

AMERICAN PUBLIC TRANSPORTATION ASSOCIATION

Intergovernmental Issues Subcommittee Meeting

Sunday, March 12, 2017

8:30 – 9:30 am

Dirksen Room, Meeting Room Level ♦ JW Marriott Hotel
Washington, DC

AGENDA

- Welcome and Introductions *
 - Kristen Joyner, Executive Director, Southwest Transit Association (SWTA), Ft. Worth, TX

- Legislative Overview and Updates from APTA Staff, including issues relevant to the Committee

- CCAM proceedings and progress, including overview from FTA sponsored webinars, including the APTA agency webinar and the State DOT webinar
 - Next steps from FTA

- Overview of Safe Harbor regulatory changes
 - Information sharing among today's participants, what is happening in each locale
 - Next steps

- New business

- Adjourn

* - *Acting Meeting Chair: Kristen Joyner, Executive Director, Southwest Transit Association (SWTA)*

Virtual Transit Industry Update and Input Session on the Coordinating Council on Access and Mobility (CCAM)



Agenda

- **Welcome and Introductions**
 - **Rich Weaver**, Co-Director, National Center for Mobility Management, Washington, DC
 - **Marianne Stock**, Chief of Rural and Targeted Programs Office, Federal Transit Administration, Washington, DC
- **Presentation on the Coordinating Council on Access and Mobility**
 - *Presenters:*
 - Marianne Stock**, Chief of Rural and Targeted Programs Office, Federal Transit Administration, Washington, DC
 - Eric Weakly**, M.S.W., M.B.A., Western Branch Chief, Division of State and Community Systems Development, Center for Mental Health Services - Substance Abuse and Mental Health Services Administration, Rockville, MD
- **Questions from Participants**
 - *Facilitator:* **Marlene Connor**, Immediate Past Chair, APTA Mobility Management Committee; and Principal/Manager, Marlene Connor Associates, LLC, Holyoke, MA
- **Wrap Up and Closing**





Coordinating Council on
Access and Mobility (CCAM)

Coordinating Council on Access and Mobility Industry Update

January 25, 2017

CCAM
Coordinating Council on Access and Mobility

Agenda

- 1. About the CCAM**
 - Introduction to the CCAM
 - CCAM Organization Structure
 - History of the CCAM
- 2. CCAM Strategic Framework**
 - FAST Act Requirements
 - Planning Meeting Outcomes
 - Strategic Framework Outline
 - Strategic Framework Timeline
- 3. Next Steps**

CCAM
Coordinating Council on Access and Mobility

About the CCAM



Coordinating Council on Access and Mobility

Introduction to the CCAM

CCAM Mission

The Coordinating Council on Access and Mobility issues policy recommendations and implements activities that improve the availability, accessibility, and efficiency of transportation for targeted populations.

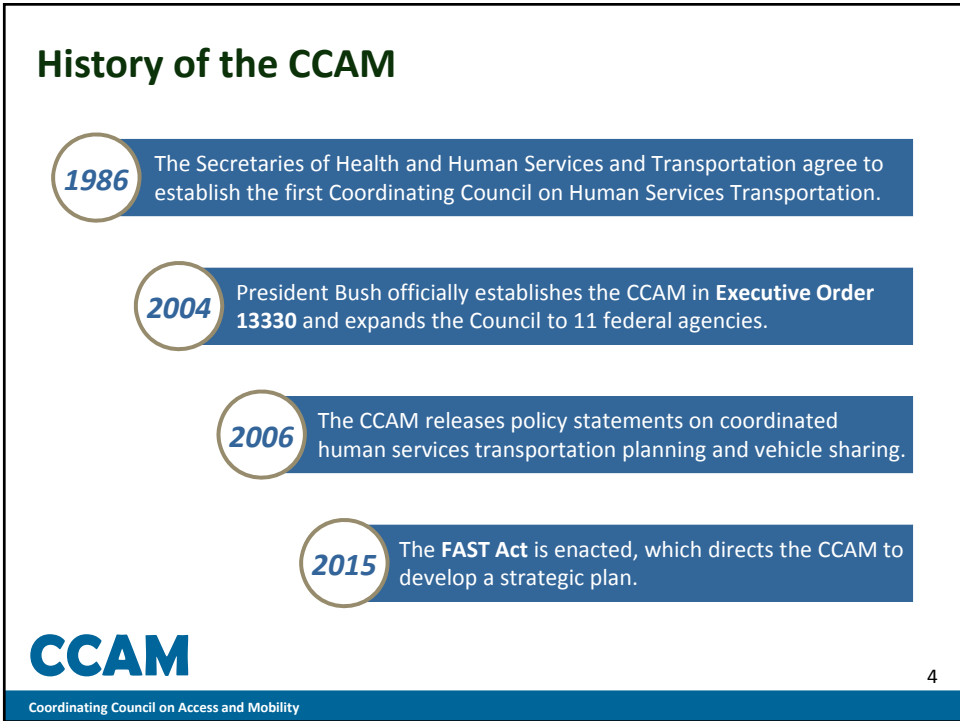
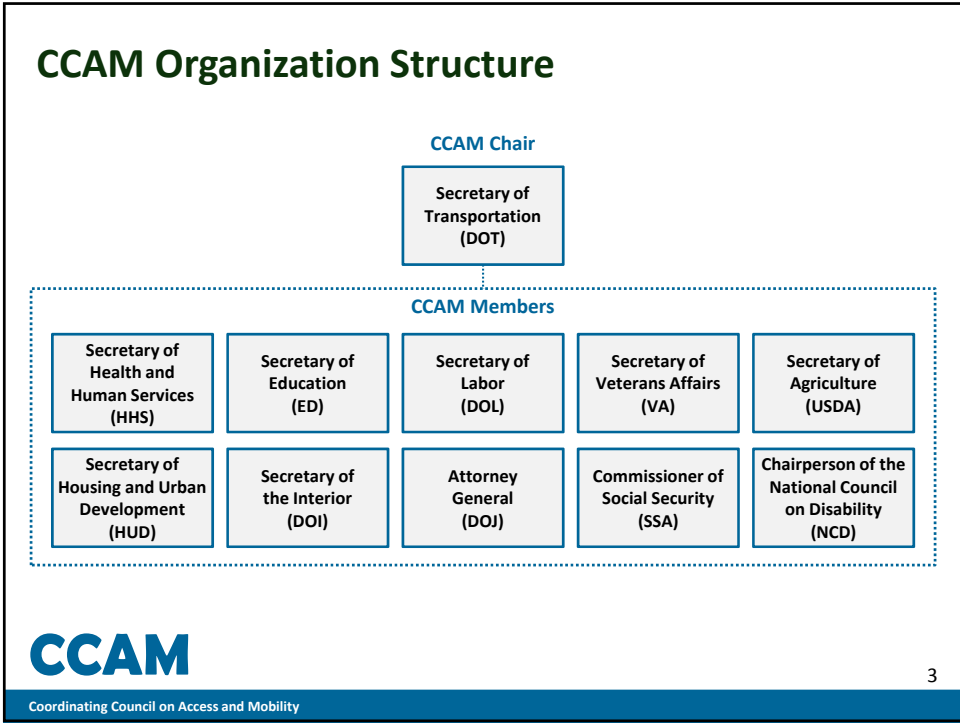


