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 NCIL TELECONFERENCE/WEBINAR

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 >> Okay. Two-minute warning.

 >> Okeydoke.

 >> Okay. Is our operator on?

 >> Yes, I'm here. My name is Wes.

 >> So at 2:00 you're going to give the teleconference audience the instructions and then will you let Tim know when you're ready to go live?

 >> Yes. So it will be just like Tuesday, I will merge the two calls whenever you're ready, and at the beginning of the call I'll read a quick introduction, I'll introduce Tim, turn the floor over to Tim and then when it's time for question and answer I will announce the instructions for how to ask a question.

 >> Okay. And just be away (inaudible) top of the hour and we have five callers connected.

 >> Okay.

 >> Just clicked over for me to the top of the hour. Roger, (inaudible), are you guys ready?

 >> Ready to roll.

 >> Okay. Webinar up, CART is up and ready to roll when you are. Sharon, are you ready?

 >> I'm going to wait until he does the introduction and when you start talking I'll start recording.

 >> Okay.

 >> Okay. So I'll transfer you know. During this transition you'll here silence and then beeping and then I will read my instruction and introduce Tim.

 >> All right. Thanks, Wes.

 >> You're welcome. Just a moment. I'm starting now. (beep)

 >> Good afternoon, ladies and gentlemen and thank you for waiting. Welcome to the "Ride On! An Introduction To Accessible Transportation and Advocacy at Centers for Independent Living" conference call. All lines placed on listen-only mode and the floor will be open to questions and comments afterwards. Without ado it's my pleasure to turn the floor over to Tim Fuchs. The floor is yours.

 >> Thanks. And welcome back to part 1 of "Ride On! An Introduction to Accessible Transportation Programs and Advocacy at Centers for Independent Living." I'm Tim Fuchs here in Washington, D.C. and the series is being presented by the CIL NET, and CIL NET is a program of the IL NET that provides training for Centers for Independent Living and Statewide Independent Living Councils.

 The CIL NET is operated through a project of Independent Living Research Utilization, the National Council on Independent Living and the Association of Programs for Rural Independent Living, with support provided by RSA at the Department of Education. And we are recording today's call so that we can archive it on our IL Web site, and we will break several times during the presentation to take your questions. Our Webinar participants can also ask questions by using the text box under the emoticons on the Web mar platform, or if you're participating by CART you can ask questions in the chat screen.

 The materials for our call include the PowerPoint presentation, and there is a new one for today, and a couple handouts and the evaluation form are located on our training Web site and that is at www.NCIL.org/training/transportation2011materials.html. One more time, today's materials are at www.NCIL.org/training/transportation2011materials.html. And again, if you're participating by phone and you don't have those materials, you'll want to open that up now. That will make today's presentation a lot easier to follow along with. If you're on the Webinar the PowerPoint will display automatically on your screen.

 Please take a minute after the call to fill out the evaluation form. As I said on Tuesday, it is a different form for each call, and we really want to know what you think.

 So with that I want to welcome back our presenters for today, Stephanie Woodward and Roger Howard. Roger is going to be our lead for the call today, and again, Roger is the executive director of LINC, living independence network corporation, Center for Independent Living, in and around Boise, Idaho, and Stephanie Woodward is a former transportation advocate at CDR, the Center for Disability Rights in Rochester, New York. She's currently at Syracuse College of Law pursuing a law degree. Roger, I'll turn it over to you to get it started.

 >> Thank you, Tim, and thanks, everybody, for joining us today. Welcome to Part 2 of this two-part series on affordable, accessible transportation and advocacy. As far as our learning objectives go, next slide, for the two-part series, participants will learn during the first part that a Tuesday of this week we covered an overview of the impact and the current state of the ADA on accessible transportation and different types of transportation, including pros and cons, of fixed route versus paratransit options. And our co-presenter today, Stephanie Woodward, did a great job of detailing the kinds of advocacy strategies that we as people with disabilities and Centers for Independent Living can use to more affectively access public transportation.

 Today's session will focus mainly on the major program funding sources for transportation services offered by Centers for Independent Living, and will include suggestions for creative collaboration to increase the availability of affordable, accessible transportation options.

 As far as the state of available transportation goes for this session two of the most important laws that influence the state of the transportation are of course the Americans With Disabilities Act, the ADA, which not only sets the accessibility standards for transit vehicles, but also the standards for program access, and these are set through rules and guidelines from various federal agencies that we'll talk about here in a minute.

 The other major law, I guess, "influences" may be too broad of a word, but applies to transportation, is the Safe Accountable Flexible Efficient Transportation Equity Act, a legacy for users, which has got to set a record for one of the longest names on the federal books, and because of that it's generally referred to, and will be in this session, as SAFETEA-LU. And you can see for the ADA and SAFETEA-LU we've provided links to the federal Web sites that provide the information on those. It's worth noting that the links in the presentation today are not active, so you can't access these by clicking on the PowerPoint, but when the archived version of the PowerPoint presentation is available in the next day or so on the ILRU Web site, those links will be active, so you can go to that and click on those links and go directly to the different resources that will be provided throughout this presentation.

