

Chattanooga-Hamilton County/North Georgia
Transportation Planning Organization (TPO)

Coordinated Public Transit- Human Services Transportation Plan



Major Update: April 15, 2014
Minor Updates: July 22, 2015
Minor Updates: May 25, 2016

Coordinated Public Transit-Human Services Transportation Plan



Executive Office
Development Services
Transportation Planning Organization (TPO)

RESOLUTION OF THE CHATTANOOGA-HAMILTON COUNTY/NORTH GEORGIA TRANSPORTATION PLANNING ORGANIZATION (TPO) APPROVING AN UPDATE TO THE COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN

WHEREAS, the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) enacted in 2005 required the establishment of a locally developed, coordinated public transit-human services transportation plan ("Coordinated Plan"); and

WHEREAS, the Chattanooga-Hamilton County/North Georgia Transportation Planning Organization (TPO) adopted a conforming Chattanooga-Hamilton County/North Georgia Public Transit-Human Services Coordinated Plan on October 23, 2007, with an update August 21, 2012; and

WHEREAS, Moving Ahead for Progress in the 21st Century (MAP-21), enacted in 2012, requires a Coordinated Plan for communities seeking funding under the Federal Transit Administration's Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program; and

WHEREAS, MAP-21, also requires that the Coordinated Plan be developed and approved through a process that includes individuals seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers, and other members of the public; and

WHEREAS, the TPO and the Chattanooga Area Regional Transportation Authority (ARTA), designated recipient for Section 5310 funds, have partnered with representation from the above mentioned parties to update the Coordinated Public Transit-Human Services Transportation Plan;

WHEREAS, prior to the adoption of the amended plan, the process for public input as identified in the TPO's adopted Participation Plan was followed to give citizens and other interested parties an opportunity to comment on the amended plan.

NOW, THEREFORE, BE IT RESOLVED THAT the Chattanooga-Hamilton County/North Georgia Transportation Planning Organization (TPO), the forum for cooperative decisionmaking, does hereby approve an amendment to the Coordinated Public Transit-Human Services Transportation Plan.

RESOLUTION APPROVED:

DATE: 4/15/14

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w w w . c h o r p a . o r g

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Contents

Introduction6

Purpose and Background6

2014 Coordinated Public Transit-Human Services Transportation Plan Update..... 7

2012 Plan Update..... 8

Development of Original Public Transit-Human Services Coordinated Plan (2007) 8

Description of Existing Transportation Services.....9

Public Transportation Providers 9

For-profit Transportation Operators 11

Human Services Transportation 11

Needs Assessment Summary 13

2040 Regional Transportation Plan (RTP) 13

Feedback from Transportation Providers..... 13

Needs as Assessed in Earlier Coordinated Plans 14

Public Evaluation of These Needs 15

Strategies to Address Identified Gaps Update..... 16

Implementation Priorities for Section 5310..... 17

Appendices 18

Appendix A: Coordinated Plan Timeline 19

Appendix B: Process Documentation 22

 B.1: Designated Recipient Letters 22

 B.2: Notice to 5310 Recipients of Proposed Designated Recipient 25

Appendix C: Projects Selected for Section 5310 Enhanced Mobility Of Seniors and Individuals with Disabilities Funds..... 26

Appendix D: 2016 Annual Review 28

 D.1: Human Services Transportation Committee Contacts 28

 D.2: Minutes for May 23, 2016 Human Services Transportation Committee Meeting 30

Appendix E: 2015 Annual Review..... 32

 E.1: Human Services Transportation Committee Contacts 32

 E.2: Minutes for July 20, 2015 Human Services Transportation Committee Meeting..... 34

Appendix F: 2014 Public Engagement 36

 F.1: 2040 RTP Stakeholder Interviews 36

 F.2: Human Services Transportation Committee Contacts 39

 F.3: Minutes for March 25, 2014 Human Services Transportation Committee Meeting..... 40

 F.4: Website Page and Public Meeting Announcement..... 43

 F.5 Public Meeting Legal Notice in Chattanooga Times-Free Press 44

 F.6: Meeting Attendees and handouts for the March 2014 Public Meeting 45

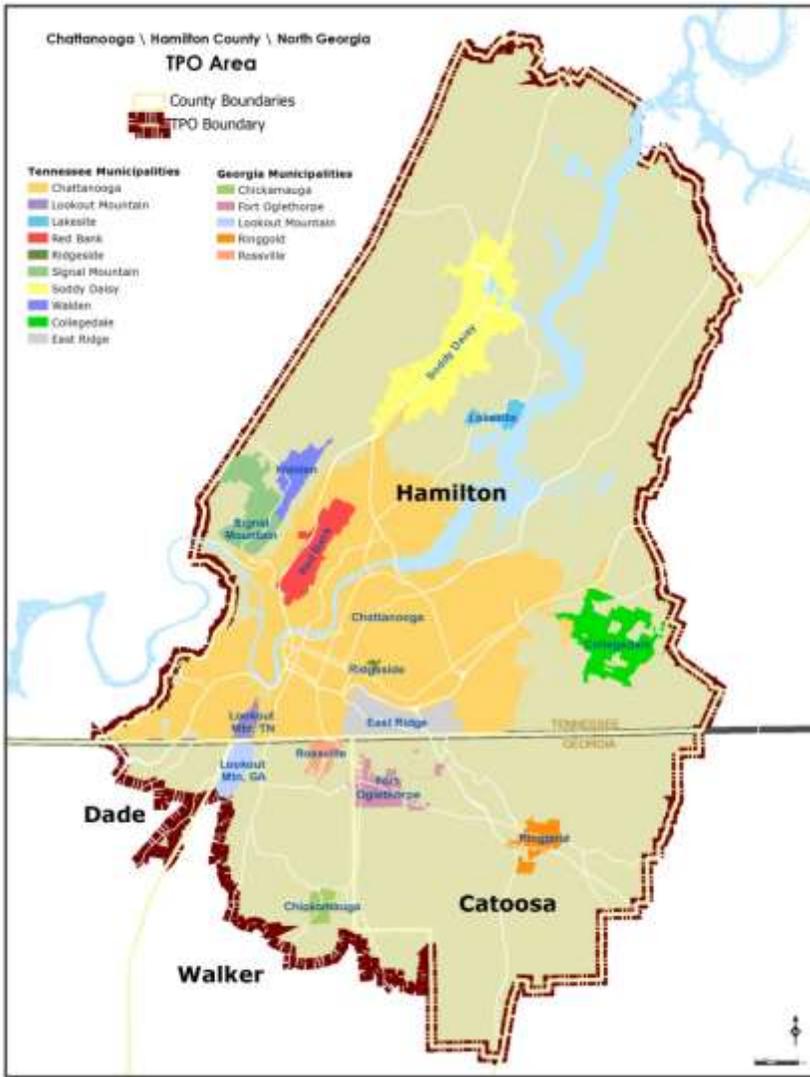
Appendix G: 2007 Plan Documentation 48

- G.1: Interested Parties and Groups (Non-exhaustive) 48
- G.2: Participants in 2007 Coordinated Plan 50
- G.3: Meeting Minutes for October 22, 2007 Public Meeting..... 51
- G.4: Meeting Attendees for the October 2007 Public Meeting..... 52
- G.5: Needs Assessment Surveys 52
- G.6: Results of 2007 Survey 57
- G.7: Provider Inventory Survey 61

Appendix H: Maps..... 63

- H.1: Transit Service Accessibility in Disadvantaged Areas..... 63
- H.2: Locations of Transit Service Gaps Map 64
- H.3: Health Impact Analysis Measures Map..... 65
- H.4 Transportation Planning Organization Population Below Poverty Level Map..... 66
- H.5: Transportation Planning Organization Disabled Population Map..... 67
- H.6: Transportation Planning Organization Population Over 65 Map 68
- H.7: Transportation Planning Organization Zip Code Map 69

Coordinated Public Transit-Human Services Transportation Plan



Introduction

The goals of the Chattanooga-Hamilton County/North Georgia Coordinated Public Transit-Human Services Transportation Plan include: 1) identifying the transportation needs of individuals with disabilities, seniors, and people with low incomes; 2) providing strategies for meeting those needs; and 3) prioritizing transportation services and projects for funding and implementation.¹

Purpose and Background

The Chattanooga-Hamilton County/North Georgia Transportation Planning Organization (CHCNGA TPO, or TPO) was created in 1977 in compliance with the Federal Aid Highway Act of 1973 and the Urban Mass Transportation Act of 1964. The TPO is the designated metropolitan planning organization providing transportation planning for Hamilton (TN) and Catoosa (GA) counties and the northern portions of Dade and Walker counties in Georgia. The

TPO coordinates continuing, cooperative, and comprehensive transportation activities within CHCNGA area along with the Tennessee and Georgia Departments of Transportation.

The purpose of the Coordinated Public Transit-Human Services Transportation Plan (“Coordinated Plan”) is to set local priorities for the transportation needs of individuals with disabilities, seniors, and people with low incomes. The Coordinated Plan provides strategies for meeting local needs and prioritizes transportation services for funding and implementation. These priorities establish the types of projects funded by the Federal Transit Administration’s Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities), which now includes former Section 5317 (New Freedom) projects. The purpose of the Enhanced Mobility of Seniors and Individuals with Disabilities program is to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options. Although no longer required beginning with funding apportioned for fiscal year 2013, Job Access and Reverse Commute (JARC) projects, provided through Section 5307 (Urbanized Area Formula) funds and Section 5311 (Rural Area Formula Program) funds,² are also included in the plan. JARC projects improve transportation services to employment

¹ FTA Circular 9070.1G

² FTA Circular 9030.1E

and related activities for welfare recipients and other low-income individuals and to transport residents of urbanized areas to suburban employment opportunities.

The Chattanooga Area Regional Transportation Authority (ARTA) is the designee for Section 5310 funds, but must have a community-wide Coordinated Plan in place in order to receive the funds or grant them to a subrecipient. ARTA requested that the TPO lead the Coordinated Plan effort. The original plan was approved in 2007, with an update in 2012. Federal law mandates that the plan be updated every four years in air quality nonattainment and maintenance areas and five years in air quality attainment areas. To fulfill this requirement and bring the plan into compliance with the significant changes to federal transit programs with the adoption of the new federal transportation bill, Moving Ahead for Progress in the 21st Century (MAP-21), a new plan was developed in 2014. A major update, such as the one conducted in 2014, involves major and substantial changes and a full public engagement process. ARTA's Section 5310 Program Management Plan indicates that at least one stakeholder meeting will be held each year to review the Coordinated Plan and update it, if necessary. An annual review, such as the one conducted in 2015, involves a TPO staff-led review of the plan with the Human Services Transportation Committee for the purpose of identifying any minor updates that need to be made to reflect changes in existing transportation services and maintain consistency between programs and projects.

2014 Coordinated Public Transit-Human Services Transportation Plan Update

In July 2012, President Obama signed Moving Ahead for Progress in the 21st Century (MAP-21) reauthorizing surface transportation programs through fiscal year 2014. One of the changes that came out of the new legislation was a consolidation of several transit programs within the existing Coordinated Plan. Section 5316, FTA's Job Access and Reverse Commute program, was consolidated with Section 5307 (Urbanized Area Formula program) for grantees in urbanized areas. The Chattanooga region is considered an urbanized area. Section 5317, FTA's New Freedom Program, was consolidated with Section 5310, Enhanced Mobility of Seniors and Individuals with Disabilities Program. Section 5310 had been maintained by the Tennessee Department of Transportation in the past and will continue to do so for rural grantees. The Chattanooga-Hamilton County/North Georgia Transportation Planning Organization (TPO) has designated ARTA to be the recipient of the Section 5310 funds (see Appendix B.1) as ARTA is the designated recipient for Section 5307 funds and is willing to take on this role as required by MAP-21. Although Job Access projects are no longer required to be in the Public Transit-Human Services Coordinated Plan, Job Access projects will remain in the plan. A call for projects will no longer be required, however. A call for projects for Section 5310 projects, including former Section 5317-eligible projects, will be coordinated between the TPO and ARTA.

Broadly, this Coordinated Plan update aims to establish local priorities for Section 5310 funds through coordination with public transit and human services providers and the public, including low-income individuals, people with disabilities, seniors, and other residents and stakeholders. This plan will additionally update public transit and human service provider information and note ARTA as designated recipient for Section 5310 funds. In order for Section 5310 funds to be awarded to agencies providing transportation services to seniors and individuals with disabilities, a locally developed, Coordinated Plan must reference the designated recipient of Section 5310 funds. As designated recipient, ARTA is tasked with leading a call for projects and project selection process for these funds, in coordination with the TPO. Projects selected for funding must be included in this Coordinated Plan.

The draft Coordinated Plan, as well as information about the plan process, was added to the TPO website on March 5, 2014 (see Appendix E.4). Site visitors were able to comment via a Survey Monkey link prominently displayed on the webpage, although staff received no comments via this method. Additionally, a hard copy of the plan and comment forms were available at the Regional Planning Agency offices at 1250 Market Street, Chattanooga, Tennessee.

The TPO's Human Services Transportation Committee met on March 18, 2014 and a public meeting was held March 25, 2014. Full documentation on public engagement results are included in Appendix E.

2012 Plan Update

The Coordinated Plan was previously updated in 2012 with review by the Human Services Transportation Coordinating Committee. The following representatives comprised the Committee, and their input will be further detailed in the needs assessment, strategies for implementation, and priorities sections of this plan:

Elizabeth Hazlewood, AIM Center, Inc.	Judi Byrd, Community Representative
Dawn Weber, Alexian Brothers	David Kenemer, Northwest Georgia Regional Commission
Steve Witt, Area Agency on Aging and Disabilities	Tyrus Chislom, Orange Grove Center
Jim Queen, CARTA	Valerie Thompson, CARTA/ Siskin Hospital
Chris Kleehammer, SETHRA	Lana Newton, TN Div of Rehabilitation Srvcs.
Wayne Owens, SETHRA	Pamela Richardson, TN Dept of Human Srvcs.
Courtney Chandler, Signal Centers	Eileen Robertson-Rehberg, United Way of Chattanooga
Annie Powell, CARTA	

Development of Original Public Transit-Human Services Coordinated Plan (2007)

Beginning in July 2006, the Chattanooga-Hamilton County/North Georgia Transportation Planning Organization (TPO) partnered with the Chattanooga Area Regional Transportation Authority (CARTA) to form a steering committee to address public transportation for older adults, individuals with disabilities, and low-income individuals (see Appendix A for timeline and summary of meetings.)

A variety of agencies were invited to attend, and Appendix F includes a complete list of participants in the initial planning and coordination processes, as well as ongoing attendees in the Coordinated Plan meetings. These include public, private, and non-profit transportation and human services providers.

In order to meet the requirements of the Coordinated Planning process, the group initially prepared surveys for the area's transportation providers so that a complete inventory of services could be made. Results of this assessment are in Section III, Description of Existing Transportation Services.

In 2007, the group completed a needs assessment survey for individuals with disabilities, older adults, and people with low incomes. Below is a list of the group participants who distributed the survey to their customers/clients. Approximately 350-400 surveys were returned and tallied. Results of the assessment are listed in Section IV, Needs Assessment Summary. Evolving needs have been determined by the public transit-human services coordination group, which includes the following:

- Siskin Hospital (in-patient and out-patient);
- Tennessee Career Center;
- Walker Transit (Office of Family and Children Services, Civic Center, and handouts on buses);
- Interfaith Senior Services/Catholic Charities (clients and volunteers);
- Alexian Brothers Live at Home Program (to membership pool and churches);
- Alexian Brothers Senior Neighbors (10th and Newby site, Soddy-Daisy site, Mary Walker Towers, and Boynton Terrace);
- Signal Centers (Families First programs, Adult Center, and Department of Human Services – Families First/Food Stamps);
- Vocational Rehabilitation/Blind Services (distribution to clients);
- Special Transit Services(STS) / Southeast Tennessee Human Resources Agency (SETHRA (surveys on bus and AIM center); and
- Area Agency on Aging and Disabilities (contact local Social Security Administration for distribution of surveys)

The survey was also listed on the TPO's website at www.chcrpa.org. Appendix F.5 contains samples of the needs assessment surveys distributed.

Description of Existing Transportation Services

Public Transportation Providers

CARTA Fixed Route Service. The Chattanooga Area Regional Transportation Authority (CARTA) operates seventeen bus routes that serve the city of Chattanooga. Fixed route bus service is oriented around downtown and operates Monday-Friday from 4:40 a.m. to 12:35 a.m. Saturday service is provided from 5:35 a.m. to 12:25 a.m., and Sunday service is from 10:20 a.m. to 8:15 p.m. For the majority of bus routes, there is no service on New Year's Day, Easter, Independence Day, Labor Day, Thanksgiving, and Christmas. On Martin Luther King, Jr. Day and Memorial Day, buses run on a Saturday schedule. Detailed information on routes, service hours, fares, and frequency for CARTA fixed route service can be found on the website at www.gocarta.org.

