering agency for payment based on pre-determined rates or contractual arrangements. Transit passes for use on a fixed route or ADA complementary paratransit service are not eligible. Vouchers are an operational expense which requires a 50/50 (federal/local) match;
- k. Applying Geographic Information Systems (GIS) tools;
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- m. Integrating automated regional public transit and human service transportation information, scheduling, and dispatch functions;
- n. Deploying vehicle position-monitoring systems;
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New Freedom Program funds are available for capital and operating expenses that support new public transportation services beyond those required by the Americans with Disabilities Act of 1990 (ADA) and new public transportation alternatives beyond those required by the ADA designed to assist individuals with disabilities with accessing transportation services, including transportation to and from jobs and employment support services. For the purpose of the New Freedom Program, “new” service is any service or activity that was not operational on August 10, 2005, and did not have an identified funding source as of August 10, 2005, as evidenced by inclusion in the Transportation Improvement Plan (TIP) or the STIP.

Eligible projects may include, but are not limited to capital, planning, and operating assistance to support activities such as:

- a. New Public Transportation Services Beyond the ADA. The following activities are examples of eligible projects meeting the definition of new public transportation.

- 1) Enhancing public transportation services beyond minimum requirements of the ADA.
 - a) Expansion of paratransit service parameters beyond the ¾ mile required by the ADA;
 - b) Expansion of current hours of operation for paratransit services that are beyond those provided on the fixed route services;
 - c) The provision of same day service;
 - d) Enhancement of the level of service by providing escorts or assisting riders through the door of their destination;
 - e) Acquisition of vehicles and equipment designed to accommodate mobility aids that exceed the dimensions and weight ratings established for common wheelchairs under the ADA and labor costs of aides to help drivers assist passengers with over-sized wheelchairs. This would permit the acquisition of lifts with a larger capacity, instead of just modifications to lifts with a 600 lb design load, as well as the acquisition of heavier-duty vehicles for paratransit and/or demand-responsive service; and
 - f) Installation of additional securement locations in public buses beyond what is required by the ADA.
 - 2) Feeder Services.
 - 3) Making accessibility improvements to transit and intermodal stations not designated as key stations.
 - 4) Travel Training.
- b. New Public Transportation Alternatives Beyond the ADA. The following activities are examples of projects that are eligible as new public transportation alternatives beyond the ADA under the New Freedom program:
- 1) Purchasing vehicles to support new accessible taxi, ride sharing, and/or vanpooling programs.
 - 2) Supporting the administration and expenses related to new voucher programs for transportation services offered by human service providers. Vouchers are an operational expense which requires a 50/50 (federal/local) match.
 - 3) Supporting new volunteer driver and aide programs.
 - 4) Supporting new mobility management and coordination programs among public transportation providers and other human service agencies providing transportation.

Administration, Planning and Technical Assistance

ARC and MARTA as co-designated recipients reserve the right to retain the allowed 10% of the region's annual apportionment for both JARC and New Freedom funds for program administration, planning, and technical assistance to be funded by FTA at 100%. For FY 2010 ARC and MARTA will consider sub allocating up to 5% of the region's allowed 10% for administration to subrecipients for their administrative cost. Sub recipients are allowed to apply for up to 5% of their proposed budgets for administrative

support including planning and technical assistance, which may be funded at 100% federal share.

Federal and Local Match Requirements

JARC and New Freedom

JARC and New Freedom funds may be used to finance capital, planning, and operating expenses. The Federal share of eligible capital and planning costs may not exceed 80% of the net cost of the activity. The Federal share of the eligible operating costs may not exceed 50% of the net operating costs of the activity. The local share of eligible capital and planning costs shall be no less than 20% of the net cost of the activity and the local share for eligible operating costs shall be no less than 50% of the net operating costs. All of the local share must be provided from sources other than Federal DOT funds. Some examples of sources of local match which may be used for any or the entire local share include State or local appropriations; revenue from human services contracts; toll revenue credits; and net income generated from advertising and concessions. Non-cash share such as donations, volunteered services, or in-kind contributions is eligible to be counted toward the local match as long as the value of each is documented and supported, and represents a cost which would otherwise be eligible under the program. Designated Recipients may use up to 10% of the regional apportionment to support program administrative costs including administration, planning, and technical assistance, which may be funded at 100% federal share.

Income from contracts to provide human service transportation may be used either to reduce the net project cost (treated as revenue) or to provide local match for JARC operating assistance. In either case, the cost of providing the contract service is included in the total project cost.

- a. Exceptions. The Federal share is 90% for vehicle-related equipment and facilities required by the Clean Air Act Amendments of 1990 (CAAA) or the Americans with Disabilities Act of 1990 (ADA). It is only the incremental cost of the equipment or facility required by the CAAA or ADA that may be funded at 90%, not the entire cost of the vehicle or facility, even if the vehicle or facility is purchased for use in service required by the ADA or CAAA. States wishing to apply for assistance at the higher match ratio should consult the FTA regional office for further guidance regarding methods of computing the incremental cost before submitting an application.
- b. Use of Other Federal Funds. Local match may be derived from other Federal funds derived from Federal programs that are eligible to be expended for transportation, other than from the Department of Transportation programs. Examples include Temporary Assistance to Needy Families, Medicaid, Employment training programs, Rehabilitation Services, and Administration on Aging. To be eligible for local match for FTA funds, the other Federal funds must be used for activities included in the total net project costs of the FTA grant.

Expenditure of other Federal funds for transportation outside of the scope of the project cannot be applied as a credit for local match in the FTA grant.

Program guidance for the JARC and New Freedom programs can be found at the following links below:

C9050.1: Job Access and Reverse Commute (JARC) Program Guidance and Application Instructions

http://www.fta.dot.gov/laws/circulars/leg_reg_6623.html

C9045.1: New Freedom Program Guidance and Application Instructions

http://www.fta.dot.gov/laws/circulars/leg_reg_6624.html

Selection Process

How Will Projects Be Selected?

Projects will be selected by an HST selection committee made up of representatives of the Area Agency on Aging, the Metropolitan Planning Organization for the 18-County Atlanta region, The Environmental Justice Division and the Atlanta Workforce Board of the Atlanta Regional Commission using the evaluation criteria established in Appendix I. The following evaluation criteria was designed to rank projects based upon their ability to achieve the goals and objectives set forth in the Coordinated Human Services Transportation plan for the Atlanta Region. These goals are listed below to provide applicants with an idea of what the region hopes to accomplish with the projects that are selected and funded. Higher priority will be given to applicants who demonstrate coordination and partnership with other eligible agencies, transportation providers both public and private, and nonprofit entities on project service delivery and funding.

HST Plan Goals:

1. Improve accessibility and mobility for the transportation disadvantaged
2. Improve customer services for HST users and providers
3. Improve cost effectiveness
4. Improve coordination

The evaluation criteria are designed to encourage innovative strategies for serving transportation disadvantaged populations. A set of broad categories were created in which applicants will receive scores based on their ability to achieve the said objective. Within each category, suggestions are made of strategies that might be used to complete the goal; however, these guidelines are only suggestions and are not meant to be interpreted as a checklist of required components.

As a precursor to the evaluation criteria, it was decided that applicants must qualify for funding under the guidelines set by the Federal Transit Administration (FTA) under one or both of the programs known as JARC (5316) or New Freedom (5317).

ARC will notify or MARTA staff will notify sub recipients within 2 weeks of the projects being selected to confirm their interest. After receipt of confirmation, ARC and MARTA will work with ng Services staff will review sub recipient budgets and prepare sub recipient contracts. ARC will also request a work plan with milestones from each sub recipient. Upon FTA's approval of the designated recipient's TEAM grant application, ARC's Aging Services staff will then release all sub recipient contracts to be signed and then projects can begin.

Once projects are selected for JARC and New Freedom funding based on the evaluation criteria and the sub recipients are notified, projects will be incorporated into the Transportation Improvement Program through an Administrative Modification.

Application Checklist

This following checklist represents all of the information and attachments required to be considered for JARC and New Freedom funding. Incomplete applications and those submitted after the deadline will not be considered for funding.

Eligible Applicants: New applicants and previous recipients of JARC and New Freedom Funds are eligible to apply for the FY 2010 and FY 2009 residual monies available for the JARC and New Freedom programs.

Deadlines: Applications are due by 5:00 pm on Monday, February 28, 2011. Applications must be submitted in electronic Word/Excel or PDF format. Applications should be emailed to:

ksmiley@atlantaregional.com
Kenyata Smiley, Senior Planner
Atlanta Regional Commission
40 Courtland Street, NE
Atlanta, Georgia 30303
Phone: (404) 463-3275

- ☐ Cover letter – include name, address and phone number of applicant as well as contact person. The letter should be signed by individual(s) with authority to execute contracts on your organization's behalf. The letter should be addressed to:
- ☐ Application Parts I, II, and III
- ☐ Part IV - Budget IV
- ☐ Letter(s) of Commitment (If Applicable)
- ☐ Signed Application Check List

Name: _____
(Individual authorized to execute contracts)

Signature: _____

Date: _____

Application Instructions

Application Review

Applications will be reviewed by HST selection committee made up of representatives of ARC's Area Agency on Aging, the Metropolitan Planning Organization for the 18-County Atlanta region, the Environmental Justice Division and the Atlanta Workforce Board of the Atlanta Regional all Divisions of ARC Commission to ensure all required information has been provided and that the application is complete. Incomplete applications or those submitted after the application deadline will not be considered for funding.

Grant Application Workshop

There will be a informational meeting held to address any questions applicants may have about the JARC and New Freedom Project Call and Application Process on January 24, 2011 at the Atlanta Regional Commission 40 Courtland Street, NE 30303 from 1:00 - 3:00 p.m. on the Conference Level in the Harry West Conference Room. RSVP for the workshop will be taken through the end of business on January 20, 2011. For more information, please contact Kenya Smiley at (404) 463-3275 or by email ksmiley@atlantaregional.com

General Instructions

Part I:

Complete all portions of the Applicant Overview Section, which includes application information, program, and program information

PART II:

Complete all portions of Part II each section has been separated and bulleted to assist you in describing your project, your project benefits, and your project coordination.

PART III:

Complete all portions of Part III each section has been separated and bulleted to assist you in describing how your agency/organization(s) will deliver project service, manage the project, describe your agency/organization(s) fiscal capabilities and describe the performance measures your agency/organization(s) will use to measure the effectiveness of the project.

PART IV:

Complete all portions of Part IV by filling out the entire budget form using the excel chart provided as it pertains to your project.

Part I – Applicant Overview

Application Information			
Agency Name:			
Contact Person:			
Address:			
City/State/Zip Code			
Telephone:		Fax:	
Email:		Website	
Applicant Status:			
<input type="checkbox"/> State/Local Government <input type="checkbox"/> Private Non Profit <input type="checkbox"/> Transportation Operator (Public or Private)			
Project Partners:			
<u>Organization</u>	<u>Contact</u>	<u>Address</u>	<u>Phone/Email</u>
1.			
2.			
3.			
Program (Check all that apply)			
<input type="checkbox"/> Section 5316 JARC <input type="checkbox"/> Section 5317 New Freedom <input type="checkbox"/> Capital 80/20 <input type="checkbox"/> Operating 50/50			
Program Information			
Project Name:			
Estimated Number of People Served (Monthly):			
<input type="checkbox"/> Disabled _____	<input type="checkbox"/> Elderly _____	<input type="checkbox"/> Low Income _____	
Budget:	JARC	New Freedom	
Total Cost	\$	\$	
Federal Share	\$	\$	
Local Share	\$	\$	

Part II – Project Narrative

Project Description - (Provide a detailed project description to include):

- Project context and background
- Study or service area
- Key people involved
- Describe target population groups
- Description of the problem to be addressed and how it will be resolved
- Description of what will be achieved and what will be delivered to the customer
- Describe project goals and objectives

*This section should not exceed one page (1 page maximum)

Project Benefits - (Describe how your project will):

:

- How will the project fill a gap in transportation services for the target population
- How will the project improve accessibility and mobility for the transportation disadvantaged
- How will the project improve customer services for HST users and providers
- How will the project improve coordination among HST programs
- Maximize project cost effectiveness

* Higher priority will be given to projects that achieve two or more of the HST Plan Goals.

*This section should not exceed one page (1 page maximum)

Project Coordination - (Describe how your project will):

- Partner with other local and federal agencies and the private sector to promote policies, programs, and activities
- Establish or expand programmatic relationships with other HST providers
- Interface with existing transportation systems
- Coordinate with other transportation providers
- How will the project coordinate to serve cross-jurisdictional trips

*Higher priority will be given to applicants that coordinate and collaborate with other entities to provide transportation services.

*This section should not exceed one page (1 page maximum)

Part III – Project Implementation Strategy

Implementation - (Describe how your service will be delivered):

- Provide an operational plan for providing service include any timetables route and/or maps showing the service area and coverage (if applicable)
- Describe how your agency will implement the project (describe the process)
- Describe how the project will be marketed to the target population and public to promote awareness of the project
- Provide a project schedule and identify a timeline for the project by task (include start/ dates and dates for deliverables)

*All JARC applicants must provide maps of the proposed route and service areas identifying that routes are concentrated in targeted low-income and major employment center areas based on 2000 census data.

*This section should not exceed one page (1 page maximum)

Managerial Capabilities - (Describe how your project will):

- Describe agency's ability to manage the project (include number of years agency has worked with the target population)
- Describe agency's ability to provide efficient/effective transportation services
- Describe key personnel that will be assigned to manage the project (identify the need and process to hire staff to support the project if applicable)
- Describe how agency will manage risk and provide for safe delivery of services (maintenance, insurance, driver training, equipment safety)

*Applicants who demonstrate previous success in implementing projects utilizing federal grants may receive higher scores or maximum points allowed in this area.

*This section should not exceed one page (1 page maximum)

Fiscal Capabilities - (Describe how your project will):

- Provide a complete project budget in the format provided in PART
- Outline specific project expenses by task
- Specify if the project will be implemented in-house or contracted
- Identify operational, capital and administrative expenses

- Describe proactive efforts that will be taken to insure the continuation of the project at the end of the grant period (include any potential long term efforts or funding sources)

* Higher priority will be given to applicants who demonstrate the ability to continue the project beyond FY 2010-2011 JARC and New Freedom Grant Funds.

This section should not exceed one page (1 page maximum)

Measures of Effectiveness - (Describe how your project will):

- Describe the performance measures that will be used to evaluate the effectiveness of the project in meeting identified goals and objectives
- Explain how the project will be demonstrated to have had a positive impact and how those impacts will be assessed
- Describe the agency's plan to monitor and evaluate the project
- Identify steps that will be taken in the original project goals are not met

* This section should not exceed one page (1 page maximum)

Part IV – Project Budget Form

Project Budget (Capital and Operating Expenses)

Capital

Capital Budget (80/20) Equipment/Facilities	Type of Service	Cost	Federal Share (80%)	Local Share (20%)	Source of Local Share
Total		\$ -	\$ -	\$ -	

Operating

Operating Budget (50/50)	Type of Service	Cost	Federal Share (50%)	Local Share (50%)	Source of Local Share
Salary and Fringe Benefits					
Total		\$ -	\$ -	\$ -	

Administration (Limited to 5% of the Federal Share of Capital and Operating Expenses)

Administrative Budget (100% Federal)	Type of Service	Cost	Federal Share (100%)	N/A	N/A
Salary and Fringe Benefits					
Total		\$ -	\$ -		
Total Project Budget		\$ -	\$ -	\$ -	

Appendix I: Pass or Fail and Competitive Selection Criteria

Pass or Fail Criteria for JARC:

In order for applicants to be considered for review for the competitive selection process the project proposal must meet the minimum qualifications below:

- Project must meet or accomplish one or more of the HST Plan Goals
- Project Sponsor must show financial ability to implement project and proof of local match funds.
- Project must continue a current JARC Route(s) or create new routes and/or connect client/customer with jobs and job related activities (training)
- Project must demonstrate the ability to connect customer with major employers or employment centers
- Project must demonstrate interagency coordination or collaboration with another eligible entity
- Project must demonstrate outreach efforts to customer and employers

Pass or Fail Criteria for New Freedom:

In order for applicants to be considered for review for the competitive selection process the project proposal must meet the minimum qualifications below:

- Project must meet or accomplish one or more of the HST Plan Goals
- Project Sponsor must show financial ability to implement project and proof of local match funds.
- Project must demonstrate the ability to provide service to client beyond current ADA requirements
- Project must demonstrate interagency coordination or collaboration with another eligible entity.

Competitive Selection Criteria JARC and New Freedom:

Evaluation Criteria	Guidelines May Include	Possible Score
1. Improve accessibility and mobility for the transportation disadvantaged	<ul style="list-style-type: none"> • Increase transportation options • Improve mobility for HST groups • Simplify the use of HST services • Fill gaps in existing transportation infrastructure • Utilize technology such as ITS • Increase ridership 	Maximum 25%
2. Improve customer services for HST users and providers	<ul style="list-style-type: none"> • Utilize technology such as ITS • Include services delivery and reporting • Provide amenities and planning tools • Provide information on other HST options • Institute seamless process and service for user • Include program monitoring • Provide service that is affordable, useable, safe, clean, and comfortable • Respond to the travel patterns of local citizens 	Maximum 20%
3. Improve coordination among HST programs	<ul style="list-style-type: none"> • Serve cross-jurisdictional trips • One-call scheduling of inter-agency trips • Interface with existing transportation systems • Utilize existing fixed-route transit systems • Reduce barriers to coordinated service delivery (geographic, political, funding, etc.) • Maximize planning, service delivery and reporting • Establish or expand programmatic relationships with other HST providers • Partner with other local and federal agencies and the private sector to promote policies, programs, and activities 	Maximum 15%

Evaluation Criteria	Guidelines May Include	Possible Score
4. Maximize project cost effectiveness	<ul style="list-style-type: none"> • Maximize use and operating efficiency of existing vehicles • Eliminate duplicative services (either intra- or inter-agency) • Maximize financial resources available through good coordination • Establish or expand financial relationships with other HST providers • Share vehicles during off-peak times • Increase number of riders per trip 	Maximum 15%
5. Organizational capacity	<ul style="list-style-type: none"> • Ability to Service Target Population • Measures of Effectiveness Establish or expand financial relationships with other HST providers • Fiscal and Managerial Capability • Sustainability • Agency's program implementation experience 	Maximum 20%
6. Project budget	7. Outline specific project expenses by task	Maximum 5%

Appendix II

Possible Non-DOT Federal Sources for Matching Funds

This list of suggested sources was adapted from the United We Ride website, www.unitedweride.gov. For additional ideas, see http://www.unitedweride.gov/1_1254_ENG_HTML.htm.

U.S. Department of Agriculture

- [Food and Nutrition Service](#)

U.S. Department of Education

- [Office of Elementary and Secondary Education](#)
- [Office of Innovation and Improvement](#)
- [Office of Special Education and Rehabilitative Services](#)

U.S. Department of the Interior

- [Bureau of Indian Affairs](#)

U.S. Department of Health and Human Services

- [Health Resources and Services Administration](#)
- [Centers for Medicare and Medicaid Services](#)
- [Administration on Aging](#)
- [Substance Abuse and Mental Health Services](#)
- [Administration for Children and Families](#)

U.S. Department of Housing and Urban Development

U.S. Department of Labor

- [Employment Standards Administration](#)
- [Veterans' Employment and Training Service](#)
- [Employment and Training Administration](#)

U.S. Department of Veterans Affairs

- [Veterans Benefits Administration](#)
- [Veterans Health Administration](#)

**FY 2010 Job Access Reverse Commute
And
New Freedom Project Call and Selection Process
Proposed Schedule**

(Tentative Schedule and Subject to change)

Dates (subject to change)	Activities
December 06-12, 2010	Pre-Announcement (TCC,TAQC, TOS
January 13, 2011	ARC/MARTA Releases FY 2010JARC//New Freedom Call For Projects
January 24, 2011	Grant Application Workshop
February 28, 2011	Project Proposals Deadline
March 01, 2011 thru March 31, 2011	Review, Evaluation, and Scoring
April 01, 2011	Recommendations
April 13, 2011	Project Announcement
April 11-22, 2011	Recipients Contacted by ARC and MARTA
TBD	ARC/ MARTA Budget Review
TBD	ARC/MARTA TEAM Grant Application
30 Days	FTA Review
30-45 Days	DOL Review
TBD	ARC/MARTA Sub Contracts
2 nd /3 rd Quarter TIP Modifications (May or August 2011)	JARC/ New Freedom Projects Modified in the TIP

**Atlanta Region's
FY 2011**

**Section 5316 Job Access and Reverse Commute (JARC)
and
Section 5317 New Freedom
Application Package**

Kenyata Smiley
Senior Planner
Atlanta Regional Commission
40 Courtland Street, NE
Atlanta, GA 30303

Introduction

The Atlanta Regional Commission (ARC) and the Metropolitan Atlanta Rapid Transportation Authority (MARTA) are joint designated recipients for the Federal Transit Administration Section 5316 Job Access and Reverse Commute (JARC) and Section 5317 New Freedom Programs for the Atlanta Urbanized Area. As joint designated recipients, ARC and MARTA are responsible for conducting the competitive selection process for JARC and New Freedom projects in the Atlanta Urbanized Area.

The Safe, Affordable, Flexible, and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU), is the current Federal legislation, which authorizes funding for transportation. SAFETEA-LU requires that projects funded from the Elderly Individuals and Individuals with Disabilities (Section 5310), Job Access and Reverse Commute (JARC, Section 5316), and New Freedom (Section 5317) programs be derived from a locally developed, coordinated public transit-human services transportation plan (“coordinated plan”). On April 21, 2010, the Atlanta Regional Commission (ARC) adopted the 2010-Coordinated Human Services Transportation Plan. This plan provides a framework for the Atlanta region to improve mobility for persons with disabilities, persons with low income and older adults. The plan identifies the transportation needs of HST populations and provides strategies and solutions to address those needs. The adopted plan includes a short-term Action Plan, which consists mainly of no-cost or low-cost initiatives that all aim to improve HST coordination throughout the region. A copy of the HST Plan can be viewed at www.atlantaregional.com/hst.

Program Information

ARC and MARTA beginning September 20, 2011 thru November 04, 2011 are jointly seeking eligible projects for the Fiscal Year 2010 JARC and New Freedom program funds. The funding allocation for the 18-county Atlanta region for Fiscal Year 2011 and FY 2010 residuals are shown below.

Atlanta Urbanized Area JARC and New Freedom FY 2011 Allocations and 2010 Residuals

	Section 5316 JARC	Section 5317 New Freedom	Section 5316 JARC	Section 5317 New Freedom	JARC and New Freedom Total
Fiscal Year	FY 2011	FY 2011	FY 2010 Residual	FY 2010 Residual	FY 2011 & 2010 Residual
Atlanta Urbanized Area FY 11 Allocations	\$1,718,528.00	\$1,091,996.00	\$270,445.00	\$1,086,385.00	\$4,167,354.00
Designated Recipient Administrative Cost (5%)	\$85,926.40	\$54,599.80	\$13,522.25	\$54,319.25	\$208,397.70
Administrative Suballocation to Subrecipients (Up to 5%)	\$85,926.40	\$54,599.80	\$13,522.25	\$54,319.25	\$208,397.70
Remainder (up to these amounts may be awarded to sub recipients)	\$1,546,675.20	\$982,796.40	\$243,400.50	\$977,746.50	\$4,584,149.40

JARC Program Goals

The goal of the JARC Program is to improve access to transportation services to employment and employment related activities for welfare recipients and eligible low-income individuals; and to transport residents of urbanized areas and nonurbanized areas to suburban employment opportunities. Toward this goal, FTA provides financial assistance for transportation services planned, designed, and carried out to meet the transportation needs of eligible low-income individuals in all areas urbanized, small urban, and rural. The program requires coordination of federally assisted programs and services in order to make the most efficient use of federal resources.

New Freedom Program Goals

The New Freedom Program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the work force and full participation into society. Lack of adequate transportation is a primary barrier to work for individuals with disabilities. The 2000 census showed that only 60% of people between the ages of 16 and 64 with disabilities are employed. The New Freedom formula grant program seeks to expand the transportation mobility options available to persons with disabilities beyond the requirements of the Americans with Disabilities Act of 1990. The definition of “new service” is any service or activity that was not implemented or operational before August 10, 2005.

Eligible Recipients

Who Can Apply? There are three categories of eligible subrecipients of JARC and New Freedom funds:

- a. Private non-profit organizations;
- b. State or local governmental authority; and
- c. Operators of public transportation services, including private operators of public transportation services.

Eligible Activities JARC

JARC

Funds from the JARC program are available for capital, planning, and operating expenses that support the development and maintenance of transportation services designed to

transport low-income individuals to and from jobs and activities related to their employment and to support reverse commute projects.

Eligible projects may include, but are not limited to capital, planning, and operating assistance to support activities such as:

- a. Late-night and weekend service;
- b. Guaranteed ride home service;
- c. Shuttle service;
- d. Expanding fixed-route public transit routes;
- e. Demand-responsive van service;
- f. Ridesharing and carpooling activities;
- g. Transit related aspects of bicycling (adding bicycle racks to vehicles to support individuals that bicycle a portion of their commute or providing bicycle storage at transit stations);
- h. Local car loan programs that assist individuals in purchasing and maintaining vehicles for shared rides;
- i. Promotion, through marketing efforts, of the:
 - 1) Use of transit by workers with non-traditional work schedules;
- j. Supporting the administration and expenses related to voucher programs. This activity is intended to supplement existing transportation services by expanding the number of providers available or the number of passengers receiving transportation services. Vouchers can be used as an administrative mechanism for payment to providers of alternative transportation services. The JARC program can provide vouchers to low income individuals to purchase rides, including (1) mileage reimbursement as part of a volunteer driver program, (2) a taxi trip, or (3) trips provided by a human service agency. Providers of transportation can then submit the voucher to the JARC project administering agency for payment based on pre-determined rates or contractual arrangements. Transit passes for use on a fixed route or ADA complementary paratransit service are not eligible. Vouchers are an operational expense which requires a 50/50 (federal/local) match;
- k. Applying Geographic Information Systems (GIS) tools;
- l. Implementing Intelligent Transportation Systems (ITS), including customer trip information technology;
- m. Integrating automated regional public transit and human service transportation information, scheduling, and dispatch functions;
- n. Deploying vehicle position-monitoring systems;
- o. Establishing regional mobility managers or transportation brokerage activities.

