

FTA

FEDERAL TRANSIT ADMINISTRATION

Veterans Transportation and Community Living Initiative

Grantee Webinar

3:00 p.m. Eastern

July 26, 2012



U.S. Department
of Transportation
**Federal Transit
Administration**



Department of
Veterans Affairs

Housekeeping Items

- Audio through computer - Please DO NOT call in
- Questions can be entered at any time in Q&A box
- Conference line will be opened at end of presentations for questions via phone
- Address technical, grant-specific questions to FTA regions

Agenda

Welcome

Program Goals & Expectations

Grant Application & Obligation Process

Partners & Technical Assistance Program

Questions

Veterans Transportation and Community Living Initiative



U.S. Department
of Transportation
**Federal Transit
Administration**



Department of
Veterans Affairs

Direct Funding Partners
Department of Transportation
Department of Veterans Affairs
Department of Labor

Other Partners
Department of Defense
Department of Health & Human Services
Military and Veterans Service Organizations

PROGRAM GOALS & EXPECTATIONS

VTCLI Purpose

- Build on success of United We Ride Build “One Call Center” model
 - Build or expand one-call/one-click transportation resource centers that would improve access to transportation services for their veterans, military families and other transportation disadvantaged populations in their communities.
- Bring together community providers to tackle Veteran and Military mobility
 - Bring transportation providers, human service agencies, governmental Veteran and Military service providers as well as non-profit Veteran and Military Family support organizations together around the problem of transportation for America’s veterans and military families.

Program Benefits

- Enhance coordinated federal, local transportation and community partnerships
- Integrate services that help U.S. veterans, service member and military families connect with local transportation options
- Improve access to home- and community-based services for people with disabilities and older adults
- Reflect intent of Supreme Court's Olmstead Decision
- Align with White House Joining Forces Initiative

Project Goals

- Establish or expand a one-call/one-click transportation resource center
 - Include resources for veterans, service members and military families
 - Promote use of center with military community
- Create partnerships between transportation providers and veterans and military communities
- Increase involvement of veterans and military communities in local Coordinated Human Services Transportation Planning process

Project Expectations

- Continued development of partnerships with Veterans & Military Service Organizations (VSO/MSO)
- Partnership including VSO/MSOs will be continually involved in the design and implementation of project
- Community will update Coordinated Plan to address transportation needs of veteran & military community (or verify it has already done so)
- Grantee will develop performance measures to track impact of project

What does success look like?

- Grantees complete an operational one-call/one-click center
- The project areas and grantees better understand the transportation needs of veterans, service members and military families
- Grantees and partners improve coordination to effectively meet these needs
- Grantees develop effective measures of outcomes for various stakeholders

GRANT OBLIGATION PROCESS

Receiving your Grant

- Work with FTA regional offices
- First-time FTA recipients encouraged to find pass-through grantee
- Finalize budget with line items
- In-kind match must be verified by FTA
- Double-check with regions on certain issues:
 - Capital leasing
 - Training line items

Spending Funds

- Grants DO NOT have blanket pre-award authority
- Can request pre-award authority from regional office through LONP
- Expenses will not be reimbursed if incurred prior to receipt of LONP or execution of TEAM Grant

Section 5309 Funds

ELIGIBLE EXPENSES

- Hardware (Computers, Servers)
- In-Vehicle Technology
- Software
- Other Capital Costs
 - Facility-Related Capital (Purchase, Lease, Alteration)
 - Design & Engineering
 - Project Administration (Up to 10% of Costs)

INELIGIBLE EXPENSES

- Vehicle Acquisition
- Preventive Maintenance
- Mobility Management
- Cost of Operating One-Call Center
- Marketing
- Non-capital training

Section 5312 Funds

ELIGIBLE EXPENSES

- Marketing
- Outreach
- Coordinated Planning
- Performance Measurement
- Other support activities instrumental to *implementing* One-Call/One-Click project

INELIGIBLE EXPENSES

- Cost of *operating* One-Call Center
- Marketing, outreach activities not related to One-Call/One-Click Capital project