CARTA also operates a free electric downtown shuttle service. Electric buses run daily approximately every 5 minutes from the Chattanooga Choo Choo to the Tennessee Aquarium with stops at every block in between. Downtown shuttle buses run Monday through Friday 6:30 a.m. until 11:00 p.m.; Saturdays 9:30 a.m. until 11:00 p.m.; and Sundays 9:30 a.m. until 8:30 p.m. The North Shore shuttle departs from CARTA Shuttle Park North every 30 minutes, Monday through Saturday beginning at 10:00 a.m. until 5:30 p.m.

CARTA also provides demand response service within the North Brainerd and East Brainerd neighborhoods Monday-Saturday. Demand response service is also provided on Saturday to the Eastdale neighborhood in a joint North Brainerd/Eastdale dial-a-ride route. During the week, Eastdale operates on a fixed route. Rides are scheduled by calling (423) 629-1487 where a CARTA staff person schedules the trip reservations for the service. Trips can be scheduled on the day of service or up to two weeks in advance, although it is recommended that passengers call a day in advance since service is provided on a first come, first served basis. Reservations are not required for return trips. North Brainerd service is provided from 5:45 a.m. to 5:45 p.m. Monday-Friday. Every trip ends at Eastgate Town Center approximately every 30 minutes, connecting with the #4 Eastgate/Hamilton Place route. Saturdays the North Brainerd/Eastdale demand response route is in service from 7:30 a.m. until 6:40 p.m. with trips ending approximately every 30 minutes at Brainerd and Germantown Road. The East Brainerd demand response route is in service Monday-Saturday from 6:45 a.m. until 6:45 p.m., ending

approximately every 40 minutes at Hamilton Place Mall. Holiday hours are the same as CARTA's fixed route bus service.

CARTA offers a special fare program for senior citizens age 65 and older and persons with disabilities. The CARTA Special Fare I.D. Card is issued to eligible customers at the CARTA administrative office located at 1617 Wilcox Boulevard, and at the Chattanooga Parking Authority located at 1398 Market Street, next to the Choo Choo, on weekdays from 8:00 a.m. until 5:00 p.m. The card costs \$2.00 and can be used as I.D. when paying a cash fare of \$0.75, or as a 24 Hour Unlimited Ride Pass that can be recharged on any bus for \$2.00. The Special Fare I.D. card is valid for 4 years.

CARTA Care-A-Van. In addition to fixed-route transit service, CARTA provides Care-A-Van, a transportation service for people whose disabilities prohibit them from using CARTA's fixed route buses. All CARTA vehicles, including fixed route vehicles, are lift-equipped. Care-A-Van service provides curb-to-curb transportation designed to pick up riders at home or other points of origin for transportation to work, school, medical appointments, shopping, and other destinations. The service operates within CARTA's transit service area throughout Chattanooga city limits.

Care-A-Van service is available to all residents and visitors in CARTA's service area who, due to injury, illness or functional incapacity of a temporary or permanent nature, are unable to use CARTA's fixed-route transit buses. Care-A-Van service requires an application and medical release to verify eligibility in compliance with the Americans with Disabilities Act (ADA). Should a Care-A-Van rider require special assistance during his/her trip, an escort may accompany the rider on the van at no additional charge. Care-A-Van service operates during the same hours as CARTA's fixed route service, Monday-Friday from 4:40 a.m. to 12:35 a.m. Saturday service is provided from 5:35 a.m. to 12:25 a.m., and Sunday service is from 9:00 a.m. to 8:15 p.m. Reservations may be made two weeks in advance. Twenty-four hours advance notice is requested. The fare is \$2.50 one way/\$5.00 round trip. Approved escorts ride free. Tourists are accepted unconditionally under the 21 day ADA requirement.

Catoosa Trans Aid. Catoosa Trans Aid is a public transportation service available for residents of Catoosa County. Transportation is provided to residents for medical purposes, shopping, recreation and employment. Trip reservations must be made 24 hours in advance and are subject to availability.

Hours of operation are Monday-Friday, 8:00 a.m. to 4:30 p.m. All transportation must remain in Catoosa County except medical trips, which are provided to the Chattanooga area surrounding the three major hospitals. These trips are scheduled between the hours of 9:00 a.m. and 2:00 p.m., Monday-Friday. Appointments are taken a maximum of 30 days in advance. Catoosa Trans Aid offers door-to-door transportation. Passengers must be ready for pickup 1 ½ hours before appointment time. Shopping is limited to Tuesday only (to Wal-Mart). Due to space limitations, each passenger is limited to two shopping bags per person.

Dade County Transit. Dade County Transit offers demand response transportation to clients to and from medical appointments, pharmacy trips, senior center trips, shopping trips, etc. Trips to GED classes and work are also provided if they are within established routes. Trip reservations must be made more than two days in advance. Wheelchair access is available, and Dade County Transit operates 8:00 a.m. - 4:30 p.m. Monday through Friday, although this can vary if a client requires an earlier pick-up time. Dade County Transit provides service to Dade County, including Wildwood, Sand Mountain, Lookout Mountain, GA and Rising Fawn. Dade County charges a fare of \$1.00 one way and \$2.00 round trip. Senior citizens 65 and older are free.

Walker Transit. Walker Transit operates a transportation service for residents of Walker County, Georgia. Vans are wheelchair accessible. Walker Transit provides curb-to-curb transportation designed to pick up riders

at home or other points of origin for transportation to work, school, medical appointments, shopping, and other destinations. The service operates within Walker County, Catoosa County, and Hamilton County as far north as Gunbarrel Road at Shallowford Road. Reservations must be made before noon at least one day prior to the rider's designated trip. Passengers must provide the dispatcher an exact street address of their destination.

Should a Walker Transit rider require special assistance during his/her trip, an escort may accompany the rider on the van at no additional charge. Walker Transit service operates Monday-Friday from 6:00 a.m. to 5:00 p.m. The fare is \$2.00 per trip. Walker Transit does not operate on weekends or on county observed holidays.

For-profit Transportation Operators

All American Taxi. All American Taxi provides all-purpose non-emergency transportation. The transportation is available to anyone, and they charge the normal rates for a taxi. They do not have any special contracts to provide transportation for persons with disabilities. They also do not have any accessible vehicles to accommodate wheelchairs. However, they will transport a person with a wheelchair who is able to transfer into the regular seat and whose wheelchair will fold to be placed into the vehicle's trunk.

East Ridge Cab. East Ridge Cab provides all-purpose non-emergency transportation. The transportation is available to anyone and they charge the normal rates for local travel. For regional intercity transport of a medical patient, East Ridge Cab will work with the patient to quote a fare that is less than standard taxi rates based on distance, vehicle requirements, and other relevant factors. They do not have any special contracts to provide transportation for persons with disabilities. They also do not have any accessible vehicles to accommodate wheelchairs. However, they will transport a person with a wheelchair who is able to transfer into the regular seat and whose wheelchair will fold to be placed into the vehicle's trunk.

Mercury Cab. See description in the below "Human Services Transportation" section.

Millennium Cab. Millennium Cab provides all-purpose non-emergency transportation. The transportation is available to anyone, and they charge the usual rates for a taxi. Millennium does not have special contracts to provide transportation for persons with disabilities. They also do not have any accessible vehicles to accommodate wheelchairs. However, they will transport a person with a wheelchair who is able to transfer into the regular seat and whose wheelchair will fold to be placed into the vehicle's trunk.

Human Services Transportation

Alexian Brothers. Transportation is provided by Alexian Brothers for the participants of two of their programs: PACE and Live at Home. Members of the PACE program are given door-to-door transportation to and from the PACE program and for PACE field trips Monday through Friday. They can also use the PACE program transportation for medical trips with advance arrangements. Alexian Brothers also provide door-to-door demand response transportation to Live at Home program members to essential services (doctor's appointments, bank, grocery, shopping, pharmacy, etc.) Monday through Friday from 8:00 a.m. to 5:00 p.m. Same day service is available if urgent, although trip reservations scheduled 24 hours in advance are preferred.

Angel Emergency Medical Services. Angel EMS provides 911 emergency transportation for all of Catoosa County. Being licensed to operate in both Georgia and Tennessee, they also provide emergency mutual aid support to Walker, Dade and Whitfield counties in Georgia and to the city of East Ridge in Tennessee. In addition, Angel operates a large fleet of non-emergency transportation vans that cover all of Northwest Georgia and Southeast Tennessee. These vans provide non-emergency transport to and from doctor's appointments, as

well as other non-emergency medical transport. For Georgia Medicaid clients, reservations must be made three days in advance. All others must make reservations 24 hours in advance. Operating hours vary daily depending on needs of the client.

Catholic Charities of East Tennessee. Interfaith Senior Services provides door-to-door transportation at no-charge to homebound and isolated seniors for medical appointments, grocery shopping and other necessary errands. To qualify you must be 65 or older, reside in Hamilton County and be able to get in and out of the car on your own. Transportation is provided by staff and volunteer drivers. Service is provided Monday through Friday between the hours of 8:30 a.m. and 4:30 p.m. Trips should be scheduled two weeks in advance.

Lookout Mountain Community Services – Transportation Department. The LMCS Transportation Department is responsible for ensuring quality transportation to Department of Behavioral Health and Developmental Disabilities (DBHDD) consumers. LMCS provides transportation services in four counties: Dade, Catoosa, Walker, and Chattooga. The Transportation Department provides a full range of support for consumer transit needs through automated dispatching and highly qualified drivers and dispatchers. Service is provided Monday through Friday from 6:00 a.m. to 6:00 p.m. Trips must be scheduled 24 hours in advance.

Mercury Cab. Mercury Cab has a contract with TennCare to provide non-emergency medical transportation for TennCare clients. They will pick up a client at their home and transport them to doctor's offices, hospitals, mental health agencies and other medical providers. In addition, Mercury Cab is an all purposes transportation provider operating as a regular taxi company and charges regular rates.

Orange Grove Center, Inc. Orange Grove Center (OGC) operates 16 school bus routes and 15 mini-bus routes transporting 292 developmentally disabled school children and adult passengers (584 person trips daily). Of OGC's 292 route passengers, 249 are adults, and 41 use wheelchairs. OGC currently provides transportation for individuals in Hamilton and Marion counties in Tennessee and serves 96 individuals in Dade, Catoosa, and Walker counties in Georgia. OGC Transportation provided more than 187,616 person trips in 2014 including vocational, community integration, and medical trips. Seventy-seven (77) vans/minivans are assigned to residential/supported living homes and provide transportation for 246 more adult and school age individuals.

Southeastrans

Southeastrans is a Non-Emergency Medical Transportation (NEMT) management company specialized in the coordination of Medicaid NEMT services for State Medicaid agencies and Medicaid managed-care organizations. Southeastrans is under contract with the Georgia Department of Community Health to provide Medicaid NEMT services to Georgia Medicaid Members in the North Georgia and Atlanta Regions. The North Georgia region includes Dade, Walker, and Catoosa counties. In Tennessee, Southeastrans is under contract with BlueCare Tennessee to provide NEMT services on a statewide basis to TennCare Members enrolled with BlueCare TN and TennCareSelect Medicaid health plans. Medicaid Members should contact Southeastrans at least three days in advance of their medical appointment to schedule transportation. Transportation is limited to covered Medicaid services. Authorized transportation is provided by multiple transportation providers operating within Southeastrans' transportation provider network. Medicaid Members must contact Southeastrans' call center to schedule transportation services.

Southeast Tennessee Human Resource Agency (SETHRA)– Hamilton County (formerly STS). SETHRA provides health and human service agency transportation to the Hamilton County area. This service is provided by contract to various health and human service agencies. These agencies then determine rider eligibility criteria. Service is provided Monday through Saturday between the hours of 4:00 a.m. and 8:00 p.m.

SETHRA provides demand response and fixed route services to its customers. The demand response portion is either door-to-door or curb-to-curb as the contract dictates. Trip purposes can be generally categorized as medical/health care, employment, volunteer activities, social/ recreational activities, and childcare. Private pay service is also available throughout Hamilton County with zip code based fares that range from \$10 to \$42. All customers are invoiced monthly for services provided; there is currently no provision for onboard cash or card fare collection.

Needs Assessment Summary

The following are needs for the region's public transit-human services transportation resources:

- CARTA bus route expansion beyond Chattanooga city limits, particularly in areas with high senior, low income, and disabled populations;
- closing gaps that exist in human service transportation providers' routes;
- expanded Mobility Management;
- better intercity transportation, which is very difficult for people with disabilities. Coordinating paratransit across systems is slow and logistically difficult. Greyhound and Megabus present alternatives; however, wheelchair users often have no assurance that the drop-off spot will be wheelchair accessible;
- better pedestrian access to bus stops; and
- wheelchair accessible taxis in Chattanooga

The 2014 Needs Assessment draws from (1) public input and analysis from the 2040 Regional Transportation Plan process; (2) feedback from transportation providers; (3) needs as expressed in the 2007 Coordinated Plan and 2012 Coordinated Plan update; and (4) Committee and public evaluation of these needs.

2040 Regional Transportation Plan (RTP)

Adopted by the TPO Executive Board on January 7, 2014, the 2040 Regional Transportation Plan is a federally mandated plan to establish regional transportation priorities and performance framework for a 20+ year horizon. The RTP included a robust public input process that engaged a broad range of stakeholders and community members from throughout the region, including public transit and human services transportation providers and users.

As part of the plan, several transit analyses were performed to identify transit gaps within the region. Appendix G.1 shows existing transit accessibility for census tracts with high minority, elderly, and/or low-income populations.

Appendix G.2 shows locations of transit gaps, demonstrating the highest needs for transit service in the region.

Appendix G.3 is a Health Impact Analysis showing how the current fixed-route transit system relates to community resources such as schools, healthcare facilities, grocery stores, and recreational spaces.

Feedback from Transportation Providers

As part of the 2040 RTP stakeholder process, and as part of ongoing discussions with the designated recipient for Section 5310 federal funds, the TPO has documented feedback on transportation needs for seniors,

individuals with disabilities, and people having low income. The stakeholder interview summary, available in full in Appendix E.1, emphasizes the following as regional needs:

- Suburbanization of the poor has worsened access to social services. Lack of transportation options in suburban areas is a barrier to receiving needed care and services, and service providers are unable to bridge the gap. Transit service needs to be extended to the suburbs, such as Red Bank, East Ridge, Lookout Valley, and Hixson.
- Gaps exist in the human service providers' routes to service these groups and geographies.

Needs as Assessed in Earlier Coordinated Plans

2007 Assessment. The members of the Steering Committee generally noted an increased need for transportation since the dissolution of Hamilton County Rural Transportation, which provided public transportation in the areas outside of the city limits of Chattanooga. Areas in the TPO area that were of particular concern include: East Ridge, Red Bank, Soddy-Daisy, Ooltewah, Collegedale, Lookout Mountain, Signal Mountain, Walden in Tennessee, and Fort Oglethorpe, Rossville, and Lookout Mountain in Georgia. Appendix G displays concentrations of poor, elderly, and disabled within the TPO boundary.

See Appendix F.6 for results from the 2007 survey. From analysis of the survey data and discussion with the Steering Committee, some general assumptions can be made. Younger participants had greater need of trips to work, childcare, and running various errands. Older adults need more medical, shopping, and quality of life trips (entertainment, visiting friends, etc.). Many of the participants who indicated they were retired were also disabled. However, those who were not retired but were disabled indicated a need for more work trips.

Participants of the survey also indicated that areas where transportation was particularly needed were East Ridge, Red Bank, Hixson, Middle Valley, Soddy Daisy, Ooltewah, Harrison, Collegedale, Rossville Boulevard, and North Georgia. Also needed was county and regional transportation during evenings, weekends, and holidays.

2012 Assessment. Between the original 2007 Coordinated Plan and the 2012 update, the Public Transit Human Services Coordinating Committee met several times. The Committee members have vast experience regarding the needs of the elderly, disabled and indigent populations. They have identified needs that are similar to those listed above.

One survey conducted in 2010 added information on the needs of current public transit users. In November of 2010 CARTA and the TPO conducted an [On-Board Survey](#)³ of riders on CARTA's fixed routes. The results showed that existing users also wanted route service expansion as well as extended hours of service. Of the 1255 valid surveys returned, eighty-five percent of the respondents had no car available to them and were transit dependent. Eighty-two percent walked to the bus stop. Sixty-four percent were employed full or part-time. Fifty-four percent had incomes of less than \$15,000. A higher percentage of respondents were of the typical employment ages of 19-64 (91%) than are represented in the general Chattanooga population (63%). Only five percent of the respondents were elderly, and only one percent identified themselves as having disabilities. The low numbers of elderly and disabled may or may not have reflected the CARTA ridership. There may have been more of these populations, but they did not want to fill out the survey. This survey was not conducted on the CARTA Care-A-Vans.

658 (52%) of respondents utilized the section for additional comments to CARTA.