 SAFETEA-LU provided the transportation requirements we'll be talking about today and is basically the overall transportation bill program for the nation. Next slide.

 To begin with, a brief overview and some resources on the ADA and transportation. Basically the ADA is composed of several sections called titles, and the following titles apply to transportation. The first is Title II, which addresses state and local government agencies and subpart B of Title II addresses specifically public funded transportation. It's enforced by the Department of Justice and regulated by the Department of Transportation. And primarily applies to fixed-route buses, paratransit, rapid rail, light rail, all of the public transportation options.

 Title III, which addresses public accommodations, which in ADA lingo is the private sector, addresses privately funded transportation, such as those that are primarily engaged in transportation such as taxis, and those not primarily engaged in transportation such as hotel shuttles. Now, obviously a hotel shuttle is a primary means of transportation, but the hotel itself is not primarily engaged in transportation. And all of the resources we'll talk about include links back to the DOJ site and many of them contain links to all of the other resources that we'll be talking about.

 Next slide. The ADA and transportation resources. The United States Architectural and Transportation Barriers Compliance Board, often just called the Access Board, sets the minimum guidelines for accessible transit vehicles, which as I said includes buses, Van systems, rapid rail, light rail, commuter rail, Amtrac, over-the-road buses such as Greyhound, and the Federal Transit Administration Department of Transportation, FTADOT contains the guidance and regulations for transportation over all. The FTADOT site contains tons of info, and it includes consent decrees in compliance with the Department of Justice on ADA complaints where people have filed ADA complaints against public transportation operators, and you can go on the Web site and look up those consent decrees to get an idea of the kinds and types of claims and what the settlement of those were and be very helpful. And you can also find all kinds of information on the site. For instance, in March of this year the Department of Justice amended its definition of what constitutes a service animal, and at this time the DOT is not changing its regulations in sync with the recent DOJ changes, and so you can get on the DOT Web site and read about that to learning that as far as they're concerned there's been no change in the status of service animals and the users of service animals. Next.

 Moving on with the ADA and transportation resources, Easter Seals project ACTION promotes universal access to transportation for people with disabilities through collaboration and coordination among people with disabilities, transportation and other providers, and helps to expand accessible transportation in our nation. Again, this is an invaluable resource. Only Easter Seals project ACTION -- on the Web site you can find funding guides that give a lot more in-depth information about some of the funding streams I'm going to talk about later, user guides that inform people what their rights are in terms of things like taxi service. There are separate resources for accessible rural transportation. Through project ACTION they provide training, technical assistance and on their Web site, again, you'll find links to just about any transportation-related association that you can think of.

 I mentioned in Part 1 that our center performs the paratransit eligibility evaluations for our local Regional Transit Authority, and our evaluations are based on publication from project ACTION called determining ADA paratransit eligibility guidance and materials, and that can be very handy if a CIL decides that it wants to start doing paratransit eligibility evaluations for a transit authority.

 Another great resource is the disability rights education and defense fund, topic rights series on transportation. These topic rights series include publications on equipment maintenance, such as what the requirements are for keeping lifts working, requirements for stop announcements and route identification, eligibility for ADA paratransit, on time performance and ADA transit and more. Also the topic guide series can also be accessed through the FTADOT site. Next?

 Now getting on to the nitty-gritty, we'll now be talking about SAFETEA-LU and this federal transportation bill which was passed in 2005 provides the funding mechanisms for federal dollars to flow to state and local entities, and nonprofits such as CILs and senior centers and places like that. Now, the bill is currently up for reauthorization, and what I'll be telling you today is current as of now SAFETEA-LU includes the funding for various program opportunities that CILs can access, such as the 5310 elderly individuals and individuals with disabilities program, the 5316 job access and reverse commute program, and the 5317 New Freedom Program. I refer to these as transportation by the numbers. And we'll go through and talk about these different funding opportunities. Next?

 To begin with, the 5310 program, which again is elderly individuals and individuals with disabilities program, the goal of the program is to improve mobility for older adults and people with disabilities by provide capital projects planned, designed and implemented to meet their needs. Eligible projects under 5310 include funding primarily to support vehicle acquisition and also contracted services for nonprofit organizations that serve the target population. People who are elderly and people with disabilities. And all the projects under 5310 must have derived from a locally developed coordinated plan. And we'll talk a bit about the coordinated plan process later. It's worth noting that SAFETEA-LU requires all of these funding sources we're talking about. All the projects funded by them, rather, to be determined from a locally developed coordinated plan, and that's a very important part of the process. Next?

