

# APPENDIX A: REVENUE SOURCES FROM PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION COORDINATION

---

Table A-1 is a matrix of local revenue sources related to public transit-human services coordination that can be used as local match. The table also provides transit agency (and in some cases state DOT) examples of how the revenues have been applied. Table A-1 was adapted from *A Study of Sources Used for Local Revenue for Transit* (Texas A&M University 2013). All details and examples contained in Table A-1 were accurate as of 2016; however, due to the changing nature of grant programs and transportation services, some details may change and programs may cease over time.

The match revenue categories included in Table A-1 are the following:

- Transit-generated sources:
  - Contract services.
  - Donations.
  - Contributed services.
  
- Federal funds from a federal department or agency other than a USDOT (the following are examples and not inclusive of all federal departments or agencies that may provide funds that could be used for public transportation):
  - Department of Health and Human Services.
  - Department of Labor.
  - Department of Education Rehabilitation Services Administration.
  - Department of Housing and Urban Development.
  - Veteran's Administration

**Table A-1. Sources of Transit Local Revenue from Coordination Activities.**

Source of Revenue	Description	Examples
Contract services	<p>Contract revenue is the payment or reimbursement by any organization, government, agency, or company, under a formal contractual agreement with the transit operator for a service. Revenues are generated for services provided and not linked to a specific passenger or group.</p>	<p><b>Transportation service contracts</b></p> <p>CA—The City of Porterville has a contract with a local tribal reservation to provide fare-free transportation to the reservation for employees and the general public. Two dedicated full-size buses make hourly trips to the reservation each day.</p> <p>ME—The City of South Portland contracted with the Regional Transportation Program to provide paratransit services for the Portland urban area. The Regional Transportation Program will provide fully ADA-compliant, curb-to-curb service six days per week (City of South Portland, Maine 2016).</p> <p>TX—The City of Lubbock has a contract with a local grocery store to provide transportation to the store for people living in local retirement communities. A dedicated full-size bus makes midday daily trips to the store, carrying residents from a different area each day. Drivers assist clients into the store and with their shopping.</p> <p>TX—STAR Transit had eight contracts in 2015 to provide services to a variety of groups including a contract with Kaufmann County Senior Citizens Services for service in three counties, a state hospital contract for service on its campus, and other public and private contracts.</p>
Donations	<p>Donations include contributions from individuals, businesses, and charitable or non-government organizations to help cover the transit system capital or operating costs.</p>	<p>OR—Ride Connection, a nonprofit serving the Portland tri-county area (Clackamas, Multnomah, and Washington Counties), accepts cash and in-kind donations. The organization also solicits donations of vehicles (including boats and recreational vehicles), which it either puts into service or converts to cash for agency use. An informational page about vehicle donation is on its website (Ride Connection n.d.). A planned-giving program is under development. An annual gala raises funds and awareness and is underwritten by sponsors. Donors of any amount are acknowledged by name on the website and in the annual report.</p> <p>WY—Section 5310 funds are used for the Wyoming Transportation Check Program, a voucher program designed to assist people with disabilities and remove barriers to mobility. Funding defrays the cost of a ride provided by a friend, co-worker, neighbor, volunteer, or public transit provider. In addition, participants share strategies and resources through organized support groups. The program covers the eastern half of Wyoming.</p>