³ Full report available at http://www.chcrpa.org/TPO_reorganized/Plans_and_Programs/Multi-Intermodal_Land_Use_and_TransPlanning/Transit/On-Board%20Transit%20Survey%20-%20Final%20Report2.pdf

Service Expansion Comments

Frequencies/times/weekend service	132		53%
New/expanded routes	86		35%
Bus shelters/stops/signage	29		12%

The route expansion category primarily consisted of requests for expansion beyond city limits into Red Bank, East Ridge, Collegedale/Ooltewah, and further into Hixson. Many comments about the schedule asked for greater frequencies, later times, and extended weekend service. Four routes are Monday through Saturday only; six routes do not run on Saturday or Sunday. Requests for bus stop infrastructure included benches, lighting, covered shelters for protection during poor weather, and signage to clearly designate bus stops, along with route information for those stops.

Fare Structure Requests

New payment options	37		49%
Lower fares	25		33%
Free transfers	13		17%

The 75 comments regarding fares and payment methods were split into three specific categories. The first category included variations on requests for lower fares. The second category regarded payment methods. Common comments included requests for a weekly pass; requests for a reduced fare monthly pass; and requests that the fare collector return change. Several passengers also suggested letting students of colleges other than University of Tennessee at Chattanooga (UTC) and Chattanooga State Community College ride free with student ID (at the time of the survey, both UTC and Chattanooga State students could ride for free with ID; however, Chattanooga State no longer has a contract with CARTA to provide students free bus rides). The final category contained requests to bring back the policy of allowing free transfers.

Public Evaluation of These Needs

An evaluation of the updated needs was performed by the existing Human Services Transportation Committee, as well as through a public meeting that included citizens and transportation providers, both in March 2014. The Human Services Transportation Committee was updated to include representatives of groups previously not active on the Committee, including for-profit transportation providers, seniors, and individuals with disabilities. The Committee brought forward additional needs to consider in public transit planning, all of which were incorporated into the list. Full documentation of the Human Services Transportation Committee meeting can be found in Appendix E.3.

Strategies to Address Identified Gaps Update

Since the original 2007 plan, the Human Services Transportation Committee has identified the following strategies to help address the identified gaps in current services:

- Continuation of Job Access services. The services include operating mini-buses in the Brainerd, East Brainerd, Golden Gateway and Alton Park neighborhoods to transport clients to the fixed-route bus lines and providing day care transportation for children of working families. Although the JARC program was eliminated under MAP-21, Job Access activities are eligible under Section 5307, Urbanized Area Formula Grants, of which CARTA is the designated recipient;
- Avoid duplication of effort and resources by coordinating Medicaid transportation with public transportation. As BlueCross BlueShield and United Healthcare coordinate these trips, each with their own providers, it is important that they be involved in any coordination discussions;
- Continue to support the Mobility Management and coordination efforts between CARTA Care-A-Van and SETHRA with expansion to other agencies and areas as requested and needed. The group supports the Mobility Management and coordination efforts recently established at SETHRA's regional transit and training center. CARTA's Care-A-Van service recently relocated there to enhance coordination with SETHRA's Hamilton County Division. CARTA's Mobility Manager also works from that location in an effort to streamline coordination efforts between the two agencies. Preliminary tests have been conducted on the coordination of trips and appropriate agreements have been put in place for each agency to account for these trips. A mobility management plan exists to facilitate this transition and potentially expands the coordinating relationships with other agencies. The Mobility Management program addresses several of the needs outlined in the 2007 Plan;
- Extend service in areas that currently have no public transportation, particularly East Ridge and Red Bank. Due to funding constraints, it has not been feasible to expand operational service to the areas listed above. However, service expansion to these areas are eligible under Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities, as it would improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit. East Ridge and Red Bank were both noted as transit gaps in the 2040 RTP analysis. The North Georgia counties that are part of the TPO region also have a need for access to jobs and medical care and should be considered in discussions of service expansion;
- Extend the hours of bus service;
- Establish funding for transportation for indigents without other resources; e.g. fund monthly bus passes. Another need is for a program to provide monthly bus passes for distribution by agencies for transportation needs that are not currently being met. Several indigent residents do not have Medicaid or Vocational Rehabilitation benefits;
- Purchase wheelchair accessible taxis;
- Improve intercity-intercounty transportation coordination, including for paratransit, and consider the accessibility of drop-off points in this coordination;
- Improve pedestrian access to bus stops; and
- Identify rural transportation opportunities.

Implementation Priorities for Section 5310

Below is a list of priorities for implementation for Section 5310 funds. As the designated recipient for Section 5310 funds, and in partnership with the TPO, CARTA will issue a Call for Projects and lead a project selection process in the spring of 2014 for agencies to provide these services. These priorities derived from Coordinated Plan recommendations; Committee input; conversations with transit providers; and transit analyses from the 2040 RTP which identified service gaps, health impact areas, and transit gaps as they relate to low-income and disabled census tracts. While not all of the strategies identified during the plan process are eligible for FTA funding, the priorities listed below are eligible for Section 5310 funds and were determined to be priorities for the Chattanooga-Hamilton County/North Georgia Coordinated Public Transit-Human Services Transportation Plan:

1. Continue to support Mobility Management and coordination efforts between CARTA Care-A-Van and SETHRA, with expansion to other agencies and areas as requested.
2. Extend services in areas that currently have no public transportation as feasible.
3. Continued support for vehicle/capital purchases by human services agencies so they can continue providing transportation for seniors, individuals with disabilities, and people with low incomes.

Appendices

Appendix A: Coordinated Plan Timeline

In July 2006 the Hamilton County North Georgia Transportation Planning Organization (TPO) partnered with Chattanooga Area Regional Transit Authority to form a Steering Committee to address Public Transportation for older adults, individuals with disabilities, and low-income individuals. The Steering Committee was informed of SAFETEA-LU requirements and helped form an interested party list.

In August 2006, the Steering Committee helped identify local transportation needs, gaps, and service barriers.

In September 2006, the Steering Committee helped identify regional transportation needs, gaps, and service barriers. Also the Steering Committee developed an Inventory of Services Survey (see Appendix F.7).

In October 2006, the Steering Committee began developing the Transportation Needs Assessment Survey.

In November 2006, the Steering Committee revised the Transportation Needs Assessment.

In December 2006, the Steering Committee completed the Transportation Needs Assessment and identified agencies to conduct focus groups to test the survey.

In January 2007, the Steering Committee made final revisions to Transportation Needs Assessment and began distributing surveys through committee members, agencies, service providers, and via TPO website. Focus groups were continued.

In February 2007, the Steering Committee helped develop initial Plan Outline and possible project ideas.

In March 2007, the Steering Committee collected and compiled Needs Assessment Survey. The Committee also revised the Plan Outline.

In April 2007, provider and project steering subcommittees were discussed.

In May 2007, preliminary data was shared with the committee members. Steering subcommittees were again discussed for greater coordination and recommendation of projects.

In June 2007, the draft plan elements were discussed as well as data from the surveys. A transportation provider committee was also discussed, and a meeting was set for July 11, 2007.

In July 2007, the transportation provider committee met. Ideas for greater coordination were discussed, particularly beyond service boundaries. It was important for providers to be able to stay in their service area to provide maximum service for their residents. A questionnaire was developed to provide information about each provider's service and operation to enhance coordination opportunities.

In September 2009, the committee was reconvened with new staffing. Those present were: Alice Carroll (Health Center @ Standifer); Courtney Chandler (Signal Centers), Chris Kleehammer (SETHRA), Lana Newton (TN Dept of Rehabilitation Services-TN DRS), Wayne Owens (SETHRA/STS), Catherine Pippin (Area Agency on Aging and Disabilities-AAAD), Annie Powell (CARTA), Terri Rice (TN DRS), Pam Richardson (TN Dept. of Human Services-TN DHS), Valerie Thompson (CARTA/Siskin). Staff: Patrick Hall (Transportation Planning Organization-TPO), Sue Knapp (Regional Planning Agency-RPA)

The history of the Coordinating Committee was reviewed. The following comments were made on the priorities:

1. #1 “New Fixed Route” No action has occurred on expanding the fixed route service into Red Bank and East Ridge. It was decided that a more in depth survey should be done to prove whether there is a need for Red Bank and East Ridge to provide transportation funding for their residents.
2. #4 “Extend Paratransit”- Care-A-Van travels throughout the City so the first item in this section can be dropped.

In July, 2011 the Committee heard a report on the progress of Mobility Management program. The New Freedom grant funds the staff.

In December 2011 the Committee discussed the need for setting up a contingency fund to support unfunded transportation needs such as:

- Public school children in wheelchairs can’t go on field trips because there is no vehicle for them.
- Poor people can’t make job interviews because they don’t have the money to pay for transportation.
- Medicare does not pay for transportation to dialysis.
- Medical costs to the public increase when people who have transportation issues don’t go to doctors and then end up in emergency rooms.
- People in wheelchairs cannot navigate their chairs to fixed route bus service.

In March 2012 the Committee met and decided to revise the Coordinated Plan with the addition of a need for a fund to finance transportation for indigents who don’t have other means and make Mobility Management a higher priority.

In August 2012 an update to the Coordinated Plan was approved by the TPO Executive Board.

October 1, 2012, Moving Ahead for Progress in the 21st Century (MAP-21) came into effect, bringing with it changes to FTA programs.

In August 2013, TPO staff met with CARTA to discuss changes to FTA funding programs related to the Coordinated Plan and Section 5310. Staff determined to update the Coordinated Plan to reflect these changes.

In December 2013, TPO staff and CARTA met to discuss the designated recipient requirement for Section 5310. CARTA outlined the responsibilities of a designated recipient, and stated they were willing to perform the tasks associated with this. Before recommending CARTA to the TPO Board as designated recipient of these funds, CARTA and TPO staff would contact current and past recipients of 5310 funds to see if they had any issue with this recommendation. CARTA would administer a call for projects in spring 2014, in partnership with the TPO. To avoid a conflict of interests, CARTA expressed they would prefer that their staff person handling the project submittals be a different staff member than the one submitting CARTA’s projects.

In February 2014, TPO staff emailed past recipients of 5310 funds- CARTA, Orange Grove Center, and SETHRA- to inform them of the changes to 5310 as a result of MAP-21, as the TPO’s planned recommendation of CARTA as designated recipient of these funds. The email was sent high priority and requested any comments or concerns be sent back to the designated TPO staff person, but the TPO did not receive any replies to this email. Staff also emailed transportation providers included in the Coordinated Plan’s “Description of Existing Services” section requesting updated information. On February 18th, the TPO Executive Board approved CARTA as designated recipient of 5310 funds.

On March 4, 2014, the TPO Technical Coordinating Committee voted to open for public comment and recommend approval by resolution the update to the Coordinated Public-Transit Human Services Transportation Plan.

On March 18, 2014, eighteen members of the Human Services Transportation Committee met to provide input on the draft plan, which they had received via email. The members concurred with the Coordinated Plan priorities as expressed in the draft but had additional needs and strategies to include in those sections.

On March 25, 2014, a public meeting was held at the Development Resource Center. Five individuals attended and were given handouts summarizing the needs assessment, strategies for addressing those needs, and plan priorities, as well as comment cards. No comment cards were returned, although one attendee was a service provider who noticed her organization had not been represented in the plan. This provider subsequently sent TPO staff information about her organization's human services transportation activities, which was incorporated into the Coordinated Plan.

In April 2014 an update to the Coordinated Plan was approved by the TPO Executive Board.

On October 30, 2014, the first meeting of the Multimodal Advisory Committee was held, with representatives from the Human Services Transportation Committee present.

On July 20, 2015, six members of the Human Services Transportation Committee met for an annual review of the Coordinated Plan. The members primarily provided edits to the *Description of Existing Transportation Services* section of the document.

On May 23, 2016, six members of the Human Services Transportation Committee met for an annual review of the Coordinated Plan. The members suggested changes to the staff proposed edits to the *Introduction* and *Purpose and Background* sections of the document, agreed with all other staff proposed edits, and provided no additional edits.

Coordinated Public Transit-Human Services Transportation Plan

Appendix B: Process Documentation

B.1: Designated Recipient Letters



**STATE OF TENNESSEE
DEPARTMENT OF TRANSPORTATION**

COMMISSIONER'S OFFICE
SUITE 700, JAMES K. POLK BUILDING
505 DEADERICK STREET
NASHVILLE, TENNESSEE 37243-1402
(615) 741-2848

JOHN C. SCHROER
COMMISSIONER

BILL HASLAM
GOVERNOR

May 7, 2014

Dr. Yvette G. Taylor, Region IV Administrator
Federal Transit Administration
230 Peachtree, NW Suite 800
Atlanta, GA 30303

Subject: Designated Recipient of Section 5310 Funds in Chattanooga, Tennessee

Dear Dr. Taylor,

I write today as Governor Bill Haslam's designee in matters involving the State of Tennessee and the Federal Transit Administration. This letter serves as Tennessee's request to designate the Chattanooga Area Regional Transportation Authority (ARTA) as the Designated Recipient of FTA Section 5310 funds in the Chattanooga, Tennessee urbanized area. The Chattanooga-Hamilton County/North Georgia TPO's Executive Board approved a resolution to serve in that capacity and the Tennessee Department of Transportation concurs with this designation. The funds will be managed in cooperation with area transit agencies.

If you have questions, please contact Liza Joffrion, Director of Multimodal Transportation Resources, at liza.joffrion@tn.gov or 615-253-1055.

Sincerely,

A handwritten signature in black ink, appearing to read "John C. Schroer".

John C. Schroer
Commissioner

JS/LJ/JR

cc: Adetokunbo Omishakin, Assistant Commissioner/Chief
Liza Joffrion, Multimodal Director
Jerry Roache, 5310 Program Manager
Melissa Taylor, Chattanooga/North Georgia TPO
Lisa Maragnano, ARTA Executive Director

Coordinated Public Transit-Human Services Transportation Plan



STATE OF GEORGIA
OFFICE OF THE GOVERNOR
ATLANTA 30334-0090

Nathan Deal
GOVERNOR

May 4, 2015

Ms. Yvette Taylor, Regional Administrator
Federal Transit Administration
230 Peachtree ST. NW Suite 800
Atlanta, GA 30303-1512

Re: Designated Recipient for FTA Section 5307, 5339 & 5310 Programs– Chattanooga Urbanized Area

Dear Dr. Taylor,

Pursuant to 49 U.S.C. Section 5307 Urbanized Area Formula Grants, 49 U.S. C. Section 5339 Bus and Bus Facilities, and 49 U.S.C. Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities, I am designating the Chattanooga Area Regional Transportation Authority (ARTA) to be the Designated Recipient of FTA Section 5307, 5339 and 5310 funding for the North Georgia portion of the Chattanooga Urbanized Area. The Chattanooga-Hamilton County/North Georgia Transportation Planning Organization (TPO) has concurred with this designation and a copy of the resolution is attached.

Should you require further information regarding this designation, please contact Carol Comer, Intermodal Division Director, Georgia Department of Transportation, at (404) 347-0573.

Sincerely,

A handwritten signature in black ink that reads "Nathan Deal".

Nathan Deal
Governor

cc: Russell R. McMurry, P.E., Commissioner, Georgia Department of Transportation
John C. Schroer, Commissioner, Tennessee Department of Transportation
Clyde L. Reese III, Esq., Commissioner, Georgia Department of Human Services
Carol Comer, Intermodal Division Director, Georgia Department of Transportation
Holly Peterson, Acting State Programs Team Leader, FTA Region IV
Melissa Taylor, Director, Chattanooga/North Georgia TPO
Lisa Maragnano, Executive Director, ARTA

Coordinated Public Transit-Human Services Transportation Plan



Executive Office
Development Services
Transportation Planning Organization (TPO)

RESOLUTION OF THE CHATTANOOGA-HAMILTON COUNTY/NORTH GEORGIA TRANSPORTATION PLANNING ORGANIZATION (TPO) APPROVING CARTA AS THE DESIGNATED RECIPIENT OF FEDERAL TRANSIT ADMINISTRATION FUNDS FOR THE 5310 PROGRAM

WHEREAS, on July 6, 2012, a new two-year transportation authorization, entitled Moving Ahead for Progress in the 21st Century (MAP-21), was signed into law; and

WHEREAS, Title 49 U.S.C. Section 5310, as amended by MAP-21, states that in order for the Federal Transit Administration (FTA) to award formula grants to recipients for public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities as part of FTA's Enhanced Mobility for Seniors and Individuals with Disabilities, a grant recipient must be a "Designated Recipient" for that urbanized area; and

WHEREAS, the Chattanooga-Hamilton County/North Georgia Transportation Planning Organization (TPO), as the metropolitan planning organization, is responsible for designating a recipient of Section 5310 funds; and

WHEREAS, the Chattanooga Area Regional Transportation Authority (CARTA) is a public body with the legal capacity to perform all of the requirements concerning Designated Recipients set forth in the Guidance; and

WHEREAS, as an established urbanized area, the status of CARTA as the recipient has been examined to assure that parties to the TPO process agree with this designation.

NOW, THEREFORE, BE IT RESOLVED THAT the Chattanooga-Hamilton County/North Georgia Transportation Planning Organization (TPO) does concur with the designation of CARTA as the Designated Recipient of Section 5310 funds.