 The 5316 program is the Job Access and Reverse Commute program, often called JARC. The role of JARC is to increase access to employment and related activities for welfare recipients and eligible low-income individuals. And this includes work, work training, employment-related education and certain volunteer opportunities as well. Eligible projects understand 5316 include capital, planning and operating projects designed to meet the needs of the targeted population, in this case eligible low-income individuals, which a lot of us folks with disabilities find ourselves in, and it includes reverse commute services. And reverse commute services is simply a subsidy to help people commute in a reverse direction than the majority of people in a local area. So, for instance, in Boise, many people in surrounding communities around Boise commute to Boise for their employment. Well, low-income individuals who have jobs out of Boise can get assistance for transportation to those jobs in the reverse direction. The whole point is to stimulate employment and also to relieve congestion during the rush hours. And again, under 5316, all projects that are approved have to be derived from a locally developed coordinated plan.

 Moving on to the 5317, New Freedom Program, the New Freedom Program grew out of president George W. Bush's New Freedom Initiative, which was designed to further and promote the ADA, and the program goal of the New Freedom Program for transportation is to enhance transportation services for people with disabilities. And under it eligible projects include capital and operating expenses to support new public transportation and new public transportation alternatives beyond the ADA. So it's not common for 5317 money to fund programs that are existing. It's to stimulate new alternatives and new transportation options. And again, projects understand 5317, like other SAFETEA-LU programs, have to be developed from a locally developed, coordinated plan.

 Moving on with 5317 to the next slide, so what does beyond the ADA mean? Well, for purposes of this program, it means things like travel training and travel trainers, also environmental modifications beyond the ADA requirements, such as enhancements to signage, curb cuts where they might not otherwise be required and technology to enhance customer access, which would be things like on-line reservations, on-line route info and realtime ability to follow a bus through its route to determine when it's going to get to a particular stop. It can also fund expanded hours and routes for paratransit, accommodations for mobility aids that exceed ADA standards.

 The ADA has a standard for commercial bus lifts that some people's combined weight of wheelchair and body weight exceed. And so 5317 money could be used to replace those lifts with lifts that go beyond the ADA requirements and lift more weight. It can also be used to help fund accessible taxis and vouchers for taxi rides and volunteer driver mileage. The Easter Seals project ACTION has a very good publication on community inclusion drivers, and 5317 funds could be sought and used to help reimburse volunteer community inclusion drivers for their mileage for transporting people. Next, please?

 So all of these programs, as you've seen and heard me repeat several times now, have to be (inaudible) from a locally developed coordinated plan. Well, what is a coordinated plan? Under SAFETEA-LU, a coordinated plan -- the elements of a coordinated plan must include input from individuals with disabilities, older adults and people with low incomes, so a coordinated plan is not complete unless we're at the table and we're providing input. A coordinated plan has to a says available services, it assess transportation needs in a local area, it has to show strategies to address gaps between the available services and the unmet needs, and then prioritize those strategies for implementation. And SAFETEA-LU requires that partners for a coordinated plan include public and private transportation providers, consumers and advocates and human service agencies and provider, and again, it's not a coordinated plan unless we're at the table, so we really need to make contacts in our local areas and engage in those planning processes for those coordinated plans. Next?

 Now, in terms of rural issues, this flag comes straight out of the Association of Programs for Rural Independent Living, APRIL, transportation act reauthorization position statement that was put out in January of 2010. And compared to the resources allocated to urban areas, those allocated for rural public transportation are significantly inequitable. Statistically, 25% of the U.S. population lives in rural areas, but only 6% of federal transit funding is allocated to serve them. Many rural communities, 1200 counties with a total population of 37 million people in this country, have no public transit available to them. There's no public transportation that exists in their areas. And this is where we found ourselves here at my center in large pourings of Idaho, and that's what led to the development of the system that I'm going to describe after our first Q and A break, which is up now.

 >> Wes, could you help us take questions from the audience, please?

 >> Certainly. Do you have a question or comment?

 >> Wes, are you there?

 >> Can you hear me now?

 >> Yes, I can. You were cut off for a second.

 >> I apologize. For a question or comment press the number 7 or Q on your telephone keypad. For a question or comment, please press the letter Q or No. 7 on your telephone keypad. At this time there are no questions.

 >> Okay. Just like Tuesday, Roger, the first Q/A is question, I don't have any on the Web either. So let's go ahead with the presentation. We will break again in a little bit for questions.

 >> Okay. Very good. Moving on to our next slide, now I'll spend some time describing as an example the transportation program that our Center for Independent Living has put together. Our center is headquartered out of -- largest is Boise, which oh -- and we have offices in a town about 28 miles west of here towards Oregon, the town of Caldwell, and an office in the city of Twin Falls about 120 miles east of Boise in the south central part of Idaho, and our office in Twin Falls operates a transportation program that serves a four county area in south central Idaho that's about the size of the state of Connecticut.

 The four-county area has a total population of just over 100,000 people and 64,000 of those live in just one of the four counties. So you can see it's a pretty rural area when you think about the number of people and the overall size of the area. And if you're interested, there's a link to an on-line news story about our program over in Twin Falls, and that's an on-line publication called the daily yonder, hence the -- once the PowerPoint is archived you'll be able to go and click on this link if you're interested in reading the Daily Yonder's description of our program. Next?