New Freedom

New Freedom Program funds are available for capital and operating expenses that support new public transportation services beyond those required by the Americans

with Disabilities Act of 1990 (ADA) and new public transportation alternatives beyond those required by the ADA designed to assist individuals with disabilities with accessing transportation services, including transportation to and from jobs and employment support services. For the purpose of the New Freedom Program, “new” service is any service or activity that was not operational on August 10, 2005, and did not have an identified funding source as of August 10, 2005, as evidenced by inclusion in the Transportation Improvement Plan (TIP) or the STIP.

Eligible projects may include, but are not limited to capital, planning, and operating assistance to support activities such as:

- a. New Public Transportation Services Beyond the ADA. The following activities are examples of eligible projects meeting the definition of new public transportation.
 - 1) Enhancing public transportation services beyond minimum requirements of the ADA.
 - a) Expansion of paratransit service parameters beyond the ¾ mile required by the ADA;
 - b) Expansion of current hours of operation for paratransit services that are beyond those provided on the fixed route services;
 - c) The provision of same day service;
 - d) Enhancement of the level of service by providing escorts or assisting riders through the door of their destination;
 - e) Acquisition of vehicles and equipment designed to accommodate mobility aids that exceed the dimensions and weight ratings established for common wheelchairs under the ADA and labor costs of aides to help drivers assist passengers with over-sized wheelchairs. This would permit the acquisition of lifts with a larger capacity, instead of just modifications to lifts with a 600 lb design load, as well as the acquisition of heavier-duty vehicles for paratransit and/or demand-responsive service; and
 - f) Installation of additional securement locations in public buses beyond what is required by the ADA.
 - 2) Feeder Services.
 - 3) Making accessibility improvements to transit and intermodal stations not designated as key stations.
 - 4) Travel Training.
- b. New Public Transportation Alternatives Beyond the ADA. The following activities are examples of projects that are eligible as new public transportation alternatives beyond the ADA under the New Freedom program:
 - 1) Purchasing vehicles to support new accessible taxi, ride sharing, and/or vanpooling programs.
 - 2) Supporting the administration and expenses related to new voucher programs for transportation services offered by human service providers.

Vouchers are an operational expense which requires a 50/50 (federal/local) match.

- 3) Supporting new volunteer driver and aide programs.
- 4) Supporting new mobility management and coordination programs among public transportation providers and other human service agencies providing transportation.

Administration, Planning and Technical Assistance

ARC and MARTA as co-designated recipients reserve the right to retain the allowed 10% of the region's annual apportionment for both JARC and New Freedom funds for program administration, planning, and technical assistance to be funded by FTA at 100%. For FY 2011 ARC and MARTA will consider sub allocating up to 5% of the region's allowed 10% for administration to subrecipients for their administrative cost. Sub recipients are allowed to apply for up to 5% of their proposed budgets for administrative support including planning and technical assistance, which may be funded at 100% federal share.

Federal and Local Match Requirements

JARC and New Freedom

JARC and New Freedom funds may be used to finance capital, planning, and operating expenses. The Federal share of eligible capital and planning costs may not exceed 80% of the net cost of the activity. The Federal share of the eligible operating costs may not exceed 50% of the net operating costs of the activity. The local share of eligible capital and planning costs shall be no less than 20% of the net cost of the activity and the local share for eligible operating costs shall be no less than 50% of the net operating costs. All of the local share must be provided from sources other than Federal DOT funds. Some examples of sources of local match which may be used for any or the entire local share include State or local appropriations; revenue from human services contracts; toll revenue credits; and net income generated from advertising and concessions. Non-cash share such as donations, volunteered services, or in-kind contributions is eligible to be counted toward the local match as long as the value of each is documented and supported, and represents a cost which would otherwise be eligible under the program. Designated Recipients may use up to 10% of the regional apportionment to support program administrative costs including administration, planning, and technical assistance, which may be funded at 100% federal share.

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3. Improve cost effectiveness
4. Improve coordination

The evaluation criteria are designed to encourage innovative strategies for serving transportation-disadvantaged populations. A set of broad categories were created in which applicants will receive scores based on their ability to achieve the said objective. Within each category, suggestions are made of strategies that might be used to complete the goal; however, these guidelines are only suggestions and are not meant to be interpreted as a checklist of required components. As a precursor to the evaluation criteria, it was decided that applicants must qualify for funding under the guidelines set by the Federal Transit Administration (FTA) under one or both of the programs known as JARC (5316) or New Freedom (5317).

Projects Sponsored by Non Profit and Private Entities

Upon completion of the evaluation phase, ARC will obtain Management approval to proceed with the selected projects over which it will have administrative privilege. Upon receipt of Management approval, ARC staff will notify sub recipients within two weeks of the projects being selected to confirm their interest in project continuation. After delivery of confirmation, ARC's Aging Services staff will conduct a final review of sub recipient budgets, prepare respective Scopes of Services/Work, proceed with the FTA Team application process, and the contract execution process.

Projects Sponsored by Public Governmental Entities

Following notification by ARC of project selection, MARTA management will review selected projects over which it will have administrative privilege to ensure general eligibility with FTA requirements; and will notify sub-recipients within two weeks to confirm their interest in project implementation. After confirmation, MARTA's Finance/Grant Programs staff will collaboratively review the project scope, schedule and budget with the sub-recipient and then proceed to concurrently draft the FTA TEAM-

system grant application and corresponding sub-grant agreement. Following adoption of respective authorizing resolutions by the MARTA Board of Directors and the governing body of the Subrecipient, as appropriate, MARTA Finance Staff will proceed to process the FTA TEAM grant application and corresponding sub-grant agreement for final execution. It is anticipated that the timeframe for this entire process will be approximately 90 to 120 days, contingent upon final FTA approval.

Once projects are selected for JARC and New Freedom funding based on the evaluation criteria, and the sub recipients are notified, and contracts are executed, projects will be incorporated into the Transportation Improvement Program through an Administrative Modification.

Certifications and Assurances

Applicants whose projects are selected for the JARC and/or New Freedom Program funds are required to comply with all FTA requirements. Specifically, the applicant will need to sign FTA's "Certifications and Assurances" for the specific funding programs for which its organization is applying.

The applicant as originally signed in hardcopy only, shall submit the "Certifications and Assurances" documents. In addition and where noted, the "Certifications and Assurances" must be signed and dated by the applicant agency's authorized official. Organizations unable to complete these certifications and assurances will not receive funding and should not apply for funding. A copy of the Certifications and Assurances is included in Exhibit A.

Award Requirements

Applicants selected for funding under the JARC and New Freedom Programs will enter into a contract agreement with the Atlanta Regional Commission or Metropolitan Atlanta Rapid Transit Authority.

Applicants will be required to provide detailed information quarterly to the ARC or MARTA on fund usage and performance of the project. These quarterly reports will include financial and program activity updates. A copy of the Quarterly Report is included in Exhibit B.

Applicants whose proposed projects include vehicle purchases agree to conduct vehicle procurements using full and open competition and to adhere to all applicable provisions regarding procurement set forth by ARC, MARTA, and FTA. Applicants shall maintain documentation of each procurement and further agree to make said documentation available to ARC or MARTA upon request. A copy of the Vehicle Maintenance Report is included in Exhibit C. Additionally, vehicle procurements shall adhere to Buy America

requirements as set forth in 49 CFR 661. Applicants are required to maintain a written vehicle maintenance program/plan for all affected vehicles and to report vehicle maintenance information as prescribed and requested by ARC or MARTA, for the duration of the useful life of the vehicle, a minimum of four years. The disposition of the vehicle or a change in use of the vehicle, before the end of its useful life must follow Federal grant standards and guidelines, as prescribed by ARC and MARTA.

Applicants further agree to abide by and adhere to all applicable rules, regulations and conditions set forth in the clauses contained in Exhibit A "Required Clauses and Certifications".

Application Checklist

This following checklist represents all of the information and attachments required to be considered for JARC and New Freedom funding. Incomplete applications and those submitted after the deadline will not be considered for funding.

Eligible Applicants: New applicants and previous recipients of JARC and New Freedom Funds are eligible to apply for the FY 2011 and FY 2010 residual monies available for the JARC and New Freedom programs.

Deadlines: Applications are due by 5:00 pm on Friday, November 04, 2011. Applications must be submitted in electronic Word/Excel or PDF format. Applications should be emailed to:

ksmiley@atlantaregional.com
Kenyata Smiley, Senior Planner
Atlanta Regional Commission
40 Courtland Street, NE
Atlanta, Georgia 30303
Phone: (404) 463-3275

- ☐ Cover letter – include name, address and phone number of applicant as well as contact person. The letter should be signed by individual(s) with authority to execute contracts on your organization's behalf. The letter should be addressed to Kenyata Smiley.
- ☐ Read, Understand, and Signed FTA "Certifications and Assurances"
- ☐ Application Parts I, II, and III
- ☐ Part IV - Budget IV
- ☐ Letter(s) of Commitment (If Applicable)
- ☐ Signed Application Check List

Name: _____
(Individual authorized to execute contracts)

Signature: _____

Date: _____

Application Instructions

Application Review

The HST selection committee made up of representatives of ARC's Area Agency on Aging, the Metropolitan Planning Organization (MPO) for the 18-County Atlanta region, the Environmental Justice and Community Services Divisions, and the Atlanta Regional Workforce Board will review and score applications based on the selection criteria. MPO Staff will Conduct an initial review of all applications to ensure that all the required information has been provided and the application is complete. Incomplete application or those submitted after the application deadline will not be considered for funding.

Grant Application Workshop

There will be a informational meeting held to address any questions applicants may have about the JARC and New Freedom Project Call and Application Process on September 29, 2011 at the Atlanta Regional Commission 40 Courtland Street, NE 30303 from 9:30 - 11:00 a.m. on the Conference Level in the Harry West Conference Room. RSVP for the workshop will be taken through the end of business on September 27, 2011. For more information, please contact Kenya Smiley at (404) 463-3275 or by email ksmiley@atlantaregional.com

General Instructions

Return pages 10 thru 17 of the application and all the signed Certification and Assurances.

Part I:

Complete all portions of the Applicant Overview Section, which includes application information, program, and program information

PART II:

Complete all portions of Part II each section has been separated and bulleted to assist you in describing your project, your project benefits, and your project coordination.

PART III:

Complete all portions of Part III each section has been separated and bulleted to assist you in describing how your agency/organization(s) will deliver project service, manage the project, describe your agency/organization(s) fiscal capabilities and describe the performance measures your agency/organization(s) will use to measure the effectiveness of the project.

PART IV:

Complete all portions of Part IV by filling out the entire budget form using the excel chart provided as it pertains to your project.

***Please remember that the bullets provided in each section are there only as a guide.**

Part I – Applicant Overview

Application Information			
Agency Name:			
Contact Person:			
Address:			
City/State/Zip Code			
Telephone:		Fax:	
Email:		Website	
Applicant Status:			
<input type="checkbox"/> State/Local Government <input type="checkbox"/> Private Non Profit <input type="checkbox"/> Transportation Operator (Public or Private)			
Project Partners:			
<u>Organization</u>	<u>Contact</u>	<u>Address</u>	<u>Phone/Email</u>
1.			
2.			
3.			
Program (Check all that apply)			
<input type="checkbox"/> Section 5316 JARC <input type="checkbox"/> Section 5317 New Freedom <input type="checkbox"/> Capital 80/20 <input type="checkbox"/> Operating 50/50			
Program Information			
Project Name:			
Estimated Number of People Served (Monthly):			
<input type="checkbox"/> Low Income _____ <input type="checkbox"/> Disabled _____			
Budget:	JARC	New Freedom	
Total Cost	\$	\$	
Federal Share	\$	\$	
Local Share	\$	\$	

Part II – Project Narrative

Project Description - (Provide a detailed project description to include):

- Provide a summary description of your project. What is the need and how will the project address this need. Who will be served and what is the service area. How does the project respond to the needs and priorities of the HST Plan.

*This section should not exceed 300 words.

Project Benefits - (Describe how your project will):

:

- Describe how the project fills a gap in transportation services for the target population, improve accessibility and mobility, and improve customer service. Indicate if the project will improve coordination among existing HST programs. Describe how the project will maximize cost effectiveness.

* Higher priority will be given to projects that achieve two or more of the HST Plan Goals.

*This section should not exceed one page (1 page maximum)

Project Coordination - (Describe how your project will):

- Partner with other agencies to develop and implement this project
- Establish or expand programmatic relationships with other HST providers
- Interface with existing transportation systems
- Coordinate with other transportation providers
- How will the project coordinate to serve cross-jurisdictional trips

*Higher priority will be given to applicants that coordinate and collaborate with other entities to provide transportation services.

*This section should not exceed one page (1 page maximum)

Part III – Project Implementation Strategy

Implementation - (Describe how your service will be delivered):

- Provide an operational plan for providing service, include any timetables route and/or maps showing the service area and coverage (if applicable)

- Describe the process how your agency will use to implement the project
- Describe your agency's marketing plan to promote awareness of the project to the target population and public
- Provide a project schedule and identify a timeline for the project by task (include start/ dates and dates for deliverables)

*All JARC applicants must provide maps of the proposed route and service areas identifying that routes are concentrated in targeted low-income and major employment center areas based on 2000 census data.

*This section should not exceed one page (1 page maximum)

Managerial Capabilities - (Describe how your project will):

- Describe agency's ability to manage the project (include number of years agency has worked with the target population)
- Describe agency's ability to provide efficient/effective transportation services
- Describe key personnel that will be assigned to manage the project (identify the need and process to hire staff to support the project if applicable)
- Describe how agency will manage risk and provide for safe delivery of services (maintenance, insurance, driver training, equipment safety)

*Applicants who demonstrate previous success in implementing projects utilizing federal grants may receive higher scores or maximum points allowed in this area.

*This section should not exceed one page (1 page maximum)

Fiscal Capabilities - (Describe how your project will):

- Provide a complete project budget in the format provided in PART IV
- Outline specific project expenses by task
- Specify if the project will be implemented in-house or contracted
- Identify operational, capital and administrative expenses
- **Describe proactive efforts that will be taken to insure the continuation of the project at the end of the grant period (include any potential long term efforts or funding sources)**

* Higher priority will be given to applicants who demonstrate the ability to continue the project beyond FY 2011-2012 JARC and New Freedom Grant Funds.

This section should not exceed one page (1 page maximum)

Measures of Effectiveness - (Describe how your project will):

- Describe the performance measures that will be used to evaluate the effectiveness of the project in meeting identified goals and objectives
- Explain how the project will be demonstrated to have had a positive impact and how those impacts will be assessed
- Describe the agency's plan to monitor and evaluate the project
- Identify steps that will be taken if the original project goals are not met

* This section should not exceed one page (1 page maximum)

Part IV – Project Budget Form

Project Budget (Capital and Operating Expenses)

Capital

Capital Budget (80/20) Equipment/Facilities	Type of Service	Cost	Federal Share (80%)	Local Share (20%)	Source of Local Share
Total		\$ -	\$ -	\$ -	

Operating

Operating Budget (50/50)	Type of Service	Cost	Federal Share (50%)	Local Share (50%)	Source of Local Share
Salary and Fringe Benefits					
Total		\$ -	\$ -	\$ -	

Administration (Limited to 5% of the Federal Share of Capital and Operating Expenses)

Administrative Budget (100% Federal)	Type of Service	Cost	Federal Share (100%)	N/A	N/A
Salary and Fringe Benefits					
Total		\$ -	\$ -		
Total Project Budget		\$ -	\$ -	\$ -	

**FY 2010 Job Access Reverse Commute
And
New Freedom Project Call and Selection Process
Proposed Schedule**

(Tentative Schedule and Subject to change)

Dates (subject to change)	Activities
September 16, 2011	Pre-Announcement (TCC, TAQC, ARC Board, etc.)
September 20, 2011	ARC/MARTA Releases FY 2010JARC//New Freedom Call For Projects
September 29, 2011	Grant Application Workshop
November 04, 2011	Project Proposals Deadline
November 09, 2011 thru December 15, 2011	Review, Evaluation, and Scoring
December 20-22, 2011	Recommendations
January 03, 2012	Project Announcement
January 04-18, 2012	Recipients Contacted by ARC and MARTA
TBD	ARC/ MARTA Budget Review
TBD	ARC/MARTA TEAM Grant Application
30 Days	FTA Review
30-45 Days	DOL Review (JARC Applicants Only)
TBD	ARC/MARTA Sub Contracts
Quarterly TIP Modifications (TBD)	JARC/ New Freedom Projects Modified in the TIP

Appendix I: Pass or Fail and Competitive Selection Criteria

Pass or Fail Criteria for JARC:

In order for applicants to be considered for review for the competitive selection process the project proposal must meet the minimum qualifications below:

- Project must meet or accomplish one or more of the HST Plan Goals
- Project Sponsor must show financial ability to implement project and proof of local match funds.
- Project must continue a current JARC Route(s) or create new routes and/or connect client/customer with jobs and job related activities (training)
- Project must demonstrate the ability to connect customer with major employers or employment centers
- Project must demonstrate interagency coordination or collaboration with another eligible entity
- Project must demonstrate outreach efforts to customer and employers

Pass or Fail Criteria for New Freedom:

In order for applicants to be considered for review for the competitive selection process the project proposal must meet the minimum qualifications below:

- Project must meet or accomplish one or more of the HST Plan Goals
- Project Sponsor must show financial ability to implement project and proof of local match funds.
- Project must demonstrate the ability to provide service to client beyond current ADA requirements
- Project must demonstrate interagency coordination or collaboration with another eligible entity.

Competitive Selection Criteria JARC and New Freedom:

Evaluation Criteria	Guidelines May Include	Possible Score
1. Improve accessibility and mobility for the transportation disadvantaged	<ul style="list-style-type: none"> • Increase transportation options • Improve mobility for HST groups • Simplify the use of HST services • Fill gaps in existing transportation infrastructure • Utilize technology such as ITS • Increase ridership 	Maximum 25%
2. Improve customer services for HST users and providers	<ul style="list-style-type: none"> • Utilize technology such as ITS • Include services delivery and reporting • Provide amenities and planning tools • Provide information on other HST options • Institute seamless process and service for user • Include program monitoring • Provide service that is affordable, useable, safe, clean, and comfortable • Respond to the travel patterns of local citizens 	Maximum 20%
3. Improve coordination among HST programs	<ul style="list-style-type: none"> • Serve cross-jurisdictional trips • One-call scheduling of inter-agency trips • Interface with existing transportation systems • Utilize existing fixed-route transit systems • Reduce barriers to coordinated service delivery (geographic, political, funding, etc.) • Maximize planning, service delivery and reporting • Establish or expand programmatic relationships with other HST providers • Partner with other local and federal agencies and the private sector to promote policies, programs, and activities 	Maximum 15%

Evaluation Criteria	Guidelines May Include	Possible Score
4. Maximize project cost effectiveness	<ul style="list-style-type: none"> • Maximize use and operating efficiency of existing vehicles • Eliminate duplicative services (either intra- or inter-agency) • Maximize financial resources available through good coordination • Establish or expand financial relationships with other HST providers • Share vehicles during off-peak times • Increase number of riders per trip 	Maximum 15%
5. Organizational capacity	<ul style="list-style-type: none"> • Ability to Service Target Population • Measures of Effectiveness Establish or expand financial relationships with other HST providers • Fiscal and Managerial Capability • Sustainability • Agency's program implementation experience 	Maximum 20%
6. Project budget	7. Outline specific project expenses by task	Maximum 5%

Appendix II

Possible Non-DOT Federal Sources for Matching Funds

This list of suggested sources was adapted from the United We Ride website, www.unitedweride.gov. For additional ideas, see http://www.unitedweride.gov/1_1254_ENG_HTML.htm.

U.S. Department of Agriculture

- [Food and Nutrition Service](#)

U.S. Department of Education

- [Office of Elementary and Secondary Education](#)
- [Office of Innovation and Improvement](#)
- [Office of Special Education and Rehabilitative Services](#)

U.S. Department of the Interior

- [Bureau of Indian Affairs](#)

U.S. Department of Health and Human Services

- [Health Resources and Services Administration](#)
- [Centers for Medicare and Medicaid Services](#)
- [Administration on Aging](#)
- [Substance Abuse and Mental Health Services](#)
- [Administration for Children and Families](#)

U.S. Department of Housing and Urban Development

U.S. Department of Labor

- [Employment Standards Administration](#)
- [Veterans' Employment and Training Service](#)
- [Employment and Training Administration](#)

U.S. Department of Veterans Affairs

- [Veterans Benefits Administration](#)
- [Veterans Health Administration](#)

Exhibit A

Required Clauses and Certifications

ENERGY CONSERVATION REQUIREMENTS

**42 U.S.C. 6321 et seq.
49 CFR Part 18**

Applicability to Contracts

The Energy Conservation requirements are applicable to all contracts.

Flow Down

The Energy Conservation requirements extend to all third party contractors and their contracts at every tier and subrecipients and their subagreements at every tier.

Energy Conservation - The contractor agrees to comply with mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act.

CLEAN WATER REQUIREMENTS

33 U.S.C. 1251

Applicability to Contracts

The Clean Water requirements apply to each contract and subcontract which exceeds \$100,000.

Flow Down

The Clean Water requirements flow down to FTA recipients and subrecipients at every tier.

Clean Water - (1) The Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq. . The Contractor agrees to report each violation to the Purchaser and understands and agrees that the Purchaser will, in turn, report each violation as required to assure notification to FTA and the appropriate EPA Regional Office.

(2) The Contractor also agrees to include these requirements in each subcontract exceeding \$100,000 financed in whole or in part with Federal assistance provided by FTA.

LOBBYING

31 U.S.C. 1352
49 CFR Part 19
49 CFR Part 20

Applicability to Contracts

The Lobbying requirements apply to Construction/Architectural and Engineering/Acquisition of Rolling Stock/Professional Service Contract/Operational Service Contract/Turnkey contracts.

Flow Down

The Lobbying requirements mandate the maximum flow down, pursuant to Byrd Anti-Lobbying Amendment, 31 U.S.C. § 1352(b)(5) and 49 C.F.R. Part 19, Appendix A, Section 7.

APPENDIX A, 49 CFR PART 20--CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements

(To be submitted with each bid or offer exceeding \$100,000)

The undersigned [Contractor] certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for making lobbying contacts to an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form--LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions [as amended by "Government wide Guidance for New Restrictions on Lobbying," 61 Fed. Reg. 1413 (1/19/96)]. Note: Language in paragraph (2) herein has been modified in accordance with

Section 10 of the Lobbying Disclosure Act of 1995 (P.L. 104-65, to be codified at 2 U.S.C. 1601, *et seq.*.)]

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31, U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

[Note: Pursuant to 31 U.S.C. § 1352(c)(1)-(2)(A), any person who makes a prohibited expenditure or fails to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such expenditure or failure.]

The Contractor, _____, certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. A 3801, *et seq.*, apply to this certification and disclosure, if any.

_____ Signature of Contractor's Authorized Official

_____ Name and Title of Contractor's Authorized Official

_____ Date

ACCESS TO RECORDS AND REPORTS

49 U.S.C. 5325
18 CFR 18.36 (i)
49 CFR 633.17

Flow Down

FTA does not require the inclusion of these requirements in subcontracts.

Access to Records - The following access to records requirements apply to this Contract:

1. Where the Purchaser is not a State but a local government and is the FTA Recipient or a subgrantee of the FTA Recipient in accordance with 49 C. F. R. 18.36(i), the Contractor agrees to provide the Purchaser, the FTA Administrator, the Comptroller General of the United States or any of their authorized representatives access to any books, documents, papers and records of the Contractor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts and transcriptions. Contractor also agrees, pursuant to 49 C. F. R. 633.17 to provide the FTA Administrator or his authorized representatives including any PMO Contractor access to Contractor's records and construction sites pertaining to a major capital project, defined at 49 U.S.C. 5302(a)1, which is receiving federal financial assistance through the programs described at 49 U.S.C. 5307, 5309 or 5311.

2. Where the Purchaser is a State and is the FTA Recipient or a subgrantee of the FTA Recipient in accordance with 49 C.F.R. 633.17, Contractor agrees to provide the Purchaser, the FTA Administrator or his authorized representatives, including any PMO Contractor, access to the Contractor's records and construction sites pertaining to a major capital project, defined at 49 U.S.C. 5302(a)1, which is receiving federal financial assistance through the programs described at 49 U.S.C. 5307, 5309 or 5311. By definition, a major capital project excludes contracts of less than the simplified acquisition threshold currently set at \$100,000.

3. Where the Purchaser enters into a negotiated contract for other than a small purchase or under the simplified acquisition threshold and is an institution of higher education, a hospital or other non-profit organization and is the FTA Recipient or a subgrantee of the FTA Recipient in accordance with 49 C.F.R. 19.48, Contractor agrees to provide the Purchaser, FTA Administrator, the Comptroller General of the United States or any of their duly authorized representatives with access to any books, documents, papers and record of the Contractor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts and transcriptions.

4. Where any Purchaser which is the FTA Recipient or a subgrantee of the FTA Recipient in accordance with 49 U.S.C. 5325(a) enters into a contract for a capital project or improvement (defined at 49 U.S.C. 5302(a)1) through other than competitive bidding, the Contractor shall make available records related to the contract to the Purchaser, the Secretary of Transportation and the Comptroller General or any authorized officer or employee of any of them for the purposes of conducting an audit and inspection.