RESOLUTION APPROVED:

DATE: 2/14/14

Todd Leamon
Chair, TPO Executive Board

John Bridger
Secretary, TPO Executive Board

Executive Office/TPO
(423) 757-5216
Fax: (423) 757-5632

1250 Market Street • Suite 2000, Development Resource Center
Chattanooga, Tennessee 37402

Development Services
(423) 668-2287
Fax: (423) 668-2289

www.chcrpa.org

Coordinated Public Transit-Human Services Transportation Plan

B.2: Notice to 5310 Recipients of Proposed Designated Recipient

From: Taylor Melissa
Sent: Tuesday, February 04, 2014 4:00 PM
To: Wayne Owens ; 'Lisa Maragnano' (lisamaragnano@gocarta.org); Chris Kleehammer (SETHRA); Tyrus Chislom (Orange Grove)
Cc: TPO
Subject: Notice of Proposed Designated Recipient for Section 5310 Federal Funds
Importance: High

Dear Public Transit Partners:

On July 6, 2012 a new two-year transportation authorization, entitled Moving Ahead for Progress in the 21st Century (MAP-21), was signed into law. MAP-21 made significant changes to the JARC and New Freedom programs: it eliminated the JARC program (though these activities remain an eligible expense under Section 5307) and consolidated the New Freedom and the Section 5310 Elderly and Individual with Disabilities Program into a new program, titled "Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities." See attached summary for more details about this new program. One significant change is the requirement to designate a recipient of Section 5310 Federal Funds. **The Chattanooga-Hamilton County/North Georgia Transportation Planning Organization (TPO) must now take action to designate a recipient for Section 5310 funds so that a call for projects and project selection process can take place.**

Responsibilities of the designated recipients include:

- notifying eligible local entities of funding availability;
- developing project selection processes;
- determining project eligibility;
- developing the program of projects;
- ensuring that all sub-recipients comply with Federal requirements

CARTA has partnered with the TPO on similar efforts and is willing to perform this function with TPO staff assistance in issuance of the call for projects and unbiased project selection processes. Given the strong partnerships that have existed between the TPO, CARTA, SETHRA, and Orange Grove, staff does not anticipate any concerns or issues in designating CARTA as the administrator of these funds. On February 18th, the TPO Executive Board will be taking action to endorse CARTA as the recipient. As a past recipient of 5310 funds, we wanted to ensure you were aware of the designated recipient requirement and the TPO's planned action to fulfill this requirement. If your agency has questions, comments or concerns, please contact Jenny Park, the multimodal transportation Senior Planner on my staff charged with FTA related program education and the administration and maintenance of the TPO's Coordinated Public Transit-Human Services Transportation Plan, at 423.643.5938 or via email at park_jenny@chattanooga.gov. I look forward to a successful continuation of our partnership in implementing public transit.

Sincerely,

Melissa D. Taylor
Director, Strategic Long Range Planning
Chattanooga-Hamilton County Regional Planning Agency &
Chattanooga-Hamilton County/North Georgia TPO
Direct: 423.643.5944
Mobile: 423.260.7173
Mainline: 423.757.5216

Appendix C: Projects Selected for Section 5310 Enhanced Mobility Of Seniors and Individuals with Disabilities Funds

The table below lists projects selected for Section 5310 funds for fiscal year 2013 – 2016 and identifies which of the following implementation priorities each project addresses:

1. Continue to support Mobility Management and coordination efforts between CARTA Care-A-Van and SETHRA, with expansion to other agencies and areas as requested.
2. Extend services in areas that currently have no public transportation as feasible.
3. Continued support for vehicle/capital purchases by human services agencies so they can continue providing transportation for seniors, individuals with disabilities, and people with low incomes.

Type	Sponsor	Implementation Priorities Addressed	Total Cost	Status
<i>SETHRA Bus Replacement</i>				
Replace three ADA accessible lift buses and one ADA accessible minivan with ramp to continue providing transportation for seniors and individuals with disabilities.				
Capital	SETHRA	1,2 & 3	\$178,000	In FTA's Transit Award Management System (TrAMS)
<i>SETHRA HST Infrastructure</i>				
Replace four wheelchair access buses and purchase three lift-equipped buses to increase capacity to serve larger groups in under-served areas of Hamilton County identified in the 2014 Coordinated Plan.				
Capital	SETHRA	1,2 & 3	\$326,000	In TrAMS
<i>CARTA Paratransit Replacement of Six Vehicles</i>				
Replace six paratransit vehicles and on-board security cameras.				
Capital	CARTA	3	\$438,000	In TrAMS
<i>CARTA Paratransit Smart Card Readers</i>				
Purchase and install smart card readers on fleet of seventeen paratransit vehicles				
Capital	CARTA	3	\$68,000	In TrAMS
<i>Chattanooga Transit Stop Accessibility</i>				
Create accessible pedestrian connections between CARTA fixed route transit stops and surrounding homes, businesses, and destinations by expanding and improving the pedestrian network that surrounds existing transit stops.				
Non-traditional Capital	City of Chattanooga	2	\$447,754	Selected; TPO Board approval for Transportation Improvement Program (TIP) Amendment to be considered June 22, 2016
<i>Orange Grove Vehicle Replacement</i>				
Replace two multi-purpose school activity buses each with seating for 18 ambulatory passengers and one passenger in a wheelchair to continue providing transportation for developmentally disabled individuals.				
Capital	Orange Grove	3	\$94,030	In TrAMS



Coordinated Public Transit-Human Services Transportation Plan

Type	Sponsor	Implementation Priorities Addressed	Total Cost	Status
<i>Orange Grove Transportation Vehicle Project</i>				
Purchase three ADA-approved vehicles to expand existing services for persons with developmental disabilities to access vocational, medical and other community services.				
Capital	Orange Grove	3	\$118,927	In TrAMS

Appendix D: 2016 Annual Review

D.1: Human Services Transportation Committee Contacts

The below individuals were given notification of the annual review and were invited to participate on the Human Services Transportation Committee.

Ann-Marie Day	FHWA – GA Division
Annette Cash	Dade County Government
Annie Powell	CARTA
Bill Hayes	State of Tennessee
Catherine Pippin	Area Agency on Aging and Disabilities
Charlie Jones	Northwest Georgia Regional Commission
Chris Kleehammer	SETHRA
Chuck Topping	City of Chattanooga Transportation Board
Cindy McKinney	Southeastrans
Courtney Chandler	Signal Centers
Dave Cox	GDOT
Donna McConnico	Signal Centers
Donna Stone	City of Chattanooga Human Services Board
Dr. Eileen Robertson-Rehberg	United Way of Chattanooga
Elaine Adams	City of Chattanooga Therapeutic Recreation
Elizabeth Hazlewood	AIM Center, Inc.
Elizabeth Martin	FTA
Jean Altman	Catoosa County Trans-Aid
Jean-Marie Lawrence	Mayor's Council on Disability
Jerry Roache	TDOT
Jill Hindman	CARTA Board/Disabilities Advocate
Joren Dunnavant	TDOT
Karen Cooperwood	TDOT
Leslie Freeman	SETHRA
Lisa Fitzsimmons	Lookout Mountain Community Services
Lisa Maragnano	CARTA
Lisa Suttles	CARTA
Liza Joffrion	TDOT
Mark McAllister	East Ridge Cab
Mary Cookston	Citizen
Michelle Brickley	City of Chattanooga Therapeutic Recreation
Pamela Richardson	Tennessee Department of Human Services
Rick O’Rear	City of Chattanooga Recreation Division
Ronda Hirst	TDOT Multimodal Transportation Resources Division
Scott Allen	FHWA – TN Division
Stacy Morrison	TDOT



Coordinated Public Transit-Human Services Transportation Plan

Susan Bates

Terry Black

Tyrus Chislom

Valerie Thompson

Warren E. Logan

Tennessee Department of Human Services

Alexian Brothers

Orange Grove Center

Siskin Hospital/CARTA Travel Trainer Program

Urban League of Chattanooga

Coordinated Public Transit-Human Services Transportation Plan

D.2: Minutes for May 23, 2016 Human Services Transportation Committee Meeting

Monday, May 23, 2016 – 10:00 A.M.-11:00 A.M. Eastern
Development Resource Center (DRC) 2B
1250 Market St., Chattanooga, TN

Present:

<u>Name</u>	<u>Representing</u>
Cortney Geary	Chattanooga-Hamilton County RPA (TPO)
Pamela Richardson	State of Tennessee Department of Human Services
Cindy McKinney	Southeastrans
Michelle Brickey	City of Chattanooga Therapeutic Recreation
Jill Hindman	CARTA Board
Annie Powell	CARTA
Kwabena Abogaye	TDOT

Call to Order

Cortney Geary called the meeting to order as the primary staff person for the Human Services Transportation Committee. After a brief summary of the meeting purpose, committee members and TPO staff introduced themselves. Present were representatives of public transit, human services and related transportation (public and non-profit), transportation planning, and users of public and human services transportation.

Review of Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan)

Ms. Geary presented proposed minor changes to align the Coordinated Plan with federal guidance under the FAST Act, update information regarding projects selected for Section 5310 funding, and include documentation of the 2016 annual review. The committee agreed with all recommended changes and provided no additional changes. (Note: following the meeting Annie Powell emailed Ms. Geary recommending to retain language referencing the Job Access and Reverse Commute program in the *Introduction* and *Purpose and Background* sections of the document). The *Description of Existing Services* section was sent to the committee in advance of the meeting to review for any edits necessary, but no edits were provided.

Other Business

- Kwabena Abogaye informed the group that TDOT has been looking into other ways of doing coordinated plans. A consultant hired by TDOT recommended having one plan for Cleveland and Chattanooga. TDOT hopes to have a contract in place for a consultant to prepare the plan by August. The Metropolitan Planning Organizations (MPO)/Transportation Planning Organizations (TPO) would manage the consultant. Both Cleveland and Chattanooga MPOs would pass separate resolutions approving the plan. TDOT hopes to evolve these plans for larger areas into one statewide plan. The goal is to make it easier for human services providers that have to go to multiple meetings for different areas where they provide service. Input meetings would be co-hosted by Chattanooga and Cleveland. An MOU would be needed between the Chattanooga and Cleveland MPOs committing resources to updating the plan in the future. Alternatively, the transit agency could coordinate the plan. TDOT may ask the MPO to call another meeting of the human services committee in October or November for the joint Chattanooga-Cleveland plan. A joint steering committee would be established to meet once or twice every year. The goal is to give life to the plan and make sure the goals and objectives are achieved. Mr. Abogaye informed Ms. Mild that he will respond to the questions that MPO staff sent to TDOT previously regarding the proposed joint Chattanooga-Cleveland plan.
 - Jill Hindman asked if someone with a disability would be represented on the committee.

- Mr. Abogaye confirmed that they would and that the MPOs will help determine the committee members.
- Michelle Brickey asked where she should direct her clients who don't have transportation to her therapeutic recreation services.
 - Ms. Mild offered to pass on contact information for CARTA Care-a-van and Siskin's travel training program.
- Mr. Abogaye informed the group that TDOT wants the Human Services Transportation committee to host a workshop each year, invite the public, and explain their services. TDOT also encourages MPOs to use existing planning dollars to prepare brochures about human services transportation offered. He recommended initiating the conversation with TDOT to discuss funding opportunities. Five to ten percent of Section 5310 funding could be set aside for materials and staff time to produce the brochure.
- Jill Hindman noted that TN Disability Pathfinder (<http://vkc.mc.vanderbilt.edu/vkc/pathfinder/>) has a list of community services related to disability, but that smaller organizations may not be on list.
- Jill Hindman recommended the TN Family Support Program as another organization to include on the Human Services Transportation Committee and offered to send contact information to Ms. Mild.

Adjourn

With no other business brought forward by committee members, the meeting was adjourned.

Appendix E: 2015 Annual Review

E.1: Human Services Transportation Committee Contacts

The below individuals received notification of the annual review and were invited to participate on the Human Services Transportation Committee.

Angela Midgett	TDOT
Ann-Marie Day	FHWA – GA Division
Annette Cash	Dade County Government
Annie Powell	CARTA
Bill Hayes	State of Tennessee
Catherine Pippin	Area Agency on Aging and Disabilities
Charlie Jones	Northwest Georgia Regional Commission
Chris Kleehammer	SETHRA
Chuck Topping	City of Chattanooga Transportation Board
Courtney Chandler	Signal Centers
Dave Cox	GDOT
Donna McConnico	Signal Centers
Donna Stone	City of Chattanooga Human Services Board
Dr. Eileen Robertson-Rehberg	United Way of Chattanooga
Elaine Adams	City of Chattanooga Therapeutic Recreation
Elizabeth Hazlewood	AIM Center, Inc.
Elizabeth Martin	FTA
Jamie Gavlenksi	Catholic Charities
Jean Altman	Catoosa County Trans-Aid
Jean-Marie Lawrence	Mayor's Council on Disability
Jerry Roache	TDOT
Jill Hindman	CARTA Board/Disabilities Advocate
Karen Cooperwood	TDOT
Larry Brooks	Walker County Government
Lisa Fitzsimmons	Lookout Mountain Community Services
Lisa Maragnano	CARTA
Lisa Suttles	CARTA
Liza Joffrion	TDOT
Mark McAllister	East Ridge Cab
Mary Cookston	Citizen
Pamela Richardson	Tennessee Department of Human Services
Ronda Hirst	TDOT Multimodal Transportation Resources Division
Scott Allen	FHWA – TN Division
Steve Witt	Area Agency on Aging and Disabilities
Susan Bates	Tennessee Department of Human Services
Terry Black	Alexian Brothers



Coordinated Public Transit-Human Services Transportation Plan

Tyrus Chislom
Valerie Thompson
Warren E. Logan
Wayne Owens

Orange Grove Center
Siskin Hospital/CARTA Travel Trainer Program
Urban League of Chattanooga
SETHRA

Coordinated Public Transit-Human Services Transportation Plan

E.2: Minutes for July 20, 2015 Human Services Transportation Committee Meeting

Monday, July 20, 2015 – 10:30 A.M.-12:00 P.M. Eastern
Development Resource Center (DRC) 2B
1250 Market St., Chattanooga, TN

Present:

<u>Name</u>	<u>Representing</u>
Cortney Mild	Chattanooga-Hamilton County RPA (TPO)
Karen Nelson	Northwest Georgia Regional Commission/Area Agency on Aging
Charlie Jones	Northwest Georgia Regional Commission
Tyrus Chisolm	Orange Grove Center, Inc.
Valerie Thompson	CARTA/Siskin Hospital
Annie Powell	CARTA
Jean-Marie Lawrence	Chattanooga Mayor's Council on Disability

Call to Order

Cortney Mild called the meeting to order as the primary staff person for the Human Services Transportation Committee. After a brief summary of the meeting purpose, Committee members and TPO staff introduced themselves. Present were representatives of public transit, human services and related transportation (public and non-profit), transportation planning, and users of public and human services transportation.

Review of Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan)

Cortney Mild presented a proposed change to align the Coordinated Plan with CARTA's Section 5310 Program Management Plan. Ms. Mild recommended adding the sentence "CARTA's Section 5310 Program Management Plan indicates that at least one stakeholder meeting will be held each year to review the Coordinated Plan and update it, if necessary" to the *Purpose and Background* section.

For the *Description of Existing Transportation Services* section, Annie Powell offered to provide updates to CARTA's information, and Tyrus Chisolm offered to provide updates to Orange Grove, Inc.'s information. Valerie Thompson identified Southeastrans as a company that should be added to the section. Charlie Jones mentioned that the description for Lookout Mountain Community Services Transportation Department is likely to have changed and offered to provide contact information for both this organization as well as Southeastrans.

Ms. Thompson suggested that the plan emphasize improvements that have been made based on suggestions from the public. The committee determined that updates to the section describing CARTA's fixed route service, highlighting the expansions, as well as including projects that have been selected for Section 5310 funding in the plan should address this suggestion.

Ms. Thompson pointed out that establishing a Multimodal Advisory Committee, one of the 'Next Steps' listed in the minutes from the March 2014 Human Services Transportation Committee meeting has been accomplished. Annie Powell recommended adding that milestone to the timeline in Appendix A.

Ms. Thompson asked if there are any accessible taxis in the area, as this was one of the needs identified in the March 2014 Human Services Transportation Committee meeting. The Committee indicated that there still are not any accessible taxis. Ms. Mild proposed that she will work with Ms. Powell to review the legislation to identify any stipulations involved with using Section 5310 funds to purchase accessible taxi cabs, and then reach out to taxi companies as part of the next call for projects for Section 5310 funds to make sure they aware that the funds are available for this purpose. Jean-Marie Lawrence pointed out that Uber should be involved in this conversation as their role in providing accessible transportation evolves.

Other Business

Ms. Lawrence announced that the Mayor's Council on Disability is hosting a celebration of the 25th Anniversary of the Americans with Disabilities Act on the Hunter Museum plaza from 10:00 A.M. to 2:00 P.M. on Friday, July 24th.

Adjourn

With no other business brought forward by Committee members, the meeting was adjourned.

