Coordinated Human Services Transportation Plan

For the Cleveland Urbanized Area

Cleveland Urban Area
METROPOLITAN PLANNING ORGANIZATION

Cleveland Urban Area MPO

August 2012

SECTION 1: PURPOSE OF THE PLAN

The purpose of the Coordinated Human Services Transportation Plan is to identify opportunities to maximize existing resources and improve coordination of transportation services provided to certain populations needing special assistance in the Cleveland area. This includes senior citizens, low-income persons, and persons with disabilities.

Both the State of Tennessee and Federal governments have urged better coordination among representatives of public, private, and nonprofit transportation and human services providers. It is in the public interest to ensure coordination and avoid duplication of service, so that funds can be freed up to address any remaining gaps in service.

At the Federal level, President George Bush issued Executive Order 13330, "Human Services Transportation Coordination," which established an interagency council among the U.S. Departments of:

- Health and Human Services
- Labor
- Education
- Interior
- Housing and Urban Development
- Agriculture
- Transportation
- Veterans Affairs
- Social Security Administration
- Attorney General

As the Coordinating Council on Access and Mobility, their task was to simplify access to transportation for people with disabilities, people with lower incomes, and older adults. The council adopted a policy that "Federally-Assisted grantees that have significant involvement in providing resources and engage in transportation delivery should participate in a local coordinated human services transportation planning process and develop plans to achieve the objectives to reduce duplication, increase service efficiency and expand access for the transportation-disadvantaged populations…"

In 2008 the Tennessee General Assembly adopted Public Chapter 981, which directed the Tennessee Department of Transportation to develop a comprehensive inventory of all grants and expenditures for human service transportation in Tennessee, as well as any efforts to coordinate those programs. TDOT identified a number of potential partner agencies, including:

- Commission on Aging and Disability
- Division of Mental Retardation
- TennCare Bureau
- Families First program (Dept. of Human Services)
- Vocational Rehabilitation program (Dept. of Human Services)
- Dept. of Mental Health and Development Disabilities
- Tennessee Housing Development Agency
- Tennessee State Veterans Homes

Beginning in 2007, TDOT and the Federal Transit Administration required similar local plans to be developed every 5 years. The plan is developed with stakeholder and public input, and includes:

1) Assessment of available transportation services;
2) Demographic analysis of the target populations in the local area;
3) Assessment of transportation needs for those target populations; and
4) Strategies to address those needs and any remaining gaps in current service.

SECTION 2: ASSESSMENT OF AVAILABLE SERVICES

This section provides a brief description of available services in the Cleveland urbanized area.

CLEVELAND URBAN AREA TRANSIT SYSTEM (CUATS)

CUATS was established in 2005 as the sole transit provider for the Cleveland, Tennessee urbanized area. The system is operated by the Southeast Tennessee Human Resource Agency (SETHRA) and is restricted to operations within the urbanized boundary. SETHRA also provides paratransit service within the Cleveland Urbanized Area under certain conditions (described later in this section) and the ten-county Southeast Tennessee region, as discussed later in this section.

Operations funding for CUATS is provided primarily through state and local funding, with farebox revenues covering less than 5% of the cost of operating the service.

Fixed-Route Bus Service

CUATS operates five bus routes Monday through Friday. Service is not offered on weekends. All of the routes are operated between 6am and 7pm. The five routes are color-coded: Blue, Gold, Green, Orange, and Red. Figure 1 shows the current bus network.