5. The Contractor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.

6. The Contractor agrees to maintain all books, records, accounts and reports required under this contract for a period of not less than three years after the date of termination or expiration of this contract, except in the event of litigation or settlement of claims arising from the performance of this contract, in which case Contractor agrees to maintain same until the Purchaser, the FTA Administrator, the Comptroller General, or any of their duly

authorized representatives, have disposed of all such litigation, appeals, claims or exceptions related thereto. Reference 49 CFR 18.39(i)(11).

FEDERAL CHANGES

49 CFR Part 18

Applicability to Contracts

The Federal Changes requirement applies to all contracts.

Flow Down

The Federal Changes requirement flows down appropriately to each applicable changed requirement.

Federal Changes - Contractor shall at all times comply with all applicable FTA regulations, policies, procedures and directives, including without limitation those listed directly or by reference in the Agreement (Form FTA MA (6) dated October, 1999) between Purchaser and FTA , as they may be amended or promulgated from time to time during the term of this contract. Contractor's failure to so comply shall constitute a material breach of this contract.

CLEAN AIR

42 U.S.C. 7401 et seq

40 CFR 15.61

49 CFR Part 18

Applicability to Contracts

The Clean Air requirements apply to all contracts exceeding \$100,000, including indefinite quantities where the amount is expected to exceed \$100,000 in any year.

Flow Down

The Clean Air requirements flow down to all subcontracts which exceed \$100,000.

Clean Air - (1) The Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. §§ 7401 et seq . The Contractor agrees to report each violation to the Purchaser and understands and agrees that the Purchaser will, in turn, report each violation as required to assure notification to FTA and the appropriate EPA Regional Office.

(2) The Contractor also agrees to include these requirements in each subcontract exceeding \$100,000 financed in whole or in part with Federal assistance provided by FTA.

NO GOVERNMENT OBLIGATION TO THIRD PARTIES

Applicability to Contracts

Applicable to all contracts.

Flow Down

Not required by statute or regulation for either primary contractors or subcontractors, this concept should flow down to all levels to clarify, to all parties to the contract, that the Federal Government does not have contractual liability to third parties, absent specific written consent.

No Obligation by the Federal Government.

(1) The Purchaser and Contractor acknowledge and agree that, notwithstanding any concurrence by the Federal Government in or approval of the solicitation or award of the underlying contract, absent the express written consent by the Federal Government, the Federal Government is not a party to this contract and shall not be subject to any obligations or liabilities to the Purchaser, Contractor, or any other party (whether or not a party to that contract) pertaining to any matter resulting from the underlying contract.

(2) The Contractor agrees to include the above clause in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to its provisions.

PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS

AND RELATED ACTS

**31 U.S.C. 3801 et seq.
49 CFR Part 31 18 U.S.C. 1001
49 U.S.C. 5307**

Applicability to Contracts

These requirements are applicable to all contracts.

Flow Down

These requirements flow down to contractors and subcontractors who make, present, or submit covered claims and statements.

Program Fraud and False or Fraudulent Statements or Related Acts.

(1) The Contractor acknowledges that the provisions of the Program Fraud Civil Remedies Act of 1986, as amended, 31 U.S.C. § § 3801 et seq . and U.S. DOT regulations, "Program Fraud Civil Remedies," 49 C.F.R. Part 31, apply to its actions pertaining to this Project. Upon execution of the underlying contract, the Contractor certifies or affirms the truthfulness and accuracy of any statement it has made, it makes, it may make, or causes to be made, pertaining to the underlying contract or the FTA assisted project for which this contract work is being performed. In addition to other penalties that may be applicable, the Contractor further acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification, the Federal Government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986 on the Contractor to the extent the Federal Government deems appropriate.

(2) The Contractor also acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification to the Federal Government under a contract connected with a project that is financed in whole or in part with Federal assistance originally awarded by FTA under the authority of 49 U.S.C. § 5307, the Government reserves the right to impose the penalties of 18 U.S.C. § 1001 and 49 U.S.C. § 5307(n)(1) on the Contractor, to the extent the Federal Government deems appropriate.

(3) The Contractor agrees to include the above two clauses in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clauses shall not be modified, except to identify the subcontractor who will be subject to the provisions.

TERMINATION

49 U.S.C. Part 18

FTA Circular 4220.1D (also see Change 1)

Applicability to Contracts

All contracts (with the exception of contracts with nonprofit organizations and institutions of higher education,) in excess of \$10,000 shall contain suitable provisions for termination by the grantee including the manner by which it will be effected and the basis for settlement. (For contracts with nonprofit organizations and institutions of higher education the threshold is \$100,000.) In addition, such contracts shall describe conditions under which the contract may be terminated for default as well as conditions where the contract may be terminated because of circumstances beyond the control of the contractor.

Flow Down

The termination requirements flow down to all contracts in excess of \$10,000, with the exception of contracts with nonprofit organizations and institutions of higher learning.

a. Termination for Convenience (General Provision) The (Recipient) may terminate this contract, in whole or in part, at any time by written notice to the Contractor when it is in the Government's best interest. The Contractor shall be paid its costs, including contract close-out costs, and profit on work performed up to the time of termination. The Contractor shall promptly submit its termination claim to (Recipient) to be paid the Contractor. If the Contractor has any property in its possession belonging to the (Recipient), the Contractor will account for the same, and dispose of it in the manner the (Recipient) directs.

b. Termination for Default [Breach or Cause] (General Provision) If the Contractor does not deliver supplies in accordance with the contract delivery schedule, or, if the contract is for services, the Contractor fails to perform in the manner called for in the contract, or if the Contractor fails to comply with any other provisions of the contract, the (Recipient) may terminate this contract for default. Termination shall be effected by serving a notice of termination on the contractor setting forth the manner in which the Contractor is in default. The contractor will only be paid the contract price for supplies delivered and accepted, or services performed in accordance with the manner of performance set forth in the contract.

If it is later determined by the (Recipient) that the Contractor had an excusable reason for not performing, such as a strike, fire, or flood, events which are not the fault of or are beyond the control of the Contractor, the (Recipient), after setting up a new delivery of performance schedule, may allow the Contractor to continue work, or treat the termination as a termination for convenience.

c. Opportunity to Cure (General Provision) The (Recipient) in its sole discretion may, in the case of a termination for breach or default, allow the Contractor [an appropriately short period of time] in which to cure the defect. In such case, the notice of termination will state the time period in which cure is permitted and other appropriate conditions

If Contractor fails to remedy to (Recipient)'s satisfaction the breach or default or any of the terms, covenants, or conditions of this Contract within [ten (10) days] after receipt by Contractor or written notice from (Recipient) setting forth the nature of said breach or default, (Recipient) shall have the right to terminate the Contract without any further obligation to Contractor. Any such termination for default shall not in any way operate to preclude (Recipient) from also pursuing all available remedies against Contractor and its sureties for said breach or default.

d. Waiver of Remedies for any Breach In the event that (Recipient) elects to waive its remedies for any breach by Contractor of any covenant, term or condition of this Contract, such waiver by (Recipient) shall not limit (Recipient)'s remedies for any succeeding breach of that or of any other term, covenant, or condition of this Contract.

e. Termination for Convenience (Professional or Transit Service Contracts) The (Recipient), by written notice, may terminate this contract, in whole or in part, when it is in the Government's interest. If this contract is terminated, the Recipient shall be liable only for payment under the payment provisions of this contract for services rendered before the effective date of termination.

f. Termination for Default (Supplies and Service) If the Contractor fails to deliver supplies or to perform the services within the time specified in this contract or any extension or if the Contractor fails to comply with any other provisions of this contract, the (Recipient) may terminate this contract for default. The (Recipient) shall terminate by delivering to the Contractor a Notice of Termination specifying the nature of the default. The Contractor will only be paid the contract price for supplies delivered and accepted, or services performed in accordance with the manner or performance set forth in this contract.

If, after termination for failure to fulfill contract obligations, it is determined that the Contractor was not in default, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of the Recipient.

g. Termination for Default (Transportation Services) If the Contractor fails to pick up the commodities or to perform the services, including delivery services, within the time specified in this contract or any extension or if the Contractor fails to comply with any other provisions of this contract, the (Recipient) may terminate this contract for default. The (Recipient) shall terminate by delivering to the Contractor a Notice of Termination specifying the nature of default. The Contractor will only be paid the contract price for services performed in accordance with the manner of performance set forth in this contract.

If this contract is terminated while the Contractor has possession of Recipient goods, the Contractor shall, upon direction of the (Recipient), protect and preserve the goods until surrendered to the Recipient or its agent. The Contractor and (Recipient) shall agree on payment for the preservation and protection of goods. Failure to agree on an amount will be resolved under the Dispute clause.

If, after termination for failure to fulfill contract obligations, it is determined that the Contractor was not in default, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of the (Recipient).

h. Termination for Default (Construction) If the Contractor refuses or fails to prosecute the work or any separable part, with the diligence that will insure its completion within the time specified in this contract or any extension or fails to complete the work within this time, or if the Contractor fails to comply with any other provisions of this contract, the (Recipient) may terminate this contract for default. The (Recipient) shall terminate by delivering to the Contractor a Notice of Termination specifying the nature of the default. In this event, the Recipient may take over the work and complete it by contract or otherwise, and may take possession of and use any materials, appliances, and plant on the work site necessary for completing the work. The Contractor and its sureties shall be liable for any damage to the Recipient resulting from the Contractor's refusal or failure to complete the work within specified time, whether or not the Contractor's right to proceed with the work is terminated. This liability includes any increased costs incurred by the Recipient in completing the work.

The Contractor's right to proceed shall not be terminated nor the Contractor charged with damages under this clause if-

1. the delay in completing the work arises from unforeseeable causes beyond the control and without the fault or negligence of the Contractor. Examples of such causes include: acts of God, acts of the Recipient, acts of another Contractor in the performance of a contract with the Recipient, epidemics, quarantine restrictions, strikes, freight embargoes; and

2. the contractor, within [10] days from the beginning of any delay, notifies the (Recipient) in writing of the causes of delay. If in the judgment of the (Recipient), the delay is excusable, the time for completing the work shall be extended. The judgment of the (Recipient) shall be final and conclusive on the parties, but subject to appeal under the Disputes clauses.

If, after termination of the Contractor's right to proceed, it is determined that the Contractor was not in default, or that the delay was excusable, the rights and obligations of the parties will be the same as if the termination had been issued for the convenience of the Recipient.

i. Termination for Convenience or Default (Architect and Engineering) The (Recipient) may terminate this contract in whole or in part, for the Recipient's

convenience or because of the failure of the Contractor to fulfill the contract obligations. The (Recipient) shall terminate by delivering to the Contractor a Notice of Termination specifying the nature, extent, and effective date of the termination. Upon receipt of the notice, the Contractor shall (1) immediately discontinue all services affected (unless the notice directs otherwise), and (2) deliver to the Contracting Officer all data, drawings, specifications, reports, estimates, summaries, and other information and materials accumulated in performing this contract, whether completed or in process.

If the termination is for the convenience of the Recipient, the Contracting Officer shall make an equitable adjustment in the contract price but shall allow no anticipated profit on unperformed services.

If the termination is for failure of the Contractor to fulfill the contract obligations, the Recipient may complete the work by contract or otherwise and the Contractor shall be liable for any additional cost incurred by the Recipient.

If, after termination for failure to fulfill contract obligations, it is determined that the Contractor was not in default, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of the Recipient.

j. Termination for Convenience of Default (Cost-Type Contracts) The (Recipient) may terminate this contract, or any portion of it, by serving a notice of termination on the Contractor. The notice shall state whether the termination is for convenience of the (Recipient) or for the default of the Contractor. If the termination is for default, the notice shall state the manner in which the contractor has failed to perform the requirements of the contract. The Contractor shall account for any property in its possession paid for from funds received from the (Recipient), or property supplied to the Contractor by the (Recipient). If the termination is for default, the (Recipient) may fix the fee, if the contract provides for a fee, to be paid the contractor in proportion to the value, if any, of work performed up to the time of termination. The Contractor shall promptly submit its termination claim to the (Recipient) and the parties shall negotiate the termination settlement to be paid the Contractor.

If the termination is for the convenience of the (Recipient), the Contractor shall be paid its contract close-out costs, and a fee, if the contract provided for payment of a fee, in proportion to the work performed up to the time of termination.

If, after serving a notice of termination for default, the (Recipient) determines that the Contractor has an excusable reason for not performing, such as strike, fire, flood, events which are not the fault of and are beyond the control of the contractor, the (Recipient), after setting up a new work schedule, may allow the Contractor to continue work, or treat the termination as a termination for convenience.

GOVERNMENT-WIDE DEBARMENT AND SUSPENSION
(NONPROCUREMENT)

49 CFR Part 29
Executive Order 12549

Applicability to Contracts

Executive Order 12549, as implemented by 49 CFR Part 29, prohibits FTA recipients and sub-recipients from contracting for goods and services from organizations that have been suspended or debarred from receiving Federally-assisted contracts. As part of their applications each year, recipients are required to submit a certification to the effect that they will not enter into contracts over \$100,000 with suspended or debarred contractors and that they will require their contractors (and their subcontractors) to make the same certification to them.

Flow Down

Contractors are required to pass this requirement on to subcontractors seeking subcontracts over \$100,000. Thus, the terms "lower tier covered participant" and "lower tier covered transaction" include both contractors and subcontractors and contracts and subcontracts over \$100,000.

Instructions for Certification

1. By signing and submitting this bid or proposal, the prospective lower tier participant is providing the signed certification set out below.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, (Recipient) may pursue available remedies, including suspension and/or debarment.
3. The prospective lower tier participant shall provide immediate written notice to (Recipient) if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "persons," "lower tier covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549 [49 CFR Part 29]. You may contact (Recipient) for assistance in obtaining a copy of those regulations.
5. The prospective lower tier participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any

lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized in writing by (Recipient).

6. The prospective lower tier participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transaction", without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List issued by U.S. General Service Administration.

8. Nothing contained in the foregoing shall be construed to require establishment of system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

9. Except for transactions authorized under Paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to all remedies available to the Federal Government, (Recipient) may pursue available remedies including suspension and/or debarment.

"Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transaction"

(1) The prospective lower tier participant certifies, by submission of this bid or proposal, that neither it nor its "principals" [as defined at 49 C.F.R. § 29.105(p)] is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

(2) When the prospective lower tier participant is unable to certify to the statements in this certification, such prospective participant shall attach an explanation to this proposal.

CIVIL RIGHTS REQUIREMENTS

**29 U.S.C. § 623, 42 U.S.C. § 2000
42 U.S.C. § 6102, 42 U.S.C. § 12112
42 U.S.C. § 12132, 49 U.S.C. § 5332
29 CFR Part 1630, 41 CFR Parts 60 et seq.**

Applicability to Contracts

The Civil Rights Requirements apply to all contracts.

Flow Down

The Civil Rights requirements flow down to all third party contractors and their contracts at every tier.

Civil Rights - The following requirements apply to the underlying contract:

(1) Nondiscrimination - In accordance with Title VI of the Civil Rights Act, as amended, 42 U.S.C. § 2000d, section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6102, section 202 of the Americans with Disabilities Act of 1990, 42 U.S.C. § 12132, and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, creed, national origin, sex, age, or disability. In addition, the Contractor agrees to comply with applicable Federal implementing regulations and other implementing requirements FTA may issue.

(2) Equal Employment Opportunity - The following equal employment opportunity requirements apply to the underlying contract:

(a) Race, Color, Creed, National Origin, Sex - In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e, and Federal transit laws at 49 U.S.C. § 5332, the Contractor agrees to comply with all applicable equal employment opportunity requirements of U.S. Department of Labor (U.S. DOL) regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor," 41 C.F.R. Parts 60 et seq., (which implement Executive Order No. 11246, "Equal Employment Opportunity," as amended by Executive Order No. 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," 42 U.S.C. § 2000e note), and with any applicable Federal statutes, executive orders, regulations, and Federal policies that may in the future affect construction activities undertaken in the course of the Project. The Contractor agrees to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, creed, national origin, sex, or age. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

(b) Age - In accordance with section 4 of the Age Discrimination in Employment Act of 1967, as amended, 29 U.S.C. § § 623 and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees to refrain from discrimination against present and prospective employees for reason of age. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

(c) Disabilities - In accordance with section 102 of the Americans with Disabilities Act, as amended, 42 U.S.C. § 12112, the Contractor agrees that it will comply with the requirements of U.S. Equal Employment Opportunity Commission, "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 C.F.R. Part 1630, pertaining to employment of persons with disabilities. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

(3) The Contractor also agrees to include these requirements in each subcontract financed in whole or in part with Federal assistance provided by FTA, modified only if necessary to identify the affected parties.

BREACHES AND DISPUTE RESOLUTION

49 CFR Part 18

FTA Circular 4220.1D (also see Change 1)

Applicability to Contracts

All contracts in excess of \$100,000 shall contain provisions or conditions which will allow for administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as may be appropriate. This may include provisions for bonding, penalties for late or inadequate performance, retained earnings, liquidated damages or other appropriate measures.

Flow Down

The Breaches and Dispute Resolutions requirements flow down to all tiers.

Disputes - Disputes arising in the performance of this Contract which are not resolved by agreement of the parties shall be decided in writing by the authorized representative of (Recipient)'s [title of employee]. This decision shall be final and conclusive unless within [ten (10)] days from the date of receipt of its copy, the Contractor mails or otherwise furnishes a written appeal to the [title of employee]. In connection with any such appeal, the Contractor shall be afforded an opportunity to be heard and to offer evidence in

support of its position. The decision of the [title of employee] shall be binding upon the Contractor and the Contractor shall abide by the decision.

Performance During Dispute - Unless otherwise directed by (Recipient), Contractor shall continue performance under this Contract while matters in dispute are being resolved.

Claims for Damages - Should either party to the Contract suffer injury or damage to person or property because of any act or omission of the party or of any of his employees, agents or others for whose acts he is legally liable, a claim for damages therefore shall be made in writing to such other party within a reasonable time after the first observance of such injury or damage.

Remedies - Unless this contract provides otherwise, all claims, counterclaims, disputes and other matters in question between the (Recipient) and the Contractor arising out of or relating to this agreement or its breach will be decided by arbitration if the parties mutually agree, or in a court of competent jurisdiction within the State in which the (Recipient) is located.

Rights and Remedies - The duties and obligations imposed by the Contract Documents and the rights and remedies available thereunder shall be in addition to and not a limitation of any duties, obligations, rights and remedies otherwise imposed or available by law. No action or failure to act by the (Recipient), (Architect) or Contractor shall constitute a waiver of any right or duty afforded any of them under the Contract, nor shall any such action or failure to act constitute an approval of or acquiescence in any breach thereunder, except as may be specifically agreed in writing.

PATENT AND RIGHTS IN DATA

**37 CFR Part 401
49 CFR Parts 18 and 19**

Applicability to Contracts

Patent and rights in data requirements for federally assisted projects ONLY apply to research projects in which FTA finances the purpose of the grant is to finance the development of a product or information. These patent and data rights requirements do not apply to capital projects or operating projects, even though a small portion of the sales price may cover the cost of product development or writing the user's manual.

Flow Down

The Patent and Rights in Data requirements apply to all contractors and their contracts at every tier.

CONTRACTS INVOLVING EXPERIMENTAL, DEVELOPMENTAL, OR RESEARCH WORK.

A. Rights in Data - This following requirements apply to each contract involving experimental, developmental or research work:

(1) The term "subject data" used in this clause means recorded information, whether or not copyrighted, that is delivered or specified to be delivered under the contract. The term includes graphic or pictorial delineation in media such as drawings or photographs; text in specifications or related performance or design-type documents; machine forms such as punched cards, magnetic tape, or computer memory printouts; and information retained in computer memory. Examples include, but are not limited to: computer software, engineering drawings and associated lists, specifications, standards, process sheets, manuals, technical reports, catalog item identifications, and related information. The term "subject data" does not include financial reports, cost analyses, and similar information incidental to contract administration.

(2) The following restrictions apply to all subject data first produced in the performance of the contract to which this Attachment has been added:

(a) Except for its own internal use, the Purchaser or Contractor may not publish or reproduce subject data in whole or in part, or in any manner or form, nor may the Purchaser or Contractor authorize others to do so, without the written consent of the Federal Government, until such time as the Federal Government may have either released or approved the release of such data to the public; this restriction on publication, however, does not apply to any contract with an academic institution.

(b) In accordance with 49 C.F.R. § 18.34 and 49 C.F.R. § 19.36, the Federal Government reserves a royalty-free, non-exclusive and irrevocable license to reproduce, publish, or otherwise use, and to authorize others to use, for "Federal Government purposes," any subject data or copyright described in subsections (2)(b)1 and (2)(b)2 of this clause below. As used in the previous sentence, "for Federal Government purposes," means use only for the direct purposes of the Federal Government. Without the copyright owner's consent, the Federal Government may not extend its Federal license to any other party.

1. Any subject data developed under that contract, whether or not a copyright has been obtained; and

2. Any rights of copyright purchased by the Purchaser or Contractor using Federal assistance in whole or in part provided by FTA.

(c) When FTA awards Federal assistance for experimental, developmental, or research work, it is FTA's general intention to increase transportation knowledge available to the public, rather than to restrict the benefits resulting from the work to participants in that work. Therefore, unless FTA determines otherwise, the Purchaser and the Contractor performing experimental, developmental, or research work required by the underlying

contract to which this Attachment is added agrees to permit FTA to make available to the public, either FTA's license in the copyright to any subject data developed in the course of that contract, or a copy of the subject data first produced under the contract for which a copyright has not been obtained. If the experimental, developmental, or research work, which is the subject of the underlying contract, is not completed for any reason whatsoever, all data developed under that contract shall become subject data as defined in subsection (a) of this clause and shall be delivered as the Federal Government may direct. This subsection (c) , however, does not apply to adaptations of automatic data processing equipment or programs for the Purchaser or Contractor's use whose costs are financed in whole or in part with Federal assistance provided by FTA for transportation capital projects.

(d) Unless prohibited by state law, upon request by the Federal Government, the Purchaser and the Contractor agree to indemnify, save, and hold harmless the Federal Government, its officers, agents, and employees acting within the scope of their official duties against any liability, including costs and expenses, resulting from any willful or intentional violation by the Purchaser or Contractor of proprietary rights, copyrights, or right of privacy, arising out of the publication, translation, reproduction, delivery, use, or disposition of any data furnished under that contract. Neither the Purchaser nor the Contractor shall be required to indemnify the Federal Government for any such liability arising out of the wrongful act of any employee, official, or agents of the Federal Government.

(e) Nothing contained in this clause on rights in data shall imply a license to the Federal Government under any patent or be construed as affecting the scope of any license or other right otherwise granted to the Federal Government under any patent.

(f) Data developed by the Purchaser or Contractor and financed entirely without using Federal assistance provided by the Federal Government that has been incorporated into work required by the underlying contract to which this Attachment has been added is exempt from the requirements of subsections (b), (c), and (d) of this clause , provided that the Purchaser or Contractor identifies that data in writing at the time of delivery of the contract work.

(g) Unless FTA determines otherwise, the Contractor agrees to include these requirements in each subcontract for experimental, developmental, or research work financed in whole or in part with Federal assistance provided by FTA.

(3) Unless the Federal Government later makes a contrary determination in writing, irrespective of the Contractor's status (i.e. , a large business, small business, state government or state instrumentality, local government, nonprofit organization, institution of higher education, individual, etc.), the Purchaser and the Contractor agree to take the necessary actions to provide, through FTA, those rights in that invention due the Federal Government as described in

U.S. Department of Commerce regulations, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," 37 C.F.R. Part 401.

(4) The Contractor also agrees to include these requirements in each subcontract for experimental, developmental, or research work financed in whole or in part with Federal assistance provided by FTA.

B. Patent Rights - The following requirements apply to each contract involving experimental, developmental, or research work:

(1) General - If any invention, improvement, or discovery is conceived or first actually reduced to practice in the course of or under the contract to which this Attachment has been added, and that invention, improvement, or discovery is patentable under the laws of the United States of America or any foreign country, the Purchaser and Contractor agree to take actions necessary to provide immediate notice and a detailed report to the party at a higher tier until FTA is ultimately notified.

(2) Unless the Federal Government later makes a contrary determination in writing, irrespective of the Contractor's status (a large business, small business, state government or state instrumentality, local government, nonprofit organization, institution of higher education, individual), the Purchaser and the Contractor agree to take the necessary actions to provide, through FTA, those rights in that invention due the Federal Government as described in U.S. Department of Commerce regulations, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," 37 C.F.R. Part 401.

(3) The Contractor also agrees to include the requirements of this clause in each subcontract for experimental, developmental, or research work financed in whole or in part with Federal assistance provided by FTA.

DISADVANTAGED BUSINESS ENTERPRISE (DBE)

49 CFR Part 26

Disadvantaged Business Enterprises

a. This contract is subject to the requirements of Title 49, Code of Federal Regulations, Part 26, *Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs*. The national goal for participation of Disadvantaged Business Enterprises (DBE) is 10%. The agency's overall goal for DBE

participation is 15.8%. A separate contract goal has not been established for this procurement.

b. The contractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of this DOT-assisted contract. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as ARC deems appropriate. Each subcontract the contractor signs with a subcontractor must include the assurance in this paragraph (*see* 49 CFR 26.13(b)).

c. The successful bidder/offeror will be required to report its DBE participation obtained through race-neutral means throughout the period of performance.

d. The contractor is required to pay its subcontractors performing work related to this contract for satisfactory performance of that work no later than 30 days after the contractor's receipt of payment for that work from the ARC. In addition, the contractor may not hold retainage from its subcontractors.

e. The contractor must promptly notify ARC whenever a DBE subcontractor performing work related to this contract is terminated or fails to complete its work, and must make good faith efforts to engage another DBE subcontractor to perform at least the same amount of work. The contractor may not terminate any DBE subcontractor and perform that work through its own forces or those of an affiliate without prior written consent of ARC.