Appendix F: 2014 Public Engagement

F.1: 2040 RTP Stakeholder Interviews

(Source: 2040 Regional Transportation Plan)

August – September 2012 Service Provider Interviews

These interviews were conducted to gather input from providers of human services and transportation on transportation needs for seniors, individuals with disabilities, and people with low-income. While not limited to a single mode of transportation, much of the feedback related to the goals of the Coordinated Public Transit-Human Service Transportation Plan.

8 attendees, Volunteers in Medicine, Main Street Bicycle Cooperative, Glass House Collective, Metropolitan Ministries, SE Tennessee Development District- SE Tennessee Area Agency on Aging and Disability, STS – SETHRA, Parks and Recreation Therapeutic Recreation Coordinator, and the City of Soddy-Daisy were asked about service related issues.

What are the regional issues that could be addressed through transportation?

- The trend is for the working poor to be farther away from social services
- Suburbanization of the poor creates enhanced challenges for those providing services
- The most rapidly growing demographic group are white males 45-62
- No coordinated financial strategy for serving the transportation needs of the poor in the region but a lot of great people and organizations making efforts to serve targeted populations within the confines of their funding constraints
- There are gaps in the human service providers routes to service these groups and geographies
- Few roads have safe accommodations for bicycles
- Public transportation has a negative stigma / image problem
- There are several physical and psychological barriers for walkers and cyclists (physical terrain, gaps in the bus service, community gaps (Hixson to the Riverwalk) and tunnels (Wilcox, Brainerd, Bachman) and some bridges (CB Robinson).
- Transit Issues (fixed route service can help supplement demand response service, which sometimes has limited hours):
 - Needs education campaign – parks and recreation department can help with this by producing toolkit with standard program
 - Recommend travel trainer program to show people how to use the bus system and reduce their concerns about security
 - Stops should be well lit and look appealing – adequately signed and marked
 - Fixed route service does not extend far enough in to the suburbs – ex. Gadd Road and Lookout Valley. Hixson Pike/SR 153 could use better service.
 - Recommend audible message system at some bus stops (for notification of route, arrival, etc.). Orange Grove Center is an example of a large day program provider that would be good to serve.
- Bicycle and Pedestrian Issues
 - Haven't heard any complaints about sidewalk disrepair or handicap ramps (Elaine understands that the City has a program in place for improvements)...maintenance needs to be a priority
 - Chattanooga Office of Multi-Cultural Affairs handles handicap accessibility issues
 - Parks and Recreation department is willing to develop a bicycle safety and awareness program...they have participated in these types of events before. Lisa Morgan with the Chattanooga Area Brain Injury Association has a helmet program that would be a good model.
 - There are a couple of safe routes to schools projects in the region (North Chattanooga has a great crosswalk with flashing lights)

- 1st Street People Mover/Elevator to the Hunter – has maintenance issues and is operator only allows persons with disabilities to use the facility
- Hixson Pike needs a crosswalk at the school (unsure the school name)
- Patton Towers area has scooters in the road- consider some kind of separation from rest of traffic

How could we change or enhance our policy measures?

- The need for roadway designs that fit the context of the area (Glass House streetscape) and more complete streets.
- More comprehensive transit service
- Dedicated bicycle routes bicycle friendly streets
- Art incorporated in to public places including streets
- Solution to the gaps that are disconnects in the community (Wilcox Tunnel solution is a priority)
- Creating a culture of transit use for commuters
- Need to better serve captive riders
- CB Robinson Bridge solution for walkers and bikers (either new bike-ped bridge in vicinity or improve existing bridge)

What are your top projects?

- Finish the Riverwalk
- Wilcox Tunnel
- Enhance transit service to the suburbs
- Bike boulevards, cycle tracks
- Most roads in the region not currently suitable for bikes
- Identify an individual/organization to serve as a clearinghouse-coordinator for transportation mobility and advocacy of those in need.
- Soddy Daisy Specific:
 - **#1: Harrison Lane Extension from US Hwy 27 east to 319.** This project includes the crossing of the existing railroad and would primarily serve an economic development function. The development of lands located in the vicinity is consistent with the established pattern of development and has been identified as a location for continued retail, service, and industry related uses. Future retail development in this location is thought to bring stability to the fiscal integrity of the community by maintaining reasonable taxes for residents and would also allow the remainder of the community to maintain the small town charm that attracts many and contributes to overall quality of life. One idea discussed was the possibility of co-mingling the project with a future bridge crossing of the river including a potential realignment of County Hwy 2158 with Harrison Lane. Primary importance to the community is the construction of the bridge crossing the railroad and interchange improvements sufficient to accommodate future growth in traffic. The actual extension through vacant land could be accomplished through private development or a public-private partnership.
 - **#2 Tennessee River Bridge:** Town officials understand why the proposed river crossing has been shifted south (near the Sequoyah Nuclear Plant) but also question the benefit of this alignment to regional mobility if located this far south. In an effort to promote east west connectivity between US Hwy 27, TN 58 and a future Corridor K, a bridge crossing the river at a point north of Soddy-Daisy appears to have some merit. However, if the proposed location remains in the vicinity of Sequoyia, town officials requested that consideration be given to tying the bridge project to Project #1 listed above (Harrison Lane Extension).

- **#3 Investments in Downtown:** There is a desire by Town Officials to identify projects that promote continued investment in the Town Center (Downtown-Grid area). This type of project would help to reinforce community identity, place making, and sense of arrival for those entering town. Some projects that were highlighted in the 2020 Comprehensive Plan include: Gateway-Streetscape improvements on Dayton Pike, completion of a Greenway in the vicinity offering residents and visitors enhanced access to the waterfront and a signature gateway feature/intersection design at Dayton Pike and Durham Street and improved sidewalks/streetscape in downtown.
- **#4 Park and Ride Lot:** Soddy-Daisy represents the northern limits of the urban area and many residents rely on US Hwy 27 for their daily commute. Other interviews as well as Town officials recognize that fixed route transit within the Town may be improbable in the near term but a CARTA Park and Ride lot someplace in the vicinity of the downtown or at the Harrison Lane retail node may offer choice riders as well as dependent riders enhanced mobility options. This may begin as a simple parking lot lease agreement for carpoolers with future express bus service operated by CARTA.

F.2: Human Services Transportation Committee Contacts

The below individuals received notification of the plan update and were invited to participate on the Human Services Transportation Committee.

Annette Cash	Dade County Government
Annie Powell	CARTA
Bill Hayes	State of Tennessee
Catherine Pippin	Area Agency on Aging and Disabilities
Charlie Jones	Northwest Georgia Regional Commission
Chris Kleehammer	SETHRA
Chuck Topping	City of Chattanooga Transportation Board
Courtney Chandler	Signal Centers
Dave Cox	GDOT
Donna McConnico	Signal Centers
Donna Stone	City of Chattanooga Human Services Board
Dr. Eileen Robertson-Rehberg	United Way of Chattanooga
Elizabeth Hazlewood	AIM Center, Inc.
Gary Rymer	Lookout Mountain Community Services
Jamie Gavlenski	Catholic Charities
Jean Altman	Catoosa County Trans-Aid
Jean-Marie Lawrence	Mayor's Council on Disability
Jerry Roache	TDOT
Jill Hindman	CARTA Board/Disabilities Advocate
Karen Cooperwood	TDOT
Kathy Leibenow	Alexian Brothers
Lisa Maragnano	CARTA
Lisa Suttles	CARTA
Liza Joffrion	TDOT
Mark McAllister	East Ridge Cab
Mary Cookston	Citizen
Nancy Woods	Alexian Senior Neighbors
Nicole Spivey	GDOT
Pamela Richardson	Tennessee Department of Human Services
Ronda Hirst	TDOT Multimodal Transportation Resources Division
Steve Witt	Area Agency on Aging and Disabilities
Susan Bates	Tennessee Department of Human Services
Tyrus Chislom	Orange Grove Center
Valerie Thompson	Siskin Hospital/CARTA Travel Trainer Program
Warren E. Logan	Urban League of Chattanooga
Wayne Owens	SETHRA
Wendy Pritchard	Walker Transit

Coordinated Public Transit-Human Services Transportation Plan

F.3: Minutes for March 25, 2014 Human Services Transportation Committee Meeting

Tuesday, March 18, 2014 – 2:00-3:30 P.M. Eastern
Development Resource Center (DRC) 2B
1250 Market St., Chattanooga, TN

Present:

<u>Name</u>	<u>Representing</u>
Jenny Park	Chattanooga-Hamilton County RPA (TPO)
Betsy Evans	Chattanooga-Hamilton County RPA (TPO)
Karen Rennich	Chattanooga-Hamilton County RPA (TPO)
Jean-Marie Lawrence	(Chattanooga) Mayor's Council on Disability
Jill Hindman	Self-Employed/Transit and Paratransit User
Tyrus L. Chislom	Orange Grove Center
Pamela Richardson	State of TN – Dept of Human Services
Charlie Jones	Northwest Georgia Regional Commission
Donna Stone	Dept. of Youth & Family Development/Human Services Committee
Wayne Owens	SETHRA
Valerie Thompson	CARTA Travel Training/Siskin Hospital
Lisa Suttles	CARTA Care-a-Van
Jerry Roache	TDOT
Karen A. Cooperwood	TDOT
Nancy Woods	Alexian Senior Neighbors/Alexian Senior Shuttle
Eileen Rehberg	United Way of Greater Chattanooga
Lisa Maragnano	CARTA
Annie Powell (via Phone)	CARTA

Call to Order

Jenny Park called the meeting to order as the primary staff person for the Human Services Transportation Committee. After a brief summary of the meeting purpose, Committee members and TPO staff introduced themselves and noted how their work or personal interests related to the Human Services Transportation Committee. Present were representatives of public transit, human services and related transportation (public and non-profit), transportation planning at regional and state levels, and users of public and human services transportation.

Overview of Coordinated Public Transit-Human Services Transportation Plan

Ms. Park gave an overview of the Coordinated Public Transit-Human Services Transportation Plan ('Coordinated Plan'), the purpose of which is to set local priorities for the transportation needs of seniors, individuals with disabilities, and people with low incomes. The Coordinated Plan was last updated in fall 2012. Although it is only required to be updated every four years, this update was initiated in order to match changes in federal transit law as amended by Moving Ahead for Progress in the 21st Century (MAP-21), as well as to sync up the Coordinated Plan schedule with the TPO's major long-range plan, which is also updated every four years.

MAP-21 Changes

Ms. Park noted the following as key changes affecting the Coordinated Plan under MAP-21:

- Job Access and Reverse Commute (JARC) activities are now eligible under the Urbanized Area Formula program (Section 5307). 5307 authorizes federal assistance for capital, planning, JARC, and, in some cases, operating assistance for public transportation in urbanized areas. Although 5307 funds are not required to stem from a Coordinated Plan, these activities, particularly JARC, are included in the

development of the plan, although project funding is not necessarily tied to Coordinated Plan conclusions.

- Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities, which is the focus of the Coordinated Plan, consolidates the New Freedom Program and the Elderly and Disabled Program. Projects funded through 5310 must derive from a locally developed Coordinated Plan. The TPO area's FY 2014 apportionment of 5310 funds is \$397,834.
- The new 5310 program requires a designated recipient. The designated recipient holds several responsibilities related to the funds, including holding a call for projects. In February 2014, the TPO Executive Board designated CARTA as the recipient for these funds; CARTA will hold a call for projects in spring 2014, in coordination with the TPO. Prior to recommending CARTA as designated recipient for 5310, TPO staff contacted other local recipients of 5310 funds to make them aware of the new requirement and ensure they were not interested in taking on that responsibility. A minimum of 55% (and up to 100%) of 5310 funds must be spent on capital projects; for these, eligible subrecipients are nonprofits or approved state or local government authorities. Eligible capital projects are public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable. Eligible operating projects are public transportation projects that exceed the requirements of the ADA; improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit; or are alternatives to public transportation that assist seniors and individuals with disabilities. Up to 45% of the 5310 apportionment can be spent on operating projects; however, there is no requirement to spend any funds on operating projects. Eligible subrecipients for operating projects are state or local governments, private nonprofits, and operators of public transportation receiving a 5310 grant through the designated recipient.

Summary and Discussion of Plan Components

During this segment of the meeting, Ms. Park summarized the Coordinated Plan's four main elements and asked the Committee for feedback on each component.

- *Existing Services.* TPO staff had contacted public, private, and non-profit transportation providers in the TPO region for updates to their service description for the Coordinated Plan. Some service providers did not respond with updates. Ms. Park asked that if any service providers did not receive this email to let her know so they could ensure that all providers were included in the plan and that information was up-to-date. Ms. Jill Hindman mentioned she did not receive the email and asked Ms. Park to follow up by email.
- *Needs Assessment.* As a segway into the Needs Assessment results, Ms. Park displayed several gap analysis maps that the TPO had created during its 2040 Regional Transportation Plan process. These maps showed transit access in areas with high senior, disabled, and minority populations; health impact analysis measures; and a general transit service gap analysis. The primary needs are (1) route expansion beyond Chattanooga city limits, particularly in areas with high senior, low income, and disabled populations; and (2) closing gaps that exist in human service transportation providers' routes. When asked if any other needs should be noted in the Coordinated Plan, the Committee discussed the following:
 - Mobility Management
 - Intercity transportation is very difficult. Ms. Jean-Marie Lawrence and Ms. Jill Hindman spoke on the complications of traveling to other counties using paratransit or intercity buses such as Greyhound or Megabus as a wheelchair user. Coordinating paratransit across systems is slow and logistically difficult. Greyhound and Megabus present alternatives; however, wheelchair users often have no assurance that the drop-off spot will be wheelchair accessible.
 - Poor pedestrian access to bus stops (lack of sidewalks, ramps, crossings, etc.)
 - No wheelchair accessible taxis in Chattanooga.
- *Strategies to Address Identified Gaps.* Following the needs discussion, Ms. Park detailed the Coordinated Plan's identified strategies for addressing those needs. These strategies were:

- Continue looking at Job Access services
- Coordinate Medicaid transportation with public transportation
- Continue supporting Mobility Management and coordination efforts by CARTA
- Extend transit service area
- Extend hours of bus service
- Establish funding of transportation for people with low incomes, e.g., fund monthly bus passes

With no questions on these strategies, the Committee proceeded to suggest strategies intended to meet the needs they had just added. These consisted of the following strategies, some of which are not eligible for 5310 or 5307 funds but were nonetheless considered important to document:

- Purchase wheelchair accessible taxicabs
- Improve intercity/intercounty transportation coordination, including for paratransit; consider drop-off points in these
- Improve pedestrian access to bus stops
- Identify rural transportation opportunities
- *Priorities for Implementation.* Finally, the Committee discussed the priorities for implementation of 5310 funds. The three stated priorities in the draft plan were:
 - Continue to support Mobility Management and coordination efforts between CARTA Care-A-Van and SETHRA
 - Extend services in areas with no transit, particularly East Ridge and Red Bank
 - Continued support for vehicle/capital purchases by human services agencies providing transportation for seniors, individuals with disabilities, and people with low incomes

The Committee discussed whether any of the additional strategies suggested by the Committee were priorities for implementation. Ms. Park asked for thoughts on wheelchair accessible taxis. While the Committee felt these would improve mobility for seniors and individuals with disabilities, they also noted that with no accessible taxis in the region, this is an untapped market. Several Committee members stated that a for-profit taxi company should be able to purchase these independent of federal funds. Likewise, although intercity transportation coordination and improved pedestrian connections at drop-off points (as well as transit stops generally) were identified as major needs, the 5310 program is not the mechanism with which to address these. The Committee did not feel that any of the additional strategies brought forth earlier in the meeting needed to be added as funding priorities; rather, these were issues to note within the Coordinated Plan and potentially address through other relevant programs.

Next steps

The Committee was reminded of several items related to the Coordinated Plan, including the following:

- Public Meeting will be held Tuesday, March 25th, 5:00-6:00 p.m. in DRC, Room 1A. The Committee was encouraged to attend and to invite friends or colleagues who might be interested in providing feedback.
- The deadline for providing comments on the Coordinated Plan is April 1st. Comments can be provided either online at <https://www.surveymonkey.com/s/2014coordinatedplan>, by email to park_jenny@chattanooga.gov, or by phone at 423.643.5938.
- CARTA, in coordination with the TPO, will hold a Call for Projects for 5310 funds this spring. The Human Services Transportation Committee will receive notice.
- In an effort to improve multimodal transportation planning at the regional and local levels, the TPO is establishing a Multimodal Advisory Committee. The TPO would like representation from the Human Services Transportation Committee on this new committee to improve inclusion of accessibility issues in multimodal projects. Several Committee members expressed interest in this opportunity, so Ms. Park will send additional details to the full Human Services Transportation Committee in a follow-up email.

Adjourn

With no other business brought forward by Committee members, the meeting was adjourned.