Notes on 5309 & 5312 Funds

- 5309 and 5312 awards cannot be combined into one grant
- Each award has a distinct Project ID Number
 - 5309: “BUSP” ID Number
 - 5312: “NATR” ID Number
- Find the Project ID Numbers on FTA site:
http://www.fta.dot.gov/grants/sitemap_14735.html

Timeline

- By Aug 15 – Make contact with Regional Office
- Oct 2012 – Verify Certs & Assurances, Civil Rights, etc. up to date
- Dec 2012 – Submit draft TEAM application to Region for review
- OBLIGATION GOAL:

March 30, 2013

PARTNERS & TECHNICAL ASSISTANCE PROGRAM



Veterans Transportation Program (VTP)

PAUL E. PERRY
CHIEF BUSINESS OFFICE (CBO)
DEPUTY DIRECTOR, VTP



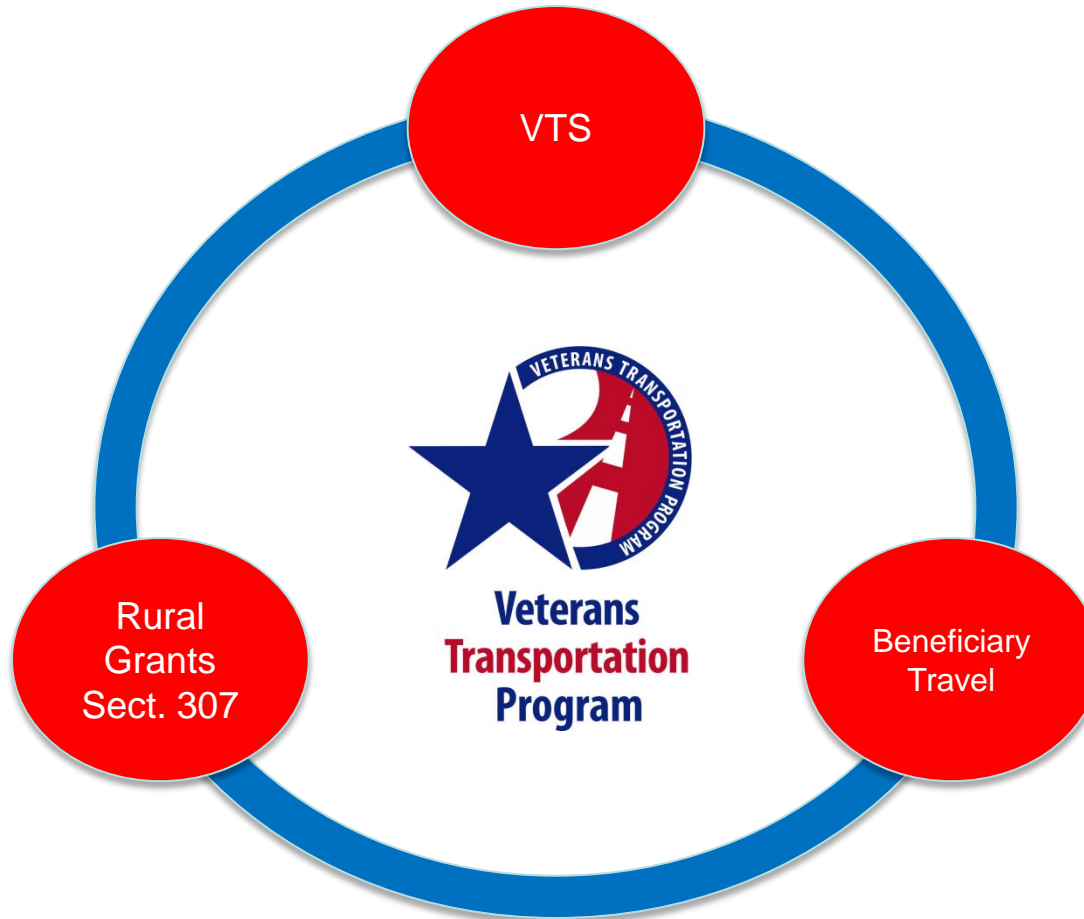
Talking Points



- **Origin of VTS**
- **Status today**
- **The Future**
- **VTCLI**



Veterans Transportation Program





“...our Mission is to advocate for Veterans.”