Source of Revenue	Description	Examples
<p>Contributed services</p> <p>See 2 CFR 200.306 for guidance on how to calculate the value of contributed services.</p>	<p>Contributed services (not cash) come from another entity where such services benefit transit operations and the transit agency is under no obligation to pay for the services. These services include in-kind.</p>	<p>ME—York County Community Action in Maine has about 90 volunteer drivers who transport York County residents whose needs cannot be met by the bus program due to route or schedule conflicts. The drivers operate their own vehicles and are reimbursed for mileage and tolls only.</p> <p>OR—Lane Transit District (LTD) in Eugene coordinates with Alternative Work Concepts, which provides staff for its Transit Host Program. Alternative Work Concepts staff are stationed at key transfer points to facilitate the transfer of persons with disabilities from one fixed route to another. LTD states the program provides a net savings by customers choosing to take their trips on fixed-route transit rather than riding the more expensive demand-response system.</p>
<p>Department of Health and Human Services</p>	<p>Supportive Services and Senior Centers</p> <p>Head Start</p> <p>Temporary Assistance for Needy Families</p> <p>Community Services Block Grant Program</p> <p>Development Disabilities Grants</p> <p>Administration on Aging, Older Americans Act, Title III funds</p> <p>Administration for Children and Families Title XX Social Services Block Grant</p> <p>See “Medicaid contract revenues” below.</p>	<p>CO—Arapahoe County’s Senior Transportation Program helps seniors continue to live independently in the community by providing transportation to medical appointments, senior dining centers, grocery stores, and food banks. Arapahoe County has partnered with Seniors’ Resource Center to offer rides to seniors age 60 and older on small, wheelchair-accessible vehicles. Transportation is supported by Older Americans Act funding, Colorado state funding for seniors, and Arapahoe County. There is no fee for rides; however, donations are appreciated and encouraged to help serve more residents (Arapahoe County n.d.).</p> <p>CO—The Seniors’ Resource Center in Denver, in conjunction with RTD, offers rides through Call-n-Ride, a personalized bus service that travels within select RTD service areas. The service connects users to bus routes, park-and-rides, work, school, and appointments. Reservations are required, and riders pay a cash fare upon pickup (Seniors’ Resource Center 2016).</p> <p>CO—RTD’s SeniorShopper program provides shopping transportation for seniors who would otherwise have difficulty riding fixed-route service or driving. This service picks up groups of 10 or more at senior housing complexes and community centers, but passengers of any age can use the service. SeniorShopper operates on weekdays only (Regional Transportation District n.d.).</p> <p>SD—River City Transit partnered with Avera Healthcare and Stanford Health to prioritize scheduling patients from Pierre on two specific days of the week. River City Transit offers these patients a discounted fare and provides a subsidy to the health care program.</p> <p>TX—The Hill Country Transit District receives revenue to provide transportation for Head Start and three Area Agencies on Aging.</p> <p>VA—The human service transportation provider in Roanoke contracts with a local transit agency to provide transportation to seniors and persons with disabilities in the region.</p>

Source of Revenue	Description	Examples
Medicaid contract revenues	Medicaid contract revenue is the payment or reimbursement by the state Medicaid agency or Medicaid broker under a formal contractual agreement with the transit operator for NEMT service. Revenues are generated for services provided for Medicaid-eligible recipients.	<p><i>Medicaid, Title XIX of the Social Security Act, is a major funding source for NEMT in many states, with rules of its use varying widely. This low-income health care program is administered within each state and guided largely by state rules. Many transit agencies throughout the United States have contracts to provide Medicaid NEMT service, especially in rural areas where other transportation providers may not be available.</i></p> <p>NC—In North Carolina, community transportation providers operate a statewide network of coordinated human service/public transportation programs organized at the county level that complement the urbanized area transit agency transportation. North Carolina developed a uniform costing model to facilitate coordination with a fee-for-service arrangement. Providing NEMT transportation by community transportation providers accounts for about 69 percent of all NEMT expenditures in the state. NEMT accounts for an estimated 43 percent of all community transportation provider expenditures (North Carolina Public Transit Association 2015).</p> <p>OR—LTD provides NEMT service through a program called Ride Source throughout Lane County, OR. LTD receives revenue as a Medicaid managed care broker to provide trips on fixed route and paratransit.</p> <p>PA—The Allegheny County Department of Human Services (which includes the city of Pittsburgh) contracts with ACCESS Transportation Systems, Inc., the ADA paratransit provider for the Allegheny County Port Authority. ACCESS subcontracts to six different transportation providers throughout the county to provide rides. As the ADA paratransit provider and the human service transportation coordinator, ACCESS monitors utilization of the human service transportation programs and coordinates services. ACCESS applies an extensive cost allocation model to the trips and services provided based on average trip lengths, dead time, ride time, percent of wheelchair boardings, and percent of no shows, and applies fully allocated costs to each trip, such as labor and overhead, capital costs and materials, fuel, insurance, hiring and licensing costs (drug and alcohol and criminal background), maintenance, and other administrative costs. The cost allocation model provides transparency.</p> <p>TX—Texas moved to a 13-region broker model for providing NEMT. The brokers contract with a mix of public and private transportation providers. As of 2015, several public transit districts receive NEMT revenues ranging between \$600,000 and \$1.4 million annually.</p>
Department of Labor	<p>Senior Community Service Employment Program</p> <p>Workforce Investment Act Program</p>	<p>NJ—Burlington County uses pass-through Workforce Investment funds to cover operating costs of transporting persons enrolled in Workfirst NJ to education, training, and employment activities.</p>