F.4: Website Page and Public Meeting Announcement



- ◆ TPO HOME
- ◆ ABOUT THE TPO
- ◆ PUBLIC PARTICIPATION
- ◆ PLANS AND PROGRAMS
 - Multi / Intermodal Land Use & Transportation Planning
 - Regional Transportation Plan
 - Transportation Improvement Program
 - American Recovery & Reinvestment Act (2009)
 - Participation Plan
 - Unified Planning Work Program
 - Enhancement Grants
 - Coordinated Public Transit-Human Services Transportation Plan**
- ◆ AIR QUALITY AND CONGESTION
- ◆ DATA COLLECTION AND MODELING
- ◆ RESOURCES

Coordinated Public Transit-Human Services Transportation Plan

The TPO is updating the Coordinated Public Transit-Human Services Transportation Plan approved in 2012 (view the 2012 plan [here](#)). The purpose of the coordinated plan is to set local priorities for the transportation needs of seniors, individuals with disabilities, and people with low incomes.

The 2014 update comes as a result of changes to federal transit law as amended by Moving Ahead for Progress in the 21st Century (MAP-21). MAP-21 requires that projects selected for funding under the new Section 5310 program (Enhanced Mobility for Seniors and Individuals with Disabilities) be included in a locally developed, coordinated public transit-human services transportation plan.

The coordinated plan includes the following:

1. Assessment of available services that identifies current transportation providers (public, private, and non-profit);
2. Assessment of transportation needs for individuals with disabilities and seniors;
3. Strategies, activities, and/or projects to address the identified gaps between current services and needs; and
4. Priorities for implementation.

The draft 2014 coordinated plan can be viewed here:

http://www.chcrpa.org/TPO_reorganized/TPO_DRAFTCoordinatePlanV1.htm.

Please join us for an interactive discussion of the plan update on Tuesday, March 25, 2014, 5:00-6:00 p.m. Eastern in Room 1A of the Development Resource Center, 1250 Market Street, Chattanooga, TN.

If you are unable to participate in the public meeting, we encourage you to share comments via this form: <https://www.surveymonkey.com/s/2014coordinatedplan>

For questions about the coordinated plan, contact Jenny Park at 423.643.5938 or park_jenny@chattanooga.gov.

F.5 Public Meeting Legal Notice in Chattanooga Times-Free Press

• • • Sunday, March 16, 2014 • C3

LEGAL NOTICE

The Chattanooga-Hamilton County/North Georgia Transportation Planning Organization will hold a **public meeting** for the Draft Coordinated Public Transit-Human Services Transportation Plan on **March 25, 2014 (5:00 - 6:00 p.m. Eastern)** in the first floor conference room 1A at the Development Resource Center, 1250 Market Street, Chattanooga, Tennessee 37402. The draft plan can be viewed **o n l i n e** at <http://www.chcrpa.org/TPO.htm>.

RPA provides language assistance needs for Limited English Proficiency individuals. For additional information or to talk with staff, please call the RPA at 423-757-5216 or email TPO@chattanooga.gov.



Needs Assessment

- Need route expansion beyond Chattanooga city limits, particularly in areas with high senior, low income, and disabled populations.
- Need to close gaps exist in human service transportation providers' routes
- Need expanded Mobility Management
- Need improved intercity transportation
- Need better pedestrian access to bus stops, including sidewalks and safe crossings
- Need wheelchair accessible taxis

Comments on Needs Assessment:

Strategies to Address Gaps

- Continue looking at Job Access services
- Coordinate Medicaid transportation with public transportation
- Continue supporting Mobility Management and coordination efforts by CARTA
- Extend transit service area and hours of bus service
- Establish funding of transportation for people with low incomes, e.g., fund monthly bus passes

Comments on Strategies:

Priorities for Implementation (with Section 5310 funds)

- Continue to support Mobility Management and coordination efforts between CARTA Care-A-Van and SETHRA
- Extend services in areas with no transit, particularly East Ridge and Red Bank, and other areas where opportunities arise
- Continued support for vehicle/capital purchases by human services agencies providing transportation for seniors, individuals with disabilities, and people with low incomes

Comments on Priorities:

Appendix G: 2007 Plan Documentation

G.1: Interested Parties and Groups (Non-exhaustive)

- Department of Human Services (Tennessee and Georgia)
- Tennessee Department of Transportation
- Georgia Department of Transportation
- Tennessee Department of Labor
- Georgia Department of Labor
- Family and Children Services (Tennessee and North Georgia)
- County Social Services (Hamilton, Sequatchie, Dade, Walker, Catoosa)
- Rural Planning Organization
- Coosa Valley Regional Development Center
- Regional Transit Authority
- Area Transit Providers
- Tenn Care Medical Transportation
- Peach Care Transportation
- Medicaid Transportation
- Head Start Programs
- Siskin
- Orange Grove
- AIM Center
- Alexian Brothers, Senior Neighbors
- Adult Services
- Elderly Services
- Life Care Centers
- Standifer Place
- NHC Healthcare of Chattanooga
- Stratford
- Adult Daycare Services
- South East Career Center
- Career Centers (North Georgia)
- Veteran Administration
- Urban League
- Erlanger Hospital
- Memorial Hospital
- Parkridge Hospital
- LifeGuard Transportation
- Angel Transportation
- United Cab
- Mercury Cab
- Municipalities (Red Bank, East Ridge, Collegedale, Lakesite, etc.)
- MPO Executive Staff
- SETHRA
- Area Agency for Aging Adults (Tennessee and North Georgia)
- Signal Centers
- Chattanooga Housing Authority

- University of Tennessee
- Interfaith
- Local Nonprofit Organizations
- Inner City Ministries
- Mayor's Council on Disability
- CARTA Advisory Committee for Accessible Transportation
- Vital Center
- Local Churches
- Senior Centers
- For Profit Transportation Providers
- Chattanooga Endeavors
- Goodwill Industries
- Greyhound Bus Lines
- Job Corps
- North Georgia Community Action Agency
- Salvation Army
- Chattanooga Affordable Rides for Seniors (CARS)

G.2: Participants in 2007 Coordinated Plan

- Chris Kleehammer, SETHRA
- Gary Ryoter, Lookout Mountain Community Services
- Gary Thornton, Southeast Tennessee Career Center
- Mary Lynn Hickey, SETHRA
- Amanda McCarver, SETHRA
- Mary Cookston, SETHRA
- James McKissic, Urban League
- Chris Dorsey, City of Red Bank
- Sue Ellen Hall, Partnership for Families, Children, and Adults
- Steve Kesler, SETAAD
- Wayne Owens, SETHRA
- William Dean Clemmer, Coosa Valley RDC
- Stewart Payne, Alexian Brothers/Senior Neighbors
- Alice Carroll, Standifer Place
- Pam Richardson, Tennessee Department of Human Services
- Susan Bates, Tennessee Department of Human Services
- Laura Newton, DRS
- Lisa Morris, AIM Center
- Sue Knapp, TPO
- Jim Queen, CARTA Care-A-Van
- Annie Powell, CARTA
- Valerie Thompson, Siskin, CARTA Travel Trainer
- Wendy Pritchard, Walker County Transit
- Jane Kelly, Alexian Brothers Live at Home Program
- Barbara Readnower, City of Chattanooga
- Richard Beeland, City of Chattanooga
- Charlene Murray, Signal Center
- Freida Black, GDOT – District 6
- Judi Byrd, Citizen
- Johnny Baker, City of Rossville
- Carolyn Boyd, Signal Center
- Bill Hayes, TDOT, Office of Public Transportation
- Dawn Weber, Alexian Brothers Senior Neighbors
- Kim Harpe, Southeast Tennessee Rural Planning Organization
- Ellie Johnson, Partnership for Families, Children, and Adults
- Matt Farrar, Interfaith/Catholic Charities
- Courtney Chandler, Signal Center

G.3: Meeting Minutes for October 22, 2007 Public Meeting

The meeting began with a description of the planning process used to prepare the Public Transit-Human Services Coordinated Plan, and attendees were given a copy of the plan for review. Gaps in service were discussed, and those present indicated the following areas where greater transit service was needed:

- Airport
- Greyhound station
- Saturday service provided on Sunday for those who work on Sunday
- Greater hours on the Cromwell route
- Later service for UTC and Chattanooga State students
- Service to public buildings (Board of Education, Driver's License on Bonny Oaks, etc.)
- Service to Election Commission during the evenings when meetings take place
- Soddy Daisy
- East Ridge
- Red Bank
- Wal-Mart on Hwy 153 for work trips
- Greater frequency on Highway 58, maybe midday
- Eastdale earlier and later hours
- Connecting neighborhood routes so riders wouldn't have to go downtown to transfer
- Consideration of \$20 fare deal pass for those with Special Fare ID

Other comments included appreciation for the bikes on buses program and a desire to have CARTA participate in neighborhood meetings for comments about service. Meeting attendees are documented on the following pages.

Coordinated Public Transit-Human Services Transportation Plan

G.4: Meeting Attendees for the October 2007 Public Meeting

**Public Transit-Human Services Coordination Plan
Public Meeting
Sign-In Sheet October 22, 2007**

Name	Phone Number	E-Mail Address
1. Ginny Hansen	821-2173	ghansen@alexianbrothers.net
2. Tommie Carson	266-7120	
3. Lawson Bordley	825-2163	1602 W. 44th St., Chattanooga, TN 37409 lawsonsbordley@hotmail.com
4. Sylvia W. Phillips		
5. Kenyata S. Freeman		
6. Annie Powell		
7. Rachel White		rachelaaa@photos.com
8. Anne White		
9. Horrocks Martin	622-8387	2412 Bailey Ave #8 none 37409
10. Janet Hopings	622-4310	janethopings@yahoo.com
11. Ida Swanson	432-4591	
12. Joe Todd	423-912-2444	—
13. Clement Booth	423 622 1286	
14. Christine + Ayana Cosme	(423) 267-0457	Christina-Cosme@utc.edu
15. Doretha Swanson	(423) 544-6225	

G.5: Needs Assessment Surveys

**Chattanooga-Hamilton County
North Georgia Transportation Planning Organization**
1250 Market Street, Suite 2000 Chattanooga, TN 37402
Phone: 757-5216 Website: www.chcrpa.org

Transportation Needs Assessment

Instructions: Please indicate in the box below who is filling out the survey. If you are the caregiver, please fill out the survey on behalf of the transportation user. If you use your personal vehicle and don't require additional transportation, please answer question #1 only.

Caregiver Transportation User

1. What is your primary source of transportation?

- Drive own automobile
- Ride with friends and family
- Bus
- Van (Care-A-Van, church, hospital, community services)
- Taxi
- Other _____

What is your secondary source of transportation?

- Drive own automobile
- Ride with friends and family
- Bus
- Van (Care-A-Van, church, hospital, community services)
- Taxi
- Other _____

2. Do you feel there are locations/places where additional transportation is needed?

- Yes
- No

If yes, where? _____

During what times? (example: weekday at 10 p.m.; weekends at 7 p.m.)

3. What reason do you use transportation now? (check as many as apply)

- Work
- Shopping
- Visiting
- Pleasure
- Medical
- Other _____

What reason would you like additional transportation? (check as many as apply)

- Work
- Shopping
- Visiting
- Pleasure
- Medical
- Other _____

4. What kinds of trips would you need to make if you could not rely on family or friends?

- Work
- Shopping
- Visiting
- Pleasure
- Medical
- Other _____

5. How often would you make these trips?

- Almost every day
- 2-3 times per week
- Once a week
- Less than once a week

6. How much would you be willing to pay round trip for additional service?

- \$1.25
- \$2.00
- \$4.00
- \$5.00
- \$7.50
- \$10.00

7. Do you use any of the following aids?

- Wheelchair Yes No
- Powered Scooter Yes No
- Walker Yes No
- Cane Yes No

Other Assistive Mobility Devices (describe) _____

Service Animal Yes No

Alphabet Board Yes No

Oxygen Tank Yes No

Does your house have a ramp? Yes No

8. Do you require someone to assist you when you travel?

Yes No

9. Do you require assistance to get from your door to the vehicle?

Yes No

10. Do you require assistance to get in and out of your home?

Yes No

11. Do you require a lift-equipped vehicle?

Yes No

12. Do you have any additional transportation issues that have not been addressed in this survey?

Below are questions that will be used to help transportation planners in your area make accurate determinations of what services need to be developed. None of the information you give will be used to make a determination of your eligibility for services.

13. What is your zip code? _____

14. What county do you live in? _____

15. Do you live in the city? Yes No

16. Do you receive assistance to pay for transportation? Yes No

If yes, please check all that apply:

TennCare

Families First

Vocational Rehabilitation

Job Access

Other _____

17. What is your monthly income?

less than \$500

\$501 to \$1,000

- \$1,001 to \$1,500
- \$1,501 to \$2,000
- \$2,001 to \$2,500
- \$2,501 to \$3,500
- \$3,501 to \$4,500
- \$4,501 to \$5,500
- Above \$5,500

18. Are you employed? Yes No
If no, please check as many as apply.
- retired
 - unemployed
 - disabled

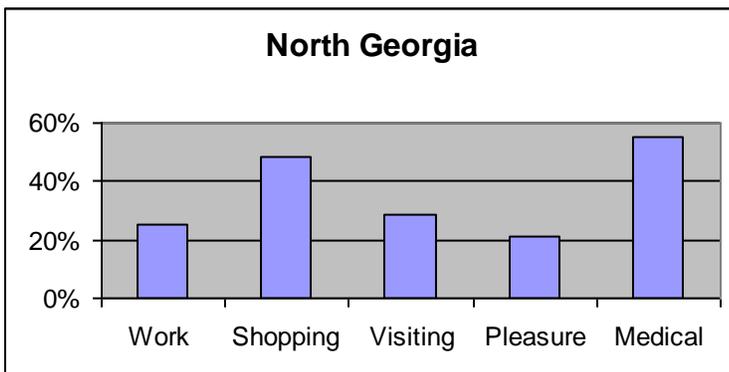
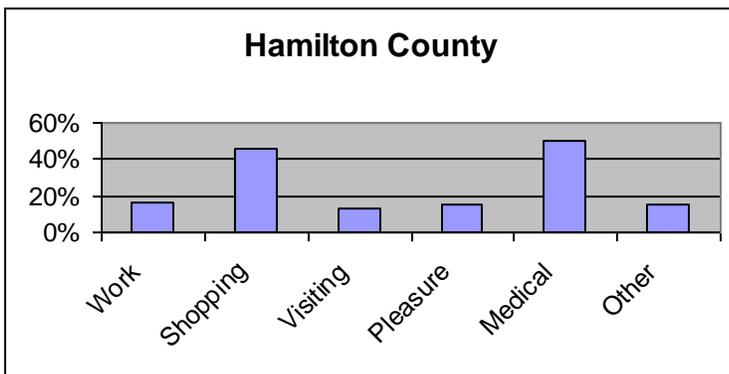
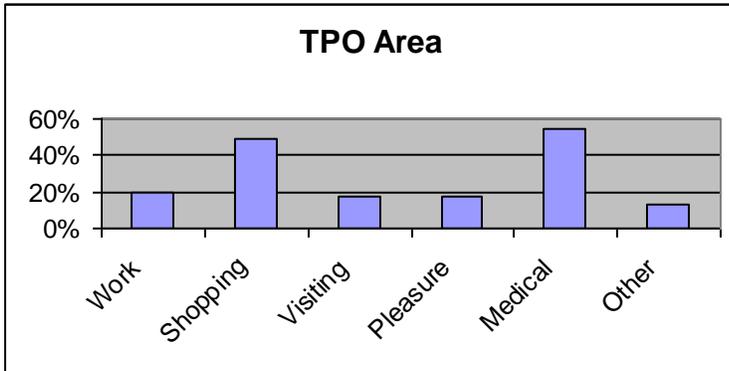
19. Do you currently receive the following government assistance?
- Food Stamps
 - Families First
 - Medicaid
 - TennCare
 - SSI
 - Medicare
 - Job Access

20. What is your age?
- under 18
 - 19-25
 - 26-35
 - 36-45
 - 46-55
 - 56-65
 - 66-75
 - 76-85
 - Over 85

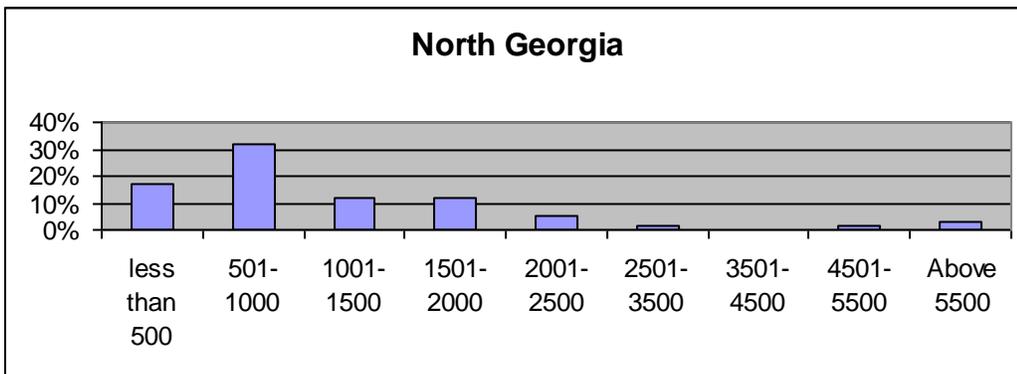
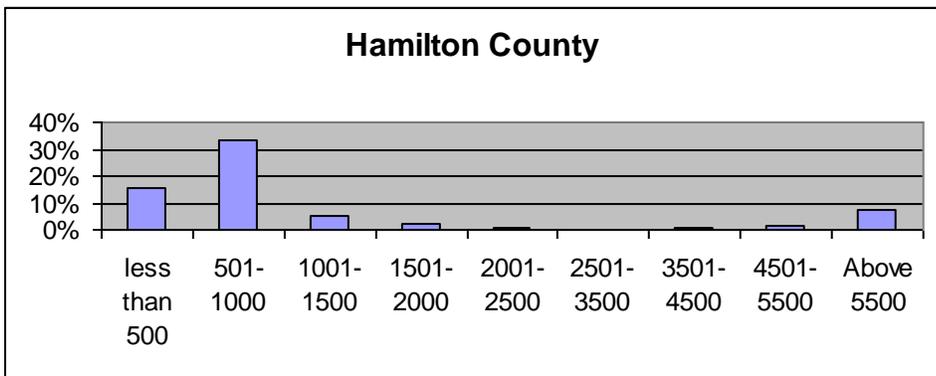
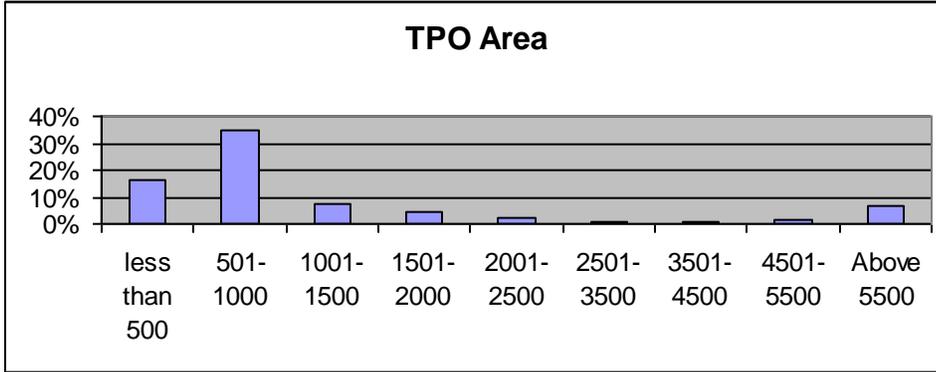
G.6: Results of 2007 Survey

Below are results from the needs assessment summary that were distributed. The questions chosen as representative of the needs of the targeted population include information as to the kinds of trips needed and demographic information about the participants of the survey. Statistics have been included below for the TPO area, Hamilton County, and North Georgia.