Eric Shinseki
Secretary of Veterans Affairs
Jan 9, 2010



Mission Statement

“Improve the quality of life for Veterans by increasing access to healthcare through integrated, cost effective, transportation solutions.”



Vision Statement

“Overcome barriers to care by assuring effective and efficient transportation.”



Veterans Transportation Service



- *National Rural Health Association (NRHA) estimates that a rural resident has to travel an average of 30 miles to reach their primary health care provider, more than three times the average distance travelled by urban residents.*
- *The difficulties of transportation are even more acute for rural Veterans who are often restricted to Veterans Health Administration (VHA) facilities. The NRHA estimates that rural Veterans must travel an average of 63 miles to receive care.*



Veterans Transportation Program

Veterans Transportation Service

Works with the Facilities via a support contract to implement the VTS Program in the field and manage the VTS program internally.

Beneficiary Travel

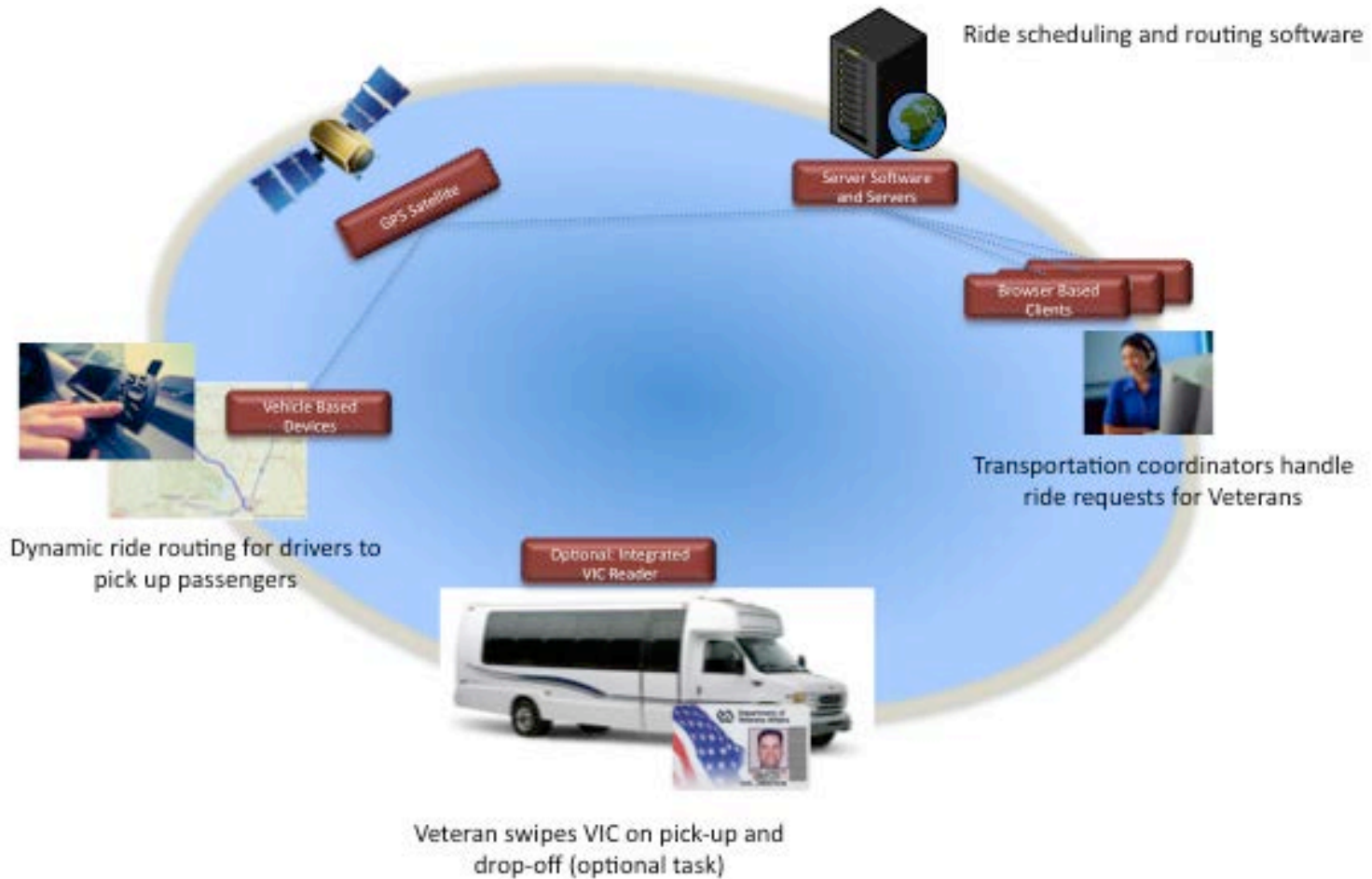
Provides Policy and Regulation support for the Beneficiary Travel program .