 Now, in the late 1980s and prior to the ADA requirements for fixed lift and paratransit, we saw that there was an obvious need for transportation, and, you know, we didn't have to do all kinds of surveys and research to determine that. Our folks let us know that that was one of the primary problems that they had, was access to transportation. And in Boise there were several taxi companies that operated lift equipment then, which was great, and prior to the ADA but people found those rides too expensive to use on any kind of a regular basis. So our transportation program started as what's usually known as the user-side subsidy service that allowed people with disabilities that prevented them from driving defer the cost of these taxi rides, and the way it worked was users would buy scrip. We called it the taxi scrip program back then, from our CIL, and each dollar that a user spent purchased $3 worth of scrip: The users would pay for rides -- pay the taxi drivers with scrip instead of cash, and as an example, a $9 ride would have only cost the user $3, using the scrip, and then at the end of the month the taxi driver would redeem that scrip and our CIL paid the remainder of the trip, so we paid the $6 remaining out of the $9. And this basic approach was later implemented in south central Idaho on the our Twin Falls office which is what we'll be focusing on today. Next?

 Now, over time the program has kind of morphed or developed into what I think of as a pretty standard voucher style service and using vouchers to pay for rides from private providers such as taxis, pay for or defray the cost of rides on public transportation such as fixed route or paratransportation, or to pay for mileage -- or to pay mileage to community inclusion drivers of their choices, so they can talk to a friend or a neighbor or a relative and arrange for that person to transport them and then use the voucher to pay that person's mileage. And our program is primarily implemented through contracts with private and public transportation providers in the greater Twin Falls area, that four-county area, and I believe we currently have contracts with all of the public and private transportation providers in that area, which is a big change from when we started, when we -- it was like pulling teeth to get any of them to participate. Now they're lining up to participate.

 And all of the credit for the development of the program that I'm talking about goes to Melba Heinrich, who runs our office over in Twin Falls and has done a spectacular job of building this program, and she's also a mobility management coach, which I will talk about that Easter Seals project ACTION program later on in the session. Next?

 So I called about your program, and when people come and sign up and they're eligible they get a transportation card and this is a graphic that shows what the cards look like. It's just a wallet-sized card, and, you know, issued to every person by name, and if you -- around the edges of the card are boxes with different numbers in them, and those pertain to the cost of ride. These operate as punch cards, and you can -- in the center you'll see -- in the center there's a box that says co-pay, zero, and what that means is that within city limits in any town in the area, or within a ten-mile radius of that town there is no co-pay. That is, the user doesn't have to pay anything, and for that we've negotiated a flat rate with all of the participating providers so they know if they transport a person within that area, that they're going to get paid the same amount.

 Outside that area cost lies incrementally, and the operator of the vehicle can go ahead and punch the corresponding number so that we know how much to reimburse them. We also put on a card a disclaimer that says funding for this card depends on the availability of (inaudible). And that's important because in some years we have run out of funding before the end of the fiscal year, and at various times we were able to piecework together funding to cover that shortfall and at other times we just simply ran out of money, and so we need to let people know that funding is available, depending on the availability of funding. But -- and an important part of that is that we can then use that data on running out of funds to demonstrate the needs for subsequent funding in the upcoming year.

 On the back of the transportation card is a list of all the participating providers and their contact information, so that if folks can't get a ride from one at the time they need, they can call a different one. It includes trans-forward, which is our small public transportation system over in that area. And also our own contact information so that if folks are having problems they can call us directly. And the cards themselves are color-coded according to funding source and geographic area, so that we are able to reimburse from the right funding source to the particular provider, and that's kind of a big hassle and something I'll talk about later on when we talk about the reauthorization of the transportation act that is in the offing right now. Next?

 Now, our program is funded by a combination of all of the transportation funding opportunities that I've mentioned so far, plus others, and that includes the 5310 elderly individuals and individuals with disabilities program, the 5316 job access and reverse commute program, the 5317 New Freedom Initiative Program, and we also receive Older American Act funds through our local area agency on aging over there. And the rest is our match.

 All of these require a match -- matching funds, you know, to get the grant in the first place, and we often use our own funds to cover the costs when the grant funds run out, and that match comes from unrestricted revenues, primarily funds that we've accumulated above and beyond the operation of our personal assistance services program. And just some quick statistics. Last year the program provided 33,600 individual trips to over 700 people in the area. The funding level was just over $200,000, and the transportation department -- the Idaho Transportation Department that these funds -- federal funds flow through to our nonprofit has a way of calculating the rides -- number of rides, number of people, the cost and their calculations show that our operations are highly efficient: And because of some of the other collaborations that I'll talk about later, next year's funding should be about $336,000 and so we're really looking forward to offering more rides and more flexibility to folks that are on the system now and attracting new people to the system that we may not have been able to afford in the past. Next?