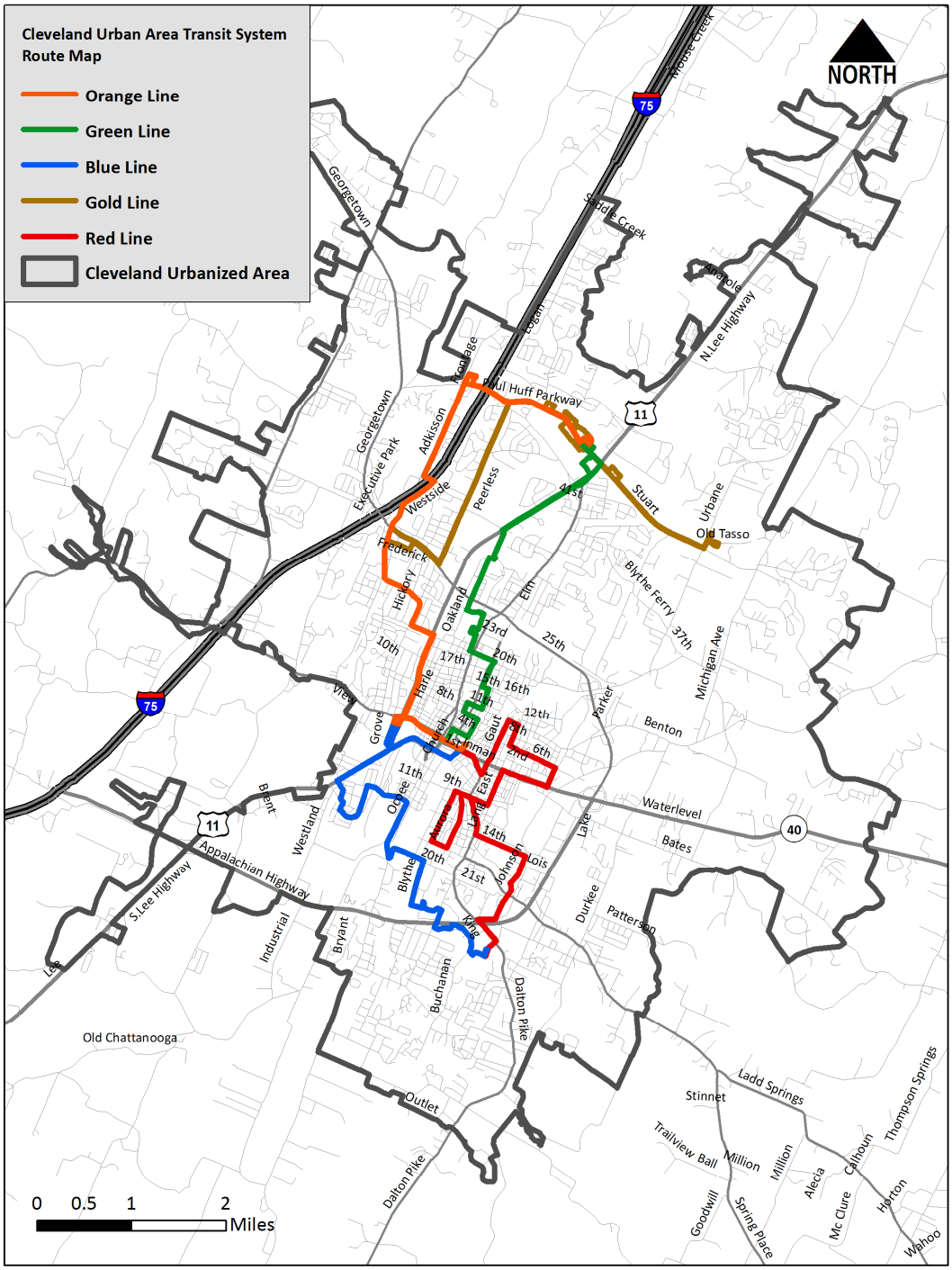
The core of the system is centered in Downtown Cleveland with a hub located at 165 Edwards Street at the recently renovated Old Southern Railway Train Depot. CUATS operates on a "pulse" system where four routes (Blue, Green, Orange, and Red) depart the hub at the top of every hour and meet again near the top of the following hour to facilitate transfers.

The Gold Route departs at the bottom of the hour from the Bradley Square Mall upon the arrival of the Green and Orange routes. The Gold Route is the only line that does not serve the downtown hub.

Aside from the downtown hub, there are two other transfer points in the system. In the south, the Walmart near the Dalton Parkway is used to transfer passengers between the Blue and Red lines. In the north, Bradley Square Mall serves as a transfer point for passengers on the Gold, Green, and Orange lines.

While the bus network does have signage indicating that buses pass along certain streets, these are used as service indicators rather than permanent stop locations. CUATS operates as a flag-stop service, meaning a passenger can flag a bus to stop or ask a driver to be dropped off anywhere along the approved route. Other than the service indicator signs, at this time there is no permanent infrastructure in place, such as bus shelters, bus stop signage, benches, or concrete pads.

Figure 1: Cleveland Urban Area Transit System (CUATS)
Fixed Route Service, August 2012



SOUTHEAST TENNESSEE HUMAN RESOURCE AGENCY

The Southeast Tennessee Human Resource Agency (SETHRA) operates in the following ten counties: Bledsoe, Bradley, Grundy, Hamilton, Marion, McMinn, Meigs, Polk, Rhea, and Sequatchie.