Grant Section 307 Management

Works with State Veteran Organization to provide Grant Section 307 support.



VTS –Notational Model





- **Provide Veterans with convenient and timely access to transportation services and overcome access barriers to increase transportation resources and options for all Veterans.**
- **Focus on Rural and Highly Rural areas.**
- **Establish a network of community transportation service providers**
- **Partner and integrate with Veteran Service Organizations**
- **Create a state of the art system using 21st Century ride share software.**
- **VTCLI**
- **Apply transportation best practices/ strong practices.**



Demographics



- **Projected Veteran Population: 23,442,000**
- **Total number of VHA enrollees 7.8 million**
- **Geographic distribution – steady over last 4 years**
- **The population of enrolled Veterans has grown 11% since FY2007**
- **FY11 added 500,000 new enrollees**
- **Over 33% of enrollees who identify a period of service are pre-Vietnam**
- **Over 35% of enrolled Veterans do not use their VA care**
- **Unemployed Veterans have highest reliance on VA health care 68%**
- **53% of Veterans less than 30 years of age rely on VA Healthcare**
- **33% of veterans GT 65 years of age rely on VA Healthcare**
- **FY10, Call volume to a main customer service exceed 3.1 million calls**
- **There are 153 Medical Centers, 1000 CBOC, 225 Vet Centers, 57 Regional Offices and 125 VA National Cemeteries**
- **Estimated 290,000,000 calls annually into VA Medical Centers and CBOC's**
- **Roughly half the country is underserved in terms of travel time distance to VA health care services...**
- **there were 58,217,961 Outpatient visits in FY2008, and 5,299,947 Veterans were served**



Project Technology

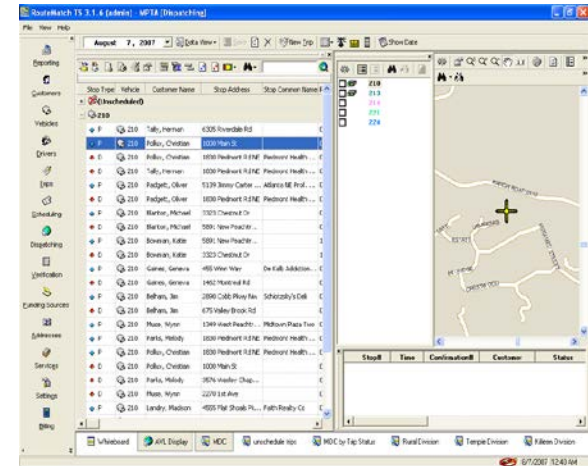


- **RouteMatch TS** – Transportation Management System for data management, reservations, automated scheduling and routing, dispatching, real time vehicle tracking, and reporting
- **RouteMatch Mobile Data Computers** – Installation of Mobile Data Computers and GPS for real time data communication and vehicle tracking
- **RouteMatch Customer Web Portal** – Web based system for consumer access to transportation information



Project Technology

- **RouteMatch TS** is a Transportation Management System (TMS) that fully automates the customer, vehicle, trip request, scheduling, routing, dispatch management, billing and reporting requirements for public and private paratransit and demand responsive transportation management.
- **Integrates**
 - Geographic Information Systems
 - Advanced Scheduling and Routing Algorithms
 - Data Base Management
 - Reporting and Data Analysis Tools
 - Wireless Mobile Data Systems
 - Other Leading ITS Technologies





• RouteMatch MDCs

• MDC Hardware

- Cellular (1xRTT) modem
- Cabling, mounting, etc.
- Screen Heater Option Included
- XGate and XMM Software Licenses Included

• Benefits:

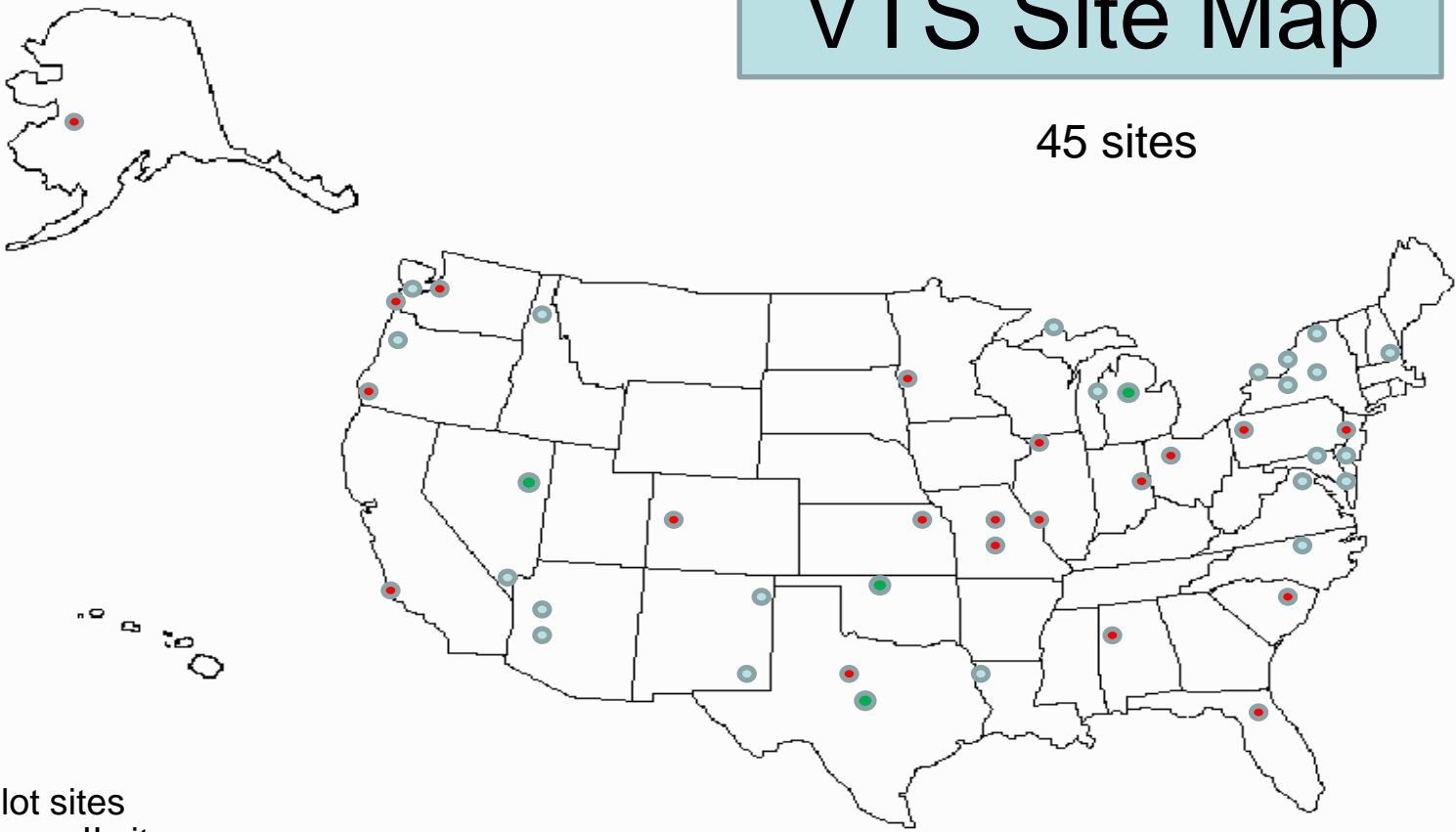
- Real Time AVL Integration to Integrated Dispatch Module
- Real Time Electronic Driver Manifests and Messaging
- Automated Odometer Collection
- Real Time On Board Data Collection
- Turn by Turn, Annunciated Driver Directions
- Remote management / maintenance through XMM Software