 Now, just real briefly I've also included a copy of the application that we use when a person wants to sign up, and we're not crazy about this kind of a rigmarole, but because of the funding sources we find ourselves kind of in the position of having to do this, and that's why it says application reflects funding, in addition to the normal information that you might have on somebody, their name, address, phone and so on, we ask them to certify, and it's all self-certification. We don't check up on folks -- that they're 60 years or older, or that they have a disability, and we find ourselves in a position of asking them what that disability is, and we only do that so that we can capture that information for our 704 Center for Independent Living annual report. Whether they work and where they work, whether they volunteer and where they volunteer, at least 16 hours a month, or whether they are involved in training and/or education related to employment. And we do that because then we can use their answers to allocate where the funding comes from. For instance, if somebody is not involved in training in education for employment, we wouldn't use any JARC access fund, job access, whereas if they have a disability and they volunteered somewhere over 16 hours a month, we could use both the -- both the -- excuse me, the 5310 program funding and the 5316 to help pay for that person's ride. And then down below there's just information that our staff uses to track the types of cards that are issued and how that works.

 And just so folks know, in the middle of the LINC notes section, it says, type of card. D stands for a person with a disability, SR stands for a person who's a senior. CA is community access, which is what we call the JARC funds. MH is mental health court, and DC is drug court, and we do receive funding on a case-by-case basis from people with disabilities who find themselves in mental health court or drug court and we're able to give them a transportation card that enables them to have up to two months of transportation so that they don't miss any of their appointments and, you know, end up in violation of their situation there. Next?

 Now, moving on to some collaborations that we are involved in, one of the big ones is our AmeriCorps project, and that's a three-year project through the national corporation for public service, and our CIL and the SILC collaborated to submit a proposal to the national corporation of public service to develop an AmeriCorps project, and that project, through the article, placed an AmeriCorps member in each of the -- AmeriCorps member throughout each of the CILs, and I forgot to mention this but also at our Idaho Commission for the Blind and Visually Impaired. The AmeriCorps members worked with our consumers to develop location projects in the community and surrounding areas and our goal was to get folks engaged so that they could participate in the regular planning process for their area with the transportation providers and transportation funders. The SILC actually applied for and administered the project funding for the AmeriCorps project, and then the CILs housed and supervised and collaborated with the individual members to develop and implement transportation projects in our local areas. Next?

 Now, some of the results -- now, these apply to my CIL, LINC, and the SILC. There are other results that were achieved by other centers in the state as well, but just through our relationship with the AmeriCorps project and the SILC, we were first able to obtain $70,000 for two accessible vehicles for our Regional Transit Authority in the Boise area, and that money was used to purchase two lift equipment taxi-type vehicles, which were then operated through the Regional Transit Authority. We basically got the funding for them and then gave that up -- or handed that over to them to actually implement the program so that we didn't have to run it.

 We also were able to obtain $62,000 for an accessible vehicle for our existing program in Twin Falls, and again, once we acquired that vehicle, which is a larger vehicle, more like a 16 or 19-passenger vehicle with three or four wheelchair-accessible rider spot, we then developed a memorandum of agreement with the transit authority in the Twin Falls area for them to operate it, and it provides them with -- enabled them to augment their paratransit when needed, use as a fixed route bus as needed, but primarily we designed this to increase inter-city travel within that four county area so that the vehicle can transport people from town to town.

 We were also able to get $45,000 for a demonstration voucher project, and that was to replicate the program we have in Twin Falls, which is 120 miles east of Boise in our canon county area, our office that's about 30 miles west of Boise. We were also able to free up our own time, since we had AmeriCorps workers -- AmeriCorps members, rather, working on these projects so that we were able to seek and obtain increased fundings for our Twin Falls program.

 Some of the other results that aren't listed on the slide includes our Secret Stoppers Program, which I mentioned during Part 1 the other day, which is where we are able to provide people with disabilities with a one-month free bus pass in order for them to take some random rides and provide survey information back to us and the Regional Transit Authority about their experiences. We were also able to obtain funds to increase the number of bus benches at stops, and that was really spurred by somebody took a photo of an old beat-up folding chair that somebody had bike locked to a bus stop sign pole because there was no bench there and because of their disability and fatigue they had no place to sit. And so that was really good consumer evidence of the need for having more bus benches.

 And then some of the members have gone on to work with our county highway district on accessible pedestrian rights of way issues and have worked with them to, for instance, start installing some new state-of-the-art traffic intersection signals for pedestrians that have an indicator tone for people who are blind and visually impaired to hone in on the crosswalk and then verbally instruct them when it's safe to cross or not to cross. Next?