INCORPORATION OF FEDERAL TRANSIT ADMINISTRATION (FTA) TERMS

FTA Circular 4220.1D (**also see** Change 1)

Applicability to Contracts

The incorporation of FTA terms applies to all contracts.

Flow Down

The incorporation of FTA terms has unlimited flow down.

Incorporation of Federal Transit Administration (FTA) Terms - The preceding provisions include, in part, certain Standard Terms and Conditions required by DOT, whether or not expressly set forth in the preceding contract provisions. All contractual provisions required by DOT, as set forth in **FTA Circular 4220.1D** (also see **Change 1**), dated

April 15, 1996, are hereby incorporated by reference. Anything to the contrary herein notwithstanding, all FTA mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this Agreement. The Contractor shall not perform any act, fail to perform any act, or refuse to comply with any (name of grantee) requests which would cause (name of grantee) to be in violation of the FTA terms and conditions.

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Exhibit B

QUARTERLY REPORT
For
FTA Grant Program __ 5316 or __ 5317

Prepared for each calendar year quarter (cumulative) and are DUE NO LATER than April 30; July 30; October 30; and January 30.

Agency Name:	Reporting Year:
Agency Address:	
Vehicle Address: (only if different)	Report for Quarter Ending: (circle or highlight one):
Agency Contact Person:	Q1 Q2 Q3 Q4
Agency Contact Person Telephone Number:	Standard Agreement No.
Project Type: (Operating, Mobility Management, Capital)	Project Completion Date:
Project Description:	

	Grant Funds	Local Match		
Total Authorized			Estimated % of Project Completed to Date	% of Total Amount Expended to Date
Funds Expended to Date				
Balance Available				

A. Please provide the project status/general comments this quarter (progress, problems encountered, etc.) below:
 (use additional space if needed)

A- Continued)

Performance Goals: Under the Government Performance Results Act (GPRA), FTA is required by law to “establish performance goals to define the level of performance” and to also “establish performance indicators to be used in measuring relevant outputs, service levels, and outcomes” for each of its programs. Complete the following breakdown measurements:

B. Please provide the Performance Measures for FTA Section 5316/5317 project implementation in current reporting year as indicated below:

1. Operating	JARC/NF	JARC	JARC	JARC	JARC	JARC	JARC	JARC
a. Project Type (Fixed Route, Flexible Route, Shuttle Feeder, Demand Response or User-side Subsidy/Voucher s /Volunteer Driver)	b. Number. of one-way trips(NF: van, carpool, shuttle, and demand response service only)	c. Number. of Revenue Hours (if applicable for Government)	d. Route Length (one way in miles)	e. Number of Vehicles in Service	f. Average Seats per Vehicle	g. Number of jobs Targeted	h. Service Area (square miles)	i. Geographic Coverage (city, state, town or county)*

2. Capital – Mobility Management	JARC/NF	JARC/NF	JARC/NF	JARC/NF	JARC/NF	JARC
a. Project Type (Mobility Management, One-stop Center/Customer Referral, Trip/Itinerary Planning, One-on-One Travel, Group Training, Internet Based Information, Information Materials/Marketing)	b. Number of Customer Contacts	c. Number of one-way trips (if mobility manager provides service)	d. Number of persons trained	e. Number of Web Hits (information)	f. Project Description/target audiences (Number of Units)	g. Number of jobs Targeted

3. Capital – Vehicles	JARC/NF	JARC/NF	JARC/NF	JARC/NF
a. Project Type (Indicate Vehicles for Individuals, Agencies, Vanpool or Car-sharing)	b. Number of one-way trips	c. Number of vehicles loans or repairs	d. Number of vehicles provided or subsidized	e. Number of Vehicles Added

4. Capital – Other	JARC/NF	JARC/NF
a. Project Type – Other (List Specific Project Type)	b. Description(e.g., ITS improvements, large capacity wheelchair lifts and/or additional securement areas beyond required, pedestrian infrastructure and access to transit improvements	c. Number of units added

Passengers who are both elderly and disabled should be categorized as seems most appropriate to the agency, but not double counted.

Any disabled or elderly passenger who uses the wheelchair lift should be counted in one category only as deemed most appropriate by the agency.

By signing below, I certify that all of the equipment identified in this report is being used to provide transportation services for elderly and persons with disabilities in accordance with the terms of the grant(s) and project agreement(s) under which it was received.

Agency Representative Approving Report	Signed Name	Title:	Date Signed:
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Person Preparing Report (the person Atlanta Regional Commission will contact for questions) :	Signature and date:	Phone:	Fax:
	Printed Name:	Email	Best time to reach this person:

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Exhibit C

Vehicle Maintenance Record

Agency: _____

Vehicle: _____ VIN: _____

Date Purchased: _____ Beginning Mileage: _____ Grant #: _____

Date	Description of Service	Mileage	Service Provider	Cost

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**Section 5316 Job Access and Reverse Commute (JARC)
and
Section 5317 New Freedom
Application Package**

Kenyata Smiley
Senior Planner
Atlanta Regional Commission
40 Courtland Street, NE
Atlanta, GA 30303

Civil Rights

Statement of Non-Discrimination: It is the policy of the Atlanta Regional Commission (ARC) to ensure full compliance with Title VI of the Civil Rights Act of 1964 and related statutes and regulations in all programs and activities. Title VI and related statutes require that no person in the United States shall, on the grounds of race, color, national origin, sex, age or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance. Any person who believes that, in the course of business with a ARC program or service, he or she or any specific class of persons or entity has been subject to discrimination or retaliation prohibited by any of the federal or state Civil Rights statutes or common law principles, based upon race, color, national origin, sex, age or disability, may file a complaint. For more information regarding this process contact I. Emerson Bryan, Director of Support Services at (404) 463-3120.

Public Notification (If required)

Applicants for JARC and New Freedom funding must provide adequate opportunity for public review and comment on a capital project. After providing a notice (public, minimum two weeks), a public hearing on all capital projects that may affect significant economic, social, or environmental interests must be held. Any application for a project that will “substantially affect a community or the public transportation service of a community” shall include a certification of the following:

- Adequate opportunity for public review and comments on the projects has been provided;
- A public hearing on the project was held, and;
- Consideration was given on the economic, social, and environmental effects of the project.

Introduction

The Atlanta Regional Commission (ARC) and the Metropolitan Atlanta Rapid Transportation Authority (MARTA) are joint designated recipients for the Federal Transit Administration Section 5316 Job Access and Reverse Commute (JARC) and Section 5317 New Freedom Programs for the Atlanta Urbanized Area. As joint designated recipients, ARC and MARTA are responsible for conducting the competitive selection process for JARC and New Freedom projects in the Atlanta Urbanized Area.

On July 6, 2012 President Obama signed into law a new two-year transportation authorization, entitled Moving Ahead for Progress in the 21st Century (MAP-21). The new law authorizes \$10.6 billion in FY 2013 and \$10.7 billion in FY 2014 for public transportation.

MAP-21 furthers several important goals, including safety, state of good repair, performance, and program efficiency. MAP-21 gives FTA significant new authority to strengthen the safety of public transportation systems throughout the United States. The act also puts new emphasis on restoring and replacing our aging public transportation infrastructure by establishing a new needs-based formula program and new asset management requirements. In addition, it establishes performance-based planning requirements that align Federal funding with key goals and tracks progress towards these goals. Finally, MAP-21 improves the efficiency of administering grant programs by consolidating several programs and streamlining the major capital investment grant program known as “New Starts.” Under MAP-21 both the JARC and the New Freedom programs are repealed. MAP-21 will take effect on October 1, 2012.

The Safe, Affordable, Flexible, and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU), is the current Federal legislation, which authorizes funding for transportation. SAFETEA-LU requires that projects funded from the Elderly Individuals and Individuals with Disabilities (Section 5310), Job Access and Reverse Commute (JARC, Section 5316), and New Freedom (Section 5317) programs be derived from a locally developed, coordinated public transit-human services transportation plan (“coordinated plan”). On April 21, 2010, the Atlanta Regional Commission (ARC) adopted the 2010-Coordinated Human Services Transportation Plan. This plan provides a framework for the Atlanta region to improve mobility for persons with disabilities, persons with low income and older adults. The plan identifies the transportation needs of HST populations and provides strategies and solutions to address those needs. The adopted plan includes a short-term Action Plan, which consists mainly of no-cost or low-cost initiatives that all aim to improve HST coordination throughout the region. A copy of the HST Plan can be viewed at www.atlantaregional.com/hst.

SAFETEA-LU will expire on September 30, 2012; therefore, the FY 2012 JARC and New Freedom “call for projects” will be the last competitive selection process for JARC and New Freedom grant programs in the Atlanta region governed under the provisions of

SAFETEA-LU. Both the JARC and New Freedom grant programs are repealed under MAP-21 and beginning October 01, 2012 will no longer exist as previously established under SAFETEA-LU.

Program Information

ARC and MARTA beginning September 27, 2012 thru November 12, 2012 are jointly seeking eligible projects for the Fiscal Year 2012 JARC and New Freedom program funds. The funding allocation for the 18-county Atlanta region for Fiscal Year 2012 and FY 2011 residuals are shown below.

Atlanta Urbanized Area JARC and New Freedom FY 2012 Allocations and 2011 Residuals

	Section 5316 JARC	Section 5317 New Freedom	Section 5316 JARC	Section 5317 New Freedom	JARC and New Freedom Total
Fiscal Year	FY 2012	FY 2012	FY 2011 Residual	FY 2011 Residual	FY 2012 & 2011 Residual
Atlanta Urbanized Area FY 11 Allocations	\$1,734,943.00	\$1,104,689.00	\$153,375.00	\$341,274.00	\$3,334,281.00
Designated Recipient Administrative Cost (5%)	\$86,747.00	\$55,234.00	\$7,669.00	\$17,064.00	\$166,714.00
Administrative Suballocation to Subrecipients (Up to 5%)	\$86,747.00	\$55,234.00	\$7,669.00	\$17,064.00	\$166,714.00
Remainder (up to these amounts may be awarded to sub recipients)	\$1,561,449.00	\$994,221.00	\$138,037.00	\$307,146.00	\$3,000,853.00

JARC Program Goals

The goal of the JARC Program is to improve access to transportation services to employment and employment related activities for welfare recipients and eligible low-income individuals; and to transport residents of urbanized areas and nonurbanized areas to suburban employment opportunities. Toward this goal, FTA provides financial assistance for transportation services planned, designed, and carried out to meet the transportation needs of eligible low-income individuals in all areas urbanized, small urban, and rural. The program requires coordination of federally assisted programs and services in order to make the most efficient use of federal resources.

FY 2012 JARC priorities for the Atlanta region include:

- Expanded fixed-route public transit routes
- Late-night and weekend services to accommodate nontraditional work hours
- Demand-responsive van and shuttle services to and from employment centers
- Vanpooling programs

Eligible Activities JARC (Atlanta Region)

JARC

Funds from the JARC program are available for capital, planning, and operating expenses that support the development and maintenance of transportation services designed to transport low-income individuals to and from jobs and activities related to their employment and to support reverse commute projects.

Eligible projects may include, but are not limited to capital, planning, and operating assistance to support activities such as:

- a. Late-night and weekend service;
- b. Guaranteed ride home service;
- c. Shuttle service;
- d. Expanding fixed-route public transit routes;
- e. Demand-responsive van service;
- f. Ridesharing and carpooling activities;
- g. Transit related aspects of bicycling (adding bicycle racks to vehicles to support individuals that bicycle a portion of their commute or providing bicycle storage at transit stations);
- h. Promotion, through marketing efforts, of the:
 - 1) Use of transit by workers with non-traditional work schedules;
- i. Supporting the administration and expenses related to voucher programs. This activity is intended to supplement existing transportation services by expanding the number of providers available or the number of passengers receiving transportation services. Vouchers can be used as an administrative mechanism for payment to providers of alternative transportation services. The JARC program can provide vouchers to low income individuals to purchase rides, including (1) mileage reimbursement as part of a volunteer driver program, (2) a taxi trip, or (3) trips provided by a human service agency. Providers of transportation can then submit the voucher to the JARC project administering agency for payment based on pre-determined rates or contractual arrangements. Transit passes for use on a fixed route or ADA complementary paratransit service are not eligible. Vouchers are an operational expense which requires a 50/50 (federal/local) match;
- j. Applying Geographic Information Systems (GIS) tools;
- k. Implementing Intelligent Transportation Systems (ITS), including customer trip information technology;
- l. Integrating automated regional public transit and human service transportation information, scheduling, and dispatch functions;
- m. Deploying vehicle position-monitoring systems;
- n. Establishing regional mobility managers or transportation brokerage activities.

Ineligible JARC Projects (Atlanta Region)

Ineligible projects for JARC funding include, but are not limited to:

- Gas vouchers
- Bus pass vouchers
- Shared-ride taxi vouchers
- Vehicle maintenance expenses for individuals
- Vehicle insurance subsidies
- Bicycle (purchase or maintenance) program

New Freedom Program Goals

The New Freedom Program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the work force and full participation into society. Lack of adequate transportation is a primary barrier to work for individuals with disabilities. The 2000 census showed that only 60% of people between the ages of 16 and 64 with disabilities are employed. The New Freedom formula grant program seeks to expand the transportation mobility options available to persons with disabilities beyond the requirements of the Americans with Disabilities Act of 1990. The definition of “new service” is any service or activity that was not implemented or operational before August 10, 2005. **For FY 2012, applicants are encouraged to submit proposals for multi-year projects and programs.**

FY 2012 New Freedom priorities for the Atlanta region include:

- Paratransit service expansion beyond 3/4 mile buffer
- Same day paratransit service provisions
- Paratransit transfer assistance program
- Extended paratransit service hours beyond fixed-route service hours
- Door through Door services
- Voucher programs
- Travel Training programs
- Accessibility improvements to transit stations, stops, and facilities,
- Volunteer Driver programs

Eligible Recipients

Who Can Apply? There are three categories of eligible subrecipients of JARC and New Freedom funds:

- a. Private non-profit organizations;

- b. State or local governmental authority; and
- c. Operators of public transportation services, including private operators of public transportation services.

Eligible Activities New Freedom (Atlanta Region)

New Freedom

New Freedom Program funds are available for capital and operating expenses that support new public transportation services beyond those required by the Americans with Disabilities Act of 1990 (ADA) and new public transportation alternatives beyond those required by the ADA designed to assist individuals with disabilities with accessing transportation services, including transportation to and from jobs and employment support services. For the purpose of the New Freedom Program, “new” service is any service or activity that was not operational on August 10, 2005, and did not have an identified funding source as of August 10, 2005, as evidenced by inclusion in the Transportation Improvement Plan (TIP) or the STIP.

Eligible projects may include, but are not limited to capital, planning, and operating assistance to support activities such as:

- a. New Public Transportation Services Beyond the ADA. The following activities are examples of eligible projects meeting the definition of new public transportation.
 - 1) Enhancing public transportation services beyond minimum requirements of the ADA.
 - a) Expansion of paratransit service parameters beyond the $\frac{3}{4}$ mile required by the ADA;
 - b) Expansion of current hours of operation for paratransit services that are beyond those provided on the fixed route services;
 - c) The provision of same day service;
 - d) Enhancement of the level of service by providing escorts or assisting riders through the door of their destination;
 - e) Acquisition of equipment designed to accommodate mobility aids that exceed the dimensions and weight ratings established for common wheelchairs under the ADA and labor costs of aides to help drivers assist passengers with over-sized wheelchairs. This would permit the acquisition of lifts with a larger capacity, instead of just modifications to lifts with a 600 lb design load, as well as the acquisition of heavier-duty vehicles for paratransit and/or demand-responsive service; and
 - f) Installation of additional securement locations in public buses beyond what is required by the ADA.

- 2) Feeder Services.
 - 3) Making accessibility improvements to transit and intermodal stations not designated as key stations.
 - 4) Travel Training.
- b. New Public Transportation Alternatives Beyond the ADA. The following activities are examples of projects that are eligible as new public transportation alternatives beyond the ADA under the New Freedom program:
- 1) Supporting the administration and expenses related to new voucher programs for transportation services offered by human service providers. Vouchers are an operational expense which requires a 50/50 (federal/local) match.
 - 2) Supporting new volunteer driver and aide programs.
 - 3) Supporting new mobility management and coordination programs among public transportation providers and other human service agencies providing transportation.

Ineligible New Freedom Projects (Atlanta Region)

Ineligible projects for New Freedom funding include, but are not limited to:

- Expenses for charter service
- School bus service
- Depreciation expenses
- Voucher programs for rides on transit systems receiving federal funding
- Projects not targeted to individuals with disabilities

Administration, Planning and Technical Assistance

ARC and MARTA as co-designated recipients reserve the right to retain the allowed 10% of the region's annual apportionment for both JARC and New Freedom funds for program administration, planning, and technical assistance to be funded by FTA at 100%. For FY 2012 ARC and MARTA will consider sub allocating up to 5% of the region's allowed 10% for administration to subrecipients for their administrative cost. Sub recipients may apply for up to 5% of their proposed total federal budget for administrative support including planning and technical assistance. Administrative support will be funded at 100% federal share.

Federal and Local Match Requirements

JARC and New Freedom

JARC and New Freedom funds may be used to finance capital, planning, and operating expenses. The Federal share of eligible capital and planning costs may not exceed 80% of the net cost of the activity. The Federal share of the eligible operating costs may not exceed 50% of the net operating costs of the activity. The local share of eligible capital and planning costs shall be no less than 20% of the net cost of the activity and the local share for eligible operating costs shall be no less than 50% of the net operating costs. All of the local share must be provided from sources other than Federal DOT funds. Some examples of sources of local match which may be used for any or the entire local share include State or local appropriations; revenue from human services contracts; toll revenue credits; and net income generated from advertising and concessions. Non-cash share such as donations, volunteered services, or in-kind contributions is eligible to be counted toward the local match as long as the value of each is documented and supported, and represents a cost which would otherwise be eligible under the program. Designated Recipients may use up to 10% of the regional apportionment to support program administrative costs including administration, planning, and technical assistance, which may be funded at 100% federal share.

Income from contracts to provide human service transportation may be used either to reduce the net project cost (treated as revenue) or to provide local match for JARC operating assistance. In either case, the cost of providing the contract service is included in the total project cost.

- a. Exceptions. The Federal share is 90% for vehicle-related equipment and facilities required by the Clean Air Act Amendments of 1990 (CAAA) or the Americans with Disabilities Act of 1990 (ADA). It is only the incremental cost of the equipment or facility required by the CAAA or ADA that may be funded at 90%, not the entire cost of the vehicle or facility, even if the vehicle or facility is purchased for use in service required by the ADA or CAAA. States wishing to apply for assistance at the higher match ratio should consult the FTA regional office for further guidance regarding methods of computing the incremental cost before submitting an application.
- b. Use of Other Federal Funds. Local match may be derived from other Federal funds derived from Federal programs that are eligible to be expended for transportation, other than from the Department of Transportation programs. Examples include Temporary Assistance to Needy Families, Medicaid, Employment training programs, Rehabilitation Services, and Administration on Aging. To be eligible for local match for FTA funds, the other Federal funds must be used for activities included in the total net project costs of the FTA grant.

Expenditure of other Federal funds for transportation outside of the scope of the project cannot be applied as a credit for local match in the FTA grant.

Program guidance for the JARC and New Freedom programs can be found at the following links below:

C9050.1: Job Access and Reverse Commute (JARC) Program Guidance and Application Instructions

http://www.fta.dot.gov/laws/circulars/leg_reg_6623.html

C9045.1: New Freedom Program Guidance and Application Instructions

http://www.fta.dot.gov/laws/circulars/leg_reg_6624.html

Selection Process

How Will Projects Be Selected?

Projects will be selected by an HST selection committee made up of representatives of the Area Agency on Aging, the Metropolitan Planning Organization for the 18-County Atlanta region, Community Services Division, Transportation Demand Management and the Workforce Division of the Atlanta Regional Commission using the evaluation criteria established in Appendix I. The following evaluation criteria was designed to rank projects based upon their ability to achieve the goals and objectives set forth in the Coordinated Human Services Transportation plan for the Atlanta Region. These goals are listed below to provide applicants with an idea of what the region hopes to accomplish with the projects that are selected and funded. Higher priority will be given to applicants who demonstrate coordination and partnership with other eligible agencies, transportation providers both public and private, and nonprofit entities on project service delivery and funding.

HST Plan Goals:

1. Improve accessibility and mobility for the transportation disadvantaged
2. Improve customer services for HST users and providers
3. Improve cost effectiveness
4. Improve coordination

The evaluation criteria are designed to encourage innovative strategies for serving transportation-disadvantaged populations. A set of broad categories were created in

which applicants will receive scores based on their ability to achieve the said objective. Within each category, suggestions are made of strategies that might be used to complete the goal; however, these guidelines are only suggestions and are not meant to be interpreted as a checklist of required components. As a precursor to the evaluation criteria, it was decided that applicants must qualify for funding under the guidelines set by the Federal Transit Administration (FTA) under one or both of the programs known as JARC (5316) or New Freedom (5317).

Projects Sponsored by Non Profit and Private Entities

Upon completion of the evaluation phase, ARC will obtain Management approval to proceed with the selected projects. Upon receipt of Management approval, ARC staff will notify sub recipients within two weeks of the projects being selected to confirm their interest in project continuation. After delivery of confirmation, ARC's Aging Services staff will conduct a final review of sub recipient budgets, prepare respective Scopes of Services/Work, proceed with the FTA Team application process, and the contract execution process.

Projects Sponsored by Public Governmental Entities

Following notification by ARC of project selection, MARTA management will review selected projects over which it will have administrative privilege to ensure general eligibility with FTA requirements; and will notify sub-recipients within two weeks to confirm their interest in project implementation. After confirmation, MARTA's Finance/Grant Programs staff will collaboratively review the project scope, schedule and budget with the sub-recipient and then proceed to concurrently draft the FTA TEAM-system grant application and corresponding sub-grant agreement. Following adoption of respective authorizing resolutions by the MARTA Board of Directors and the governing body of the Subrecipient, as appropriate, MARTA Finance Staff will proceed to process the FTA TEAM grant application and corresponding sub-grant agreement for final execution. It is anticipated that the timeframe for this entire process will be approximately 90 to 120 days, contingent upon final FTA approval.

Once projects are selected for JARC and New Freedom funding based on the evaluation criteria, and the sub recipients are notified, and contracts are executed, projects will be incorporated into the Transportation Improvement Program through an Administrative Modification.

Certifications and Assurances

Applicants whose projects are selected for the JARC and/or New Freedom Program funds are required to comply with all FTA requirements. Specifically, the applicant will need to sign FTA's "Certifications and Assurances" for the specific funding programs for which its organization is applying.

The applicant as originally signed in hardcopy only, shall submit the "Certifications and Assurances" documents. In addition and where noted, the "Certifications and Assurances" must be signed and dated by the applicant agency's authorized official. **Organizations unable to complete these certifications and assurances will not receive funding and should not apply for funding.** A copy of the Certifications and Assurances is included in Exhibit A.

Award Requirements

Applicants selected for funding under the JARC and New Freedom Programs will enter into a contract agreement with the Atlanta Regional Commission or Metropolitan Atlanta Rapid Transit Authority.

Applicants will be required to provide detailed information quarterly to the ARC or MARTA on fund usage and performance of the project. These quarterly reports will include financial and program activity updates. A copy of the Quarterly Report is included in Exhibit B.

Applicants whose proposed projects include procurements must use full and open competition and adhere to all applicable provisions regarding procurements set forth by ARC, MARTA, and FTA **(as further set forth in FTA Circular 4220.1F http://www.fta.dot.gov/documents/FTA_Circular_4220.1F.pdf)**. Applicants shall maintain documentation of each procurement and further agree to make said documentation available to ARC or MARTA upon request.

Applicants further agree to abide by and adhere to all applicable rules, regulations and conditions set forth in the clauses contained in Exhibit A **"Required Clauses and Certifications"**.

Applicants shall be bound by the applicable terms and conditions of the Master Agreement between ARC and FTA. Additionally, applicants shall extend the same requirements to all sub-recipients at all tiers.

Application Checklist

This following checklist represents all of the information and attachments required to be considered for JARC and New Freedom funding. Incomplete applications and those submitted after the deadline will not be considered for funding.

Eligible Applicants: New applicants and previous recipients of JARC and New Freedom Funds are eligible to apply for the FY 2012 and FY 2011 residual monies available for the JARC and New Freedom programs.

Deadlines: Applications are due by 4:00 pm on Monday, November 12, 2012. Applications must be submitted in electronic Word/Excel or PDF format. Applications should be emailed or mailed to:

ksmiley@atlantaregional.com
Kenyata Smiley, Senior Planner
Atlanta Regional Commission
40 Courtland Street, NE
Atlanta, Georgia 30303
Phone: (404) 463-3275

- ☐ Cover letter – include name, address and phone number of applicant as well as contact person. The letter should be signed by individual(s) with authority to execute contracts on your organization's behalf. The letter should be addressed to Kenyata Smiley.
- ☐ Read, Understand, and Signed FTA "Certifications and Assurances"
- ☐ Application Parts I, II, and III
- ☐ Part IV - Budget IV
- ☐ Letter(s) of Commitment (If Applicable)
- ☐ Signed Application Check List

Name: _____
(Individual authorized to execute contracts)

Signature: _____

Date: _____

Application Instructions

Application Review

The HST selection committee made up of representatives of ARC's Area Agency on Aging, the Metropolitan Planning Organization (MPO) for the 18-County Atlanta region, Community Services Division, Transportation Demand Management, and the Workforce Division of the Atlanta Regional Commission will review and score applications based on the selection criteria. MPO Staff will Conduct an initial review of all applications to ensure that all the required information has been provided and the application is complete. **Incomplete applications or those submitted after the application deadline will not be considered for funding.**

Grant Application Workshop

There will be a informational meeting held to address any questions applicants may have about the JARC and New Freedom Project Call and Application Process on October 8, 2012 at the Atlanta Regional Commission 40 Courtland Street, NE 30303 from 9:30 - 12:00 p.m. on the Conference Level in the Information Center Conference Room. RSVP for the workshop will be taken through the end of business on October 04, 2012. For more information, please contact Kenya Smiley at (404) 463-3275 or by email ksmiley@atlantaregional.com

General Instructions

Applications are to be filled out using Times New Roman 12 point font only.