CCAM Vision

Equal access to coordinated transportation for all Americans



Coordinating Council on Access and Mobility



CCAM Strategic Framework



FAST Act Requirements

Section 3006(c) of the Fixing America's Surface Transportation (FAST) Act requires the CCAM to develop a strategic plan which must:



Outline the roles and responsibilities of each CCAM federal agency



Identify a strategy to strengthen interagency collaboration



Address outstanding recommendations made by the Council and the Comptroller General

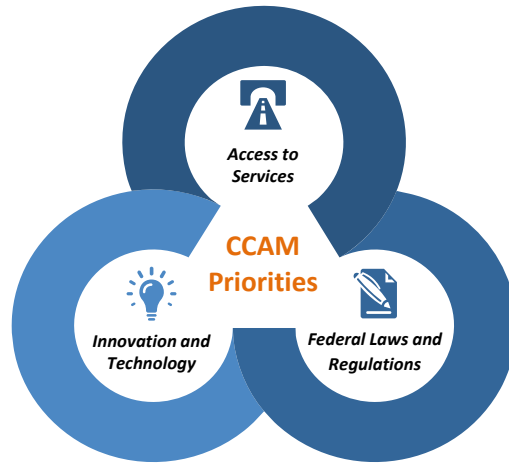


Propose changes to federal laws and regulations that will eliminate barriers to local transportation coordination



Planning Meeting Outcomes

The CCAM convened on July 21, 2016 to determine the initiatives that will be included in the Strategic Framework. The Council identified the following key themes for inclusion in the Framework:



CCAM

Coordinating Council on Access and Mobility

CCAM Draft Strategic Framework Overview

The CCAM held a meeting on December 12, 2016 to shape the Strategic Framework. The Council agreed upon the following goals and objectives for the CCAM:

Goal 1: Improve Access to the Community through Transportation

- **Objective 1:** Reduce federal policy barriers to coordinated transportation
- **Objective 2:** Increase state and local transportation coordination
- **Objective 3:** Promote public awareness of available transportation options
- **Objective 4:** Incorporate the use of innovative technologies in coordinated transportation

Goal 3: Strengthen Interagency Partnerships and Collaboration with State, Local, and Industry Groups

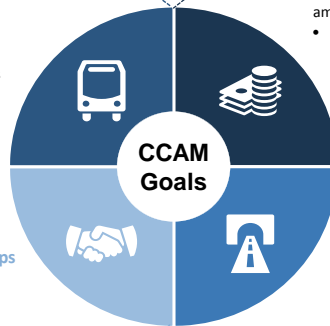
- **Objective 1:** Refresh the CCAM Operating Model
- **Objective 2:** Coordinate transportation initiatives for targeted populations
- **Objective 3:** Expand opportunities for external input

Goal 2: Enhance Cost-Effectiveness of Coordinated Transportation

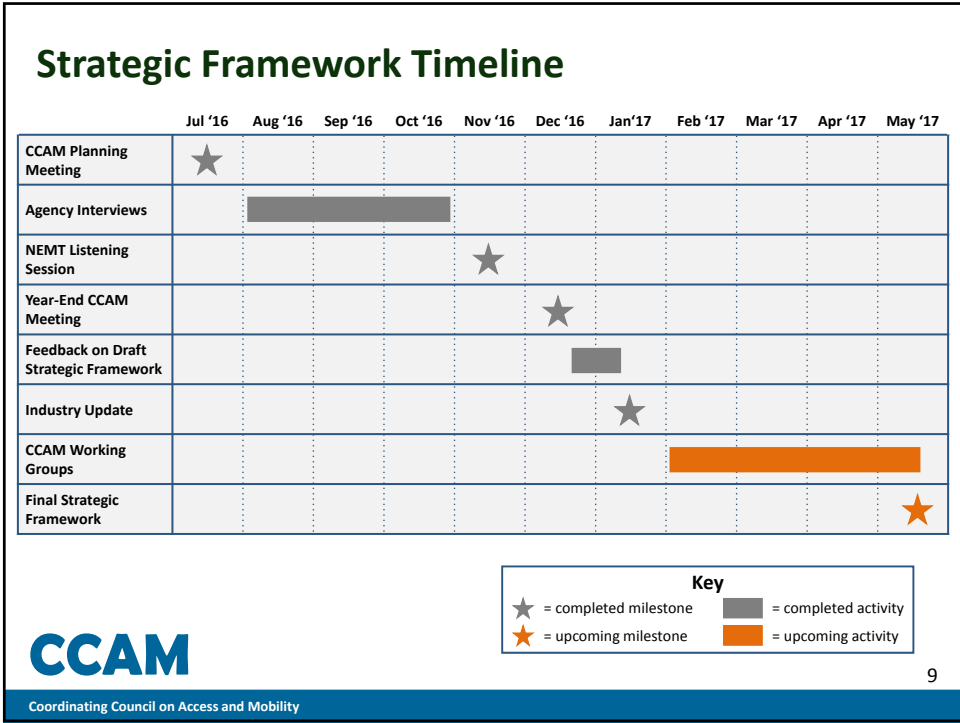
- **Objective 1:** Enable equitable cost sharing among state and local stakeholders
- **Objective 2:** Develop framework for transportation cost reporting
- **Objective 3:** Promote the adoption of cost sharing

