

Application Instructions [Application Instructions](#)  
Agency Name Fort Bend County  
Person to be contacted regarding **this** application  
First Name \* Yvette  
Last Name \* Maldonado  
Phone Number \* (281) 633-7433  
Email Address \* Yvette.Maldonado@fortbend  
countytx.gov  
Click [here to download an Obligation Certification.](#)  
Obligation Certification \*  
By checking this box, you are indicating that the service profile for this organization is accurate. \*

**Project Summary**

1. Project Service Area, enter the percentage of each\*  
Rural: 6.5%  
Urban: 93.5%  
State Planning Region \* 16  
What is the project name? \* Ambassadors Program

2. Provide a summary of the proposed project(s) for which the funds will be used. \*

Fort Bend County (FBC) is requesting continuation of funds to support its Ambassador Program . The Ambassador Program provides dedicated services to Elderly & Disabled (E&D) passengers in the rural areas of FBC. Fort Bend Transit (FBT) has been providing public transportation services since inception. Through the New Freedom grant, FBT was able to expand services in 2009 with the addition of our Ambassadors Program. The Ambassador Program was developed to complement public transportation services provided to E &D passengers by assisting those who have difficulty traversing the public transportation system due to physical or cognitive disabilities .

3. The Texas Transportation Commission has established the Strategic Plan . Demonstrate to what extent the project responds to one or more of the Strategic Plan goals. \*

This request is for funding for the continuation of our Ambassador Program provided to the E &D populations in the rural areas of FBC. The Ambassador Program meets the specific needs of E&D populations by delivering assistance and accessibility to passengers that provide a sense of independence and encourages the use of public transportation. Without this service, many passengers would be hesitant to utilize public transportation. Representatives of Senior Centers, indicating that seniors required physical assistance boarding and disembarking vehicles, carrying bags, walkers, etc., initially identified the need for assistance. Caregivers and caregiver associates for individuals with cognitive disabilities also recognized a need for providing assistance as the inability of these individuals to travel without an attendant prevented caregivers from being employed and hindered those they care for from interacting with others independently. Through our Ambassador Program, FBT is currently providing assistance to an average of 100 passengers daily. FBT is Delivering the Right Project, Strategic Plan Goal No. 1, as well as staying Focused on the Customer, Strategic Plan Goal No. 2.

The services provided through the Ambassador Program have allowed our drivers to focus more on reliability and improving performance . Ambassadors are able to guide more passengers on and off each bus efficiently reducing the amount of time spent at stops , or Optimizing System Performance, Strategic Plan Goal No. 4.

Before the implementation of the Ambassador Program , FBT recorded several incidents involving our E &D passengers, whether falling while boarding or disembarking a vehicle or slipping out of their seats while the vehicle was in motion. As Ambassadors were assigned to each route, FBT saw a reduction in these types of incidents. The Ambassador Program Promotes Safety, Strategic Goal No. 6, for our E&D passengers as well as for our drivers.

4. Identify project partners and describe what each partner will do for the project.

<u>Partner Name</u>	<u>Description of Activity</u>
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5. Certification of Non-Profit Status

If applying as a non-profit organization, attach documentation to certify nonprofit status.

Accepted documentation:

1. Proof that the Internal Revenue Service currently recognizes the applicant as an organization to which contributions are tax deductible under section 501(c)(3) of the Internal Revenue Code;

2. A statement from a State taxing body or State Attorney General certifying that :

1. The organization is a non-profit organization operating within the State; and

2. No part of its net earnings may lawfully benefit any private shareholder or individual;

· A certified copy of the applicant's certificate of incorporation or similar document if it clearly establishes the non-profit status of the applicant; or

· Any item described above if that item applies to a State or national parent organization, together with a statement by the State or parent organization that the applicant is a non-profit affiliate.

Certification of Non-Profit Status

1. Which district(s) are included in this project? \* Houston
  
2. Does this project continue existing service? \*  
✓ Yes No
  
3. Does this project increase service times or service area? \*  
Yes ✓ No
  
4. Is this the only public transportation option available in the service area? \*  
✓ Yes No
  
5. In the past year how many one way 5310 trips did your agency provide through purchased trips? \*  
0
  
6. In the past year how many one way 5310 trips did your agency provide in agency operated vehicles? \*  
23652

7. Which specific gaps/barriers identified in the coordinated public transit-human service transportation plan(s) does this project address and how does it address them? \*

Since the launch of our Public Transportation Department, FBT has successfully provided services to the population in the surrounding areas. We have also identified and eliminated transit-gaps for E&D populations residing within rural communities. Representatives of Senior Centers, indicating that seniors required physical assistance boarding and disembarking vehicles, carrying bags, walkers, etc., initially identified the need. Caregivers and caregiver associates for individuals with cognitive disabilities recognized the need for assistance, as the inability to travel without an attendant prevented caregivers from being employed and prevented those they care for from interacting with others independently.