Return pages 10 thru 17 of the application and all the signed Certification and Assurances.

Part I:

Complete all portions of the Applicant Overview Section, which includes application information, program, and program information

PART II:

Complete all portions of Part II each section has been separated and bulleted to assist you in describing your project, your project benefits, and your project coordination.

PART III:

Complete all portions of Part III each section has been separated and bulleted to assist you in describing how your agency/organization(s) will deliver project service, manage the project, describe your agency/organization(s) fiscal capabilities and describe the performance measures your agency/organization(s) will use to measure the effectiveness of the project.

PART IV:

Complete all portions of Part IV by filling out the entire budget form using the excel chart provided as it pertains to your project.

***Please remember that the bullets provided in each section are there only as a guide.**

Part I – Applicant Overview

Application Information		
Agency Name:		
Contact Person:		
Address:		
City/State/Zip Code		
Telephone:	Fax:	
Email:	Website	
Applicant Status:		
<input type="checkbox"/> State/Local Government <input type="checkbox"/> Private Non Profit <input type="checkbox"/> Transportation Operator (Public or Private)		
Project Partners:		
<u>Organization</u>	<u>Contact</u>	<u>Address</u> <u>Phone/Email</u>
1.		
2.		
3.		
Program (Check all that apply)		
<input type="checkbox"/> Section 5316 JARC <input type="checkbox"/> Section 5317 New Freedom <input type="checkbox"/> Capital 80/20 <input type="checkbox"/> Operating 50/50		
Program Information	<input type="checkbox"/> New Project/Program <input type="checkbox"/> Continuation of Existing Project/Program	
Project Name:		
Estimated Number of People Served (Monthly):		
<input type="checkbox"/> Low Income _____ <input type="checkbox"/> Disabled _____		
Budget:	JARC	New Freedom
Total Cost	\$	\$
Federal Share	\$	\$
Local Share	\$	\$

Part II – Project Narrative

Project Description - (Provide a detailed project description to include):

- Provide a brief summary description of your project. What is the need and how will the project address this need. Who will be served and what is the service area. How does the project respond to the needs and priorities of the HST Plan.

*This section should not exceed 300 words.

Project Benefits - (Describe how your project will):

:

- Describe how the project fills a gap in transportation services for the target population, improve accessibility and mobility, and improve customer service. Indicate if the project will improve coordination among existing HST programs. Describe how the project will maximize cost effectiveness.

* Higher priority will be given to projects that achieve two or more of the HST Plan Goals.

*This section should not exceed one page (1 page maximum)

Project Coordination - (Describe how your project will):

- Partner with other agencies to develop and implement this project
- Establish or expand programmatic relationships with other HST providers
- Interface with existing transportation systems
- Coordinate with other transportation providers
- Coordinate cross-jurisdictional trips

*Higher priority will be given to applicants that coordinate and collaborate with other entities to provide transportation services.

*This section should not exceed one page (1 page maximum)

Part III – Project Implementation Strategy

Implementation - (Describe how your service will be delivered):

- Provide an operational plan for providing service, include any timetables route and/or maps showing the service area and coverage (if applicable)

- Describe the process how your agency will use to implement the project
- Describe your agency's marketing plan to promote awareness of the project to the target population and public
- Provide a project schedule and identify a timeline for the project by task (include start/ dates and dates for deliverables)

*All JARC applicants must provide maps of the proposed route and service areas identifying that routes are concentrated in targeted low-income and major employment center areas based on 2010 census data.

*The written portion of this section should not exceed one page (attachments for a timeline, deliverables, and maps are encouraged)

Managerial Capabilities - (Describe how your project will):

- Describe agency's ability to manage the project (include number of years agency has worked with the target population)
- Describe agency's ability to provide efficient/effective transportation services
- Describe key personnel that will be assigned to manage the project (identify the need and process to hire staff to support the project if applicable)
- Describe how agency will manage risk and provide for safe delivery of services (maintenance, insurance, driver training, equipment safety)

*Applicants who demonstrate previous success in implementing projects utilizing federal grants may receive higher scores or maximum points allowed in this area.

*This section should not exceed one page (1 page maximum)

Fiscal Capabilities - (Describe how your project will):

- Provide a complete project budget in the format provided in PART IV
- Outline specific project expenses by task
- Specify if the project will be implemented in-house or contracted
- Identify operational, capital and administrative expenses
- **Describe proactive efforts that will be taken to insure the continuation of the project at the end of the grant period (include any potential long term efforts or funding sources)**

* Higher priority will be given to applicants who demonstrate the ability to continue the project beyond FY 2012 JARC and New Freedom Grant Funds.

Measures of Effectiveness - (Describe how your project will):

This section should not exceed one page (1 page maximum)

- Describe the performance measures that will be used to evaluate the effectiveness of the project in meeting identified goals and objectives
- Explain how the project will be demonstrated to have had a positive impact and how those impacts will be assessed
- Describe the agency's plan to monitor and evaluate the project
- Identify steps that will be taken if the original project goals are not met

* This section should not exceed one page (1 page maximum)

Part IV – Project Budget Form

Project Budget (Capital and Operating Expenses)

Capital

Capital Budget (80/20) Equipment/Facilities	Type of Service	Cost	Federal Share (80%)	Local Share (20%)	Source of Local Share
Total		\$ -	\$ -	\$ -	

Operating

Operating Budget (50/50)	Type of Service	Cost	Federal Share (50%)	Local Share (50%)	Source of Local Share
Salary and Fringe Benefits					
Total		\$ -	\$ -	\$ -	

Administration (Limited to **5%** of the Federal Share of Capital and Operating Expenses)

Administrative Budget (100% Federal)	Type of Service	Cost	Federal Share (100%)	N/A	N/A
Salary and Fringe Benefits					
Total		\$ -	\$ -		
Total Project Budget		\$ -	\$ -	\$ -	

**FY 2012 Job Access Reverse Commute
And
New Freedom Project Call and Selection Process
Proposed Schedule**

(Tentative Schedule and Subject to change)

Dates (subject to change)	Activities
September 21, 2012	Pre-Announcement (TCC, TAQC, ARC Board, etc.)
September 27, 2011	ARC/MARTA Releases FY 2010JARC//New Freedom Call For Projects
October 08, 2012	Grant Application Workshop
November 12, 2012	Project Proposals Deadline
November 13, 2012 thru December 14, 2012	Review, Evaluation, and Scoring
December 17-21, 2012	Recommendations
January 07, 2013	Project Announcement
January 07-21, 2013	Recipients Contacted by ARC and MARTA
TBD	ARC/ MARTA Budget Review
TBD	ARC/MARTA TEAM Grant Application
30 Days	FTA Review
30-45 Days	DOL Review (JARC Applicants Only)
TBD	ARC/MARTA Sub Contracts
Quarterly TIP Modifications (TBD)	JARC/ New Freedom Projects Modified in the TIP

Appendix I: Pass or Fail and Competitive Selection Criteria

Pass or Fail Criteria for JARC:

In order for applicants to be considered for review for the competitive selection process the project proposal must meet the minimum qualifications below:

- Project must meet or accomplish one or more of the HST Plan Goals
- Project Sponsor must show financial ability to implement project and proof of local match funds.
- Project must continue a current JARC Route(s) or create new routes and/or connect client/customer with jobs and job related activities (training)
- Project must demonstrate the ability to connect customer with major employers or employment centers
- Project must demonstrate interagency coordination or collaboration with another eligible entity
- Project must demonstrate outreach efforts to customer and employers

Pass or Fail Criteria for New Freedom:

In order for applicants to be considered for review for the competitive selection process the project proposal must meet the minimum qualifications below:

- Project must meet or accomplish one or more of the HST Plan Goals
- Project Sponsor must show financial ability to implement project and proof of local match funds.
- Project must demonstrate the ability to provide service to client beyond current ADA requirements
- Project must demonstrate interagency coordination or collaboration with another eligible entity.

Competitive Selection Criteria JARC and New Freedom:

Evaluation Criteria	Guidelines May Include	Possible Score
1. Improve accessibility and mobility for the transportation disadvantaged	<ul style="list-style-type: none"> • Increase transportation options • Improve mobility for HST groups • Simplify the use of HST services • Fill gaps in existing transportation infrastructure • Utilize technology such as ITS • Increase ridership 	Maximum 25%
2. Improve customer services for HST users and providers	<ul style="list-style-type: none"> • Utilize technology such as ITS • Include services delivery and reporting • Provide amenities and planning tools • Provide information on other HST options • Institute seamless process and service for user • Include program monitoring • Provide service that is affordable, useable, safe, clean, and comfortable • Respond to the travel patterns of local citizens 	Maximum 20%
3. Improve coordination among HST programs	<ul style="list-style-type: none"> • Serve cross-jurisdictional trips • One-call scheduling of inter-agency trips • Interface with existing transportation systems • Utilize existing fixed-route transit systems • Reduce barriers to coordinated service delivery (geographic, political, funding, etc.) • Maximize planning, service delivery and reporting • Establish or expand programmatic relationships with other HST providers • Partner with other local and federal agencies and the private sector to promote policies, programs, and activities 	Maximum 15%

Evaluation Criteria	Guidelines May Include	Possible Score
4. Maximize project cost effectiveness	<ul style="list-style-type: none"> • Maximize use and operating efficiency of existing vehicles • Eliminate duplicative services (either intra- or inter-agency) • Maximize financial resources available through good coordination • Establish or expand financial relationships with other HST providers • Share vehicles during off-peak times • Increase number of riders per trip 	Maximum 15%
5. Organizational capacity	<ul style="list-style-type: none"> • Ability to Service Target Population • Measures of Effectiveness Establish or expand financial relationships with other HST providers • Fiscal and Managerial Capability • Sustainability • Agency's program implementation experience 	Maximum 20%
6. Project budget	7. Outline specific project expenses by task	Maximum 5%

Appendix II

Possible Non-DOT Federal Sources for Matching Funds

This list of suggested sources was adapted from the United We Ride website, www.unitedweride.gov. For additional ideas, see http://www.unitedweride.gov/1_1254_ENG_HTML.htm.

U.S. Department of Agriculture

- [Food and Nutrition Service](#)

U.S. Department of Education

- [Office of Elementary and Secondary Education](#)
- [Office of Innovation and Improvement](#)
- [Office of Special Education and Rehabilitative Services](#)

U.S. Department of the Interior

- [Bureau of Indian Affairs](#)

U.S. Department of Health and Human Services

- [Health Resources and Services Administration](#)
- [Centers for Medicare and Medicaid Services](#)
- [Administration on Aging](#)
- [Substance Abuse and Mental Health Services](#)
- [Administration for Children and Families](#)

U.S. Department of Housing and Urban Development

U.S. Department of Labor

- [Employment Standards Administration](#)
- [Veterans' Employment and Training Service](#)
- [Employment and Training Administration](#)

U.S. Department of Veterans Affairs

- [Veterans Benefits Administration](#)
- [Veterans Health Administration](#)

Exhibit A

Required Clauses and Certifications

ENERGY CONSERVATION REQUIREMENTS

**42 U.S.C. 6321 et seq.
49 CFR Part 18**

Applicability to Contracts

The Energy Conservation requirements are applicable to all contracts.

Flow Down

The Energy Conservation requirements extend to all third party contractors and their contracts at every tier and subrecipients and their subagreements at every tier.

Energy Conservation - The contractor agrees to comply with mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act.

CLEAN WATER REQUIREMENTS

33 U.S.C. 1251

Applicability to Contracts

The Clean Water requirements apply to each contract and subcontract which exceeds \$100,000.

Flow Down

The Clean Water requirements flow down to FTA recipients and subrecipients at every tier.

Clean Water - (1) The Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq. . The Contractor agrees to report each violation to the Purchaser and understands and agrees that the Purchaser will, in turn, report each violation as required to assure notification to FTA and the appropriate EPA Regional Office.

(2) The Contractor also agrees to include these requirements in each subcontract exceeding \$100,000 financed in whole or in part with Federal assistance provided by FTA.

LOBBYING

31 U.S.C. 1352
49 CFR Part 19
49 CFR Part 20

Applicability to Contracts

The Lobbying requirements apply to Construction/Architectural and Engineering/Acquisition of Rolling Stock/Professional Service Contract/Operational Service Contract/Turnkey contracts.

Flow Down

The Lobbying requirements mandate the maximum flow down, pursuant to Byrd Anti-Lobbying Amendment, 31 U.S.C. § 1352(b)(5) and 49 C.F.R. Part 19, Appendix A, Section 7.

APPENDIX A, 49 CFR PART 20--CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements

(To be submitted with each bid or offer exceeding \$100,000)

The undersigned [Contractor] certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for making lobbying contacts to an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form--LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions [as amended by "Government wide Guidance for New Restrictions on Lobbying," 61 Fed. Reg. 1413 (1/19/96)]. Note: Language in paragraph (2) herein has been modified in accordance with

Section 10 of the Lobbying Disclosure Act of 1995 (P.L. 104-65, to be codified at 2 U.S.C. 1601, *et seq.*.)]

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31, U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

[Note: Pursuant to 31 U.S.C. § 1352(c)(1)-(2)(A), any person who makes a prohibited expenditure or fails to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such expenditure or failure.]

The Contractor, _____, certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. A 3801, *et seq.*, apply to this certification and disclosure, if any.

_____ Signature of Contractor's Authorized Official

_____ Name and Title of Contractor's Authorized Official

_____ Date

ACCESS TO RECORDS AND REPORTS

49 U.S.C. 5325
18 CFR 18.36 (i)
49 CFR 633.17

Flow Down

FTA does not require the inclusion of these requirements in subcontracts.

Access to Records - The following access to records requirements apply to this Contract:

1. Where the Purchaser is not a State but a local government and is the FTA Recipient or a subgrantee of the FTA Recipient in accordance with 49 C. F. R. 18.36(i), the Contractor agrees to provide the Purchaser, the FTA Administrator, the Comptroller General of the United States or any of their authorized representatives access to any books, documents, papers and records of the Contractor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts and transcriptions. Contractor also agrees, pursuant to 49 C. F. R. 633.17 to provide the FTA Administrator or his authorized representatives including any PMO Contractor access to Contractor's records and construction sites pertaining to a major capital project, defined at 49 U.S.C. 5302(a)1, which is receiving federal financial assistance through the programs described at 49 U.S.C. 5307, 5309 or 5311.

2. Where the Purchaser is a State and is the FTA Recipient or a subgrantee of the FTA Recipient in accordance with 49 C.F.R. 633.17, Contractor agrees to provide the Purchaser, the FTA Administrator or his authorized representatives, including any PMO Contractor, access to the Contractor's records and construction sites pertaining to a major capital project, defined at 49 U.S.C. 5302(a)1, which is receiving federal financial assistance through the programs described at 49 U.S.C. 5307, 5309 or 5311. By definition, a major capital project excludes contracts of less than the simplified acquisition threshold currently set at \$100,000.

3. Where the Purchaser enters into a negotiated contract for other than a small purchase or under the simplified acquisition threshold and is an institution of higher education, a hospital or other non-profit organization and is the FTA Recipient or a subgrantee of the FTA Recipient in accordance with 49 C.F.R. 19.48, Contractor agrees to provide the Purchaser, FTA Administrator, the Comptroller General of the United States or any of their duly authorized representatives with access to any books, documents, papers and record of the Contractor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts and transcriptions.

4. Where any Purchaser which is the FTA Recipient or a subgrantee of the FTA Recipient in accordance with 49 U.S.C. 5325(a) enters into a contract for a capital project or improvement (defined at 49 U.S.C. 5302(a)1) through other than competitive bidding, the Contractor shall make available records related to the contract to the Purchaser, the Secretary of Transportation and the Comptroller General or any authorized officer or employee of any of them for the purposes of conducting an audit and inspection.

5. The Contractor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.

6. The Contractor agrees to maintain all books, records, accounts and reports required under this contract for a period of not less than three years after the date of termination or expiration of this contract, except in the event of litigation or settlement of claims arising from the performance of this contract, in which case Contractor agrees to maintain same until the Purchaser, the FTA Administrator, the Comptroller General, or any of their duly

authorized representatives, have disposed of all such litigation, appeals, claims or exceptions related thereto. Reference 49 CFR 18.39(i)(11).

FEDERAL CHANGES

49 CFR Part 18

Applicability to Contracts

The Federal Changes requirement applies to all contracts.

Flow Down

The Federal Changes requirement flows down appropriately to each applicable changed requirement.

Federal Changes - Contractor shall at all times comply with all applicable FTA regulations, policies, procedures and directives, including without limitation those listed directly or by reference in the Agreement (Form FTA MA (6) dated October, 1999) between Purchaser and FTA , as they may be amended or promulgated from time to time during the term of this contract. Contractor's failure to so comply shall constitute a material breach of this contract.

CLEAN AIR

42 U.S.C. 7401 et seq

40 CFR 15.61

49 CFR Part 18

Applicability to Contracts

The Clean Air requirements apply to all contracts exceeding \$100,000, including indefinite quantities where the amount is expected to exceed \$100,000 in any year.

Flow Down

The Clean Air requirements flow down to all subcontracts which exceed \$100,000.

Clean Air - (1) The Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. §§ 7401 et seq . The Contractor agrees to report each violation to the Purchaser and understands and agrees that the Purchaser will, in turn, report each violation as required to assure notification to FTA and the appropriate EPA Regional Office.

(2) The Contractor also agrees to include these requirements in each subcontract exceeding \$100,000 financed in whole or in part with Federal assistance provided by FTA.

NO GOVERNMENT OBLIGATION TO THIRD PARTIES

Applicability to Contracts

Applicable to all contracts.

Flow Down

Not required by statute or regulation for either primary contractors or subcontractors, this concept should flow down to all levels to clarify, to all parties to the contract, that the Federal Government does not have contractual liability to third parties, absent specific written consent.

No Obligation by the Federal Government.

(1) The Purchaser and Contractor acknowledge and agree that, notwithstanding any concurrence by the Federal Government in or approval of the solicitation or award of the underlying contract, absent the express written consent by the Federal Government, the Federal Government is not a party to this contract and shall not be subject to any obligations or liabilities to the Purchaser, Contractor, or any other party (whether or not a party to that contract) pertaining to any matter resulting from the underlying contract.

(2) The Contractor agrees to include the above clause in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to its provisions.

PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS

AND RELATED ACTS

**31 U.S.C. 3801 et seq.
49 CFR Part 31 18 U.S.C. 1001
49 U.S.C. 5307**

Applicability to Contracts

These requirements are applicable to all contracts.

Flow Down

These requirements flow down to contractors and subcontractors who make, present, or submit covered claims and statements.

Program Fraud and False or Fraudulent Statements or Related Acts.

(1) The Contractor acknowledges that the provisions of the Program Fraud Civil Remedies Act of 1986, as amended, 31 U.S.C. § § 3801 et seq . and U.S. DOT regulations, "Program Fraud Civil Remedies," 49 C.F.R. Part 31, apply to its actions pertaining to this Project. Upon execution of the underlying contract, the Contractor certifies or affirms the truthfulness and accuracy of any statement it has made, it makes, it may make, or causes to be made, pertaining to the underlying contract or the FTA assisted project for which this contract work is being performed. In addition to other penalties that may be applicable, the Contractor further acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification, the Federal Government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986 on the Contractor to the extent the Federal Government deems appropriate.

(2) The Contractor also acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification to the Federal Government under a contract connected with a project that is financed in whole or in part with Federal assistance originally awarded by FTA under the authority of 49 U.S.C. § 5307, the Government reserves the right to impose the penalties of 18 U.S.C. § 1001 and 49 U.S.C. § 5307(n)(1) on the Contractor, to the extent the Federal Government deems appropriate.

(3) The Contractor agrees to include the above two clauses in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clauses shall not be modified, except to identify the subcontractor who will be subject to the provisions.

TERMINATION

49 U.S.C. Part 18

FTA Circular 4220.1D (also see Change 1)

Applicability to Contracts

All contracts (with the exception of contracts with nonprofit organizations and institutions of higher education,) in excess of \$10,000 shall contain suitable provisions for termination by the grantee including the manner by which it will be effected and the basis for settlement. (For contracts with nonprofit organizations and institutions of higher education the threshold is \$100,000.) In addition, such contracts shall describe conditions under which the contract may be terminated for default as well as conditions where the contract may be terminated because of circumstances beyond the control of the contractor.

Flow Down

The termination requirements flow down to all contracts in excess of \$10,000, with the exception of contracts with nonprofit organizations and institutions of higher learning.

a. Termination for Convenience (General Provision) The (Recipient) may terminate this contract, in whole or in part, at any time by written notice to the Contractor when it is in the Government's best interest. The Contractor shall be paid its costs, including contract close-out costs, and profit on work performed up to the time of termination. The Contractor shall promptly submit its termination claim to (Recipient) to be paid the Contractor. If the Contractor has any property in its possession belonging to the (Recipient), the Contractor will account for the same, and dispose of it in the manner the (Recipient) directs.

b. Termination for Default [Breach or Cause] (General Provision) If the Contractor does not deliver supplies in accordance with the contract delivery schedule, or, if the contract is for services, the Contractor fails to perform in the manner called for in the contract, or if the Contractor fails to comply with any other provisions of the contract, the (Recipient) may terminate this contract for default. Termination shall be effected by serving a notice of termination on the contractor setting forth the manner in which the Contractor is in default. The contractor will only be paid the contract price for supplies delivered and accepted, or services performed in accordance with the manner of performance set forth in the contract.

If it is later determined by the (Recipient) that the Contractor had an excusable reason for not performing, such as a strike, fire, or flood, events which are not the fault of or are beyond the control of the Contractor, the (Recipient), after setting up a new delivery of performance schedule, may allow the Contractor to continue work, or treat the termination as a termination for convenience.

c. Opportunity to Cure (General Provision) The (Recipient) in its sole discretion may, in the case of a termination for breach or default, allow the Contractor [an appropriately short period of time] in which to cure the defect. In such case, the notice of termination will state the time period in which cure is permitted and other appropriate conditions

If Contractor fails to remedy to (Recipient)'s satisfaction the breach or default or any of the terms, covenants, or conditions of this Contract within [ten (10) days] after receipt by Contractor or written notice from (Recipient) setting forth the nature of said breach or default, (Recipient) shall have the right to terminate the Contract without any further obligation to Contractor. Any such termination for default shall not in any way operate to preclude (Recipient) from also pursuing all available remedies against Contractor and its sureties for said breach or default.

d. Waiver of Remedies for any Breach In the event that (Recipient) elects to waive its remedies for any breach by Contractor of any covenant, term or condition of this Contract, such waiver by (Recipient) shall not limit (Recipient)'s remedies for any succeeding breach of that or of any other term, covenant, or condition of this Contract.

e. Termination for Convenience (Professional or Transit Service Contracts) The (Recipient), by written notice, may terminate this contract, in whole or in part, when it is in the Government's interest. If this contract is terminated, the Recipient shall be liable only for payment under the payment provisions of this contract for services rendered before the effective date of termination.

f. Termination for Default (Supplies and Service) If the Contractor fails to deliver supplies or to perform the services within the time specified in this contract or any extension or if the Contractor fails to comply with any other provisions of this contract, the (Recipient) may terminate this contract for default. The (Recipient) shall terminate by delivering to the Contractor a Notice of Termination specifying the nature of the default. The Contractor will only be paid the contract price for supplies delivered and accepted, or services performed in accordance with the manner or performance set forth in this contract.

If, after termination for failure to fulfill contract obligations, it is determined that the Contractor was not in default, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of the Recipient.

g. Termination for Default (Transportation Services) If the Contractor fails to pick up the commodities or to perform the services, including delivery services, within the time specified in this contract or any extension or if the Contractor fails to comply with any other provisions of this contract, the (Recipient) may terminate this contract for default. The (Recipient) shall terminate by delivering to the Contractor a Notice of Termination specifying the nature of default. The Contractor will only be paid the contract price for services performed in accordance with the manner of performance set forth in this contract.

If this contract is terminated while the Contractor has possession of Recipient goods, the Contractor shall, upon direction of the (Recipient), protect and preserve the goods until surrendered to the Recipient or its agent. The Contractor and (Recipient) shall agree on payment for the preservation and protection of goods. Failure to agree on an amount will be resolved under the Dispute clause.

If, after termination for failure to fulfill contract obligations, it is determined that the Contractor was not in default, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of the (Recipient).

h. Termination for Default (Construction) If the Contractor refuses or fails to prosecute the work or any separable part, with the diligence that will insure its completion within the time specified in this contract or any extension or fails to complete the work within this time, or if the Contractor fails to comply with any other provisions of this contract, the (Recipient) may terminate this contract for default. The (Recipient) shall terminate by delivering to the Contractor a Notice of Termination specifying the nature of the default. In this event, the Recipient may take over the work and complete it by contract or otherwise, and may take possession of and use any materials, appliances, and plant on the work site necessary for completing the work. The Contractor and its sureties shall be liable for any damage to the Recipient resulting from the Contractor's refusal or failure to complete the work within specified time, whether or not the Contractor's right to proceed with the work is terminated. This liability includes any increased costs incurred by the Recipient in completing the work.