Goal 4: Establish Future Models for Coordinated Transportation

- **Objective 1:** Implement and evaluate CCAM pilot programs



Coordinating Council on Access and Mobility



Next Steps

The Council will take the following next steps to implement the CCAM Strategic Framework:

Next Steps

- Develop a time-phased implementation plan
- Establish CCAM Working Groups
- Hold additional listening sessions

Future updates will be published on the CCAM website:

<https://www.transit.dot.gov/ccam>

CCAM

Coordinating Council on Access and Mobility

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Behavioral Health is Essential To Health







Prevention Works



Treatment is Effective




People Recover



Transportation and Behavioral Health

Eric Weakly, Branch Chief
Division of State and Community Systems Development
Center for Mental Health Services

December 7, 2016



MISSION

- The Substance Abuse and Mental Health Services Administration (SAMHSA) is the agency within the U.S. Department of Health and Human Services that leads public health efforts to advance the behavioral health of the nation. SAMHSA's mission is to reduce the impact of substance abuse and mental illness on America's communities.
- Prevention, treatment, and recovery support services for behavioral health are important parts of the health service systems for the community.



Transportation Barriers

- Center for Behavioral Health Statistics and Quality at SAMHSA indicated 10% of adults surveyed needed and tried unsuccessfully to obtain transportation to substance use treatment (2011)
- In the 2011 National Survey of Substance Abuse Treatment Services, 39% of substance abuse treatment facilities reported offering transportation assistance to treatment
- States report various barriers to mental health treatment related to transportation



What is Available through SAMSHA?

- The block grant to states for mental health and substance use treatment may be used to assist with transportation needs but funding is limited
- State Mental Health Agencies and Single State Agencies are encouraged to coordinate with state transportation agencies and other human services providers in the coordination and provision of transportation services



SAMHSA's Commitment to CCAM

- SAMHSA is committed to working with DOT/FTA and other federal partners on behalf of behavioral health consumers to assure affordability, accessibility, applicability, availability, awareness, inclusion and coordination are high priorities
- SAMHSA is committed to working with federal partners to provide technical assistance to states in the area of transportation services related to behavioral health

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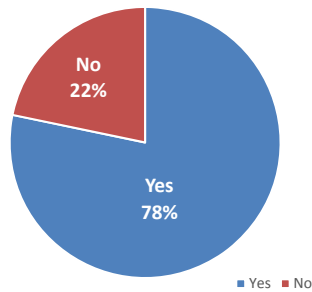
Coordinating Council on Access and Mobility Transit Industry Update

Survey Results

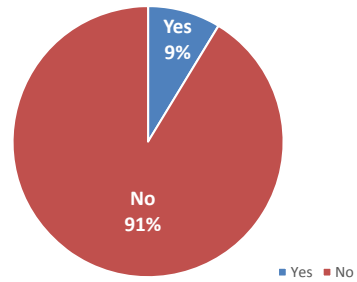


Experience with the Council

Have you heard of the Coordinating Council on Access and Mobility?

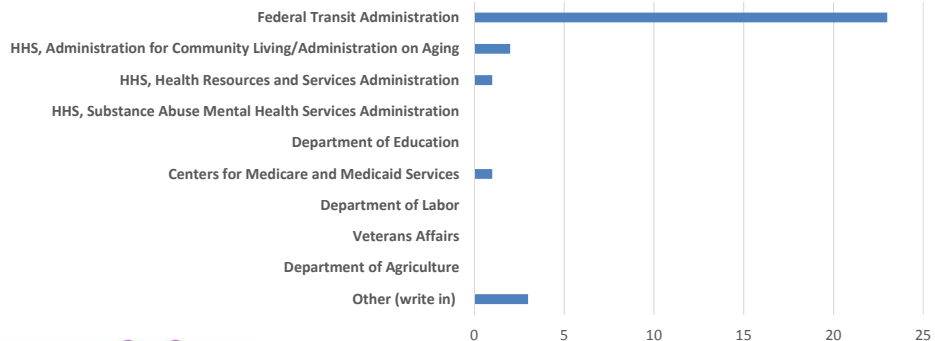


Have you worked with the Council in the past?



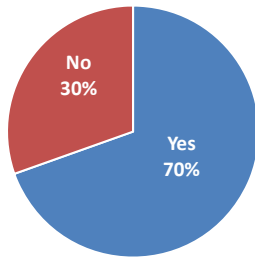
Demographic Information

Does your organization receive funding from any of the following federal organizations?
(check all that apply)

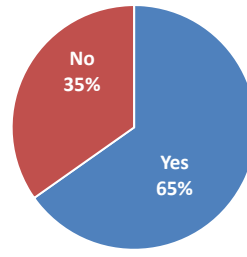


Cost Allocation Model

Do you know the fully allocated cost of each trip you provide?



Do you have a cost allocation model in place?

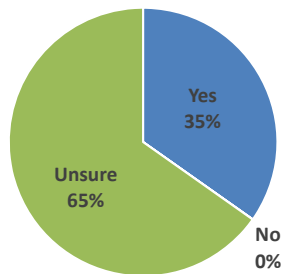


■ Yes ■ No

■ Yes ■ No

Cost Allocation Model

If a cost allocation model is developed by CCAM and approved by FTA and CMS, would your agency find it useful?



■ Yes ■ No ■ Unsure

Transportation Coordination Best Practices

Please share a transportation coordination success story.

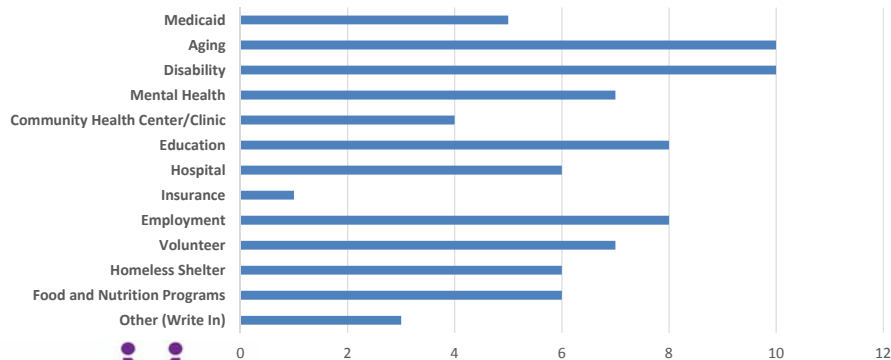
- Recently an agency began partnering with the local VA to offer transportation to the nearest VA hospital (1.5 hours away). Since then, transportation options have doubled and ridership is growing.
- Working with DHHS and a local area agency on aging to coordinate trips on a daily basis. Trips are now coordinated in minutes instead of days.