The Ambassadors Program lays the foundation for service integration between FBT and its' E & D passengers, and continuation of funding under the 5310 program allows FBT to ensure the needs of our current E & D passengers are addressed as well as provides the ability to accommodate more E&D passengers. Currently, FBT is providing assistance to an average of 100 E&D passengers daily.

8. Every project must relate to the 5310 Key Concepts. Explain how the project relates to each concept \*

- What makes this project sustainable for the future?

FBT collaborates with numerous community organizations and social and human service agencies to provide transit services. Fort Bend Seniors, Texana, and The Arc are the primary agencies currently utilizing FBT services. Our collaboration with these agencies has prevented duplicative use of funding sources. In addition, the Ambassadors Program lays the foundation for continued service integration between FBT and the E & D community through collaborative efforts with these agencies and through numerous community outreach events that promote our services and provide awareness of changes in economic trends and demographics in our local communities. These collaborative efforts have resulted in a notable increase in ridership for passengers utilizing the Ambassadors Program.

- How does the project provide service continuity?

In 2007, Fort Bend County entered into an agreement with Fort Bend Seniors Meals on Wheels - and Much, Much More (FBS) to provide transportation services. Before that, the agency was directly providing transportation services for seniors. Currently, FBS determines eligibility for the Ambassador Program utilizing the Houston Galveston Area Agency on Aging requirements. FBS will refer the applicants to FBT for their transportation needs. FBT also partners with Texana and The ARC whose prime mission is to support the E&D population in Fort Bend County. The ARC supports our Ambassadors Program by providing referrals and job coaching services to individuals interested in becoming an Ambassador or Passenger Attendant. FBT's Trip Coordinator/Travel Trainer attends regular outreach events and meetings with various social service

agencies and senior centers to educate the public about our Ambassadors Program and our services in general .

- How does the project use resources effectively and efficiently? Does it leverage existing resources?

In FY17, FBT continued its coordination activities with Texana, Fort Bend County's Intellectual and Development Disability Authority (LIDDA) and the Local Mental Health Authority, by entering into an Interlocal agreement to provide buses for transportations services provided by Texana to their clients. This additional coordination of activities and provision of vehicles allows Texana the ability to perform trips needed both inside and outside of FBT's operating hours or during FBT's peak hours. FBT does continue to provide trips for Texana clients whose trips are best suited for public transportation, as many of these trips are able to be performed because of the availability of our Ambassador Program .

- How does this project promote innovation?

FBT is aware of the needs of providing alternative solutions to transportation, especially as the local population ages. FBT is also aware of how mobility can impact the needs of the elderly and disabled, as the reliance on public transportation is often the only option for medical appointments, shopping, social events, or other activities. As mentioned above, FBT's Trip Coordinator/Travel Trainer regularly attends community outreach events and meetings with various social service agencies and senior centers to promote our services. We anticipate continual partnering and coordination with local service agencies to expand the services we currently offer to our E&D population, providing safe and efficient transportation services combined with assistance and accessibility. Overall, we design our services to ensure they meet the needs of our community and when necessary, improve existing programs and services to meet all segments of the population.

9. How will partners stay involved throughout the project? What is the schedule for meetings? \*

FBT is not partnered with any other agency on this project.

10. How will local stakeholders stay involved throughout the project? What is the schedule for meetings? \*

FBT follows and adheres to strict policies for both pre and post-grant award processes. Before FBT submits the grant application to the respected agency, the grant application goes through an internal approval process involving the County's Attorney. Once the grant is awarded, the Commissioner's Court must approve the project's budget, scope, and the amount requested to deliver the services/project successfully. We then continue our internal monthly reporting process by updating the Commissioner's Court with the project and the funding status, along with the operational data, and anticipated completion date (if applicable).

11. Does this project increase service times and/or service area? \*

Yes  No

12. Will this project require new procurement of goods/services? \*

Yes  No

13. Have vendors already been selected for this project? \*

Yes No

Identify the vendors and what goods/services they will provide (press the save button for additional rows).