VTS Site Map

45 sites



- Pilot sites
- Phase II sites
- Phase III sites



Points of Contacts



- **National Program Coordinator**
 - Marc Chevalier marc.chevalier@va.gov
- **VTS Regional Coordinators**
 - Kevin Bergan kevin.bergan@va.gov
 - Yvonne Pozgar Yvonne.pozgar@va.gov
 - Mindy LaCrone mindy.lacrone@va.gov
 - Alex Martinez alex.martinez4@va.gov



The Brand

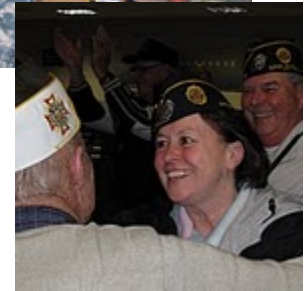
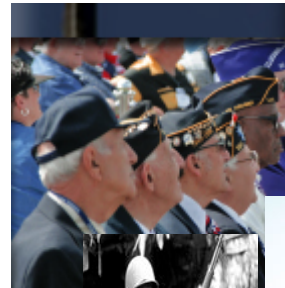
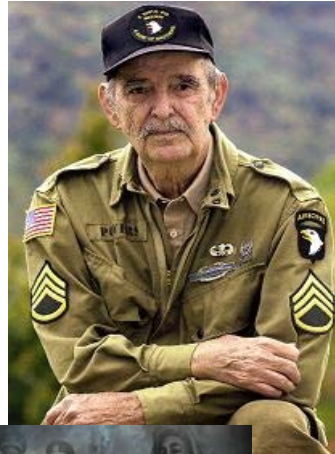




Our Customer

"A nation without heroes is nothing."

Roberto Clemente



The National Resource Center for Human Service Transportation Coordination: Veterans Transportation & Community Living Initiative Technical Assistance – Round 2

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NRC



Community
Transportation
ASSOCIATION

VTCLI Technical Assistance Goals

- **Goal 1:** VTCLI sites successfully carry out their funded projects
- **Goal 2:** VTCLI communities demonstrate strategies for including veterans, service members & military families in transit planning and service delivery

The VTCLI Technical Assistance Team

- National Resource Center for Human Service Transportation Coordination (NRC), housed at CTAA
- American Public Transportation Association
- Armed Forces Services Corporation
- Easter Seals
- Harman Consulting
- Joblinks Employment Transportation Center, housed at CTAA

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The VTCLI Technical Assistance Commitment

Every one of the Round 2 VTCLI projects will receive technical assistance from the technical assistance team



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VTCLI TA: Values & Guiding Principles

- Our work models “one-stop” assistance, and will be aimed toward building capacity and promoting sustainability
- We promote self-help and peer-to-peer exchange wherever reasonable
- We provide “active advice” in our technical assistance, and will not hold back in apprising grantees of risks associated with particular actions or inaction
- The VTCLI projects we help are to be integrated in their communities’ coordinated transportation infrastructure
- The principle of “Nothing about us without us” applies to veterans and military families transportation
- We aim for VTCLI materials, information and experiences to be replicable and available beyond just the project sites

VTCLI TA: Some Roles & Responsibilities

- Each of the VTCLI projects will have a specific person named as their technical assistance facilitator; these facilitators will be from among the VTCLI TA partner organizations
- Round 1 VTCLI grantees receiving Round 2 grants keep their existing TA facilitators; new grantees will get new facilitators
- FTA Regional and HQ staff will be responsible for all grants management, reporting and oversight issues, and will maintain ongoing communication with VTCLI TA facilitators

The VTCLI TA Approach: Determining Specific Technical Assistance Needs

- Project applicants may not yet know their specific technical assistance needs, or may find new TA needs arise during project period
- New grantees in Round 2 will be contacted by their facilitator for an initial assessment of project scope and anticipated technical assistance
- Continuing iteration of needs via TA facilitator

VTCLI TA: General Framework of TA Strategies

The following are our parallel strategies:

- Development & use of content on public www.fta.dot.gov/veterans website
- Development & use of VTCLI-specific content on a private on-line shared workspace, to be hosted by US Department of Labor
- Facilitation of peer exchange
- Periodic education on topics of general interest across VTCLI, such as through webinars and local partnership-building activities
- Direct technical assistance interventions in response to observed or requested needs