Opportunities for Collaboration

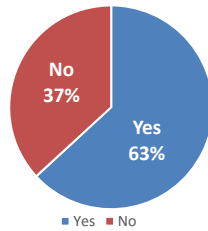
Have you participated in any transportation coordination efforts in your area?

If yes, please select the type(s) of organization with which you've partnered.



Opportunities for Collaboration

Is your organization currently working on any initiatives related to transportation coordination?



Types of Initiatives underway:

- Development of a one-call/one-click center
- A greater focus on healthcare
- Volunteer Driver Programs
- Creation of a healthcare transportation coalition



Transportation Coordination Challenges

What transportation coordination challenges does your organization face?

- Not enough staff
- Apathy, education and distribution of information
- Increased demand for service along with reduced funding and increased costs
- Competition from TNCs

How can the Council address these challenges?

- Advice and examples of successful models of coordination
- Demonstrate how to pool existing resources through incentives to partner and joint funding projects.
- Provide data which can be used to help show value of transportation spending to businesses and medical providers.
- Educate and advocate for funding.



Transportation Coordination Challenges

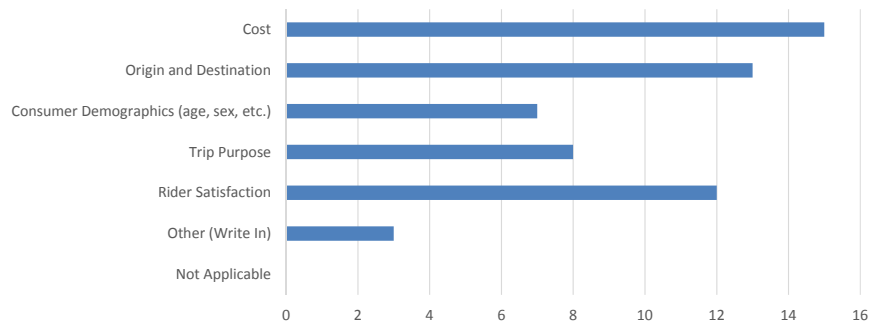
How do Federal policies or regulations impede transportation coordination?

- Restrictions on use of funds for specific populations, trip purposes, geographic areas, or the documentation required to get exceptions
- Siloed funding from federal agencies contributes to siloed thinking at the local level.
- There is no requirement for the money to follow the client.
- Procurement processes and structures don't allow agencies to be nimble.
- Too little funding.



Transportation Data

What types of transportation data above/beyond number of trips and riders does your organization collect ? (Check all that apply)



Contact Us Co-Directors

- Judy Shanley, Ph.D., Easter Seals, jshanley@easterseals.com
- Amy Conrick, CTAA, aconrick@ctaa.org
- Rich Weaver, APTA, Rweaver@apta.com

www.nc4mm.org



Thank you for Attending

Contact Information:

- **The National Center for Mobility Management (NCMM)**
 - Rich Weaver, Co - Director, National Center for Mobility Management, Washington, DC Email: rweaver@apta.com
- **Federal Transit Administration (FTA)**
 - Marianne Stock, Chief of Rural and Targeted Programs Office, Federal Transit Administration, Washington, DC Email: Marianne.stock@dot.gov
- **Substance Abuse and Mental Health Services Administration (SAMHSA)**
 - **Eric Weakly**, M.S.W., M.B.A., Western Branch Chief, Division of State and Community Systems Development, Center for Mental Health Services - Substance Abuse and Mental Health Services Administration, Rockville, MD Email: Eric.Weakly@samhsa.hhs.gov



Questions?





Coordinating Council on Access and Mobility: Industry Update

Date: January 25, 2017, 2:00 - 3:00 pm

Speakers:

- **Marianne Stock:** Rural and Targeted Programs Division Chief, Federal Transit Administration, Department of Transportation
- **Eric Weakly:** Western Branch Chief of the Division of State and Community Systems Development, Substance Abuse and Mental Health Services Administration, Department of Health and Human Services
- **Richard Weaver:** Co-Director, National Center for Mobility Management; Director of Planning, Policy, and Sustainability, American Public Transportation Association
- **Marlene Connor:** Principal, Marlene Connor Associates LLC

Background:

The Coordinating Council on Access and Mobility (CCAM) is a federal interagency council that works to build equal access to coordinated transportation for all Americans by improving the availability, quality, and efficiency of transportation services. The Fixing America's Surface Transportation (FAST) Act directed the CCAM to develop a strategic plan outlining the Council's approach to strengthen interagency collaboration, address outstanding recommendations, and eliminate burdensome regulatory barriers. In response to this requirement, the Council engaged in a strategic planning process informed by agency input, lessons learned, and the evolving transportation needs of the American public.

Purpose:

The National Center for Mobility Management and the Federal Transit Agency hosted a webinar to update the transit industry on the progress of the CCAM and gather industry input on transportation coordination to further inform the development of the CCAM Strategic Framework.