Within Bradley County, SETHRA provides curb-to-curb paratransit service throughout the county. This includes assisting passengers on and off the van if necessary. Hours of operation are Monday through Friday from 6:00 a.m. to 6:00 p.m. Weekend and holiday service is not provided.

SETHRA's program is a demand-response service, meaning that they pre-arrange times to pick up and drop off passengers. Passengers are asked to make reservations, and to limit their reservations to no more than two trips per week. Priority is given to passengers with medical or nutrition appointments, or other scheduled appointments such as visits related to programs at the Department of Human Services, Social Security, etc.

SETHRA only operates inside the Cleveland Urbanized Area when a client is being transported out of the urban area, such as a trip to Chattanooga or Nashville. Otherwise, CUATS operates a paratransit service for citizens inside the Urbanized Area whose trips will also remain within the Urbanized Area.

OTHER PROVIDERS

Transportation in the Cleveland area is also provided by a variety of other entities, including nonprofit and faith-based organizations, day care centers, and nursing homes.

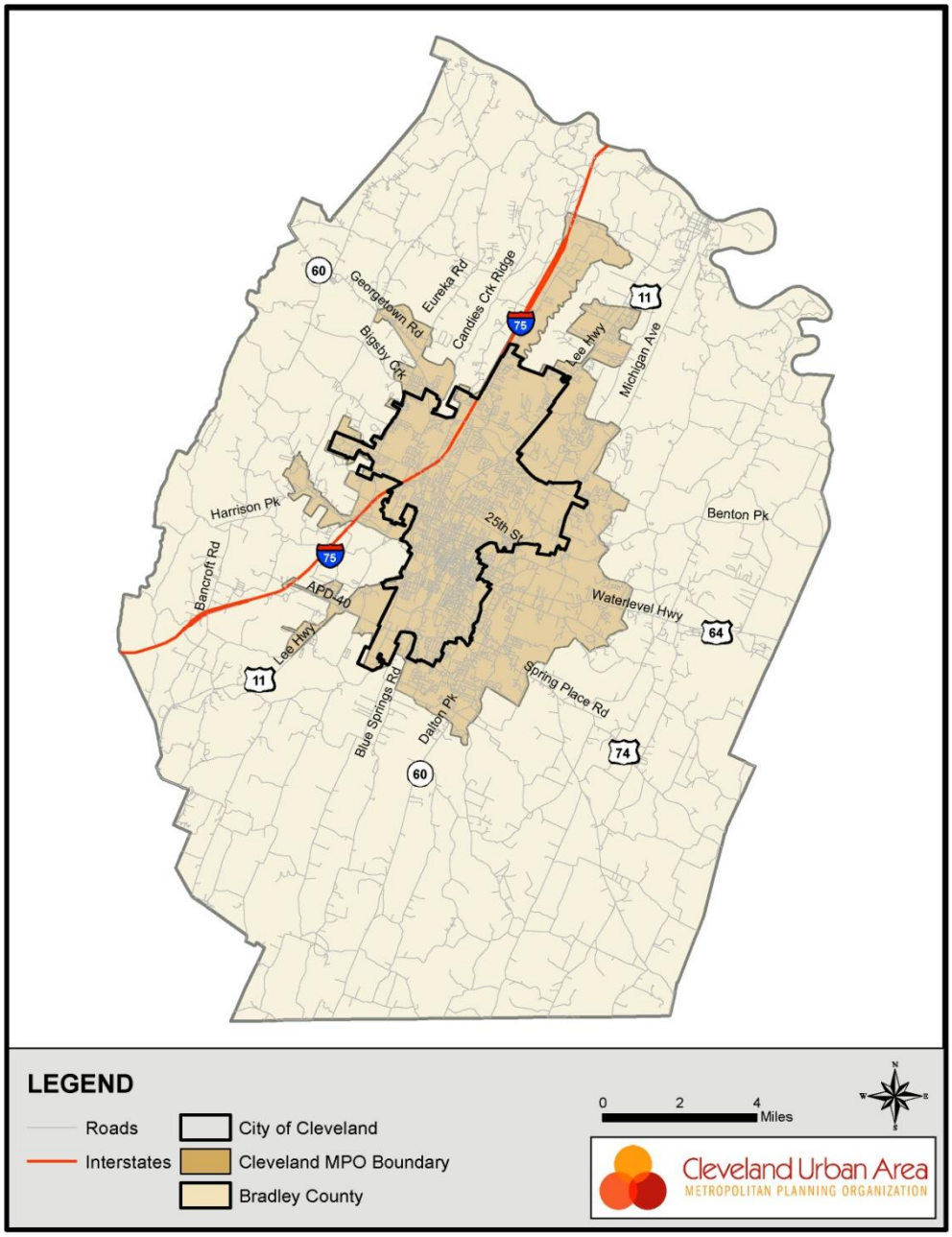
Those who identified themselves on the stakeholder survey (see Section 4) as providing transportation services included:

Cleveland Emergency Shelter
Boys and Girls Club of Cleveland
Family Promise of Bradley County
Family Resource Agency
Tennessee Department of Children's Services (only when necessary)
Tennessee Department of Human Services (by providing vouchers to Families First program enrollees)

SECTION 3: AREA DEMOGRAPHIC PROFILE AND TARGETED SERVICE POPULATIONS

The Cleveland urbanized area is shown in Figure 2. It includes all of the City of Cleveland and portions of Bradley County that are defined by the 2000 U.S. Census as urbanized, based on population density. The official boundary for the urbanized area is changing as a result of data recently released from the 2010 U.S. Census, and will be updated in the next year.

Figure 2: Cleveland Urbanized Area



Low Income Persons

Information collected by the U.S. Census, such as median household income and households with zero automobiles, can be used to determine areas with large numbers of people who may be dependent on public transportation due to financial constraints.

While a low household income may not necessarily mean that the household lacks access to an automobile, this statistic is used because there is a strong correlation between low income households and transit usage. Figure 3 shows median household incomes in 2010 dollars at the Census block group level. There are two main areas within the urbanized area where the median household income is less than $20,000 per year. One area is located north of Inman Street and runs along the entire stretch of the street as it cuts through the downtown area. The second area is located north of Appalachian Highway in the southeast region of the urbanized area. These areas are likely to be home to largest numbers of transit dependent households and transit users in the service area.

Figure 4 shows the location of households with zero automobiles at the Census block group level. Not surprisingly, block groups that had the lowest median household incomes also had some of the highest levels of households without access to a private automobile. From Appalachian Highway north to 20th Street, there is a long stretch of block groups where 10% to 20% of households do not own an automobile.

Taking into account both income levels and automobile access, it is evident that households that are most likely to be dependent on transit service are located in the southeastern region of the urbanized area, just north of the Appalachian Highway, and also along the Inman Street corridor stretching north to 20th Street.