The Contractor's right to proceed shall not be terminated nor the Contractor charged with damages under this clause if-

1. the delay in completing the work arises from unforeseeable causes beyond the control and without the fault or negligence of the Contractor. Examples of such causes include: acts of God, acts of the Recipient, acts of another Contractor in the performance of a contract with the Recipient, epidemics, quarantine restrictions, strikes, freight embargoes; and
2. the contractor, within [10] days from the beginning of any delay, notifies the (Recipient) in writing of the causes of delay. If in the judgment of the (Recipient), the delay is excusable, the time for completing the work shall be extended. The judgment of the (Recipient) shall be final and conclusive on the parties, but subject to appeal under the Disputes clauses.

If, after termination of the Contractor's right to proceed, it is determined that the Contractor was not in default, or that the delay was excusable, the rights and obligations of the parties will be the same as if the termination had been issued for the convenience of the Recipient.

i. Termination for Convenience or Default (Architect and Engineering) The (Recipient) may terminate this contract in whole or in part, for the Recipient's

convenience or because of the failure of the Contractor to fulfill the contract obligations. The (Recipient) shall terminate by delivering to the Contractor a Notice of Termination specifying the nature, extent, and effective date of the termination. Upon receipt of the notice, the Contractor shall (1) immediately discontinue all services affected (unless the notice directs otherwise), and (2) deliver to the Contracting Officer all data, drawings, specifications, reports, estimates, summaries, and other information and materials accumulated in performing this contract, whether completed or in process.

If the termination is for the convenience of the Recipient, the Contracting Officer shall make an equitable adjustment in the contract price but shall allow no anticipated profit on unperformed services.

If the termination is for failure of the Contractor to fulfill the contract obligations, the Recipient may complete the work by contract or otherwise and the Contractor shall be liable for any additional cost incurred by the Recipient.

If, after termination for failure to fulfill contract obligations, it is determined that the Contractor was not in default, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of the Recipient.

j. Termination for Convenience or Default (Cost-Type Contracts) The (Recipient) may terminate this contract, or any portion of it, by serving a notice of termination on the Contractor. The notice shall state whether the termination is for convenience of the (Recipient) or for the default of the Contractor. If the termination is for default, the notice shall state the manner in which the contractor has failed to perform the requirements of the contract. The Contractor shall account for any property in its possession paid for from funds received from the (Recipient), or property supplied to the Contractor by the (Recipient). If the termination is for default, the (Recipient) may fix the fee, if the contract provides for a fee, to be paid the contractor in proportion to the value, if any, of work performed up to the time of termination. The Contractor shall promptly submit its termination claim to the (Recipient) and the parties shall negotiate the termination settlement to be paid the Contractor.

If the termination is for the convenience of the (Recipient), the Contractor shall be paid its contract close-out costs, and a fee, if the contract provided for payment of a fee, in proportion to the work performed up to the time of termination.

If, after serving a notice of termination for default, the (Recipient) determines that the Contractor has an excusable reason for not performing, such as strike, fire, flood, events which are not the fault of and are beyond the control of the contractor, the (Recipient), after setting up a new work schedule, may allow the Contractor to continue work, or treat the termination as a termination for convenience.

GOVERNMENT-WIDE DEBARMENT AND SUSPENSION
(NONPROCUREMENT)

49 CFR Part 29
Executive Order 12549

Applicability to Contracts

Executive Order 12549, as implemented by 49 CFR Part 29, prohibits FTA recipients and sub-recipients from contracting for goods and services from organizations that have been suspended or debarred from receiving Federally-assisted contracts. As part of their applications each year, recipients are required to submit a certification to the effect that they will not enter into contracts over \$100,000 with suspended or debarred contractors and that they will require their contractors (and their subcontractors) to make the same certification to them.

Flow Down

Contractors are required to pass this requirement on to subcontractors seeking subcontracts over \$100,000. Thus, the terms "lower tier covered participant" and "lower tier covered transaction" include both contractors and subcontractors and contracts and subcontracts over \$100,000.

Instructions for Certification

1. By signing and submitting this bid or proposal, the prospective lower tier participant is providing the signed certification set out below.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, (Recipient) may pursue available remedies, including suspension and/or debarment.
3. The prospective lower tier participant shall provide immediate written notice to (Recipient) if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "persons," "lower tier covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549 [49 CFR Part 29]. You may contact (Recipient) for assistance in obtaining a copy of those regulations.
5. The prospective lower tier participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any

lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized in writing by (Recipient).

6. The prospective lower tier participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transaction", without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List issued by U.S. General Service Administration.

8. Nothing contained in the foregoing shall be construed to require establishment of system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

9. Except for transactions authorized under Paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to all remedies available to the Federal Government, (Recipient) may pursue available remedies including suspension and/or debarment.

"Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transaction"

(1) The prospective lower tier participant certifies, by submission of this bid or proposal, that neither it nor its "principals" [as defined at 49 C.F.R. § 29.105(p)] is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

(2) When the prospective lower tier participant is unable to certify to the statements in this certification, such prospective participant shall attach an explanation to this proposal.

CIVIL RIGHTS REQUIREMENTS

29 U.S.C. § 623, 42 U.S.C. § 2000
42 U.S.C. § 6102, 42 U.S.C. § 12112
42 U.S.C. § 12132, 49 U.S.C. § 5332
29 CFR Part 1630, 41 CFR Parts 60 et seq.

Applicability to Contracts

The Civil Rights Requirements apply to all contracts.

Flow Down

The Civil Rights requirements flow down to all third party contractors and their contracts at every tier.

Civil Rights - The following requirements apply to the underlying contract:

(1) Nondiscrimination - In accordance with Title VI of the Civil Rights Act, as amended, 42 U.S.C. § 2000d, section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6102, section 202 of the Americans with Disabilities Act of 1990, 42 U.S.C. § 12132, and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, creed, national origin, sex, age, or disability. In addition, the Contractor agrees to comply with applicable Federal implementing regulations and other implementing requirements FTA may issue.

(2) Equal Employment Opportunity - The following equal employment opportunity requirements apply to the underlying contract:

(a) Race, Color, Creed, National Origin, Sex - In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e, and Federal transit laws at 49 U.S.C. § 5332, the Contractor agrees to comply with all applicable equal employment opportunity requirements of U.S. Department of Labor (U.S. DOL) regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor," 41 C.F.R. Parts 60 et seq., (which implement Executive Order No. 11246, "Equal Employment Opportunity," as amended by Executive Order No. 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," 42 U.S.C. § 2000e note), and with any applicable Federal statutes, executive orders, regulations, and Federal policies that may in the future affect construction activities undertaken in the course of the Project. The Contractor agrees to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, creed, national origin, sex, or age. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

(b) Age - In accordance with section 4 of the Age Discrimination in Employment Act of 1967, as amended, 29 U.S.C. § § 623 and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees to refrain from discrimination against present and prospective employees for reason of age. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

(c) Disabilities - In accordance with section 102 of the Americans with Disabilities Act, as amended, 42 U.S.C. § 12112, the Contractor agrees that it will comply with the requirements of U.S. Equal Employment Opportunity Commission, "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 C.F.R. Part 1630, pertaining to employment of persons with disabilities. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

(3) The Contractor also agrees to include these requirements in each subcontract financed in whole or in part with Federal assistance provided by FTA, modified only if necessary to identify the affected parties.

BREACHES AND DISPUTE RESOLUTION

49 CFR Part 18

FTA Circular 4220.1D (also see Change 1)

Applicability to Contracts

All contracts in excess of \$100,000 shall contain provisions or conditions which will allow for administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as may be appropriate. This may include provisions for bonding, penalties for late or inadequate performance, retained earnings, liquidated damages or other appropriate measures.

Flow Down

The Breaches and Dispute Resolutions requirements flow down to all tiers.

Disputes - Disputes arising in the performance of this Contract which are not resolved by agreement of the parties shall be decided in writing by the authorized representative of (Recipient)'s [title of employee]. This decision shall be final and conclusive unless within [ten (10)] days from the date of receipt of its copy, the Contractor mails or otherwise furnishes a written appeal to the [title of employee]. In connection with any such appeal, the Contractor shall be afforded an opportunity to be heard and to offer evidence in

support of its position. The decision of the [title of employee] shall be binding upon the Contractor and the Contractor shall abide by the decision.

Performance During Dispute - Unless otherwise directed by (Recipient), Contractor shall continue performance under this Contract while matters in dispute are being resolved.

Claims for Damages - Should either party to the Contract suffer injury or damage to person or property because of any act or omission of the party or of any of his employees, agents or others for whose acts he is legally liable, a claim for damages therefore shall be made in writing to such other party within a reasonable time after the first observance of such injury or damage.

Remedies - Unless this contract provides otherwise, all claims, counterclaims, disputes and other matters in question between the (Recipient) and the Contractor arising out of or relating to this agreement or its breach will be decided by arbitration if the parties mutually agree, or in a court of competent jurisdiction within the State in which the (Recipient) is located.

Rights and Remedies - The duties and obligations imposed by the Contract Documents and the rights and remedies available thereunder shall be in addition to and not a limitation of any duties, obligations, rights and remedies otherwise imposed or available by law. No action or failure to act by the (Recipient), (Architect) or Contractor shall constitute a waiver of any right or duty afforded any of them under the Contract, nor shall any such action or failure to act constitute an approval of or acquiescence in any breach thereunder, except as may be specifically agreed in writing.

PATENT AND RIGHTS IN DATA

**37 CFR Part 401
49 CFR Parts 18 and 19**

Applicability to Contracts

Patent and rights in data requirements for federally assisted projects ONLY apply to research projects in which FTA finances the purpose of the grant is to finance the development of a product or information. These patent and data rights requirements do not apply to capital projects or operating projects, even though a small portion of the sales price may cover the cost of product development or writing the user's manual.

Flow Down

The Patent and Rights in Data requirements apply to all contractors and their contracts at every tier.

CONTRACTS INVOLVING EXPERIMENTAL, DEVELOPMENTAL, OR RESEARCH WORK.

A. Rights in Data - This following requirements apply to each contract involving experimental, developmental or research work:

(1) The term "subject data" used in this clause means recorded information, whether or not copyrighted, that is delivered or specified to be delivered under the contract. The term includes graphic or pictorial delineation in media such as drawings or photographs; text in specifications or related performance or design-type documents; machine forms such as punched cards, magnetic tape, or computer memory printouts; and information retained in computer memory. Examples include, but are not limited to: computer software, engineering drawings and associated lists, specifications, standards, process sheets, manuals, technical reports, catalog item identifications, and related information. The term "subject data" does not include financial reports, cost analyses, and similar information incidental to contract administration.

(2) The following restrictions apply to all subject data first produced in the performance of the contract to which this Attachment has been added:

(a) Except for its own internal use, the Purchaser or Contractor may not publish or reproduce subject data in whole or in part, or in any manner or form, nor may the Purchaser or Contractor authorize others to do so, without the written consent of the Federal Government, until such time as the Federal Government may have either released or approved the release of such data to the public; this restriction on publication, however, does not apply to any contract with an academic institution.

(b) In accordance with 49 C.F.R. § 18.34 and 49 C.F.R. § 19.36, the Federal Government reserves a royalty-free, non-exclusive and irrevocable license to reproduce, publish, or otherwise use, and to authorize others to use, for "Federal Government purposes," any subject data or copyright described in subsections (2)(b)1 and (2)(b)2 of this clause below. As used in the previous sentence, "for Federal Government purposes," means use only for the direct purposes of the Federal Government. Without the copyright owner's consent, the Federal Government may not extend its Federal license to any other party.

1. Any subject data developed under that contract, whether or not a copyright has been obtained; and

2. Any rights of copyright purchased by the Purchaser or Contractor using Federal assistance in whole or in part provided by FTA.

(c) When FTA awards Federal assistance for experimental, developmental, or research work, it is FTA's general intention to increase transportation knowledge available to the public, rather than to restrict the benefits resulting from the work to participants in that work. Therefore, unless FTA determines otherwise, the Purchaser and the Contractor performing experimental, developmental, or research work required by the underlying

contract to which this Attachment is added agrees to permit FTA to make available to the public, either FTA's license in the copyright to any subject data developed in the course of that contract, or a copy of the subject data first produced under the contract for which a copyright has not been obtained. If the experimental, developmental, or research work, which is the subject of the underlying contract, is not completed for any reason whatsoever, all data developed under that contract shall become subject data as defined in subsection (a) of this clause and shall be delivered as the Federal Government may direct. This subsection (c) , however, does not apply to adaptations of automatic data processing equipment or programs for the Purchaser or Contractor's use whose costs are financed in whole or in part with Federal assistance provided by FTA for transportation capital projects.

(d) Unless prohibited by state law, upon request by the Federal Government, the Purchaser and the Contractor agree to indemnify, save, and hold harmless the Federal Government, its officers, agents, and employees acting within the scope of their official duties against any liability, including costs and expenses, resulting from any willful or intentional violation by the Purchaser or Contractor of proprietary rights, copyrights, or right of privacy, arising out of the publication, translation, reproduction, delivery, use, or disposition of any data furnished under that contract. Neither the Purchaser nor the Contractor shall be required to indemnify the Federal Government for any such liability arising out of the wrongful act of any employee, official, or agents of the Federal Government.

(e) Nothing contained in this clause on rights in data shall imply a license to the Federal Government under any patent or be construed as affecting the scope of any license or other right otherwise granted to the Federal Government under any patent.

(f) Data developed by the Purchaser or Contractor and financed entirely without using Federal assistance provided by the Federal Government that has been incorporated into work required by the underlying contract to which this Attachment has been added is exempt from the requirements of subsections (b), (c), and (d) of this clause , provided that the Purchaser or Contractor identifies that data in writing at the time of delivery of the contract work.

(g) Unless FTA determines otherwise, the Contractor agrees to include these requirements in each subcontract for experimental, developmental, or research work financed in whole or in part with Federal assistance provided by FTA.

(3) Unless the Federal Government later makes a contrary determination in writing, irrespective of the Contractor's status (i.e. , a large business, small business, state government or state instrumentality, local government, nonprofit organization, institution of higher education, individual, etc.), the Purchaser and the Contractor agree to take the necessary actions to provide, through FTA, those rights in that invention due the Federal Government as described in

U.S. Department of Commerce regulations, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," 37 C.F.R. Part 401.

(4) The Contractor also agrees to include these requirements in each subcontract for experimental, developmental, or research work financed in whole or in part with Federal assistance provided by FTA.

B. Patent Rights - The following requirements apply to each contract involving experimental, developmental, or research work:

(1) General - If any invention, improvement, or discovery is conceived or first actually reduced to practice in the course of or under the contract to which this Attachment has been added, and that invention, improvement, or discovery is patentable under the laws of the United States of America or any foreign country, the Purchaser and Contractor agree to take actions necessary to provide immediate notice and a detailed report to the party at a higher tier until FTA is ultimately notified.

(2) Unless the Federal Government later makes a contrary determination in writing, irrespective of the Contractor's status (a large business, small business, state government or state instrumentality, local government, nonprofit organization, institution of higher education, individual), the Purchaser and the Contractor agree to take the necessary actions to provide, through FTA, those rights in that invention due the Federal Government as described in U.S. Department of Commerce regulations, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," 37 C.F.R. Part 401.

(3) The Contractor also agrees to include the requirements of this clause in each subcontract for experimental, developmental, or research work financed in whole or in part with Federal assistance provided by FTA.

DISADVANTAGED BUSINESS ENTERPRISE (DBE)

49 CFR Part 26

Disadvantaged Business Enterprises

a. This contract is subject to the requirements of Title 49, Code of Federal Regulations, Part 26, *Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs*. The national goal for participation of Disadvantaged Business Enterprises (DBE) is 10%. The agency's overall goal for DBE

participation is 15.8%. A separate contract goal has not been established for this procurement.

b. The contractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of this DOT-assisted contract. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as ARC deems appropriate. Each subcontract the contractor signs with a subcontractor must include the assurance in this paragraph (*see* 49 CFR 26.13(b)).

c. The successful bidder/offeror will be required to report its DBE participation obtained through race-neutral means throughout the period of performance.

d. The contractor is required to pay its subcontractors performing work related to this contract for satisfactory performance of that work no later than 30 days after the contractor's receipt of payment for that work from the ARC. In addition, the contractor may not hold retainage from its subcontractors.

e. The contractor must promptly notify ARC whenever a DBE subcontractor performing work related to this contract is terminated or fails to complete its work, and must make good faith efforts to engage another DBE subcontractor to perform at least the same amount of work. The contractor may not terminate any DBE subcontractor and perform that work through its own forces or those of an affiliate without prior written consent of ARC.

INCORPORATION OF FEDERAL TRANSIT ADMINISTRATION (FTA) TERMS

FTA Circular 4220.1D (**also see** Change 1)

Applicability to Contracts

The incorporation of FTA terms applies to all contracts.

Flow Down

The incorporation of FTA terms has unlimited flow down.

Incorporation of Federal Transit Administration (FTA) Terms - The preceding provisions include, in part, certain Standard Terms and Conditions required by DOT, whether or not expressly set forth in the preceding contract provisions. All contractual provisions required by DOT, as set forth in **FTA Circular 4220.1D** (also see **Change 1**), dated

April 15, 1996, are hereby incorporated by reference. Anything to the contrary herein notwithstanding, all FTA mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this Agreement. The Contractor shall not perform any act, fail to perform any act, or refuse to comply with any (name of grantee) requests which would cause (name of grantee) to be in violation of the FTA terms and conditions.

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Exhibit B

QUARTERLY REPORT
For
FTA Grant Program __ 5316 or __ 5317

Prepared for each calendar year quarter (cumulative) and are DUE NO LATER than April 30; July 30; October 30; and January 30.

Agency Name:	Reporting Year:
Agency Address:	
Vehicle Address: (only if different)	Report for Quarter Ending: (circle or highlight one):
Agency Contact Person:	Q1 Q2 Q3 Q4
Agency Contact Person Telephone Number:	Standard Agreement No.
Project Type: (Operating, Mobility Management, Capital)	Project Completion Date:
Project Description:	

	Grant Funds	Local Match		
Total Authorized			Estimated % of Project Completed to Date	% of Total Amount Expended to Date
Funds Expended to Date				
Balance Available				

A. Please provide the project status/general comments this quarter (progress, problems encountered, etc.) below:
 (use additional space if needed)

A- Continued)

Performance Goals: Under the Government Performance Results Act (GPRA), FTA is required by law to “establish performance goals to define the level of performance” and to also “establish performance indicators to be used in measuring relevant outputs, service levels, and outcomes” for each of its programs. Complete the following breakdown measurements:

B. Please provide the Performance Measures for FTA Section 5316/5317 project implementation in current reporting year as indicated below:

1. Operating	JARC/NF	JARC	JARC	JARC	JARC	JARC	JARC	JARC
a. Project Type (Fixed Route, Flexible Route, Shuttle Feeder, Demand Response or User-side Subsidy/Voucher s /Volunteer Driver)	b. Number. of one-way trips(NF: van, carpool, shuttle, and demand response service only)	c. Number. of Revenue Hours (if applicable for Government)	d. Route Length (one way in miles)	e. Number of Vehicles in Service	f. Average Seats per Vehicle	g. Number of jobs Targeted	h. Service Area (square miles)	i. Geographic Coverage (city, state, town or county)*

2. Capital – Mobility Management	JARC/NF	JARC/NF	JARC/NF	JARC/NF	JARC/NF	JARC
a. Project Type (Mobility Management, One-stop Center/Customer Referral, Trip/Itinerary Planning, One-on-One Travel, Group Training, Internet Based Information, Information Materials/Marketing)	b. Number of Customer Contacts	c. Number of one-way trips (if mobility manager provides service)	d. Number of persons trained	e. Number of Web Hits (information)	f. Project Description/target audiences (Number of Units)	g. Number of jobs Targeted

3. Capital – Vehicles	JARC/NF	JARC/NF	JARC/NF	JARC/NF
a. Project Type (Indicate Vehicles for Individuals, Agencies, Vanpool or Car-sharing)	b. Number of one-way trips	c. Number of vehicles loans or repairs	d. Number of vehicles provided or subsidized	e. Number of Vehicles Added

4. Capital – Other	JARC/NF	JARC/NF
a. Project Type – Other (List Specific Project Type)	b. Description(e.g., ITS improvements, large capacity wheelchair lifts and/or additional securement areas beyond required, pedestrian infrastructure and access to transit improvements	c. Number of units added

Passengers who are both elderly and disabled should be categorized as seems most appropriate to the agency, but not double counted.

Any disabled or elderly passenger who uses the wheelchair lift should be counted in one category only as deemed most appropriate by the agency.

By signing below, I certify that all of the equipment identified in this report is being used to provide transportation services for elderly and persons with disabilities in accordance with the terms of the grant(s) and project agreement(s) under which it was received.

Agency Representative Approving Report	Signed Name	Title:	Date Signed:
--	-------------	--------	--------------

Person Preparing Report (the person Atlanta Regional Commission will contact for questions) :	Signature and date:	Phone:	Fax:
	Printed Name:	Email	Best time to reach this person:

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Exhibit C

Vehicle Maintenance Record

Agency: _____

Vehicle: _____ VIN: _____

Date Purchased: _____ Beginning Mileage: _____ Grant #: _____

Date	Description of Service	Mileage	Service Provider	Cost

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Appendix (F)

HST Provider Survey



Human Services Transportation

Provider Survey

The Atlanta Regional Commission is creating a comprehensive Human Services Transportation (HST) Plan for the metropolitan region. As a part of this plan, ARC is creating a database of all human services transportation services and providers in the Atlanta area. If your agency provides direct services to persons in need of human services transportation, ARC would greatly appreciate your help in completing this information. **Direct Service Providers** operate and manage HST services or act as contractors for managing agencies in an operating capacity. Thank you for your help.

1. Contact Information:

Agency Name: _____
Mailing Address: _____
City: _____ Zip Code: _____
Website: _____
Contact Person: _____
E-mail Address: _____
Phone Number: _____
Fax Number: _____

2. Is your agency/organization:

- ☐ Public ☐ Private for-profit
☐ Private non-profit ☐ Other (please specify) _____

3. What age group are your services designed for? (Check all that apply)

- ☐ Under 9 ☐ 19 to 59 ☐ 65 and older
☐ 9 to 18 ☐ 60 to 64 ☐ Any age

4. Does your agency/organization serve people with transportation limitations?

(Transportation limitations are physical, mental, or other conditions that limit one person's ability or cause difficulty in getting to places they need or want to go)

- ☐ Yes ☐ No (please skip to question 5)

Please identify the types of transportation limitations: (Check all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Age-related disability | <input type="checkbox"/> Developmental disability |
| <input type="checkbox"/> Physical disability | <input type="checkbox"/> Visual impairment |
| <input type="checkbox"/> Cannot afford motor vehicle | <input type="checkbox"/> Hearing impairment |
| <input type="checkbox"/> Remote location | <input type="checkbox"/> Multiple disabilities |
| <input type="checkbox"/> Lack of motor vehicle (for reasons other than income) | <input type="checkbox"/> Other (please specify) _____ |

What percentage of your customers do you estimate have transportation limitations? _____%

5. Are there criteria to qualify users for your service?

☐ Yes ☐ No

If so, please describe them: _____

6. During the average week, how many customers use your services?

7. Please provide contractor information below:

☐ My agency/organization contracts
transportation services to:

☐ My agency/organization is a
contractor for:

Organization Name: _____

Contact Person: _____

Address: _____

Address: _____

City: _____ **State:** _____ **Zip Code:** _____

Email Address: _____

Phone Number: _____

Fax Number: _____

8. Please provide a written description of your transportation service area, service boundaries and the time periods of operation.

9. How are customers scheduled to receive transportation services?

(Check all that apply)

☐ Fixed route

☐ Provider scheduled

☐ Standing order trips (subscription mode)

☐ Demand responsive: reserve _____ hours beforehand

☐ Other (please specify) _____

10. What percentages of your customers who use any of your transportation services require special equipment or assistance?

• _____% requiring wheelchair lifts

• _____% requiring car seats

• _____% requiring Personal Care Attendant

• _____% requiring other (please specify) _____

11. Are the transportation trips restricted in any way to customers?

- ☐ Yes ☐ No (please skip to question 12)

How are the trips restricted? (Check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Agency services only | <input type="checkbox"/> School only |
| <input type="checkbox"/> Emergency only | <input type="checkbox"/> Veterans services only |
| <input type="checkbox"/> Job training only | <input type="checkbox"/> Other (please specify) _____ |
| <input type="checkbox"/> Medical visits only | |
| <input type="checkbox"/> Geographic area | |

Is the restriction on trips an agency policy or funding source restriction?

- ☐ Agency Policy ☐ Funding Restriction ☐ Other _____

Please explain the restriction(s) in detail. _____

12. How are the transportation services funded at your agency/organization?

(Check all that apply)

- ☐ Charging customers. If so, how much? _____
- ☐ City, county, or special transportation district
- ☐ Donations, United Way, fundraising, volunteer
- ☐ Federal Funds (what category) _____
- ☐ State Funds (what category) _____
- ☐ Other (please specify) _____

13. Is your transportation funding restricted to specific groups of customers?

- ☐ Yes ☐ No (please skip to question 14)

How are the funds restricted? (Check all that apply)

- | | |
|--|---|
| <input type="checkbox"/> People with disabilities only | <input type="checkbox"/> Children |
| <input type="checkbox"/> Veterans only | <input type="checkbox"/> Students |
| <input type="checkbox"/> Seniors only | <input type="checkbox"/> Other (please specify) _____ |
| <input type="checkbox"/> Low income | |
| <input type="checkbox"/> Jurisdiction residents only | |

Is the funding restriction on specific groups an agency/organization policy or funding source restriction?

- ☐ Agency Policy ☐ Funding Restriction ☐ Other _____

Please explain the funding restriction in detail.