Agenda:

1. **Welcome and Introductions: Richard Weaver, Co-Director, National Center for Mobility Management; Director of Planning, Policy, and Sustainability, American Public Transportation Association**
 - a. This webinar is hosted by the Federal Transit Administration and National Center for Mobility Management (NCMM), a technical assistance center managed by Easterseals, the Community Transportation Association of America (CTAA), and the American Public Transportation Association (APTA). NCMM helps communities adopt transportation strategies and mobility options that empower people to live independently and advance health, economic vitality, self-sufficiency, and community.
 - b. Our first presenter is Marianne Stock from the FTA. Marianne and her team administer grants that enhance mobility for tribes, rural communities, elderly adults, and people with disabilities. Marianne's team also represents the FTA on the CCAM.
2. **Overview of the CCAM and the CCAM Strategic Framework: Marianne Stock, Rural and Targeted Programs Division Chief at the Federal Transit Administration, Department of Transportation**
 - a. Introduction to the CCAM
 - i. Agencies across the Federal Government administer more than eighty programs that are authorized to fund transportation services for individuals with disabilities, older adults, and persons with lower incomes.
 - ii. These transportation services can be costly and fragmented due to inconsistent program rules and a lack of interagency collaboration.
 - iii. The Coordinating Council on Access and Mobility brings together federal agencies that fund transportation to coordinate their efforts and improve the availability, accessibility, and efficiency of transportation for targeted populations.
 - iv. The vision of the Council is to enable equal access to coordinated transportation for all Americans.
 - b. CCAM Organization Structure
 - i. The CCAM is chaired by the Secretary of Transportation or his/her designee.
 - ii. Its members include designated representatives from the Departments of Health and Human Services, Education, Labor, Veterans Affairs, Agriculture, Housing and Urban Development, Interior, and Justice, as well as the Social Security Administration and the National Council on Disability.
 - iii. Like DOT, HHS has many administrations within it, and we have been fortunate to be working with several of them under the CCAM umbrella. These include the Centers for Medicare and Medicaid



Coordinating Council on Access and Mobility: Industry Update

Services (CMS), the Health Resources and Services Administration (HRSA), the Administration for Community Living (ACL), the Substance Abuse and Mental Health Administration (SAMHSA), and the Office of the Assistant Secretary for Health (ASH).

- c. History of the CCAM
 - i. The CCAM was first established in 1986 by the Secretaries of HHS and DOT in response to concerns about the lack of transportation coordination across federal programs.
 - ii. In early 2004, President George W. Bush signed Executive Order 13330, officially establishing the Council and expanding it to its current membership of 11 federal agencies.
 - iii. The Council made important advances in the mid-2000s, including issuing policy statements and launching the “United We Ride” campaign.
 - iv. Following the transition from the Bush to Obama administration in 2009, CCAM activity decreased.
 - v. In December 2015, the Fixing America’s Surface Transportation Act (FAST Act) was enacted. The law has reinvigorated CCAM efforts by directing the Council to develop a strategic plan.
- d. FAST Act Requirements
 - i. The FAST Act directs the CCAM to develop a strategic plan that outlines the roles and responsibilities of CCAM agencies, strengthens interagency collaboration, addresses outstanding recommendations, and proposes changes to Federal laws and regulations.
- e. Planning Meeting Outcomes
 - i. In response to the FAST Act directive, representatives of the Council met on July 21, 2016 to discuss strategic initiatives and set priorities.
 - ii. The CCAM identified the following key themes:
 - 1. Access to Services: Older adults, people with disabilities, and low-income individuals depend on transportation resources to access employment, healthcare, education, and other community services. The CCAM seeks to improve access to these essential services during the life of the FAST Act.
 - 2. Federal Laws and Regulations: Differing eligibility requirements, safety standards, and restrictions across federal programs prevent recipients from operating efficiently and sharing transportation resources. The Council endeavors to minimize program overlap and improve service by streamlining statutes and regulations.
 - 3. Innovation and Technology: As technology continues to advance, the Federal Government will need to anticipate, integrate, and accommodate new transportation innovations. In the coming years, the Council seeks to improve the efficiency and quality of transportation service by incorporating disruptive technologies.
 - iii. The Council used this input to develop the CCAM Strategic Framework.
- f. CCAM Draft Strategic Framework Overview
 - i. The CCAM organized the Strategic Framework around four overarching goals.
 - 1. Improve Access to the Community through Transportation: As we have discussed, many people rely on transportation resources to access the community and many vital services. Personal mobility enriches individuals’ lives and allows them to fully participate in their communities.
 - 2. Enhance Cost-Effectiveness of Coordinated Transportation: The CCAM seeks to improve the cost-effectiveness of coordinated transportation to reduce administrative spending and improve access for targeted populations.
 - 3. Strengthen Interagency Partnerships and Collaboration with State, Local, and Industry Groups: In order to: build upon the Council’s previous success; improve relationships across the cohort of federal partners; and define channels for stakeholder input, internal and external collaboration is critical for the success of the CCAM.
 - 4. Establish Future Models for Coordinated Transportation: In the next four years, the CCAM will develop a suite of transportation coordination solutions and recommendations, ranging from improved technologies to unified policies and procedures. The CCAM plans to combine its solutions and recommendations to establish new models for coordinated transportation delivery.
- g. Strategic Framework Timeline
 - i. To date, we have:
 - 1. Reviewed policy to identify gaps and overlaps in federal programs;
 - 2. Conducted interviews to better understand agency challenges and priorities;
 - 3. Held a Listening Session with state Medicaid directors to gather ideas on improving the provision of NEMT; and



Coordinating Council on Access and Mobility: Industry Update

4. Developed a draft Strategic Framework that addresses FAST Act requirements, outlines the Council's mission and vision, and set goals and objectives for the life of the FAST Act.
- ii. Upcoming activities include:
 1. Hold working groups that will execute on the goals and objectives outlined in the Strategic Framework;
 2. Finalize and publish the CCAM Strategic Framework in May;
 3. Host additional listening session such as this; and
 4. Develop an implementation plan to accompany the CCAM Strategic Framework.
- h. Next Steps
 - i. In the coming months, the CCAM will work to:
 1. Develop a time-phased plan that will outline the implementation of the Strategic Framework;
 2. Establish the CCAM working groups; and
 3. Hold Listening Sessions with additional stakeholder groups, as well as an online dialogue.
 - ii. We will post the meeting minutes from the CCAM Year-End Meeting as well as any additional updates on the CCAM website.