Source of Revenue	Description	Examples
Department of Education (DOE) Rehabilitation Services Administration	Vocational Rehabilitation Grants and Independent Living Programs (Rehabilitation Services Administration n.d.)	<p><i>Centers provide an array of services to clients with disabilities, including transportation. Independent living skills training programs include various levels of training on finding and using transportation services provided by other transit agencies; these agencies can explore the cost of this service as match.</i></p> <p><i>Centers for Independent Living (CILs) may use DOE funds or supplemental funding sources for the services they provide. In the latter case, DOE funds may fund the infrastructure for these services, such as administrative/accounting support and facilities.</i></p> <p>CO—Mountain Metro Mobility in Colorado Springs partners with Yellow Cab to provide a Taxi Choice Option program for eligible passengers with trips 7 miles or less. Service animals are allowed, and wheelchair accessible vehicles are available. The fare charged to the passenger is the same as riding a Metro Mobility paratransit van and must be prepaid (Mountain Metro 2016).</p> <p>MT—The City of Helena and the Montana Independent Living Program piloted a project with the local taxi service to provide a voucher system so that people with disabilities could use a taxi at a discounted rate when the paratransit system was not available (Montana Independent Living Project 2014).</p> <p>TX—The Panhandle Independent Living Center provides classroom and field training to guide clients in the use of public transit in the Amarillo area. The center also maintains three accessible vehicles. DOE funds provide infrastructure support.</p> <p>TX—The Coastal Bend CIL piloted a program in 2010 to use mobility management in a consumer-controlled voucher payment model to facilitate employment transportation to disabled persons who were not being serviced by existing transit options. Funds were provided by JARC with match from available residual legal funds (residual funds from a class action suit that cannot be distributed to class members or the intended beneficiaries for a variety of reasons) along with a grant to Workforce Solutions of the Coastal Bend to partner on the project. DOE funds supported the CIL’s existing infrastructure. Vouchers issued to clients through this program subsidize the fare paid by the client to the agency providing service, and would be considered fare by the performing agency.</p> <p>TX—Disability Connections serves eight west central Texas counties and receives Independent Living funds. Transportation services include information and referral, independent living skills training, and relocation services from nursing home to home.</p>

Source of Revenue	Description	Examples
Department of Housing and Urban Development	<p>Community Development Block Grants (CDBG) provide communities with resources to address a wide range of unique community development needs and are often used to help support local transportation. Annual grants are provided on a formula basis to local government and states (U.S. Department of Housing and Urban Development n.d.)</p> <p>Resident Opportunities and Self-Sufficiency Program</p>	<p>OR—The City of Beaverton and Washington County received Department of Housing and Urban Development Community Challenge Grants to increase transportation choices. In Beaverton, the funds focus on reconnecting the street grid and increasing the density of sidewalks and bike routes. In Washington County, the community is focusing on topics such as street lighting, crossing improvements, sidewalks, and bikeways (U.S. Department of Housing and Urban Development 2013).</p> <p>TX—The Town of Flower Mound is an entitlement community for CDBG, receiving funds since 2002. CDBG funding supports Special Programs for Aging Needs to provide transportation to services.</p> <p>TX—The City of Lubbock receives CDBG funding for paratransit services to qualified clients.</p> <p>WA—The City of Longview used CDBG funds, along with other federal and local sources, to build the Highlands Trail and provide a safe connection between the low-income Highlands community and the rest of the city (U.S. Department of Housing and Urban Development 2013).</p>
Veteran’s Administration (VA)	Veterans Medical Care (VAMC), Veterans Transportation, and Community Living Initiative	<p>MD—The Carroll Area Transit System, Inc., in north-central Maryland, started a new veterans’ shuttle that provides service from two locations in the county to VAMC in Baltimore (five days/week) and the medical services at Fort Detrick in Frederick (five days/week). The county funds the shuttle operating costs. The vehicles were acquired with an FTA grant and local matching funds (Ellis et al. 2013).</p> <p>MD—Counselors at the VA and Maryland’s public health system found that some veterans were missing their appointments for mental health and substance abuse services because of transportation problems. To meet this gap, transportation service can now be scheduled (and paid for) through a program designed to assist veterans and their families coordinate behavioral health services. The program, Maryland’s Commitment to Veterans, is a collaboration between the state’s Health and Mental Hygiene Department, VA, the Maryland National Guard, and the state’s Defense Force, with regional resource coordinators providing one-on-one assistance, including arranging trips to appointments (Ellis et al. 2013).</p> <p>OR—Ride Connection in Portland received VA grant funding to develop open-source clearinghouse software to streamline medical appointments for veterans in the tri-county Portland area.</p> <p>OR—In southern Oregon, the local housing authority used private investment equity generated by low-income housing tax credits to purchase an accessible van for its new facility. Over half the units are occupied by veterans. The van serves veterans’ work trips for second and third shifts, with hours not served by the local transit system, the Rogue Valley Transportation District. Other needed trips are to destinations not currently in the Rogue Valley Transportation District’s service area (Ellis et al. 2013).</p>