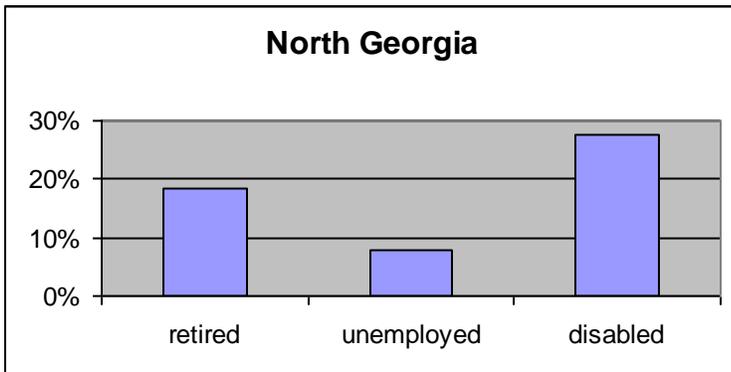
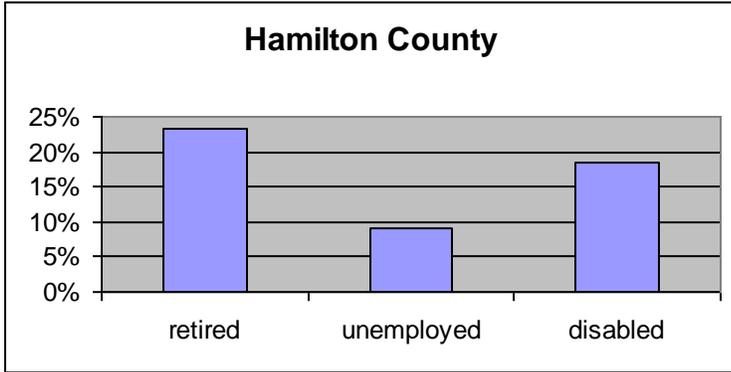
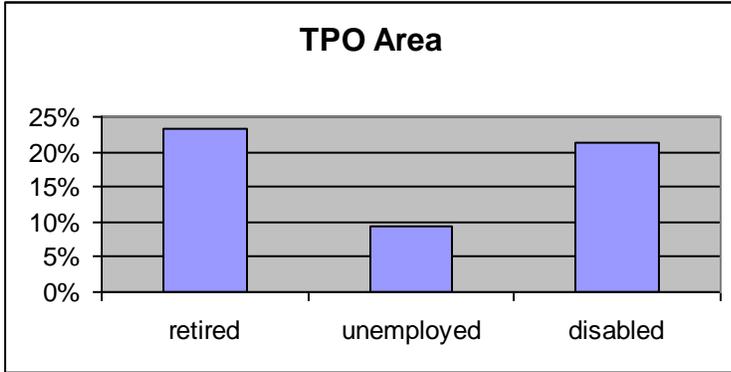
Q4. What kinds of trips would you need to make if you could not rely on friends and family?



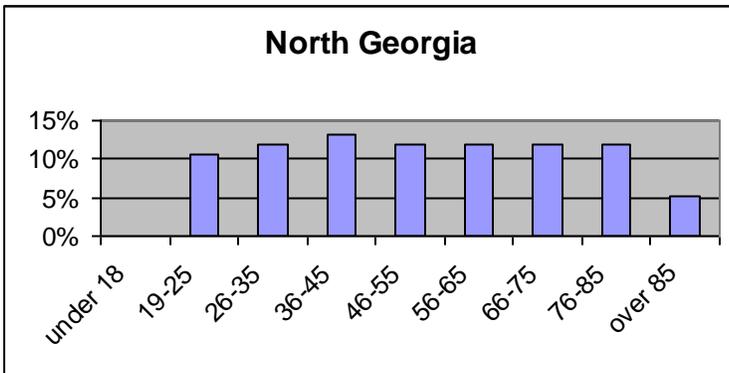
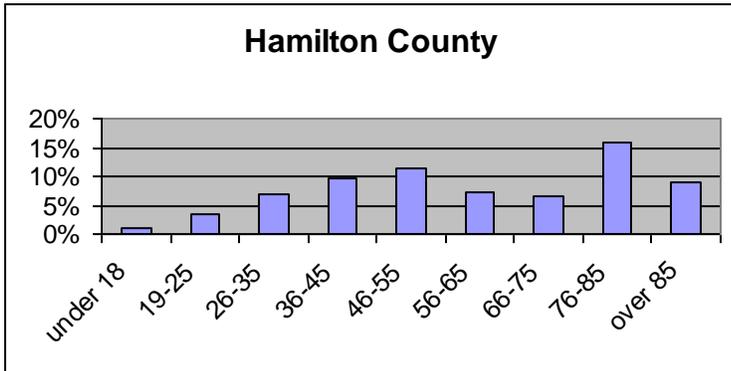
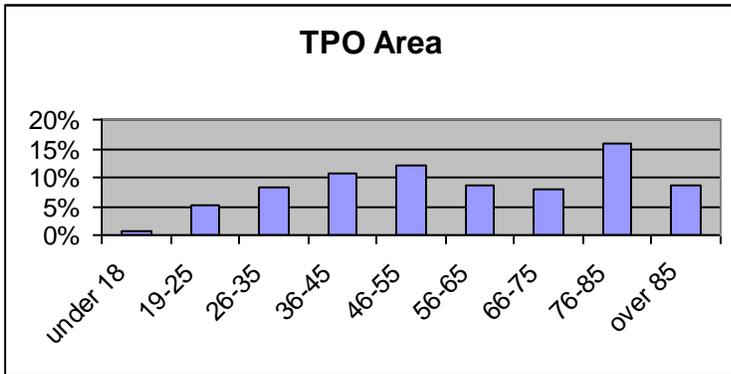
Q17. What is your monthly income?



Q18. Are you employed? If no, please check as many as apply.



Q20. What is your age?



G.7: Provider Inventory Survey



Name of Organization: CHATTANOOGA AREA REGIONAL TRANSPORTATION AUTHORITY

Name of Transportation Program: CARTA FIXED ROUTE AND DOWNTOWN SHUTTLE

Street Address: 1617 Wilcox Boulevard

City, State, Zip: Chattanooga, TN 37406

Telephone: 423-629-1411 **Fax:** 423-698-2749

Website: www.gocarta.org

Contact Name: Jill Veron **Title:** Director of Planning

Days/Hours of Operation: see attached schedule and brochure

Description of Service: Public transit service in the City of Chattanooga – also authorized to provide transit in Hamilton County, TN and Dade, Walker, and Catoosa counties in GA

Reservations:

- same day service available must schedule 2 days in advance
 must schedule 24 hours in advance must schedule more than 2 days in advance

Type of Service: transit stop door-to-door curb-to-curb door-through-door

Service Area: see attached maps

Type of Route: fixed route demand response

Route: see attached maps and schedules

Type Vehicles: auto bus taxi van other _____

Accessible Services: wheelchair access low floor buses talking signs
 other _____

Escort Availability: escorts are provided escorts are NOT provided

Coordinated Public Transit-Human Services Transportation Plan

escorts ride for free escorts must pay fare \$ _____ (amount)

Service Fee:

sliding scale \$ _____ no rider fees and/or rider donations accepted
 flat rate \$ 1.25* discounts available
 mileage rate \$ _____ other **Downtown Shuttle free of charge** _____

***see Transit Guide for more fare information**

Riders Served: seniors people w/ disabilities children teens adults

- over -

Rider Eligibility Criteria: N/A public transportation

Purpose of Rides: medical/health care religious events childcare
 employment social/recreational activities shopping
 volunteer activities other _____

Informational/Instructional Materials Available: yes no

List Materials: CARTA Transit Guide and Bus Schedules

Indicate the number of passenger trips your agency/company purchased from other public or private operators and the name of the provider (subcontractor):

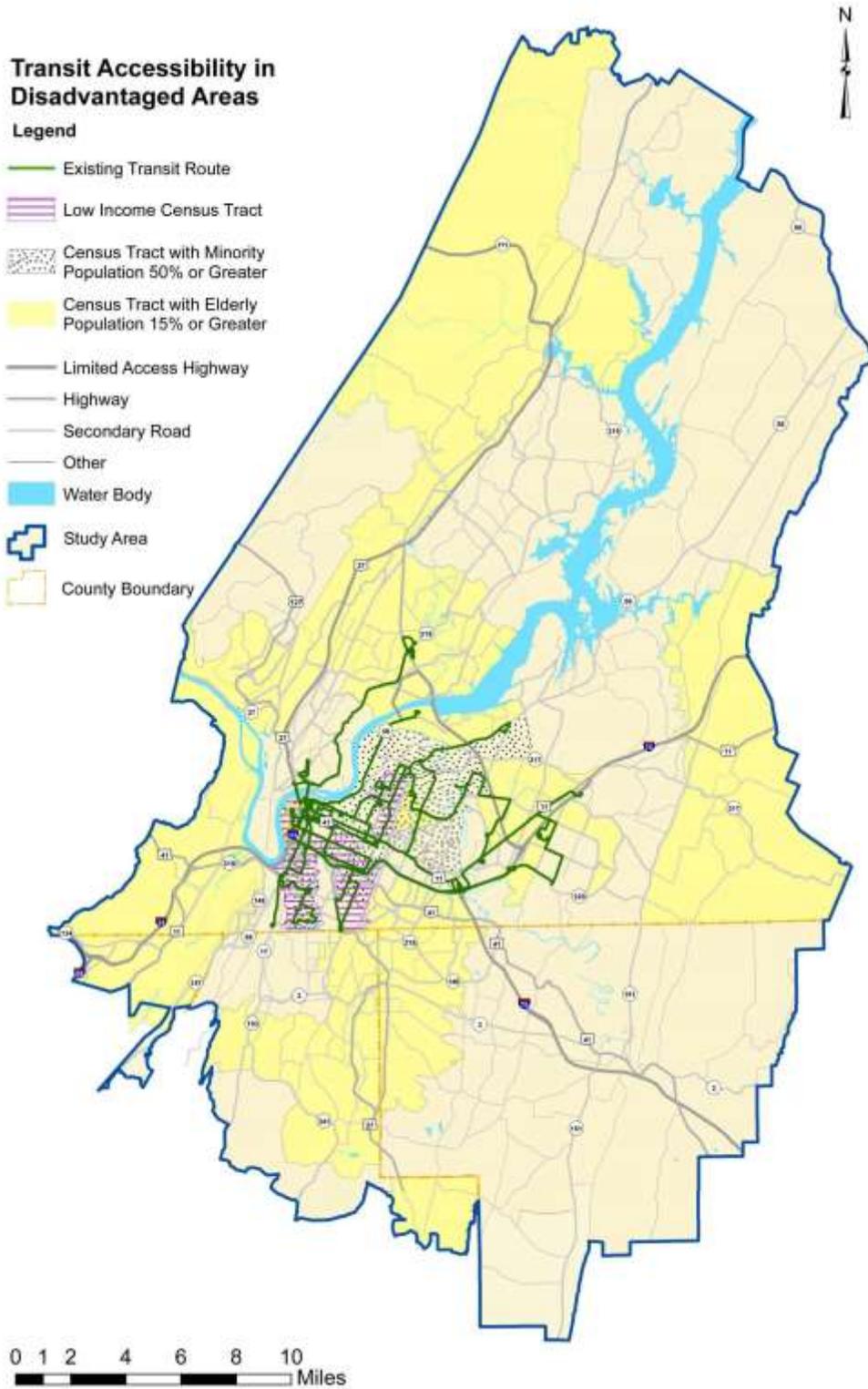
Purchased Job Access service from STS – in FY 05 purchased 27,271 trips

What are the biggest problems facing the transportation program for your agency or company?

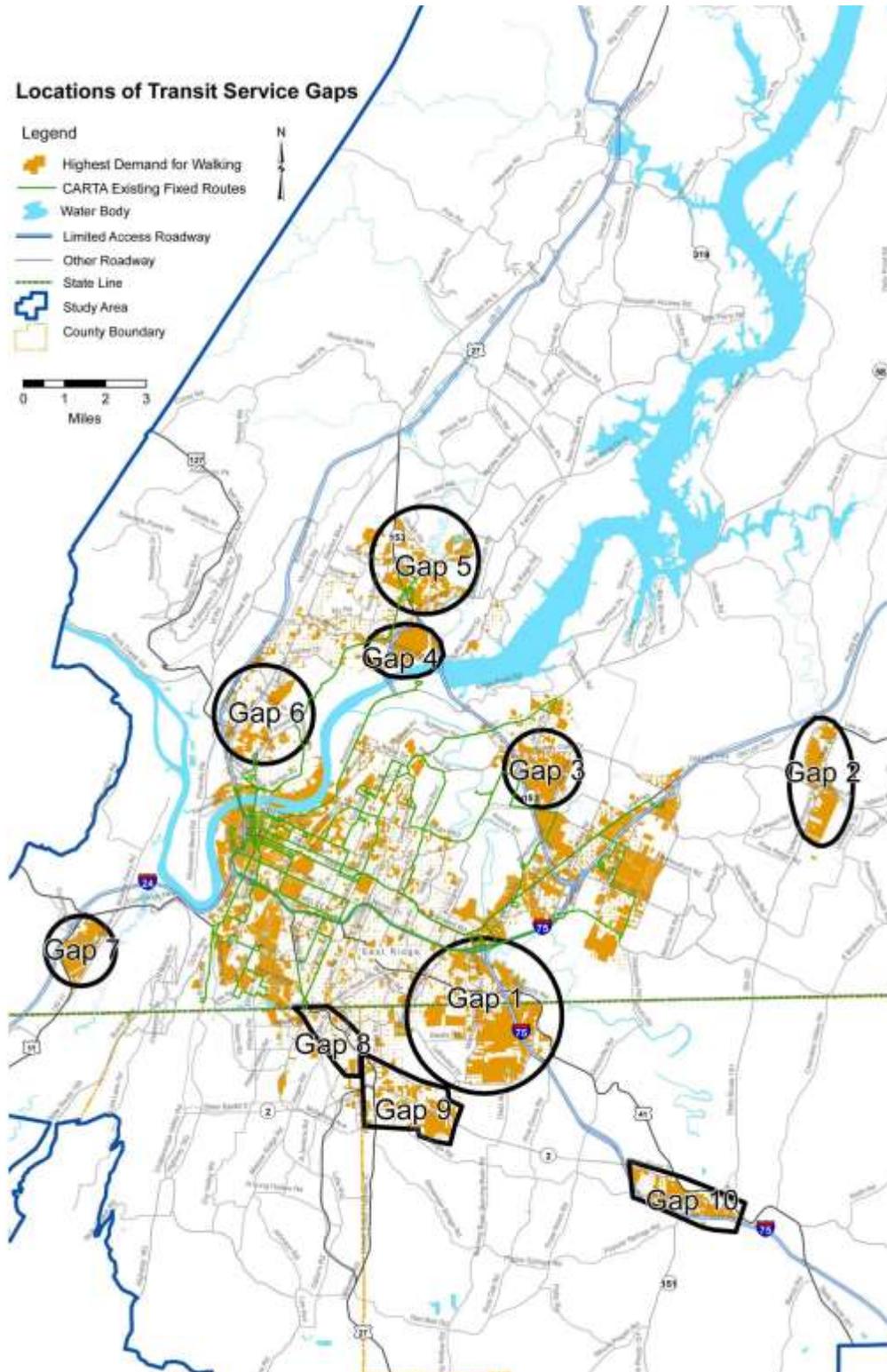
Lack of funding to provide trips to areas not currently served