3. Transportation and Behavioral Health: Eric Weakly, Western Branch Chief, Division of State and Community Systems Development, Center for Mental Health Services, SAMHSA

- a. SAMHSA Mission
 - i. SAMHSA leads public health efforts to advance the behavioral health of the nation. SAMHSA's mission is to reduce the impact of substance abuse and mental illness on America's communities.
 - ii. Prevention, treatment, and recovery support services for behavioral health are important parts of community health service systems.
 - iii. SAMHSA provides leadership and devotes resources to help the US act on the knowledge that:
 1. Behavioral Health is essential to health
 2. Prevention works
 3. Treatment is effective
 4. People recover from mental and substance use disorders
- b. Transportation Barriers
 - i. The Center for Behavioral Health Statistics and Quality at SAMHSA has indicated that 10% of adults surveyed needed and tried unsuccessfully to obtain transportation to substance use treatment.
 - ii. In the 2011 National Survey of Substance Abuse Treatment Services, 39% of substance abuse treatment facilities reported offering transportation assistance to treatment. Much of this assistance comes in the form of vouchers, but also includes support in locating and accessing transportation.
 - iii. States report various barriers to mental health treatment related to transportation.
 1. There are fewer transportation resources in rural communities.
 2. Many people are not aware of the transportation resources available to them.
- c. What resources are available through SAMHSA?
 - i. Block grants to states for mental health and substance abuse treatment may be used to assist with transportation needs, but funding is limited.
 - ii. The mental health block grant and the substance use block grant are most relevant to transportation services because grantees can use funds for transportation.
 - iii. SAMHSA encourages mental health agencies and single state agencies to coordinate with state transportation agencies and other human services providers in the coordination and provision of transportation services.
- d. SAMHSA's commitment to CCAM
 - i. SAMHSA is committed to working with DOT/FTA and other CCAM federal partners to promote transportation coordination and advance the interests of behavioral health consumers.
 - ii. The CCAM will work together to meet the needs of the American public.
 - iii. There is an opportunity for SAMHSA to work with its CCAM partners to provide technical assistance to states.

4. Industry Survey Results: Rich Weaver, Director of Planning, Policy, and Sustainability, American Public Transportation Authority

- a. Industry Survey
 - i. In advance of this webinar, NCMM issued a brief survey to better understand coordination challenges and opportunities within the transit industry.
 - ii. The results of the survey will help to inform the CCAM's strategic planning process and will be posted on the NCMM website.



Coordinating Council on Access and Mobility: Industry Update

5. Question and Answer

Question	Response
Will APTA members have a chance to provide input to the CCAM work groups?	<ul style="list-style-type: none"> The members of the work groups will be members of CCAM agencies; however, work groups will gather input from external stakeholders and may invite experts to join select meetings. The CCAM work groups have not yet been formed. Check the CCAM website for updates. If you would like to share coordination best practices, please send them to NCMM for inclusion in the best practices database.
How will the Trump Administration impact the CCAM?	<ul style="list-style-type: none"> The CCAM will continue to develop and implement the CCAM Strategic Framework. Members of the new cabinet will sit on the Council and set its priorities.
Did the HHS Inspector General consult the CCAM before issuing the recent ruling on NEMT?	<ul style="list-style-type: none"> The panelists were not aware of an effort by the HHS Inspector General to consult the CCAM on this matter.
The NCMM hosts the mobility management best practices database and is conducting interviews to gather information on coordination best practices. Please continue to reach out to NCMM.	<ul style="list-style-type: none"> All that are interested are encouraged to contribute to the NCMM best practices database.
Has Congress expressed an interest in uniting oversight of all programs that fund transportation under one Congressional committee or subcommittee?	<ul style="list-style-type: none"> Congress expressed an interest in coordination by including the CCAM strategic plan requirement in the FAST Act; however, the Council is not aware of any effort to consolidate Congressional oversight.
Will the CCAM host future forums that will provide opportunities for members of the health and human service industry and the transportation industry to interact?	<ul style="list-style-type: none"> Yes, the CCAM hopes to continue to bring together industry groups to improve coordination.
When will states be required to reestablish a coordinating council on access and mobility?	<ul style="list-style-type: none"> There is no statutory or planned requirement for states to form coordinating councils. However, we will ask the State DOT's for their input on this during the 2/1/17 State DOT CCAM listening session. The input will be shared with the CCAM work groups.
Will the CCAM seek input from patients and customers on the provision of NEMT?	<ul style="list-style-type: none"> Yes, the CCAM will continue to gather input from the consumers of transportation services. In the coming months, the FTA and NCMM will host webinars to gather input from advocacy groups, the public, and users of transportation services.
We need to eliminate the silos between the traditional 5310 projects and the expanded projects. It would be great if projects could come from coordinated plans so that we can move away the 5310 definition. Further, the floor of the 5310 program for capital projects is a challenge if an area is trying to move towards creative ideas. I don't know if transportation network companies (TNCs) will take off, but it would be great to not be pushed into using funds for capital if we need to work with TNCs. Especially if it doesn't make sense for a nonprofit to have that expertise. It would also be helpful if the CCAM could educate state DOTs on the more creative/flexible ways to use 5310 funds.	<ul style="list-style-type: none"> Strengthening coordinated planning is a goal of the CCAM. The 5310 program requires that at least 55% of funding be spent on capital. The 5310 program allows for acquisition of service under a contract, lease, or other arrangement. Both capital and operating costs associated with contracted service are eligible capital expenses. User-side subsidies are considered one form of eligible arrangement. Mobility management is also considered capital. 5310 Fact Sheet: https://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-disabled-fact-sheet-section-5310
Will copies of this presentation be distributed?	<ul style="list-style-type: none"> Yes, the presentation will be available on the NCMM website (www.nc4mm.org).
Will the CCAM develop performance measures? Will outcomes be evaluated? Will performance be measured on the local level?	<ul style="list-style-type: none"> Yes, the CCAM plans to develop performance measures that will measure the Council's progress towards the achievement of established goals and objectives. The Council will consider measuring performance at the local level.