Vendor Name	Description of goods/services
First Transit	Ambassador Services

14. List the names of local **senior organizations and individuals with disabilities organizations** and/or local nonprofit agencies that have provided letters of support.\*

Supporter Name	Type of Entity
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Fort Bend Seniors

Non-Profit Seniors Organization

15. List the names of local **public bodies and officials** that have provided letters of support.

**Supporter Name**

Fort Bend County

**Type of Entity**

Local Match Support

**Attachments**

Upload any additional documents relevant to this application.

**Description**

Letter of Support from Fort Bend Seniors

**Upload**

[https://apps2.txdot.gov/apps/egrants2/egrants2\\_uploads/724119\\_334517-2019-02-20LetterofSupportfromFBS.pdf](https://apps2.txdot.gov/apps/egrants2/egrants2_uploads/724119_334517-2019-02-20LetterofSupportfromFBS.pdf)



February 20, 2019

Re: Letter of support, Fort Bend County Transportation Services

Dear Grants Committee:

I'm writing to express my support of the Transportation Services provided by Fort Bend County Transportation to Fort Bend Seniors Meals on Wheels (FBS).

FBS is a non-profit serving Fort Bend and Waller Counties, since 1974. With the support of local communities, we've been able to deliver hot nutritious meals to seniors for the past 45 years, and now serve more than 1,500 seniors each day. In addition to much-needed daily meals, we provide recreation activities, socialization, referral services and more to the seniors visiting our 12 congregate centers each day. Each program strives to enhance seniors' quality of life and allow them to live independently and remain an integral part of the Fort Bend community.

Fort Bend County Transportation is fundamental to this mission. FBC Transportation allows FBS to offer our congregate center services to every senior throughout the county, regardless of the fact that many seniors are unable to drive due to mobility issues or lack of personal transportation. FBC Transportation provides this essential service to ensure our seniors can enjoy FBS programming and socializing with peers every day.

FBC Transportation's Ambassador Service is an added benefit for our seniors. Ambassadors travel on FBC busses to assist the passenger from their door to the vehicle, and from the vehicle to one of 8 congregate centers. This personalized service provides an extra level of safety in which our seniors and their families take comfort.

In closing, Fort Bend Transportation fills a gap in our community that no other organization could easily provide: ensuring seniors travel safely from the comfort of home to a local congregate center each day. Without this service and added safety check, FBS would not be able to serve as many seniors and would not be able to enhance their quality of life as they age in place.

Sincerely,

Manuela H. Arroyos, CEO  
Fort Bend Seniors Meals on Wheels

*Committed to helping seniors remain independent by enhancing their quality of life through services and resources, since 1974.*

**Chairman**  
Ray Aguilar

**Vice Chairman**  
Gregory Schockling

**Treasurer**  
Jim Coppedge

**Assistant Treasurer**  
Robert Gracia

**Secretary**  
Rick Forlano

**Assistant Secretary**  
Guadalupe Cabello

**Board Members**  
Farida Abjani  
Joe Gurecky  
John C. Kennedy  
Sandra McNeil  
Eric Robins

**Chief Executive Officer**  
Manuela H. Arroyos



**March 5, 2019**

Kari Banta  
Section 5310 Program Manager  
Texas Department of Transportation  
Via eGrants Application Submittal

**RE:** Local Match Support Letter  
FY2020-FY2021 Project Call for Section 5310 Enhanced Mobility of Seniors & Individuals with Disabilities Grant Program

Ms. Banta,

Please accept this letter as assurance that the local match funds necessary to support the attached request for federal funding under the Section 5310 Enhanced Mobility of Seniors & Individuals with Disabilities Grant Program will be provided from Fort Bend County General Revenue funds should the application be awarded, and TDC's be unavailable. As proposed, an amount up to \$50,895 would be used as the local cash match, if TDC's were unavailable.

As always, we appreciate the efforts of TxDOT to provide funding and helping us serve and meet the transportation need of our county's seniors and individuals with disabilities. If you have any questions regarding this application or need any additional information, please contact Yvette R. Maldonado at 281-633-7433, email [Yvette.Maldonado@fortbendcountytexas.gov](mailto:Yvette.Maldonado@fortbendcountytexas.gov).

Sincerely,

KP George  
County Judge

**Mobility Management**

**Mobility Management**

Mobility Management activities increase transportation access to health care, employment, education, and other life-sustaining activities through coordination and focus on individual needs. Eligible activities must have a direct relationship to transportation access.