 Another collaboration that has worked out very well, through our State Independent Living Council, our SILC, our SILC was able to obtain a Medicaid infrastructure grant, and those grants are usually tied to employment outcomes. Where we have a situation in the town of Caldwell -- town of Caldwell where one of our offices are, where the Department of Labor, Veterans Administration, Department of Health and Welfare, which in our state is the Health & Human Services, a variety of medical service providers, the Division of Vocational Rehabilitation and the senior center, were all located in a new development on the other side of an interstate that was not served by a fixed-route system. And this was a huge barrier to many folks with disabilities in that area, and so we worked with our State Independent Living Council to use some of their Medicaid infrastructure grant money to provide demonstration grant funds to our Regional Transit Authority to develop a route, and there's a diagram of the route on this slide that shows some of the offices that I just listed. And this route connects with four other existing routes, so by helping the Regional Transit Authority come up with the money to develop this route on a short-term basis, this enables them to then track ridership and all that sort of thing to take over the funding and ask for increased funding for themselves rather than us. But that's a good strategy, but the public transportation authority says they don't have the money for an additional paratransit bus, the taxi company says we'd operate a lift-equipped taxi but we don't have the money to buy the taxi, or in this case they didn't have money to do a route, well then, we'll chip in and work toward solving your funding problem and thereby getting the ball rolling for further development. Do we have any questions and answers on this part of the session?

 >> Answers or questions or comment, please press the No. 7 or Q on a cell phone keypad. We have a question from Autumn Miscu. The floor is yours.

 >> Hi, Roger. I have a question for you, and it goes back -- it goes back to Part 1, where you're talking about SAFETEA-LU and the 5317 New Freedom Program.

 >> ROGER: Yes.

 >> I'm wondering if monies from that might be used to modify architectural things with our city bus routes. For example, we have fewer and fewer bus shelters as the old ones deteriorate. They're not replacing them, and they say, well, they're $55,000, and there's just some other things that, you know, could be improved with the fixed bus system. So could monies be routed through 5317 to help them do that?

 >> ROGER: I very much believe that they could. Examples: If you go to the FTA descriptions on the kinds of things that are allowable under 5317, five three one seven, it talks about, you know, signage, curb cuts, all kinds of different things like that that are kind of above and beyond the ADA, and I think it would really depend on the strength and the need demonstrated in the locally developed coordinated plan. So I would encourage folks to work with the local planning organizations that are coordinating that plan to address that, and once it's part of the plan, I think it's very hard for the Feds to refuse that, you know, unless it's just not a very good proposal that's submitted to them. But I do very much believe that the funds could be used in that manner.

 >> Again for a question or comment, please press the No. 7 or letter Q on your telephone keypad. At this time there are no further questions.

 >> All right, thanks, Wes. I've got two from our Webinar participants, so Roger, Lisa Sullivan asks, if your vouchers are assigned specific dollar values, and she says, in other words, how do you ensure riders do not get drivers to transport them more miles than they're allotted?

 >> ROGER: Well, basically a person -- some folks don't have any co-pay at all. For instance, under the job access reverse commute program, and -- but the operators know, basically by the color of the card, that they're -- they're only enabled to transport this person from home to work or school and back, and with the other parts of the program, a person might have a co-pay. If they do that the driver is just going to go ahead and punch the additional mileage on there and it's going -- their card is going to run out sooner. One thing we have noticed is very little -- very low levels of abuse in our system. One of the things that concerns us is we're pretty lax about eligibility because we don't want to unnecessarily screen out anybody that might be eligible, and from personal experience we've all, you know, been the subject of unnecessarily -- seemingly unnecessary inquiries and having to provide proof of a disability when it's even a very obvious one. But even then we find very few people misuse the eligibility process and very few people use more than their allotment, because their allotment is kind of tied to how much they pay, and that sort of also -- when you're operating a system like this, you kind of have to think about if you're going to be setting limits, because you don't want somebody to come in and, you know, use their relative wealth to buy up so much of the available rides that funding isn't available for other folks.

 >> Great. Thanks. And I've got one more here from Judy Telch, and Judy asks, if an agency has received funding for replacing lifts, and I'm going to add myself, or other improvements, and they haven't done it, in this case they haven't replaced the lifts, what rights do consumers have, or what strategies might you recommend?

 >> ROGER: Well, I would recommend employing some of the advocacy strategies that Stephanie very well put in the first part. Again, based on my experience, I always believe in dealing directly with individuals or organizations first, you know, getting together one or more individuals to approach them and let them know that, you know, we understand you have the funds. The funds are just sitting there. The lifts aren't working. When are you going to get around to doing this? And sometimes that will spur some action.

 And then depending on the situation, you might do, as Stephanie mentioned, you know, bring it to the attention of the media, that they have these funds to do this and people with disabilities aren't getting rides because they're just sitting on the money. And then, you know, working your way up the food chain, so to speak, I would consider filing a complaint with the FTA, because under the ADA regulations there are -- and these can be found, for instance, in the DREDA topic guidelines on equipment maintenance about you know, how long a transportation entity has to repair equipment and those sorts of things. So you might even look that up first and present it to the transportation provider and say, well, you know, you're out of compliance and, you know, you're putting yourself in a position of liability here.

 >> Excellent. Good tips. Okay. That's my last question on the Webinar. Anything -- anything further from the teleconference participants, Wes?

 >> Again, as a reminder, if you have a question, please press the No. 7 or letter Q on your telephone keypad. At this time there are no further questions.

 >> All right. Thanks. Roger, the floor is yours.