Figure 3: Median Household Income in the Cleveland Area

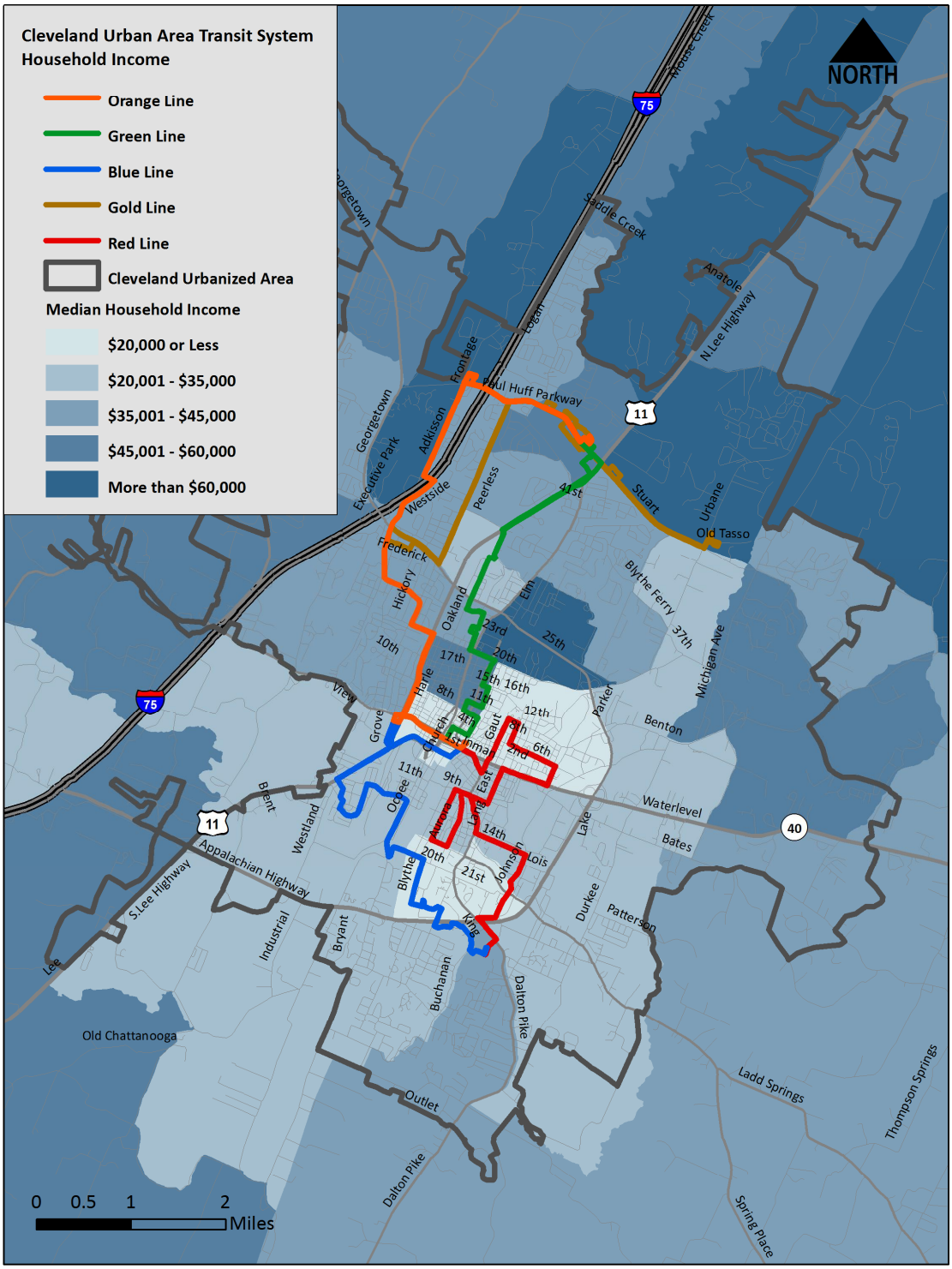
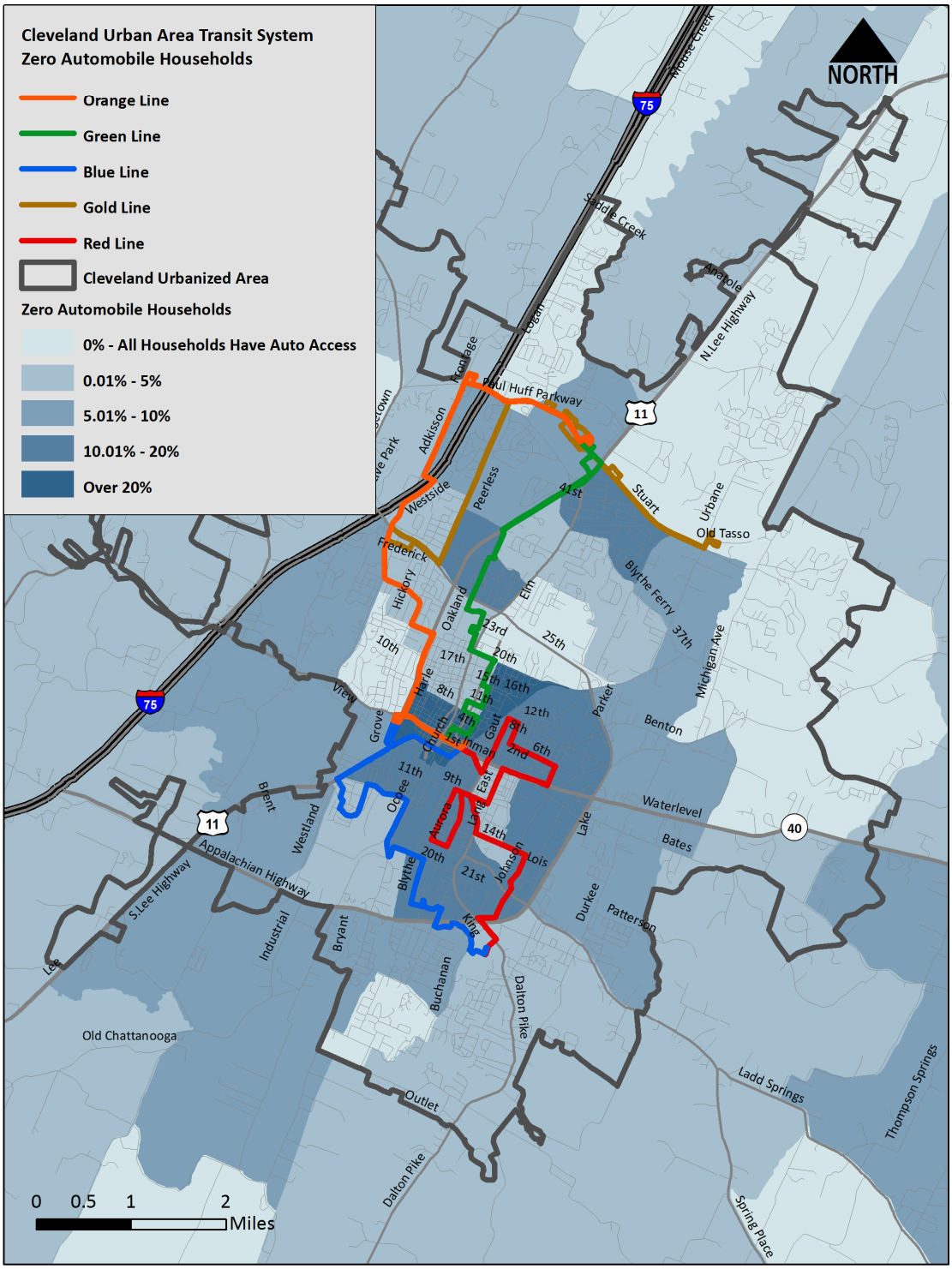