1. Is Mobility Management part of the proposed project? \*

✓ Yes No

2. What Mobility Management activities are included in this grant (i.e. Enabling mobility access, Coordination, Technology, and/or Public Education/Marketing)? \*

Travel Training

3. Describe the specific elements of the Mobility Management project in detail. \*

The FBT Trip Coordinator/Travel Trainer conducts an active outreach program in the Fort Bend County area by preparing flyers and brochures for distribution during community events, job and health fairs and speaking before area organizations to promote the public transportation options available to persons with disabilities. The trainer also provides service information including details concerning our Ambassador Program during monthly outreach events and meetings with various social service agencies and senior centers. The FBT Trip Coordinator/Travel Trainer is also responsible for performing travel training to provide mobility support including consumer education and individualized travel training for the target population.

FBT's Reservationists are trained to ask specific questions when taking a reservation . These questions include inquiring whether the passenger will need assistance during transit and the type of assistance needed. This information is documented in the passenger's client to ensure passenger's needs are addressed each time a reservation is made . When the assistance requires Ambassador Services, the FBT Scheduler ensures that an Ambassador is available either on the route or at the bus stop to accommodate the passenger's specific need .

4. Describe the need for the Mobility Management project. Specifically, identify how the project was selected and what service improvements and/or project benefits are to be addressed. \*

The program goals for Section 5310 funding are to "improve mobility for seniors and individuals with disabilities by removing barriers to transportation services and expanding the transportation mobility options available." FBT is aware that individuals with physical or cognitive disabilities might not be able to independently traverse the public transportation systems available without training and assistance. Our Trip Coordinator/Travel Trainer works with local social service agencies to identify and develop a customer base in need of public transportation within Fort Bend County. The Trip Coordinator/Travel Trainer is responsible for researching the most expeditious routing for the travel needs of persons with disabilities and communicating this information to them. FBT will measure the success of this project as our Ambassador Program expands to meet the needs of the elderly and disabled population of Fort Bend County.

5. Which staff will work on mobility management activities? What percentage of time will these staff members spend on mobility management? Will new staff be hired? \*

Name	Position	Percent of time
Melanie Beaman	Travel Trainer	100%

**Operating**

Applicants are responsible for 50% of the net operating costs of the activity.

Note: Operating assistance for required ADA complementary paratransit service is not an eligible expense .

6. Are operating expenses part of the proposed project description? \*

✓ Yes No

7. Describe the specific elements of the operating project in detail. \*

Fort Bend County (FBC) is requesting continuation of funds to support the operation of our Ambassadors services . The Ambassadors Program project was developed to meet those needs of individuals with cognitive disabilities needed assistance traversing the public transportation system, and seniors needing physical assistance boarding and alighting vehicles as well as assistance carrying bags, walkers, canes, etc.

Both customer satisfaction and performance measure project success. Incidents, accidents, customer complaints, and compliments are monitored every month along with other operational data. Data from these indicators is tracked and trends are monitored. The FBT Operations team meets weekly to assess the operation's needs , growth areas, strategic planning, and program implementation. Monthly Staff Meetings are also held where customer input is reviewed along with financial and operational data. If goals are not being met, route and/or schedules are reviewed to determine if changes are warranted. To date, all of our programs have been successful.

8. Describe the need for the operating project. \*

Before the Ambassadors Program was implemented in 2009, informal meetings were held between Fort Bend Transit and various social service and senior center agencies. Information provided in these meetings indicated that individuals with cognitive disabilities needed assistance traversing the public transportation system and seniors needed physical assistance boarding and alighting vehicles as well as assistance carrying bags, walkers, canes, etc. The Ambassadors Program project was developed to meet those needs.

If funding is not approved Fort Bend County will fund the Elderly and Disabled services from Section 5307, Section 5311 and local county funds.

9. What funding source(s) will provide the 50% required match? Will in kind match be used? \*

Source of Funding	Amount of Funds	Note: TDC are not eligible to be used as match for operating awards.
County Local Match	\$47,434.00	

**Above and Beyond ADA (Formerly New Freedom)**

**Note: This is for projects that exceed ADA requirements. The projects require 50% match. If the project does not exceed ADA requirements, answer questions for Mobility Management, Operating, and/or Other Capital as appropriate.**

Above and Beyond ADA refers to public transportation services and public transportation alternatives designed to assist individuals with disabilities with accessing transportation services beyond those required by the Americans with Disabilities Act (ADA). The purpose of this is to provide additional resources to overcome existing barriers facing individuals with disabilities seeking integration into the workforce and full participation in society. The New Freedom formula grant program, which was Section 5317, became part of Section 5310 program under MAP-21.

10. Are Above and Beyond ADA expenses part of the proposed project description ? \*

Yes ✓ No

**Attachments**

Upload letters of commitment and any additional documents relevant to this application.

**Description**

**Upload**

**Vehicle Projects**

Vehicle projects include the purchase, rebuild and overhaul of vehicles.