14. Looking toward the next five-year period, do you see your agency's funding for transportation:

- ☐ Increasing
- ☐ Remaining the same
- ☐ Decreasing

Please explain why. _____

15. Please indicate the number of vehicles used for customer transportation provided by your agency, and provide an estimate of weekly miles and hours driven for your customers.

	Number of Vehicles	Vehicle Capacity	Weekly Miles	Weekly Hours
Buses	_____	_____	_____	_____
Vans	_____	_____	_____	_____
Cars	_____	_____	_____	_____
Truck/Suvs	_____	_____	_____	_____
Other	_____	_____	_____	_____

16. How do you maintain your vehicle fleet? (Check all that apply)

- ☐ Perform in-house
- ☐ Contract to outside vendor
- ☐ Other (please specify) _____

17. How are the transportation services provided by your company insured?

(Check all that apply)

- ☐ Private insurance
- ☐ Pooled insurance fund
- ☐ Self-insured
- ☐ State or Federal insurance plan
- ☐ Other (Please specify) _____

18. Who normally drives your agency/organization's vehicles to provide transportation services for customers? (Check all that apply)

- ☐ Volunteers
- ☐ Individuals hired specifically as drivers
- ☐ Staff
- ☐ Other (Please specify) _____

19. Do you require the people who drive your vehicles to have a Commercial Drivers License (CDL)?

☐ Yes

☐ No

20. Looking toward the next five-year period, please estimate the number of vehicles you may need for expansion or replacement.

	<i># of vehicles for expansion</i>	<i># of vehicles for replacement</i>
Buses	_____	_____
Vans	_____	_____
Cars	_____	_____
Truck/SUVs	_____	_____
Other	_____	_____

21. Do you currently participate in any transportation coordination program with another transportation agency or provider? (Definition of transportation coordination: Cooperation in the delivery of transportation services, i.e., working together to improve transportation-related activities through joint action.)

☐ Yes

☐ No

If yes, please describe the arrangement and specify the type of trip and number of customers and any other cooperative activities, such as joint training, joint grant writing, etc.

22. Does your agency/organization have interest in joining a coordinated transportation system?

☐ Yes

☐ No

☐ Don't Know

Please explain the answer:

23. Do your customers routinely have transportation needs that you cannot serve?

☐ Yes

☐ No

Please explain: _____

[illegible]

THANK YOU FOR YOUR TIME!



Appendix (G)

HST Coordinated System Provider Inventory

Table 1: Human Services Transportation Systems in Georgia Participating in a Coordinated System

System	Human Service System/ Public System	Funding	Population Served	Operating Agency	Cost for Ridership	ARC Counties
Georgia Department of Community Health Non-Emergency Transportation System (NET)	Human Service system. Not open to the general public.	Medicaid and state funds. Approximately 60% of the funding is Federal Medicaid with state match of about 40%.	Serves Medicaid clients for “Medically Necessary Trips”	Department of Community Health	None for Medicaid clients	All but some providers do not allow cross-jurisdictional trips
Georgia Department of Human Services Coordinated Transportation System with Georgia Department of Transportation	Human Services system. Not open to the general public.	Federal and state fund sources. System funded by DHS.	Clients of the Departments of Human Services, Labor (Voc Rehab), and Behavioral Health and Developmental Disabilities	Department of Human Services , Transportation Services Section	None for DHS Clients.	All counties are a part of the State Coordinated System but in several counties, Aging Services transportation is separate.
Georgia Department of Transportation Rural (FTA 5311)	General Public in Rural Cities and Counties	FTA 5311 funds with a small state match. Counties fund 50% of the Operating and 5% of capital equipment costs.	General public in rural cities and counties.	Department of Transportation provides grants to local governments of rural areas, in some cases Regional Commissions.	Varies from county to county (ranges from \$1 to \$5 depending on distance).	Henry, Cherokee, Spalding, Coweta

Table 1 (cont'd): Human Services Transportation Systems in Georgia Participating in a Coordinated System

Georgia Department of Transportation Small Urban Transit Program (FTA 5307 Program) – small urban >50,000 but less than 200,000	General Public in Small Urban Areas	FTA 5307 funds with a small state match. Provides grants to local governments (city, county or regional commission) Local governments fund operating and a small percentage of the capital costs.	General Public in small urban areas	Department of Transportation provides grants to local governments of small urban areas.	Varies across the State (ranges from \$1 to over \$3).	Cobb , Gwinnett, Henry, Cherokee
Georgia Department of Transportation Large Urban Transit Program (FTA 5307) Large Urban > 200,000 (MARTA) Federal Transit Administration provides grant assistance.	General Public in Large Urban Areas	FTA 5307 funds with a small state match. Local governments fund operating and a small percentage of the capital costs. One percent sales tax in Fulton and DeKalb Counties and the City of Atlanta.	General Public in large urban areas	Fulton and DeKalb counties, through a transit authority. Federal Transit Administration provides grant assistance.	\$2.00 general ridership and \$3.50 for Paratransit	Fulton, DeKalb, City of Atlanta

Table 2: Atlanta Area Agency on Aging, Transportation Services for Older Adults

County	Public Transit	Senior Services Transportation	Non-Profit and other Providers	DHS/GDOT Coordinated System?	Transportation Voucher, Volunteer Driver, Travel Training and other programs
Cherokee	Cherokee Area Transit System (CATS) is Demand Response; Limited Fixed Route serves Canton	County plus limited ARC funds Fixed Route- senior centers; Demand Response -field trips, grocery medical, and other locations	'Agewise' ESP database	Yes	60+ \$1.00 round trip for transportation to and from senior center; reduced fare for other trips
Clayton	No public transit after March 31, 2010	Beginning FY 2011– Clayton Senior Services will be added to DHS Coordinated System: Fixed route – senior centers Demand response – non-emergency medical, grocery	'Agewise' ESP database	Yes, as of FY 2011, DHS will contract with CSA for Senior Services transportation	No; DisAbility Link's voucher program can serve disability community in Clayton
Cobb	Cobb Community Transit (CTT); Fixed Route and ParaTransit	Yes, County funded, 35 vehicles Fixed Route- serves four neighborhood senior centers and one senior day center Demand Response – pre-scheduled to medical facilities	County based Database of Transportation Service Providers ; 'Agewise' ESP database	No	'Cobb Freedom' vouchers for 60+ who live outside ParaTransit service area; 'Get on the Bus' Travel Training; Cobb DOT Mobility Manger; 'Pedestrian Access to Transit ' improvements
DeKalb	MARTA Fixed Route, Rail and ParaTransit	Fixed Route – Senior centers Demand Response Service – medical and dialysis transportation for eligible seniors and grocery shopping trips	ICARE Volunteer Driver; 'Agewise' ESP database	Yes.	ICARE Volunteer Driver Program Beginning June 2010: DeKalb TAPED Voucher and Centralized Trip Planning

Table 2 (cont'd): Atlanta Area Agency on Aging, Transportation Services for Older Adults

County	Public Transit	Senior Services Transportation	Non-Profit and other Providers	DHS/GDOT Coordinated System?	Transportation Voucher, Volunteer Driver, Travel Training and other programs
Douglas	No public transit	Yes, 100% county funded - 6 vehicles Fixed Route - senior centers Demand response – door to door non-emergency medical when wheelchair accessible van is available	'Agewise' ESP database	No	No
Fayette	No public transit	No county funds for transportation. Limited ARC funds. Fixed Route: Life Enrichment Center Demand Response: door-to-door, non-emergency medical, wheelchair accessible vans. Managed/operated and funded by Fayette Senior Services, Inc. (non-profit).	Fayette Senior Services, Inc. Fixed Route: Life Enrichment Center Demand Response: door-to-door, non-emergency medical, wheelchair accessible vans	Limited number of trips for Aging Services; coordinated transportation for other DHS participants	Fayette Senior Services. Transportation Voucher Program – Older Adults 60+ and persons with disabilities

Table 2 (cont'd): Atlanta Area Agency on Aging, Transportation Services for Older Adults

County	Public Transit	Senior Services Transportation	Non-Profit and other Providers	DHS/GDOT Coordinated System?	Transportation Voucher, Volunteer Driver, Travel Training and other programs
Fulton	MARTA Fixed Route, Rail and ParaTransit	Fixed Route to Senior Centers Demand Response for medical trips for eligible seniors	'Agewise' ESP database	Yes. Senior Transportation System for qualified seniors and persons with developmental disabilities	East Point's Naturally Occurring Retirement Community (NORC) Voucher Program; Transportation Options for Seniors (TOPS) Program - Senior Services North Fulton, Inc. (SSNF) serves up to 210 seniors. The cost of the trips based on distance and mobility status; CareShare Program - Senior Citizens Services of Metropolitan Atlanta, Inc. - a volunteer force that provides transportation assistance for seniors.
Gwinnett	Gwinnett County Transit Fixed Route and ParaTransit	Gwinnett Senior Services contracts with DHS to provide: Fixed Route – senior service programs and centers; and Demand response –one-way and group trips and non-emergency medical for eligible seniors	'Agewise' ESP database	Yes, DHS provider in Gwinnett is GRN (Gwinnett, Rockdale, Newton)	Beginning in 2010-11: Project Get in GEER (Voucher Program and Mobility Manager Team)

Table 2 (cont'd): Atlanta Area Agency on Aging, Transportation Services for Older Adults

County	Public Transit	Senior Services Transportation	Non-Profit and other Providers	DHS/GDOT Coordinated System?	Transportation Voucher, Volunteer Driver, Travel Training and other programs
Henry	Henry County Transit - Demand Response and scheduled response	State, federal, county funded Scheduled and Demand response - reservation curb to curb door to door for qualified wheelchair passengers, and any attendants or escorts ride free of charge.	'Agewise' ESP database	Yes	No
Rockdale	No public transit	County funded Fixed Route – senior centers Demand Response - non-emergency medical, group shopping and recreational trips; cost share; service limited	Tommi Taxi Georgia Medical Transport 'AgeWise' ESP database	No	Yes; transportation vouchers for demand response medical services, dialysis and basic needs trips for approved providers



Appendix (H)

Public Involvement Information



Human Services Transportation Planning Summit June 1, 2007

Morning Roundtable: Area of HST

The objective of this activity is to identify needs, gaps and barriers in the existing regional HST system. Your input is going to be used in the needs assessment task of the comprehensive coordinated HST plan for the Atlanta region. The needs assessment will lay the foundation for the plan and help identify goals, objectives and recommendations.

1. What should be the priorities of HST programs and program administrators in the Atlanta Region in serving the transportation disadvantaged?
2. What are the barriers experienced by the following groups that lead to gaps and unmet needs in accessibility and mobility (please list separately):
 - a. The transportation disadvantaged (older adults, disabled and low-income)
 - b. Transportation service providers
 - c. Program administrators and agencies
 - d.
 - e.
3. Identify the following hurdles at the local, regional and state level with HST:
 - a. Technical
 - b. Regulatory
 - c. Institutional
 - d.
 - e.

Morning Roundtable: Area of HST
Results

What should be the priorities of HST programs and program administrators in the Atlanta Region in serving the transportation disadvantaged?

- Easy access
- Central/consolidated resources for access to services
- Education of availability of services
- Improvement in services
 - Tough for people to access jobs if relying on current services
 - Need to increase staff and operations to make service more convenient
 - Flexibility in hours of service
 - Add/increase on-demand service
 - Make more cost-effective
- Transportation in the Georgia Mountains
- Improve/increase eligibility
- Breakdown in geographic barriers*
- Broaden $\frac{3}{4}$ mile ADA required paratransit service area*
- More choices and options
- Funding***
 - Cost of fuel
- Elimination of jurisdictional barriers as limitations to service (county lines)**
- Access to “life” beyond senior centers and doctors offices*
- Provide information to non-English speakers
- Better understanding/needs assessment of population being served
- Communication between local providers and funding agencies
- Services tailored to each community
- Make sure all vehicles are ADA compliant
- Make HST transportation more affordable
- Use providers that understand the population they are serving
- Utilize ITS
- Participation of effected parties on planning boards
- Lower cost of service
- Affordable housing near transit stops
- Equality in services—many funding inequities
- Counties didn’t buy into MARTA, started own transit agencies, having trouble getting funding
- Should have county-wide transportation 7 days a week
- Manage resources effectively
- Communicate services so people know about them
- Transportation that crosses county borders

- Unfair limitations on MARTA, should be more prominent (ex. on GRTA, ARC Board)
- Renovation and supporting physical infrastructure
- Open up more corridors for buses
- Large grants received by agencies—no one knows how they're used
- Cost issues for customers, subsidies would be helpful
- Expand services and cut fares, not the other way around
- No limit on monthly passes for paratransit riders
- Transparency of decision-making should be increased
- Greater opportunities for consumer input
- Eliminating system abuses
- Funding: making sure they know how to do grants properly; provide more services
- ADA: making sure services provided as required
- Automation, integration of trips
- Disabled, agencies that will provide multiple services
- Companions for disabled riders
- Lack of transportation in rural areas
- 4 state agencies with federal funds:
 - Get coordination
 - Study committee
 - Money-funding flat since 2001
- Money
 - Coordination
 - Non-emergency Medicaid=>large pot
 - Mis-use of existing funds, some solved by use of a broker to get common pot
 - Change reauthorization legislation to require common pot of money
- Each individual group tries to pass on customers to other transit agencies
- Transit precluded from charging more than twice their fare for paratransit
- Serve each person with dignity
- Account for each service delivery
- Need to do more outreach—many people are uninformed
- All disabled and elderly should be eligible for all transportation
- Affordable and accessible taxis
- Transportation services need to be door to door
- Interconnectivity, true coordination
- Central call centers
- Schedules to coordinate all systems
- Seamless to consumer
- Ability to cross county lines
- Serve clients across jurisdictional boundaries without changing vehicles
- Very rural areas, getting to transit dependent communities, places 5311 doesn't go

- Increasing accessibility
- Change socio-economic paradigm
- Improve the quality of service
- Why separate adults, people with disabilities?
- Put people first
- Move people more efficiently
- Provide more transportation
- Giving people more choices in a cost effective manner
- Utilize taxis to provide 24-hour service
- Provide service in more areas of the region
- Facilitate multiple operators/smaller operators
- Local plans should be developed and feed into overall regional plans
- Make neighborhoods more accessible
- Talking signs for the visually impaired
- Transportation should be more affordable
- Secure dedicated funding for all transit dependent services, especially those with HST elements
- Advocacy training
- Mobility and travel training needed
- Education (elected officials, human service agencies, providers, etc)
- Become united to get results
- Sell prevention theory
- Get customers where they need to go cost effectively
- Increase accessibility of the physically handicapped (crossing streets to get to bus stops)
- Provide transport to people who don't live along bus routes
- County aging programs only provide transportation to and from centers
- Transportation vouchers must have someone in place to provide transportation
- Very isolated individuals cannot get transportation
- Make transitions smoother, make it easier to get to and from the bus to paratransit
- Safe, affordable, efficient
- Coordination among providers who use different funding sources
- Services using different funding sources don't talk to each other
- Fund sources should not dictate services
- Establish protocols for coordinating funding sources
- Establish a one-stop center to coordinate mobility for patrons
- Establish a network of coordinators from various agencies to improve quality of service
- Start volunteer service programs
- Transport for seniors to social events in addition to healthcare related trips
- Common use of transportation
- Fixed, affordable price

- Coordinate
- Link services
- More funds
- Increase transportation capacity
- Get MARTA involved
- Efficiency
- Cost-effective
- Counties in the metro area have their own transportation systems that don't connect with one another. People with disabilities get stuck. Public transportation should be one unit.
- No coordination between paratransit systems
- Information on schedules and timetables need to be disseminated to everyone
- Look at the best way of maintaining cost-effectiveness through better coordination, e.g. a blind person does not require a lift-van
- Timeliness for getting away from "planning" and get something actually working
- Consider ways for people to get to bus stops using a shuttle service
- Put someone with a disability on the board
- Choice, for example voucher programs, give people choices and that is most important
- Coordination of existing infrastructure
- Better integrated regional and state initiatives
- Lack of accessible infrastructure in transportation facility planning
- Maintenance of vehicles and modes—keep operations ongoing
- One stop shop for answers to transportation issues
- Central place for certification of need of paratransit
- Simplify access to HST services
- Training for advocates
- Let medical provider establish eligibility for initial service
- Let most stringent requirements be used by all

What are the barriers experienced by the following groups that lead to gaps and unmet needs in accessibility and mobility?

The transportation disadvantaged (older adults, disabled, and lower income persons):

- Easy access (catching a cab just to get to paratransit)
- Availability of appropriate services*
- Administrative/bureaucratic process of applying for services
- Costs of services is a barrier to working poor for those not eligible for social programs*
- Working poor can lose jobs relying on unreliable services
- Families with kids is even more complex
- Service area*

- Long headways/wait times
- Language
- Underserved areas
- Lack of sidewalks and transit-friendly development
- Not knowing about available services
- Not understanding how the system is used
- Trip purpose limitations
- Not knowing the person(s) picking up the customer (safety)
- Geography
- High cost**
- Unclear criteria about eligibility process
- Timeliness of service
- Older equipment that breaks down
- Vending machines at station entrances block access to stations
- Ticket machines, fare agents are not accessibility friendly** BIG ISSUE
- No complaint follow up, no accountability
- Program people should be more accessible to public
- Disabled
 - Need door-to-door transportation
 - Buses not adequately maintained
 - Equipment, lifts not adequately maintained
 - Drivers leave keys in van
 - Fixed routes not announced
 - Lack of information
 - Dispatch put on hold
- Low income: higher fares, affordability
- Older adults:
 - Same as disabled, low income
 - Restrictions on transportation
- Information barriers: determining the right agency to call
- Funding sources drive the program
- Varying needs
- Fixed route versus non-fixed route
- Qualified staff
- Sidewalks
- Grouping people together
- Political boundaries—severe limits
- Distance from sources
- Lack of services in disadvantaged areas
- There is an outreach problem, both ways between client and provider
- If the person cannot afford medicine or transportation, they will stop taking the medicine or going to see the doctor
- Lack of coordination among agencies
- Put money into taxi service

- Eligibility criteria is an obstacle—needs to be reformed
- Out of pocket costs for consumer
- Convenience—not necessarily more convenient with a coordinated system (if the ride is longer, for instance)
- Access and availability
- Specialized vehicles
- Education, they don't know what's available
- Transportation availability too limited, stops running too early
- Funding, finances
- Cost of moving people
- Program eligibility-specific requirements by program
- Mass transit takes too long for disabled
- Remove stigmas about transit
- Use economic benefits to sell transportation
- Need one stop call centers
- Affordable rates needed
- Become bi-lingual
- Older adults/disabled
 - Isolation
 - Accessibility
 - Built environment (streetscape, sidewalks)
- Low Income
 - Buses don't go unless they need to go
 - No service available
 - Transportation takes too long to get where they need to go, people have to wait hours for pickup
- Need for non-medical trips
- Curb-to-curb versus door-to-door
- On-time performance
- Lack of provider training]
- Cost of services
- Non-core hour service
- Lack of weekend service
- Region-wide lack of common provider
- Lack of one-seat trip
- Lack of a central call center
- Lack of education
- Limited resources
- Regional purchasing plan for providers
- ITS
- Use symbols and alternate format rather than just printed material and signs
- Providers like Medicaid need to pay the fully allocated costs, riders get hurt because MARTA doesn't get the \$33 back and has to cut services

- Stop the for-profit brokers from handling the Medicaid services
- Changes in the schedules not available
- Fares
- Appropriate formats of publications for disabled riders
- Lateness of buses
- Getting to the bus stop
- Interconnectivity between services
- Fixed routes too long/indirect
- Special needs population
- Long headways
- Lack of accessible infrastructure
- Varied requirements
- Absence of advocates/guides through system
- Multiple providers/multiple access points
- AgeWise is a good entry resource
- Environmental barriers/lack of sidewalks
- Lack of understanding the process

Transportation service providers:

- Not enough providers
- Different modes, but not enough wheelchair and stretcher-capable vehicles in the state
- Private vendors have no money to upgrade vehicles for different needs
- Grants need to be made available to private providers
- No grants for start-up businesses
- Need to compile local destination inventory to obtain 5310 funds
- Insurance is expensive
- Exchange customers at MARTA stations
- Coordination of schedules
- Don't share vehicles, have excess capacity
- No door-to-door service
- Maintenance of vehicles
- Cost of vehicles*
- Liability Concerns
- Economies of scale for vehicle purchase
- Last minute changes
- Vehicle shortages
- Trip coordination
- Unfair business practices of major providers
- Lack of funding
- Too much competition among various providers for limited funding
- DHR does not pay for replacement vehicles
- Counties not mandated to provide services

- Funding resources are stretched
- All costs, including fuel
- Coordination
- Funding
- Local politics
- Interconnectivity to different county systems
- Spoiled consumers (fell entitled) not understanding costly coordinated systems
- Education for providers and boards
- Turf issues
- Political boundaries
- ADA law gets in the way, too prescriptive, limits flexibility
- Staffing
- Education/training
- Funding
- Coverage is limited
- Efforts to keep costs down don't allow enough funds to adequately cover costs
- Regulations of "core hours" of 6am to 6pm don't allow coverage for everyone
- High cost of personal vehicles aren't covered
- Shortage of vehicles to provide service
- Poor route planning
- Use toll money to fund a centralized 800 number for dispatch (check with San Francisco)
- Congestion—big problem
- Lack of accessible infrastructure
- Funding is insufficient
- Memo of understanding among providers
- Multiple regulatory frameworks
- Few taxi services available as an option
- Cost of insurance for wheelchair users
- Lack of knowledge of disabilities
- High staff turnover
-

Program administrators and agencies:

- Funding**
- Restrictions on spending
- Resources are limited
- Political consequences
- Geographic boundaries***
- Quality of service suffers due to reliance on lowest bidder

- Difficulty in keeping track of funding requirements
- Limitations on trip purpose
- Changing needs of the population
- Efficiently using resources
- Traffic congestion
- Lack of data coordination
- Lack of funding
- Support from FTA: getting cooperation at all levels, bureaucracy slows things down
- Coordination
- Limited purpose of existing funds (trip type)
- Too many agencies
- Encouraging brokerage operations
- Consolidation of services
- Cross-jurisdictional services
- Mandates that allow only a certain # of vehicles in fleet
- Restriction on purchasing vehicles
- More GIS and ITS
- Funding streams are a problem
- Turf oriented between departments and divisions of government
- Needs to be a willingness to work together among agencies
- Questions about who should be at the table for coordination
- Congressional balancing is an issue for some areas
- Identify how transportation will serve the older workforce
- Data collection/reporting is an issue for smaller providers
- Administrative procedures are time consuming and waste resources which could be better spent on patrons or expansion
- Cost
- Funding
- Adding people to the system
- Rising fuel prices
- Case loads are too high
- Sensitivity of staff to needs of the disabled
-

Identify the following hurdles at the local, regional, and state level with HST.

Technical:

- A central call center is needed*
- Access to information not in multiple media formats
- Reservation service is too slow
- Scheduling trips
- Trip planning and coordination

- Communication among all providers
- Who plays the role of coordinator?
- Lack of automated announcements on buses
- Lack of information, means to communicate bus information at train stations
- Many malfunctions
- There is no technology
- Knowing how to operate and maintain equipment
- Failure to participate need for repairs
- Use of GIS as it pertains to routing systems
- Logistic software
 - Coordination between agencies
 - Must talk to each other
 - Coordinated dispatch
- Advertising
- Funding
- Better technology for exchanging people remotely
- Most people don't know what's out there
- Too many different systems that don't communicate
- GIS not utilized in rural areas or not used to extent possible
- Education
- Better communication
- Research
- Need to talk with disabled community
- Some cannot go online to arrange transportation
- Some seniors can't pick up phone and call (makes no shows a problem)
- Funding
- Political/jurisdictional
- Funding for groups subject to restrictions
- Lack of communication between agencies
- Lack of coordination within a county government
- Vehicles stuck in traffic
- Lack of education
- Gas prices
- Contract to same vendor regionwide, pool insurance
- Coordination
- Regulatory: Need incentive for transportation providers to go the extra mile
- Trapeze used at MARTA, if it goes down, service goes down
- Costly devices to assist disabled patrons
- Technology doesn't keep pace with the growth of the population
- Lack of technical skills to do it manually
- Breeze machines don't always work for consumer

Regulatory:

- Regulations only allow certain types of customers
- County boundaries**
- Too many rules and regulations
- Need better ways of communicating
- Multiple funding sources
- Making programs fit into each community
- Economies of scale
- Funding tied to restrictive regulations
- Trip purpose: more flexibility
- Pulled funds:
 - Federal
 - Non-emergency medicaid
 - Other large funding sources
- Transit system reimbursement close or at full cost of trip
- State funding source for transit capital and operating (operations more important)
- Regulations on size of fleet
- Lowest cost may not always be best service
- Younger disabled cannot access transportation for older adults
- Gap between disabled and seniors needs to be closed
- Varied requirements for varied programs even trivial issues can be big
- Moving target from regulators

Institutional:

- Must be enrolled to be eligible for service
- DHR/CSB allotments are inadequate
- Disparity between different agencies' ability to fund and provide transit
- Lack of "one" service provider
- County boundary issue*
- Agencies do not know what other agencies are doing
- Lack of creativity
- Plenty of excess capacity, but agencies don't share vehicles
- Broaden understanding of what network is
- Thinking broadly about individuals' need to travel
- Too hard to pursue coordination among agencies and pursue new funding
- Seniors don't know how to use transportation system even when available
- Seniors won't use buses with younger disabled adults
- Territorial focus
- Attitudes
- Universal design
- Coordination of multiple systems

- Identifying and employing the right personnel
- Need for designated person for transportation in smaller operations/centers
- Having people with disabilities on decision-making boards



Human Services Transportation Planning Summit June 1, 2007

Afternoon Roundtable: Geographic Division

Now that you have identified needs, gaps and barriers in the existing regional HST system from your HST area perspective, the objective of this activity is to identify coordination efforts that currently exist in your area as well as propose new coordination activities.