VTCLI Technology Deployment

- Three VTCLI One-Call Center objectives drive technology deployment.
- Two types of VTCLI technology projects
 - “New” one-call centers
 - “Bolt-on” technology enhancements
- VTCLI transparency and accountability
 - Pay special attention to FTA’s procurement procedures
- Unique VTCLI peer-to-peer communication provided
- Performance measures for technology enhancements required in NOFA
- Technology assistance on all the above is available from TA Consortium

3 Step Model to Serve the Military Community

Phase 1: Needs Analysis

Perform an Inventory of Needs for Service Members, Veterans, and Military Families in Your Community

Phase 2: Resource Planning

Undertake an Analysis of What Needs Can Be Met based on Current and Planned Resources

Phase 3: Outreach

Communicate Current and New Transportation Programs

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Military Community Overview

- Active Duty
 - Wounded Service Members
 - Wounded Warrior Families
 - Other Service Families
- Veterans
 - Veterans with Disabilities
 - Low Income/Homeless Veterans
 - Student Veterans

VTCLI TA: Some Next Dates & Steps

- **By Aug 31, 2012:** VTCLI national team will assign TA facilitators to individual sites
- **By Sep 30, 2012:** Each TA facilitator will have made initial contact with VTCLI project site
- **By Oct 31, 2012,** and at least once each subsequent calendar quarter: TA facilitator to connect with VTCLI project site, gauge progress, follow up on completed/progressing TA, assess needs, and recommend next TA actions

VTCLI TA: Specific TA Strategy – public website

In general, the www.fta.dot.gov/veterans website is the one-stop source for information on inclusion of veterans and military families in coordinated public transportation, as well as for “public” information of and about VTCLI projects

Content includes:

- Links to One-Call Toolkit and related documents
- Technology Deployment checklist and related materials
- Guide to Engaging Your Military Community
- Bookshelf on research & literature related to transportation for veterans, service members and military families
- Material on operating funds, coordinated planning, etc.
- General information on VTCLI, its partners and its projects

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VTCLI TA Specific TA Strategy – private on-line shared workspace

General approach: As part of the DOL-hosted “ePolicyWorks” Internet platform, this will function like a private website with content very specific to VTCLI and its projects. The purpose of this is to help sites better understand and carry out their own projects, to facilitate peer-to-peer exchange and enable sites to learn from each others’ experiences, and to help keep FTA and TA partnership abreast of sites’ focuses and progress

Content may include:

- Maps and other visually presented data for VTCLI
- Abstracts of VTCLI projects
- Sites’ reports on progress and/or technical assistance
- Site-specific information not appropriate for mass distribution
- Opportunity to address and share issues, topics of concern

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New Collaboration Tools for Sites' Use

In Spring 2013.....

- We will provide you with a template and technical assistance to establish your own local collaborative workspaces for your stakeholders.
- We will provide you with a template and technical assistance to establish local online dialogues that will assist you to reach out to the broader community.

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Closing Words on VTCLI Technical Assistance

Our technical assistance is built around the idea of single points of contact for each VTCLI grantee. The team, however, brings a spectrum of skills, and we work together to match these skills to VTCLI grantees' needs.

- National Resource Center for Human Service Transportation Coordination (NRC), www.NRCtransportation.org
- American Public Transportation Association, www.APTA.com
- Armed Forces Services Corporation, www.AFSC-USA.com
- Easter Seals, www.projectaction.org, www.seniortransportation.net
- Harman Consulting
- Joblinks Employment Transportation Center, www.SolutionsToGetThere.org

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For more Information on our VTCLI Technical Assistance?

Contact.....

Chris Zeilinger, Director, National Resource Center
for Human Service Transportation Coordination

Email: [zeilinger @ ctaa.org](mailto:zeilinger@ctaa.org)

Phone: 202.250.4108

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QUESTIONS?

Call In:

1-877-873-8017

Access Code: 2956512

OR

Enter Question in Chat Box

VTCLI website: www.fta.dot.gov/veterans

Application/Obligation questions to FTA Regions

All other questions to Erik Weber:

Erik.Weber@DOT.gov

202-366-0705