1. Are Vehicle Capital expenses parts of the proposed project? \*

Yes  No

**Other Capital**

Other Capital includes, but is not limited to: shop equipment, hardware and/or software, preventive maintenance, purchase of service, and other miscellaneous equipment.

6. Are Other Capital expenses part of the proposed project description? \*

Yes  No

**Attachments**

Please upload any additional documentation that you feel may be relevant to this application.

**Description**

**Upload**

**Construction and Rehabilitation Projects**

Construction and Rehabilitation Projects can include the following phases:

Planning, Preliminary Engineering (including environmental review), Final Design and Real Estate Acquisition, Construction/Rehabilitation.

1. Are Construction and/or Rehabilitation related expenses part of the proposed project? \*

Yes  No

As an authorized official of the Fort Bend County

I certify to the following:

- 1.The information presented in the application is true and accurate to the best of my knowledge.
- 2.The organization has the resources and technical capacity to support the project.
- 3.The organization has the resources and technical capacity to support the project.
- 4.The organization has the resources and technical capacity to provide the required match.
- 5.The organization uses generally accepted accounting standards for its financial recordkeeping functions.
- 6.The organization will participate in a continuous, comprehensive dialogue throughout the life of the project.

This includes but is not limited to:

- On-Site monitoring by TxDOT personnel
- Timely submission of required reports
- Timely written notification of events that will affect the outcome of the project

- 7.The organization will comply with all applicable federal, state, and local laws and regulations.

This includes but is not limited to:

- Annual Certifications and Assurances
- Master grant agreements
- Project grant agreements
- Applicable federal program circulars and similar federal and state guidance

8.Applicant Affirmation: Compensation has not been received for participation in the preparation of the specifications for this call for projects.

By checking and completing this document I certify that the above statements are true and that I have the authority to sign this document.

**Name**

**Title**

**Date**

**Budget and Milestones**

5310-2019-FT BEND-00003

**Agency Name** Fort Bend County

**Program Type** 5310

**Does this budget include indirect costs? \*** Yes  No

**If yes, please enter the Indirect Rate** %

**Attachments**

If this budget includes In-Kind funds please upload supporting documentation.

Description	Upload
Multiyear Budget Worksheet	<a href="https://apps2.txdot.gov/apps/egrants2/egrants2_uploads/724571_333935_1- BudgetWorksheet.xlsx">https://apps2.txdot.gov/apps/egrants2/egrants2_uploads/724571_333935_1- BudgetWorksheet.xlsx</a>

When entering budget line items, fill out a row and then press the save button for additional rows.

Description	Scope	Award Amount	State Match	Local Match	In-Kind Match	Total Funds	Match Ratio	TDC
Mobility Management - 11.7L.00		\$17,304				\$17,304		0
	<b># of Units</b>							
	1							
Operating - 30.09.01		\$47,434		\$47,434		\$94,868		0
	<b># of Units</b>							
	1							
<b>Subtotal:</b>		\$64,738	\$0	\$47,434	\$0	\$112,172		0

TWO YEAR BUDGET PLAN

Fort Bend County	
5310-2019-FT BEND-00003	

Short Description	Urban/Rural	District	Year 1	Year 2	Subtotal	Notes
11.7L.00 Mobility Management	Rural	Houston	\$ 8,400	\$ 8,904	\$ 17,304	Salaries and Fringe for Trip Coordinator/Travel Trainer
30.09.01 Operating	Rural	Houston	\$ 46,052	\$ 48,816	\$ 94,868	3rd Party Contracted Ambassador Services
	Select one	Select one	\$ -	\$ -	\$ -	
	Select one	Select one	\$ -	\$ -	\$ -	
	Select one	Select one	\$ -	\$ -	\$ -	
	Select one	Select one	\$ -	\$ -	\$ -	
	Select one	Select one	\$ -	\$ -	\$ -	
	Select one	Select one	\$ -	\$ -	\$ -	
	Select one	Select one	\$ -	\$ -	\$ -	
	Select one	Select one	\$ -	\$ -	\$ -	
	Select one	Select one	\$ -	\$ -	\$ -	
	Select one	Select one	\$ -	\$ -	\$ -	

District Total

District Name	Houston	\$ 112,172	Calculate from subtotals above
District Name	Select one		Calculate from subtotals above
District Name	Select one		Calculate from subtotals above
District Name	Select one		Calculate from subtotals above

Urban Total	\$ -	Calculate from subtotals above
Rural Total	\$ 112,172	Calculate from subtotals above
TOTAL	\$ 112,172	