1. Considering the needs, gaps and barriers you identified in the morning activity in your HST area, are there any additional gaps in your geographical area not identified this morning? If so, please list the biggest issue in your geographic area.
2. What current coordination efforts are happening in your geographic area? Please list local and county activities as well as cross HST population (older adults, disabled and low-income) and cross jurisdiction efforts.
3. What other opportunities exist for coordination in your geographic area? Please propose coordination solutions and ideas for the future.

HST Summit
Afternoon Roundtable Results

Considering the needs, gaps, and barriers you identified in the morning activity in your HST area, are there any additional gaps in your geographical area not identified this morning? If so, please list the biggest issue in your geographic area?

- Rural consideration not identified this morning
- Disabled interest on task forces
- Gaps between rural and urban services
- Need to cross jurisdictional boundaries
- Providers and customers lack awareness of programs
- Some disabled passengers cannot ride alone
- Some passengers belong to multiple HST funding categories
- Need an origin/destination study for HST customers
- Information sharing could be vastly improved
- More employer involvement
- Jobs by income availability to HST population
- Co-location of where people work and live
- Need incentives to subsidize daycare or residential assistance
- Funding
- Coordinating services
- More effective/efficient use of funding
- One stop approach for consumers
- Utilize fully allocated cost for coordinated services
- Consider vehicle replacement policies
- Add Medicaid to coordination program
- County boundaries still exist
- Funding
- Accessibility, closeness of stops
- Screen eligible clients for Medicaid and voucher programs
- Case management available
- Waiting list is a barrier
- Still need to bring the people to the table
- Health care organizations need to be brought to the table
- More need for access to information for blind and deaf persons
- Most issues have already been identified
- Public education on growth in aging population
- More available resources that the public knows about
- Difficult for the elderly to navigate the system
- Simplify the regs
- No traditional transit in some areas
- Cannot cross county lines

- Many transfers are required
- Knowledge of where patrons are coming from and where they are going
- Draw in employers
- Lack of commuter rail
- TPB involvement
- Full web access for the visually impaired
- Political leadership
- HST plan needs a timeline for planning purposes
- Existing services covering small fraction of needs (perhaps only 15%)
- If public transit was more available, there would be less dependence on paratransit services
- Work-related trips are also needed
- Need functional transportation
 - Old CBD model is outdated
 - Suburb to suburb trip patterns
 - Flexible hours
 - Employment patterns (Airport shifts end at 3:30am)
- Lack of participation of disabled on planning boards: badly needed
- Coordination of transportation and other services
- Trust
- Landing pads
- Accessibility
- Vouchers work very well, worried about the funding drying up
- Potential language barrier
- Lack of information provided
- Land use dispersion
- Preference for ethnically specific food stores or other markets
- Lack of ITS use

**What current coordination efforts are happening in your geographic area?
Please list local and county activities as well as cross HST population
(older adults, disabled, and low income) and cross jurisdiction efforts.**

- Career Resource Center: Coordinates with Georgia Department of Labor as well as ARC. There may be resources financially (DOL) but in many cases the transportation service is not here
- Career Resources deal with any specialized population
- Bus routes with adequate curb cuts to increase access to public transit
- Advocacy groups uniting in their efforts to encourage change in transport and taxi services
- Bilingual buses (announcements in Spanish and English)
- Speaking directly with taxi services about need for accessible services
- Clayton County reps to ARC did hold public involvement
- Cobb DOT freedom grant for voucher program

- Gwinnett County: we all access DHR funding and now providers meet quarterly, DFCS, Aging, Vocational Rehab, and Folks who serve disabled
- TPB, Gwinnett/MARTA, CCT/MARTA
- Fixed route, coordinate with CTran
- Paratransit to Paratransit
- Regular paratransit eligibility for region/cross region paratransit card
- Capitalize on routine trips or designated places like Grady
- HST-Gwinnett County Senior Services working with 5310 program
- JARC program needs to coordinate with W/A
- Use School vehicles: work and school transportation
- Co-location of activities to make transportation more efficient
- One number for people to call
- A lot of confusion over who to call
- Market HST better
- Volunteer drivers
- Very little coordination
- Would like to see better coordination between programs and services across the board
- Center for the Visually Impaired program coordination transport to only within program area
- Travel training benefits only those who are part of their program most don't experience transportation benefits (e.g. sidewalks)
- Broaden scope of HST programs
- Cities and counties getting together to start a system
- Home repair partnership
 - OT support-supervise students
 - Senior connection: oversight fore repairs
- Travel training: we need more
- Voucher programs
- No, but would like to know
- MARTA/CCT
- Not much
- Cobb/Douglas (CCT/CSS)
- Paratransit taskforce
- MARTA taking over C-Tran and coordinating services could be positive
 - Expanded services needed though
 - Open doors to new funding opportunities
 - MARTA could be more efficient/effective, but it was designed for CBD movements which no longer occur
- Separation of funding separates providers
- Stigma associated with using paratransit services
- Mistrust and ignorance among different providers preventing coordination
- Not a lot of coordination in this region
- Education will help overcome the lack of coordination

- County jurisdictions coordination is a large issue
- Getting people to jobs is an issue
 - Within county
 - Across county lines
- Refusal to enter private property
- Sidewalks coming
- Boulevards
- Accessible taxi service
-

**What other opportunities exist for coordination in your geographic area?
Please propose coordination solutions and ideas for the future.**

- School kids using city buses in rural areas because ridership could be low otherwise
- Available buses (during school) to meet demand during the day
- Need to focus on where the real practical options are. Can't just mix any population together because of specific needs
- Involve Veterans Affairs in regional coordination committees
- Clayton County: WORKTEC has own pot of money that funds operation of 12 vehicles that run constantly
- Travel training: People who are educated to be travel experts. Certified mobility experts are rare
- Advisory boards need to include users
- "Mega representative" to participate in political processes
- Cross-over use/mixed services: e.g. disabled use fixed routes for free
- Public education: more collaboration between businesses for rideshare
- Creating corridors for services: businesses could offer vouchers to come to the store
- Mesh with universal design and overall planning process
- Vouchers to continue the trip from destination
- Guaranteed ride home on paratransit
- People need to be picked up and delivered
- Fixed route operators want more specific info on Medicaid trips
- Coordination between recipients
- Why would you need a broker to use MARTA?
- Fixed route taxi (ADA)
- Centralized call center
- Use of technology to better coordinate all services
- Need data to set up coordination
- Coordination is just not there and tough to potentially have it coordinate because of lack of funding
- Opportunities to coordinate with other that are part of other programs
- Brokerage ideas

- Means of exchanging information with one another
- Better education to teach people about what programs are out there
- Need for outreach with programs
- HIV positive
- Satellite locations
- One stop shop for information for transportation needs for different situations
- More education
- An understanding of what is needed where, a central database
- A new area-wide survey
- Marketing brochure
- TPB active involvement
- Universal design
- Brokerage systems
- Better information dissemination, alternate formats
- Options: availability of information at one stop DOL centers where job information is located
- TMAs assist with coordination and getting employers involved
- Education is key
 - Benefits of coordination
 - Targeted to various stops
 - Needs to be well developed
 - Trustworthy source
- Private sector benefit of improved transit services
 - Involve this group more in the planning process
 - Educate this group
 - Adjust work shifts to match existing transit schedule
 - Employer sponsored transit provisions
- Traffic lights stay on longer for pedestrians
- Communication
- Get other cab companies involved
- Help people transition from driving to not driving
- Assistance/advocates for public transportation
- Question about whether centralization of providers is better
- Localized services may be better
- Vouchers are good and allow for the exploitation of informal networks
- Breeze cards should be exploited to their fullest potential for connecting services together
- Sell Breeze cards at senior centers
- Facilitate faith-based transportation
-

Meetings and Presentations:

December 11, 2008 –HST Focus Group Meeting (Technology Feasibility Study)

October 07, 2009 – TIB Service Coordination Council Meeting held at Marta Headquarters Atlanta, Georgia

October 27, 2009 – Older Driver’s Task Force Meeting held a the Alzheimer’s Association

October 30, 2009 – CTREA and Rides for All Georgians Advocacy Meeting held at the Georgia Advocacy Office (GAO) Decatur, GA

November 17, 2009 – Area Agency on Aging HST Public Forum held at Helene Mills Center Atlanta, Georgia

November 19, 2009 – Breeze Regional Task Force Meeting held at Cobb County Transit Headquarters Marietta, Georgia

January 12, 2010 – EDAAC Meeting held at MARTA Annex Atlanta, Georgia

February 05, 2010 – ARC Transportation Coordination Committee (TCC) Meeting held at the ARC, Loudermilk Center Atlanta, Georgia

February 11, 2010 – Transportation Air Quality Conformity Committee (TAQC) Meeting held at the ARC, Loudermilk Center Atlanta, Georgia

February 17, 2010 – Aging and Disability Resource Connection Meeting held at Center for Visually Impaired

February 17, 2010 – Bike/Ped Task Force Meeting held at ARC, Loudermilk Center Atlanta, Georgia

February 18, 2010 – Aging and Disability Coalition Meeting held at AADD - All About Developmental Disabilities

February 24, 2010 – HST Public Involvement Meeting held at Cobb Central Library Marietta, Georgia

March 04, 2010 – Executive Directors of County Based Senior Services Meeting held at the ARC, Loudermilk Center Atlanta, Georgia

March 10, 2010 – Specialized Agencies Executive Directors Meeting held at the ARC, Loudermilk Center Atlanta, Georgia

March 11, 2010 – Aging Services Committee Meeting held at the ARC, Loudermilk Center Atlanta, Georgia

March 17, 2010 – Bike Ped Task Force Meeting held at ARC, Loudermilk Center Atlanta, Georgia

January 28, 2011 – HST Advisory Committee Meeting held at ARC, Harry West Room Atlanta, Georgia

February 25, 2011 – HST Advisory Committee Meeting held at ARC, Executive Conference Room Atlanta, Georgia

April 29, 2011 – HST Advisory Committee Meeting held at ARC, Harry West Room Atlanta, Georgia

June 24, 2011 – HST Advisory Committee Meeting held at ARC, Harry West Room Atlanta, Georgia

July 29, 2011 – HST Advisory Committee Meeting held at ARC, Harry West Room Atlanta, Georgia

August 26, 2011 – HST Advisory Committee Meeting held at ARC, Harry West Room Atlanta, Georgia

September 30, 2011 – HST Advisory Committee Meeting held at ARC, Harry West Room Atlanta, Georgia

January 27, 2012 – HST Advisory Committee Meeting held at ARC, Executive Conference Room Atlanta, Georgia

February 24, 2012 – HST Advisory Committee Meeting held at ARC, Harry West Room Atlanta, Georgia

March 09, 2012 TCC Meeting – held at ARC, Amphitheater Atlanta, GA

March 30, 2012 – HST Advisory Committee Meeting held at ARC, Harry West Room Atlanta, Georgia

April 27, 2012 – HST Advisory Committee Meeting held at ARC, Harry West Room Atlanta, Georgia

June 29, 2012 – HST Advisory Committee Meeting held at ARC, Harry West Room Atlanta, Georgia

July 27, 2012 – HST Advisory Committee Meeting held at ARC, Harry West Room Atlanta, Georgia

October 26, 2012 – HST Advisory Committee Meeting held at ARC, Harry West Room Atlanta, Georgia

Conferences and Workshops:

July 16, 2009 – Aging Forum Transportation Work Session held at ARC, Loudermilk Center Atlanta, Georgia

October 19, 2009 – Georgia Advocacy Workshop: Transportation in Georgia from the Disability Perspective held at the Georgia Advocacy Office (GAO) Decatur, Georgia

December 2009 – Georgia Transit Association Conference, Athens, Georgia

January 2010 – Department of Human Services, Supplemental Transportation Workshop for Area Agencies on Aging, Macon, Georgia

March 06, 2010 – The Current State of Transportation in Metro Atlanta: Issues for Riders Dependent on Public Transportation held at the Decatur Recreation Center Decatur, Georgia

June 11, 2010 – GDOT HST 2.0 Workshop for the Atlanta Region held at ARC, Harry West Room Atlanta, Georgia

June 15, 2010 – Lifelong Mableton Charette: Transportation, held in Mableton, Georgia

October 06, 2010 – RHST Stakeholder Workshop, held at Governor's Development Council, Atlanta, GA

February 22, 2011 – Lifelong Communities Workshop: Transportation held at Piedmont Hospital, Atlanta, Georgia

June 07, 2012 – Worst to First Transportation Summit held at ARC, Loudermilk Center Atlanta, Georgia



Appendix (I)

Peer Review Fact Sheets

Hillsborough County Transportation Disadvantaged Service Plan

Hillsborough County Metropolitan Planning Organization

http://www.hillsboroughmpo.org/pubmaps/pubmaps_folders/folderother/otherplans_files/TDSP%20Final%20%282008%20Revision%29.pdf

Organization

- The Hillsborough County Metropolitan Planning Organization (MPO) is a transportation policy-making board comprised of representatives from local governments and transportation agencies.
- The Hillsborough County MPO Board has 15 members (13 voting; 2 non-voting) and serves 1.17 million people. The county MPO is a part of the larger West Central Florida MPO that includes 7 counties, the Florida DOT and the Tampa Bay Area Regional Transportation Authority (TBARTA).

Peer Status

- Hillsborough County is the MPO and designated recipient of JARC funds for the Tampa Bay urbanized area.
- The HCMPO and the Hillsborough County-City Planning Commission provides support to the Hillsborough County Transportation Disadvantaged Coordinating Board. This relationship helps to ensure that locally adopted comprehensive and transportation plans are consistent with the Transportation Disadvantaged Service Plan.

Plan Approach

- Development of their coordinated plan is in compliance with a state law (Florida Statute, Chapter 427) that essentially requires that all federal and state funds for transportation disadvantaged systems be coordinated within each county.
- Developed Plan with 5 categories: Context, County Profile/Demographics, Service Analysis, Goals/Objectives/Strategies, Implementation.
- Reviewed locally adopted comprehensive and transportation plans are consistent with the Transportation Disadvantaged Service Plan.
- Reviewed the existing and projected future (Year 2015) land uses for Hillsborough County, the City of Tampa, the City of Plant City, and the City Temple Terrace.
- Looked at what its population was composed of; gathered statistics on age distribution, minority population, household size, educational level, income-to-poverty ratios and vehicles per household.
- Identified areas where there were higher densities of low income families, seniors aged 65 or over, households with no vehicle available and employment density.

- Identified major trip generators and attractors for the transportation disadvantaged, such as health clinics, hospitals, elderly services, shopping, educational and employment.
- Forecasted Transportation Disadvantaged populations for 2005-2010, and 2025, which included people who were of the elderly, disabled, and/or low-income communities.
- Forecasted trip demand, trip supply, and unmet trip demand.
- Identified service limitations and barriers to coordination. Developed strategies to address each of these limitations and barriers.
- Formed goals that wanted to accomplish for the plan. Identified key objectives and strategies that were necessary to reach goals.
- Chose a Three-Year Transportation Disadvantaged Program and Implementation Schedule.

Coordinated Human Services Transportation Plan for Charlotte-Mecklenburg Charlotte Area Transit System (CATS)

http://web1.ctaa.org/webmodules/webarticles/articlefiles/CATS_Human_Services.pdf

Organization

- The Charlotte Area Transit System (CATS) is the largest transit system between Atlanta and DC with over 70 local and regional routes, a light rail line and historic trolley, services for the disabled, and vanpools with more than 26 million trips taken each year.

Peer Status

- The Charlotte Area Transit System (CATS) is the designated recipient for JARC and New Freedom funds in the Charlotte-Mecklenburg area.

Plan Approach

- Incorporated several strategies to gather broad input, including: building on local transportation coordination efforts, establishing a coordinated transportation planning committee, conducting planning workshops and stakeholder interviews, conducting a para-transit customer survey and a community transportation survey.
- Formed Human Services Transportation Planning Committee comprised of representatives from public and private transportation providers, advocacy, disability, health and human service agencies in the Charlotte-Mecklenburg community and NC DOT.
- Identified the locations of the target group demographics in their area.
- Assessed current transportation services.
- Conducted surveys with more than 500 transportation providers in the area to develop an inventory of available transportation services, identify unmet transportation needs to determine interest in transportation coordination.
- Conducted a needs assessment that included a consumer survey, workshops and interviews.
- Participants in surveys included STS users, transit operators, advocacy groups, and JARC organizations.
- Used results of the assessment to identify transportation needs.
- Developed strategies and paired lists of potential projects.
- Developed JARC and New Freedom Project selection criteria. Included five categories coordination, benefits, innovation, organizational capability, and budget. Each category was weighted differently.

Public Transit-Human Services Transportation Action Plan for Los Angeles County Los Angeles County Metropolitan Transportation Authority

http://www.metro.net/projects_studies/coordination_plan.htm

Organization

- The Los Angeles County Metropolitan Transportation Authority (Metro) serves as the transportation planner and coordinator, designer, builder and operator for one of the nation's largest, most populous counties.
- More than 9.6 million people – nearly one-third of California's residents – live, work, and play within its 1,433-s
- quare-mile service area. Metro is governed by a 13-member Board of Directors comprised of: five Los Angeles County Supervisors; the Mayor of Los Angeles; three Los Angeles mayor-appointed members; four city council members representing the other 87 cities in Los Angeles County; and the Governor of California appoints one non-voting member.

Peer Status

- The Los Angeles County Metropolitan Transportation Authority is the designated recipient of JARC and New Freedom funds.

Plan Approach

- Work activities were undertaken in three phases.
- Phase one – Development of the inventory, constructing the database and establishing a strong foundation from which to conduct the inventory survey.
- Phase two – Development of the Action Plan consistent with the historical processes of AB 120 Action Plans, developed every four years.
- Phase three – Public review process around the draft plan, to ensure that there was sufficient comment opportunity around the direction proposed.
- Three main goals were proposed for the plan. The coordination plan must (a) serve as a comprehensive, unified plan that promotes community mobility, (b) establish priorities to incrementally improve mobility and (c) identify partners interested, willing and able to promote community mobility.
- Established a Strategic Planning Committee to ensure stakeholder participation in development and oversight of the plan.
- Conducted a needs assessment, which included a demand estimation and a stakeholder inventory.
- Identified goals and listed what eligible projects should under each goal.

**Coordinated Human Service Transportation Plan for the National Capital Region
National Capital Region Transportation Planning Board and the Metropolitan Washington
Council of Governments**

http://www.mwcog.org/tpbcoordination/documents/Updated_Coordinated_Human_Service_Transportation_Plan.pdf

Organization

- Members of the TPB include representatives of local governments; state transportation agencies; the Maryland and Virginia General Assemblies; the Washington Metropolitan Area Transit Authority; and non-voting members from the Metropolitan Washington Airports Authority and federal agencies.
- Approximately five million people choose to live, work, learn and play in the Washington DC region.

Peer Status

- The National Capital Region Transportation Planning Board is the MPO for the Washington, DC-VA-MD Urbanized Area.
- The National Capital Region Transportation Planning Board (TPB) became the Designated Recipient for JARC and New Freedom funds.

Plan Approach

- The Coordinated Plan was developed within the context of several TPB studies and reports, including the TPB's JARC Plan (January 2004), and three reports from TPB's Access for All Advisory Committee.
- The TPB has established Guiding Principles for its Coordinated Human Service Transportation Plan. Principles included: The Right to Mobility, Customer Service Focus, Elimination of Service Gaps and Maximize Efficiency of Service Delivery.
- The TPB formed the Task Force to oversee the development of the Coordinated Plan and to steer coordination efforts in the region.
- Met with separately a JARC Focus Group and New Freedom Focus Group; a professional facilitator asked participants who represented low-income commuters what is and what is not working for them related to their experience with public transportation.
- Performed a Needs Assessment which included a Regional Demographic Profile and a list of unmet transportation needs.
- Developed strategies for improved service and coordination that addressed barriers to coordination.
- Revised their recommended projects for HST and listed JARC and New Freedom projects they could implement and good examples from around the country.

Regional Coordinated Human Services Transportation Plan North Jersey Transportation Planning Authority

<http://www.njtpa.org/Project/Mobility/CHSTP/default.aspx>

Organization

- The NJTPA Board of Trustees includes 15 local elected officials, including one representative from each of the 13 northern New Jersey counties as well as from Newark and Jersey City. The Board also includes a Governor's Representative, the Commissioner of NJDOT, the Executive Directors of NJ Transit and the Port Authority of New York & New Jersey and a Citizens' Representative appointed by the Governor.

Peer Status

- The North Jersey Transportation Planning Authority or NJTPA is the MPO for the 13-county northern New Jersey region. The NJTPA serves a region with 6.5 million people and 3.5 million jobs. It is the fifth most populous MPO region in the nation.

Plan Approach

- Conducted in-depth interviews with representatives from each county to discuss and review current transportation programs and local coordination plans. The focus of this was to understand how all plans blend into a more regional perspective on coordination.
- Met with three focus groups: Senior travelers, Low-income travelers and Disabled travelers. Also, they made a profile of each of these groups based on a survey they conducted. The survey asked them questions on about their transportation options, travel behavior and frequency of travel.
- A series of 16 regional themes were identified through all the interviews and meetings. Each of these themes was examined to see what categories they fit in. The categories were Institutional & Policy Issues, Services/Eligibility, Public Information/Customer Service, Financial, and ITS & Technology.
- Two main recommendations were made: Create a Regional Coordination Council and formalize the coordination planning process.

Coordinated Public Transit-Human Services Transportation Plan for Long Island, New York Metropolitan Transportation Council

http://www.nymtc.org/project/PTHSP/pthsp_reports/CPT-HS%20LI%20Subregion.pdf

Organization

- NYMTC is comprised of three Transportation Coordinating Committees (TCC): New York City TCC, Mid-Hudson South TCC and Nassau/Suffolk TCC. These committees recommend sub-regional transportation priorities and provide opportunities for the private sector, general public, local government and interested stakeholders to become involved in the planning process on a more local level. It has 9 voting members and 7 advisory members.

Peer Status

- The NYMTC is the regional transportation planning agency and the designated recipient of FTA-administered funds.
- Long Island is the largest island adjoining the continental United States, stretching 118 miles from Montauk in the east to the Hudson River in the west. Nassau and Suffolk counties are considered for this study, not Kings (Brooklyn) or Queens county. The area considered for this study stretches over 2,826 square miles and is home to over 2.7 million people.

Plan Approach

- Conducted workshops and community open houses.
- Detailed demographic profiles of the NYMTC region, Long Island and both counties were prepared using data from the US Census data and NYMTC.
- The consulting team conducted a literature review of recently completed, or currently underway, planning efforts relevant to this Coordinated Plan.
- Developed an inventory of public transit and community transportation services.
- Data on trip origins and destinations was collected and mapped to assess existing transportation needs.
- Conducted a needs assessment.
- Identified and prioritized coordination and other innovative mobility improvement strategies to enhance transportation services.
- For each coordinated strategy recommended, the project team offered descriptions; a list of likely participants; an assessment of the benefits, obstacles and feasibility; an assessment of the length of time necessary; a cost estimate; and an analysis of funding constraints and opportunities.
- The team also recommended broad policies and strategies that can be applied throughout the region to eliminate or reduce duplication in services, fill service gaps,

and otherwise provide more efficient utilization of transportation services and resources pertinent to the target populations.

Improving Access to Opportunities in the Delaware Valley Region

Delaware Valley Regional Planning Commission

<http://www.dvrpc.org/reports/07008.pdf>

Organization

- Serving the Greater Philadelphia region for more than 40 years, DVRPC works to foster regional cooperation in a nine-county, two state area. City, county and state representatives work together to address key issues, including transportation, land use, environmental protection and economic development. The Board is an 18-member body having the authority and responsibility to make decisions affecting the entire organization as well as the nine-county region.

Peer Status

- The DVRPC is the Metropolitan Planning Organization (MPO) for the Greater Philadelphia region, home to over 5.4 million people.
- The DVRPC is the regional transportation planning agency and the designated recipient of FTA-administered funds.

Plan Approach

- Conducted research on Travel Service and Gap Analysis which included transit-dependent populations and travel characteristics, employment and bi-state commuting, transit accessibility, service gaps and unmet needs.
- Examined all transit agencies and the types of paratransit service they provided.
- Partnered with transportation planning agencies, transit and paratransit service providers, past and present organizations funded under Section 5310, JARC and New Freedom programs, protection and advocacy groups, health organizations and emergencies management associations.
- Developed priorities and a list of strategies to accomplish each.

Coordinated Transit-Human Services Transportation Plan Puget Sound Regional Council (Seattle)

http://www.wsdot.wa.gov/acct/library/reports-studies/PSRC%20Coord%20Plan_2007.pdf

Organization

- PSRC is governed by a General Assembly and an Executive Board. Each member of PSRC is a voting member of the General Assembly, which meets at least annually to vote on major decisions, establish the budget, and elect new officers. The Executive Board is chaired by the PSRC President, meets monthly, and serves as the governing board. Both the General Assembly and Executive Board use weighted votes based on population to make decisions.

Peer Status

- PSRC is designated under federal law as the Metropolitan Planning Organization and the designated recipient for transportation funds.
- The PSRC is home to over 3.4 million people.

Plan Approach

- Did an overview what the coordination efforts were at the state, city and local levels.
- Demographic data gathered included age, disability, and income.
- Examined all transit operators and their respective service areas, including all school districts.
- Included personal stories of individuals facing difficulties with transportation while dealing with disabilities, old age, or poverty.
- Made a chart that listed their goals, strategies, priorities, and results.
- Their main objectives were to Put People First, Move People Efficiently and Move More People.