Appendix H: Maps

H.1: Transit Service Accessibility in Disadvantaged Areas
(Source: 2040 Regional Transportation Plan)



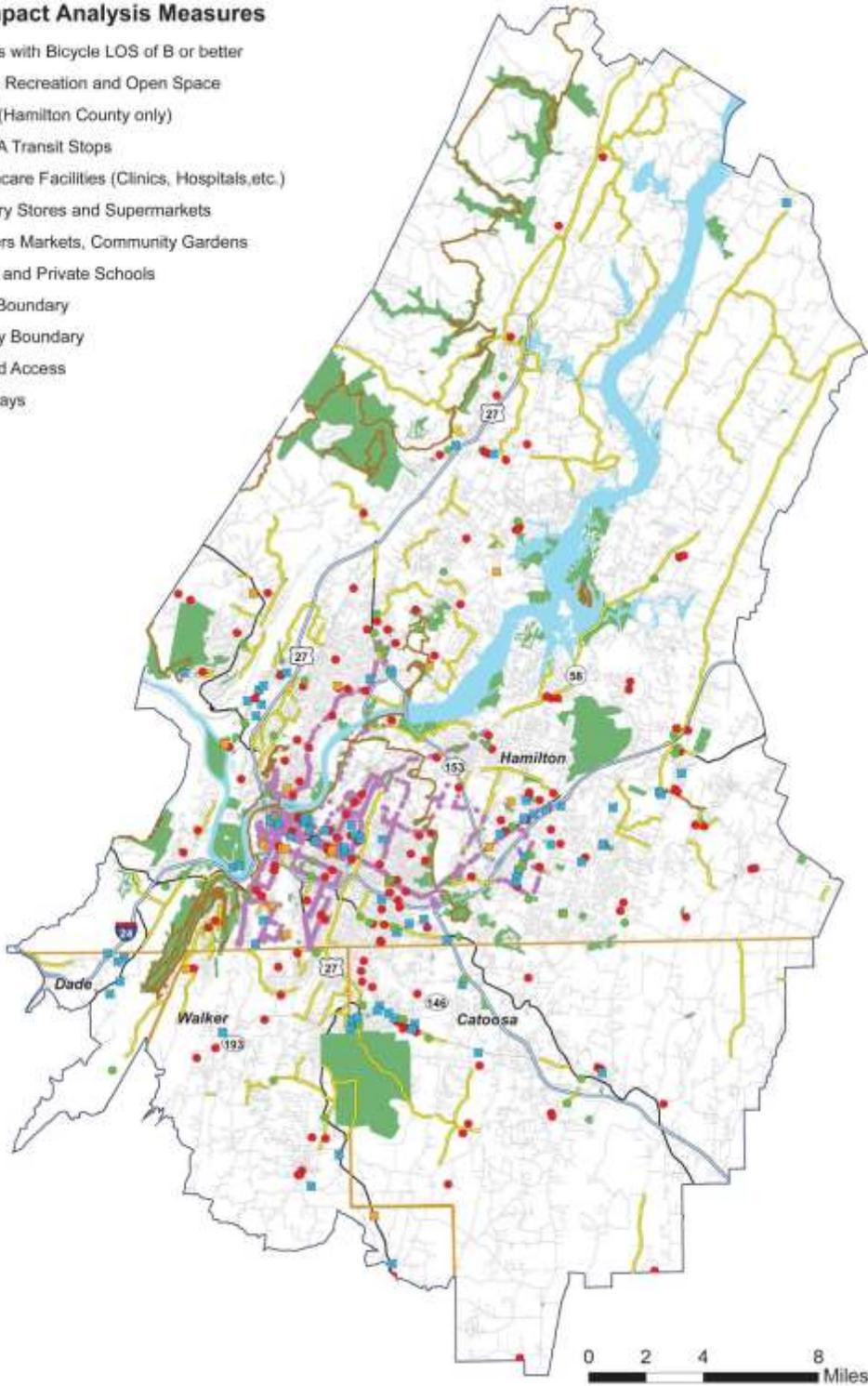
H.2: Locations of Transit Service Gaps Map
(Source: 2040 Regional Transportation Plan)



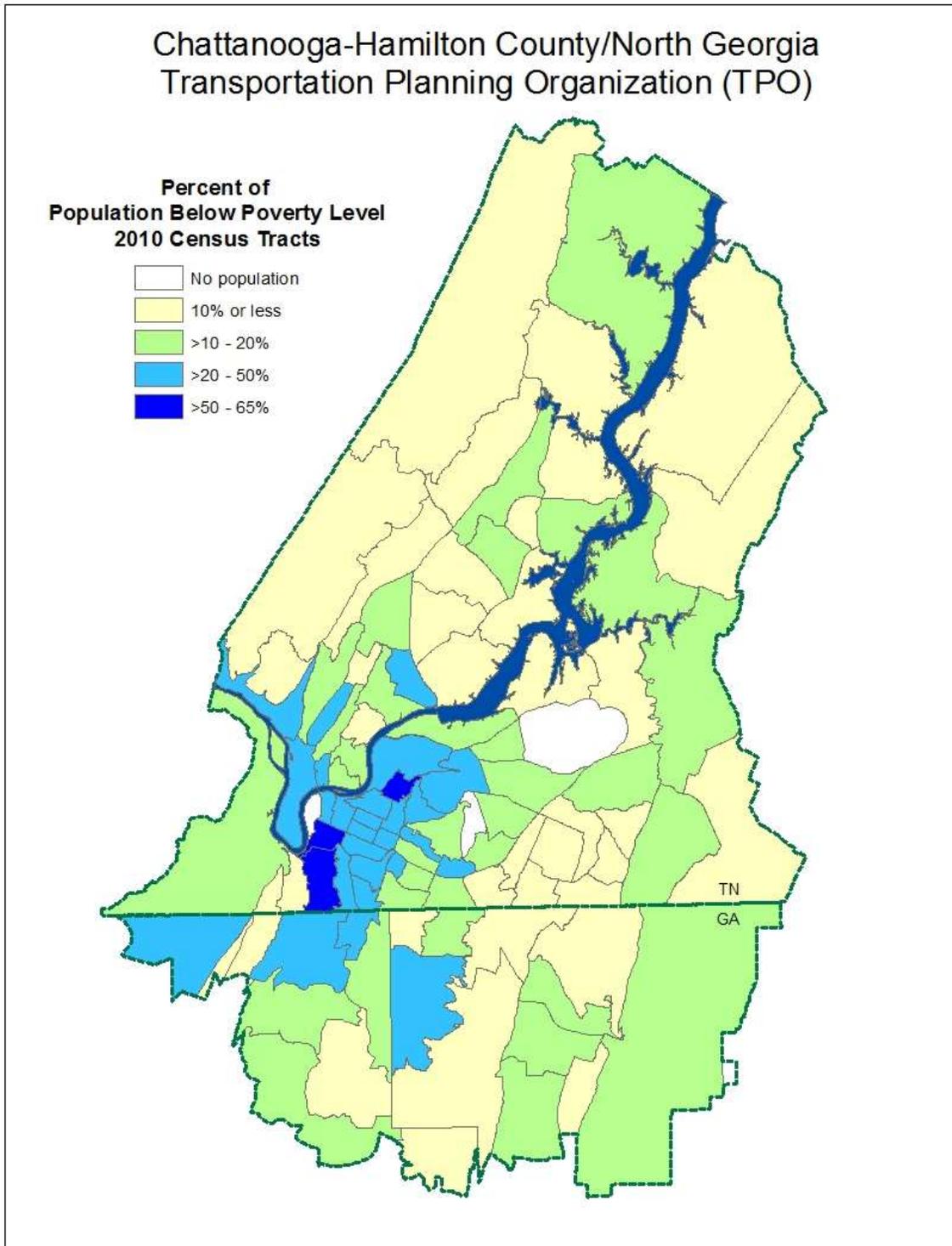
H.3: Health Impact Analysis Measures Map
(Source: 2040 Regional Transportation Plan)

Health Impact Analysis Measures

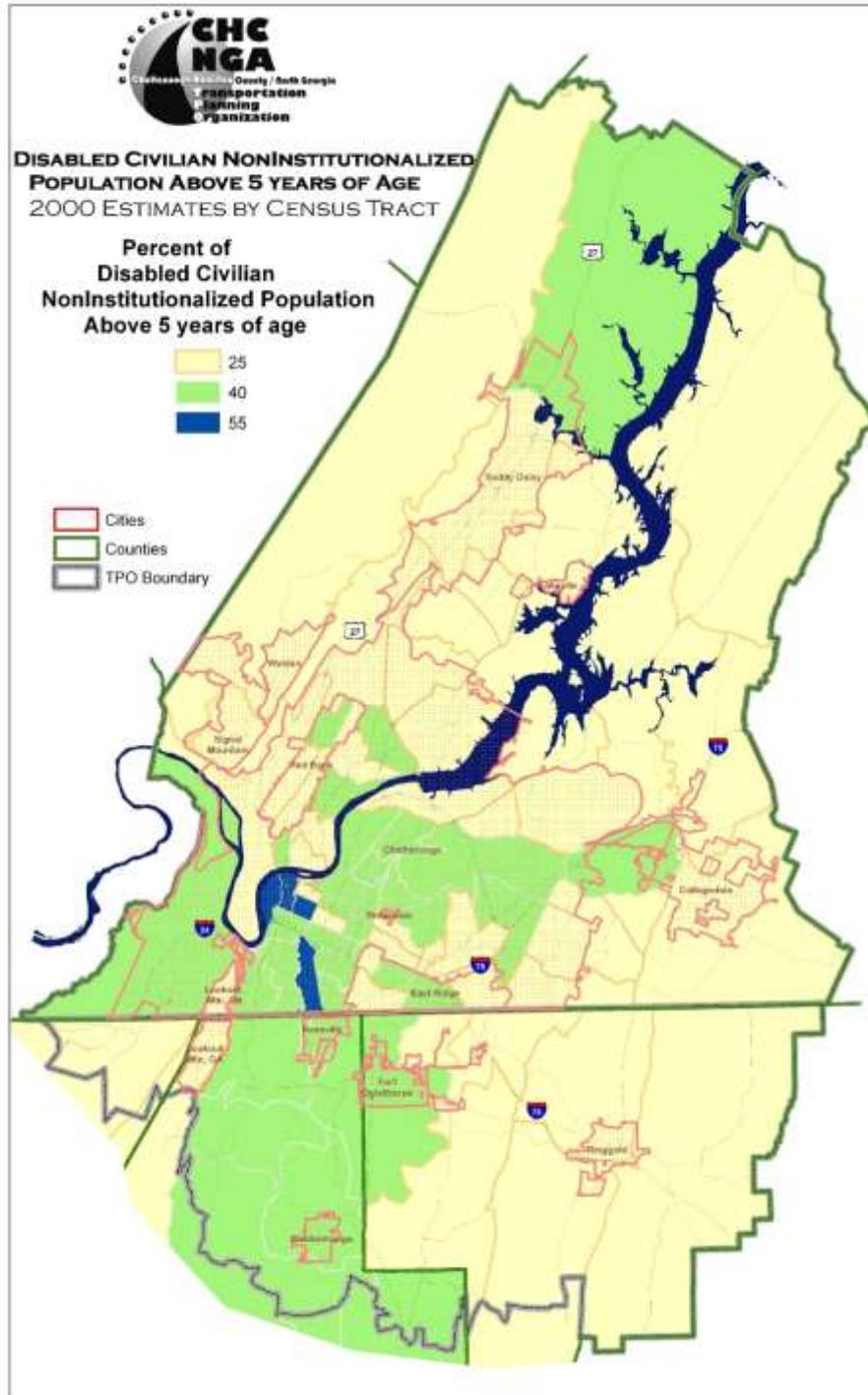
-  Streets with Bicycle LOS of B or better
-  Parks, Recreation and Open Space
-  Trails (Hamilton County only)
-  CARTA Transit Stops
-  Healthcare Facilities (Clinics, Hospitals, etc.)
-  Grocery Stores and Supermarkets
-  Farmers Markets, Community Gardens
-  Public and Private Schools
-  MPO Boundary
-  County Boundary
-  Limited Access
-  Highways



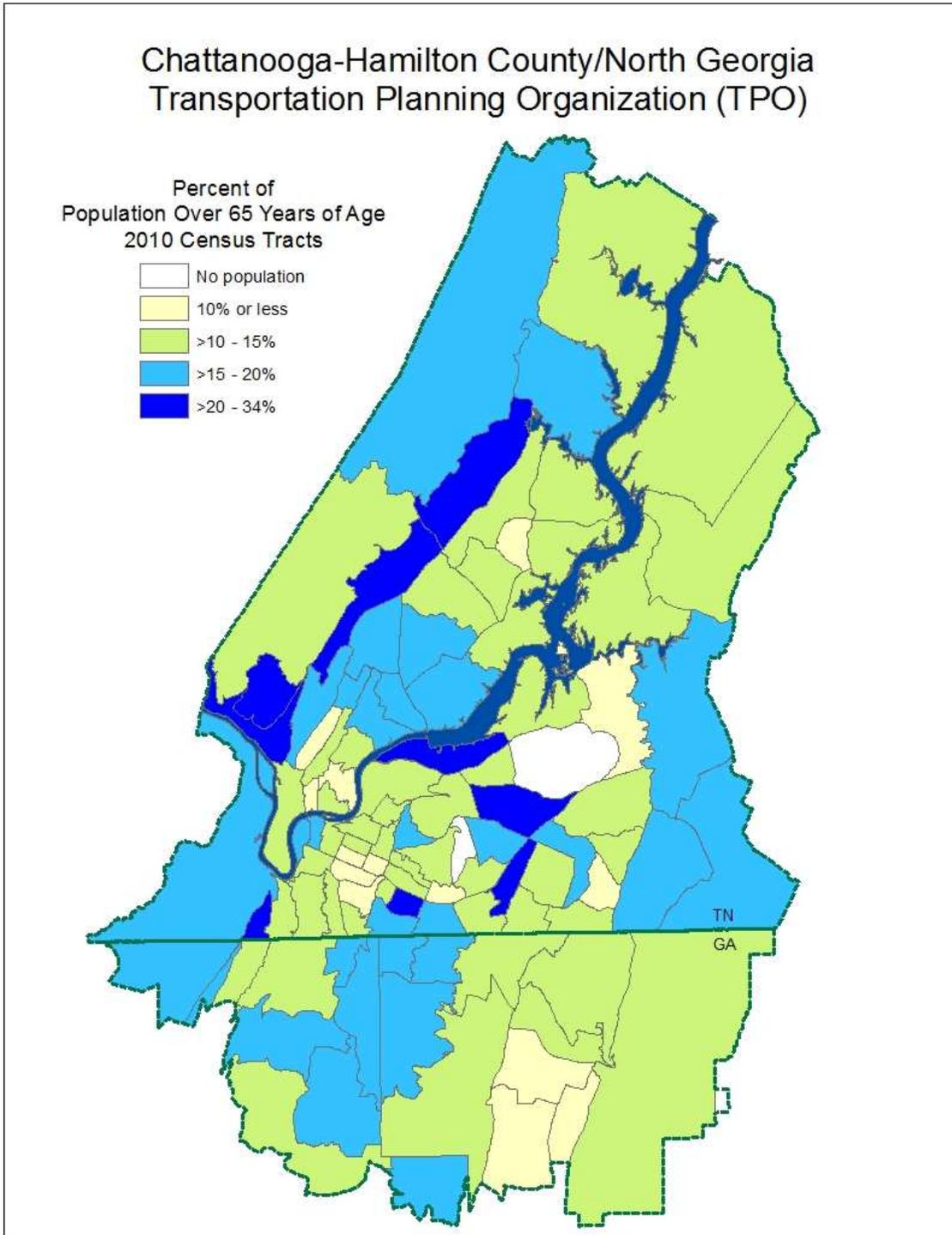
H.4 Transportation Planning Organization Population Below Poverty Level Map



H.5: Transportation Planning Organization Disabled Population Map



H.6: Transportation Planning Organization Population Over 65 Map



H.7: Transportation Planning Organization Zip Code Map