 >> Okay. Thanks, Tim. Well, to wrap up I want to move on to transportation planning from the bottom up, and again I'm going to emphasize, you know, if we want to ride, we need to get on board with the planning process and knowing how those planning processes work are really important to securing our rights and getting the kinds of transportation systems that we need in place. Now, what I'm going to describe on this slide is a typical planning model that is promoted and supported through SAFETEA-LU, and it truly is finally and welcomingly, from the bottom up. And planning for coordinated systems and coordinated plans occurs from the bottom up, from the local level up to the funding source rather than in the reverse, and typically it takes the form of -- and there is -- I did put a typo on this. It's not Local Area Mobility Networks. It's Local Mobility Management Networks, LMMN. And it's typically referred to as "lemon." And this is where you have, for instance, a town or two adjacent that find themselves in a local mobility management network, and the idea of the LMMN is it's a grass root effort. The strategy is that it's to that small geographic area. And in Idaho we've developed -- or determined 17 different lemons around the state, and those are made up of transportation providers, human service providers, people with disabilities, consumers, advocates, and folks that are just, you know, interested in transportation planning, because there are a lot of folks out in our communities that are interested in transportation issues from aspects of, you know, being green and trying to promote, you know, less exhaust and things like that, to people that are involved in local land use planning. Sometimes developers are interested in participating at this level because they're planning on putting in a housing development and they want to make sure that it's accessed by public transportation.

 So the LMMN, the local mobility management network, is really the place where all the planning really takes place for a particular locale. And the LMMN reports up their findings, their plan, their recommendation, to a district coordinated council, and whereas we have 17 LMMNs in Idaho, we have six district coordinating councils, and those are based on our six transportation districts statewide that have been set up by our Department of Transportation, and a DCC, a district coordinating council, tries to coordinate the plans and activities of two or more of the LMMNs, and they really focus in on connectivity between the Local Mobility Management Networks, and freedom, and to work toward leveraging limited resources to maximize transportation opportunities and connectivity within that district.

 Then typically the planning and recommendations move their way up from the LMMN through the DCC, up to a public transportation advisory board, which tries to then weave together all the local, district and stayed wide strategies and priorities that have been developed at the grassroots level and submit them to your state's Department of Transportation board, which makes the ultimate recommendations for how the federal funds that transportation department uses is allocated.

 So getting in on the ground floor in a LMMN or participating at the district coordination council level is really key to making sure that our voices are heard, and a key player in all this is the mobility manager. And in Idaho the mobility manager comes in at the district coordinating council level, but at any rate, within Idaho we have six people who are employed as mobility managers who work to make sure that the plans are reflective of the needs, that all the stakeholders are heard, that the plan is truly a coordinated plan so they could be woven together to create a statewide plan. And so getting to know your local mobility manager is really important. Next, please?

 And a really great project of Easter Seals project ACTION is the mobility action IL coaches project, and that project developed a national network of IL coaches to facilitate person-directed mobility management service delivery, and so Easter Seals went around the country and identified primarily people who work at Centers for Independent Living and those who have a lot of experience either training and managing transportation programs or advocating for those, and trained them up as self-advocates specifically to help the mobility managers around the country to engage members of the disability community in planning, implementing and evaluation of transportation, coordination and policy activities. And this is an invaluable resources, and I'm sure if you're interesting you can go through project ACTION, find out if there's any of the trained mobility management coaches anywhere near your area, and you might be able to access that person who has a long experience working with transportation officials and mobility managers to really help you engage and get into the system and begin working to, again, make sure our needs and voices are heard in the planning process.

 And as I mentioned, the director of our center office in Twin Falls, Melba Heinrich, that put our transportation center together, is one of these mobility -- is one of these mobility management coaches. Next, please.

 Well, because of the lack of questions I think we're like way ahead of time here, and so I'm going to end up with talking just a little bit about the reauthorization of the Surface Transportation Act, and SAFETEA-LU is an example of a Surface Transportation Act. As I mentioned earlier, SAFETEA-LU was a big improvement when it was passed in 2005 and helped implement this planning from the bottom up and requirements that projects could not be funded unless stakeholders such as people with disabilities were involved in these various funding streams, and planning initiatives. But the act is up for reauthorization as we speak, and the Association of Programs for Rural Independent Living, APRIL, is really taking the lead in advocating in the reauthorization for equitable, affordable, accessible transportation nationwide, and I want to encourage everybody to help APRIL help you, you know, get involved with APRIL, and make sure that our voices are heard loud and clear while the federal Congress is looking at reauthorizing this bill.

 And when I mentioned again earlier that I had to go through transportation by the numbers and look at all these various funding sources that we've used to patch our system together with, and others have done the same, with differing objectives, different program goals for each of the funding sources, it becomes difficult, unnecessarily difficult, to juggle the different funding streams and make an integrated seamless program. And so what the IL movement is primarily calling for right now is an integration of these various funding streams.