Coordinating Council on Access and Mobility: Industry Update

<p>The CCAM should consider a consistent way to record dollars spent on transportation. Shifting mobility resources impact every community, and consistent measurement will help to assess the use and impact of transportation spending.</p>	<ul style="list-style-type: none">• The CCAM plans to explore ways for programs to gather and share consistent transportation cost data.
<p>Are you aware of the TRB research around dialysis transportation? Can the CCAM incorporate this into their Strategic Plan?</p>	<ul style="list-style-type: none">• The Council will consider the results of the research.• The HHS Office of the Inspector General recently finalized a rule that permits healthcare providers (including dialysis clinics) to choose to fund local NEMT or shuttle services that go beyond the limits of NEMT.• NCMM will host a webinar on February 21 to discuss the updated rule.• The Community Transportation Association of America published a summary of the HHS rule regarding financial contributions to and provision of NEMT. (http://web1.ctaa.org/webmodules/webarticles/articles/OIG_NEMT_rule.pdf)



U.S. Department of Transportation
Federal Transit Administration

Federal Transit Administration

Coordinating Council on Access and Mobility: Year-End Meeting

Meeting Date: December 12, 2016 1:30 - 4:30pm

Meeting Attendees:

Department of Transportation

Federal Transit Administration

- **Henrika Buchanan**, Associate Administrator for Program Management
- **Greg Danis**, Equal Opportunity Specialist
- **Carolyn Flowers**, Acting Administrator
- **Mary Leary**, Director of Technical Assistance and Workforce Development
- **Danielle Nelson**, Health and Transportation Program Specialist
- **Rik Opstelten**, Mobility Innovation Program Analyst
- **Bruce Robinson**, Deputy Associate Administrator for Program Management
- **Kimberly Sledge**, Director of the Office of Transit Programs
- **Marianne Stock**, Rural and Targeted Programs Division Chief

Department of Health and Human Services

Office of the Assistant Secretary for Health

- **Thomas Novotny**, Deputy Assistant Secretary for Health (Science and Medicine)
- **Mary Worstell**, Senior Advisor to the Deputy Assistant Secretary for Health (Science and Medicine)
- **Alan Simon**, Medical Officer

Administration for Community Living

- **Katherine Cargill-Willis**, Intellectual and Developmental Disabilities Program Analyst
- **Lori Gerhard**, Director of the Office of Consumer Access & Self-Determination
- **Jesse Moore**, Aging Services Program Specialist

Centers for Medicare and Medicaid Services

- **Sheri Gaskins**, Technical Director of the Division of Benefits and Coverage
- **Kirsten Jensen**, Director of the Division of Benefits and Coverage

Substance Abuse and Mental Health Services Administration

- **Eric Weakly**, Chief of the Division of State and Community Systems Development

Health Resources Services Administration

- **Diana Espinosa**, Deputy Administrator
- **Tracey Orloff**, Director of the Division of Strategic Partnerships

Department of Agriculture

Food and Nutrition Service

- **Tony Craddock, Jr.**, Federal Partnerships Portfolio Manager

Department of Labor

Office of Disability Employment Policy

- **Nadia Ibrahim**, Public Health Analyst
- **Mike Reardon**, Supervisory Policy Advisor for Employment-Related Support Policy

Department of Education

Office of Special Education and Rehabilitative Services

- **Marlene Simon-Burroughs**, Associate Division Director



Coordinating Council on Access and Mobility: Year-End Meeting

Meeting Purpose:

The Fixing America's Surface Transportation (FAST) Act requires that the Coordinating Council on Access and Mobility (CCAM) develop and publish a strategic plan outlining the Council's approach to strengthen interagency collaboration, address outstanding recommendations, and eliminate burdensome regulatory barriers.

The CCAM convened on December 12, 2016 to review and provide feedback on the draft CCAM Strategic Framework.

Agenda:

- 1. Welcome and Introductions: Carolyn Flowers, Acting Administrator of the Federal Transit Administration, Department of Transportation**
 - a. Personal mobility is essential to living a happy, healthy, and productive life. However, millions of Americans are unable to transport themselves or pay for transportation due to physical or mental disability, income, or age. If these Americans are unable to participate in their communities, both their lives and the lives of their communities are poorer.
 - b. Congress directed the CCAM to develop a strategic plan that outlines how the Council will strengthen interagency collaboration, address outstanding recommendations, and eliminate regulatory and statutory barriers to coordination.
 - c. In the July meeting of the CCAM, the Council agreed on three key themes to include in the strategic framework:
 - i. Access to Services;
 - ii. Federal Laws and Regulations; and
 - iii. Innovation and Technology.
 - d. When CCAM agencies work together, there are benefits for all, including increased ridership, enhanced mobility, greater cost-effectiveness, and improved service delivery.
 - e. The FTA is committed to the success of the CCAM and the completion of a strong and actionable strategic framework.

- 2. Industry Insights: Marianne Stock, Rural and Targeted Programs Division Chief at the Federal Transit Administration, Department of Transportation**
 - a. The Virtual Transit Agency Update on the Coordinating Council on Access and Mobility originally scheduled for December 7 will be rescheduled due to unforeseen events at the American Public Transit Association.
 - b. The FTA will host additional industry sessions in 2017 to gather input on the CCAM Strategic Framework.
 - c. Please contact Danielle Nelson with questions or suggestions on future industry events.



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3. CCAM Mission and Vision Discussion

CCAM Mission		
Proposed	Updated	Feedback
<p>The Coordinating Council for Access and Mobility issues recommendations and implements activities that improve the efficiency, availability, and accessibility of transportation services for transportation-disadvantaged populations.</p>	<p>The Coordinating Council on Access and Mobility issues policy recommendations and implements activities that improve the availability, accessibility, and efficiency of transportation for targeted populations.</p>	<ul style="list-style-type: none"> • The mission statement should highlight the CCAM's role in issuing policy statements. • Efficiency, availability, and accessibility should be reordered to place an emphasis on access. • The term "transportation-disadvantaged populations" has a negative connotation and may inadvertently exclude some populations or communities. Suggested replacement terms include: <ul style="list-style-type: none"> ○ Transit-dependent ○ All populations ○ Vulnerable populations ○ Targeted populations • The CCAM mission statement should be clear and specific so it can be easily understood by external stakeholders and future Council members.

CCAM Vision		
Proposed	Updated	Feedback
<p>Enable access to seamless, efficient, and cost-effective transportation services for all Americans</p>	<p>Equal access to coordinated transportation for all Americans</p>	<ul style="list-style-type: none"> • The vision statement should resonate with both the customer and the members of the CCAM. • CCAM Members recommended the following terms to describe the future of transportation in the vision statement: <ul style="list-style-type: none"> ○ Innovative ○ Equal ○ Coordinated ○ Customer-Focused • Though the CCAM is focused on older Americans, individuals with low income, and disabled persons, their work should benefit all Americans. • The CCAM may want to consider developing a set of values or principles that will guide all Council initiatives.



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4. Goal 1 Working Session

Goal 1		
Proposed	Updated	Feedback
Improve Access to Essential Services	Improve Access to the Community through Transportation	<ul style="list-style-type: none"> The term “essential services” implies that the CCAM works only to improve access to government services; however, the CCAM aims to enhance general mobility. Improving mobility improves the well-being of both the individual and the community by improving individuals’ ability to contribute their skills and incomes to the community. CCAM Members suggested rephrasing the goal in the following ways: <ul style="list-style-type: none"> Improve Access to Essential Services to Improve Mobility Improve Mobility and Community Access Improve Access to the Community Improve Transportation Access to the Community Improve Access to Essential Services and Community Involvement Improve Community Access to Transportation Improve Community Access Through Transportation

Goal 1 Objectives		
Proposed	Updated	Feedback
Revise Policy to Remove Barriers to Transportation Access	Reduce Federal Policy Barriers to Coordinated Transportation	<ul style="list-style-type: none"> CCAM Members recommended rephrasing Objective 1 to clarify the level of policy (federal vs. state vs. local) and highlight the importance of coordination. Suggestions include: <ul style="list-style-type: none"> Reduce policy and regulatory barriers to transportation access Reduce barriers to coordinated transportation Reduce policy barriers to coordinated transportation Reduce federal policy barriers to coordinated transportation Improve access to transportation through coordination
	Increase State and Local Transportation Coordination	<ul style="list-style-type: none"> Many transportation coordination barriers exist at the state and local level. The CCAM should include an objective around promoting state and local transportation coordination.
Promote Public Awareness of Available Transportation Services	Promote Public Awareness of Available Transportation Options	<ul style="list-style-type: none"> The term services is limiting and implies that the CCAM is focused only on improving transportation to social services. <ul style="list-style-type: none"> “Options” is more inclusive. This objective will include engaging state and local organizations.
Incorporate Innovative Technologies in Human Services Transportation	Incorporate the Use of Innovative Technologies in Coordinated Transportation	<ul style="list-style-type: none"> CCAM Members suggested changing “human services transportation” to emphasize the importance of coordination. The use of innovative technologies will also likely improve the cost-effectiveness of transportation options.



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5. Goal 2 Working Session

Goal 2		
Proposed	Updated	Feedback
Enhance Cost-Effectiveness of Human Services Transportation	Enhance Cost-Effectiveness of Coordinated Transportation	<ul style="list-style-type: none"> The term “human services transportation” is not broad enough to include all types of transportation that some CCAM agencies. CCAM Members suggested changing “human services transportation” to emphasize the importance of coordination. Return on investment (ROI) will eventually be included as a measure to evaluate progress towards the achievement of this goal.

Goal 2 Objectives		
Proposed	Updated	Feedback
Share Transportation Costs Equitably Among Stakeholders	Enable Equitable Cost Sharing Among State and Local Stakeholders	<ul style="list-style-type: none"> The term “stakeholders” needs to be clarified. The framework should indicate that the Federal Government will work to enable cost sharing at the state and local level.
Develop Framework for Standard Cost Reporting	Develop Framework for Transportation Cost Reporting	<ul style="list-style-type: none"> The term “cost” needs to be clarified as CCAM member agencies use different definitions of this term. CCAM Members noted the importance of reducing duplication and affordability for riders.
	Promote the Adoption of Cost Sharing	<ul style="list-style-type: none"> The development of cost sharing principles will not necessarily lead to cost-effective transportation services. The Council should also consider promoting the adoption of cost sharing principles that will enable states and local communities to realize efficiencies in transportation service delivery.

6. Goal 3 Working Session

Goal 3		
Proposed	Updated	Feedback
Strengthen Interagency Partnerships and Industry Collaboration	Strengthen Interagency Partnerships and Collaboration with State, Local, and Industry Groups	<ul style="list-style-type: none"> CCAM Members identified the need to include state and local groups in the Council’s collaboration efforts.

Goal 3 Objectives		
Proposed	Updated	Feedback
Refresh the CCAM Operating Model	Refresh the CCAM Operating Model	<ul style="list-style-type: none"> This objective is focused on federal collaboration. Another objective should be added that addresses outreach to state, local, and industry groups.
Streamline Transportation Mobility Research	Coordinate Transportation Initiatives for Targeted Populations	<ul style="list-style-type: none"> The term “coordinate” better represents the mission of the CCAM than the term “streamline.” The term “research” is too limiting as there may be programs outside of research projects that present opportunities for the federal coordination. The term “initiatives” is more all-encompassing. This objective may include additional federal partners outside of CCAM membership.



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	Expand Opportunities for External Input	<ul style="list-style-type: none"> The CCAM should reach out on a regular basis to state and local governments, industry groups, and nonprofit organizations to get their input on CCAM initiatives.
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7. Goal 4 Working Session

Goal 4		
Proposed	Updated	Feedback
Establish Future Model for Human Services Transportation	Demonstrate Future Models for Coordinated Transportation	<ul style="list-style-type: none"> The term “model” should be plural in case the CCAM decided to fund more than one pilot program. CCAM Members suggested changing “human services transportation” to emphasize the importance of coordination. The term “establish” does not fully encompass the activities that the CCAM plans to undertake. Council Members recommended the following changes: <ul style="list-style-type: none"> Explore Future Models for Coordinated Transportation Test and Evaluate Future Models for Coordinated Transportation Demonstrate and Evaluate Future Models for Coordinated Transportation

Goal 4 Objectives		
Proposed	Updated	Feedback
Launch CCAM Pilot Program	Implement and Evaluate CCAM Pilot Programs	<ul style="list-style-type: none"> Over the life of the FAST Act, the CCAM will identify best practices. This objective indicates that the Council will test these practices in the field and evaluate their effectiveness. The term “program” should be plural in case the CCAM chooses to implement more than one pilot. Measuring the results of the pilot programs is critical to understanding their success. CCAM members recommended using the term “implement” instead of “launch.”

8. Next Steps and Action Items

- FTA: Send revised version of the Strategic Framework to CCAM partners.
- CCAM Members: Review updated Strategic Framework and send comments.
- CCAM Members: Reach out to Danielle Nelson with recommended industry groups to include in future industry touchpoints.
- CCAM Members and Support Team: Provide talking points to member agencies that promote the Strategic Framework and justify Council participation.