 For instance, in some states, the state has already sort of administratively integrated these programs so that you're not actually applying for 5310 or 5317 money. You're using a coordinated plan as the basis to apply for funding for a particular service need, and then they decide if it falls under 5310 funding or 5317 funding or a combination of those. And so we're hoping that under the reauthorization of the Transportation Act, that there is a -- a well thought out and -- a consensus about how to remove the ambiguity -- the ambiguous assurances and things like that that are in place and establish a seamless system that reaches as many people as possible, and also starts getting away from this notion of specialized transit for elderly, specialized transit for people with disabilities, specialized transit for folks that are low income, and reorient them to look at, you know, are we trying to turn human service providers into transportation providers? Are we trying to develop a transportation system that meets everybody's needs?

 And so anyway, I would strongly urge everybody to get involved. I think your best pipeline for information about what's going on is through APRIL, and they're working with a lot of other transportation groups around the country to promote improved access to affordable transportation options that can promote mobility in health, expand economic opportunities, strengthen families and communities, and foster accountability, and focus on results. So if you're interested in transportation from the top level, that's really the way I would direct your energies.

 And that being said, I'll stand open for questions.

 >> So again the floor is open for your questions. If you have a question please press the number 7 or letter Q on your telephone keypad. For a question or comment, please press the No. 7 or letter Q on your telephone keypad. At this time there are no -- I'm sorry, there is one question. The first question comes from Marilyn Goldman. Marilyn, the floor is yours.

 >> Hi, Roger and everybody. This is wonderful Webinar with really impressive work that you've done. We have been looking also at the combination of those funding streams, and I was interested in your viewpoint on that, and I think you had good reasons for it. I wanted to see if you -- what you thought of some concerns that we had about it. We were wondering if the New Freedom options could potentially take funds away from some of the other important purposes of 5310 and whether adding JARC could dilute the impact and take away funds from disability-related transportation assistance.

 And then the other concern was whether combining them -- risks -- reducing the overall dollar amount that would be available.

 >> Well, I'm not sure if combining them would result in a reduction of the overall amount of available, but I think what's really important is the way Congress is looking at our national budget and deficit reduction and all that, that just the overall amount of money for transportation options available through the Surface Transportation Act be maintained or increased and not cut significantly, because if it is cut significantly or at all, we're all going to feel that.

 And as far as in terms of consolidating the programs, I think APRIL and the other transportation partners that they've been working with are working really hard to make sure that this is done right and done very clearly and not result in shifts from one to the other or overall reductions.

 (pause.)

 >> Again, for a question or comment, please press the No. 7 or letter Q on your telephone keypad. For a question or comment please press the No. 7 or letter Q. At this time there are no further questions.

 >> Okay. Hey, Wes, your volume is really low. Is there any way to turn that up?

 >> Certainly.

 >> Okay. Just wanted to make sure that folks can here hear you. I'm going to go ahead with a couple Webinar questions. From Judy Telch, she asked for advice where she might go to find our local mobility manager.

 >> ROGER: Oh, okay. When I want to find one here in Idaho, I go to our state Department of Transportation Web site, and go to our district coordinating council description, and it basically pops up a map of Idaho that shows the six different transportation districts and identifies and has information about the mobility manager for each of those districts, you know, by name and contact information and that sort of thing. And interestingly enough, one of the people who worked through our AmeriCorps project is now the mobility manager for one of our district coordinating councils. So I only point that out as showing how these collaborations can really have some unforeseen results, and, you know, we couldn't have a better friend at that level than a mobility manager who worked through our AmeriCorps project.

 >> TIM: Okay. Great. And Roger, Lisa Sullivan says she operates a voucher program through New Freedom and she's wondering if there's someone from your office that she can speak to about streamlining her program to minimize misuse.

 >> ROGER: I would definitely direct you to speak with Melba Heinrich at our Twin Falls office, and her email is mheinrich@lincidaho.org. And the phone number at that location is area code 208-733-1712.

 >> TIM: Thanks. That's very generous of you. That's the last question I have from the Web. I wonder, Wes, have any more questions come in on the teleconference?

 >> Again for a question or comment, please press the number 7 or letter Q on your telephone keypad. At this time there are no further questions.

 >> TIM: All right. Let me check one more time on the Web. All right. Looks like you're off the hook, Roger. (chuckle)

 >> ROGER: Okay.

 >> TIM: Well, folks, this has been absolutely fantastic, and again, Roger, I want to thank you for today's presentation, and I want to thank Stephanie for an excellent presentation on Tuesday. I've just clicked ahead to the last slide, and that is the evaluation, and this is a live link so you can click right on this if you're on the Webinar and if you're on the teleconference you can type in that URL or again you can access it on the training page where you got the connection information for the call. And please do let us know what you thought of today's call.

 In addition to thanking Roger and Stephanie, I want to thank all of you for being with us. Of course, if you have any questions that you think of as you try to implement any of these ideas, please do contact me. You can send your question to me at Tim@ncil.org, and I'll pass it along to Roger or Stephanie. Thanks so much, you-all, again for being with us, and just an excellent job, and we will talk to you next time. Take care. Bye-bye.

 >> Thank you, this concludes today's teleconference. We appreciate your participation. You may now disconnect your line at this time.

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