Figure 4: Households with Zero Automobiles in the Cleveland Area


Cleveland Urban Area Transit System
Zero Automobile Households
Orange Line
Green Line
Blue Line
Gold Line
Red Line
Cleveland Urbanized Area
Zero Automobile Households
0% - All Households Have Auto Access
0.01% - 5%
5.01% - 10%
10.01% - 20%
Over 20%
NORTH
0 0.5 1 2
Miles
Paul Huff Parkway
Peerless
Westside
Adkisson
Frederick
Hickory
Oakland
Elm
Stuart
Urbane
Old Tasso
Blythe Ferry
Michigan Ave
Benton
Waterlevel
Bates
Appalachian Highway
S.Lee Highway
N.Lee Highway
Old Chattanooga
Ladd Springs
Thompson Springs
Spring Place
Dalton Pike
Outlet
Buchanan
Bryant
Industrial
Westland
Brent
Lee
Grove
Church
Ogden
Aurora
Blythe
King
Johnson
Lois
Durkee
Patterson
Lake
Parker
Gaut
East
Hamilton
Market
Chestnut
Walnut
Cherry
Broad
Inman
Harle
Oak
Ocoee
Tennessee
Mouse Creek
Anatola
Logan
Tomahawk
Adair Creek
Cleveland Park
Hardwick
Mayfield
Ashley
Ashley Park
View
Hill
Ridge
Ridge Park
Ridge Park Ave
Ridge Park Ave
Ridge Park Ave

Senior Citizens

Senior citizens (persons 65 years or older) also tend to also use public transit in greater numbers, and are more likely to be dependent on transit for their transportation needs. According to the 2010 Census, seniors made up about 15% of residents in the Cleveland area.

Figure 5 shows the percentage of senior citizens that live in each Census block in the Cleveland area at the block level. Blocks where seniors make up more than of 30% of the population are located throughout the city, but there are clusters located on Keith Street north of 25th Street, along Adkisson Road, and south of Stuart Road, probably due to the presence of many large senior care centers and retirement communities within the urbanized area. However, many seniors also still live in single-family homes where they raised families and are now choosing to "age in place."

Persons with Disabilities

The disabled population rides public transportation in greater numbers than the general public because of the barriers that their disabilities present to operating a private automobile.

All of CUATS' fixed-route vehicles are equipped to carry wheelchair passengers. However, having an accessible transit vehicle is not the only factor in providing transportation service to disabled persons. The physical design of various destinations around town is also important. The CUATS vehicle needs to be able to stop in a location where a wheelchair passenger has a adequate, safe path to and from the vehicle, as well as the building.

Figure 6 maps the percentage of persons with one or more disabilities in the Cleveland Urban Area. The map indicates that the disabled are dispersed fairly evenly across the Cleveland Urban Area and Bradley County, with some areas of higher percentages near the core of the City of Cleveland.

Figure 5: Locations With High Percentages of Senior Citizens in the Cleveland Area

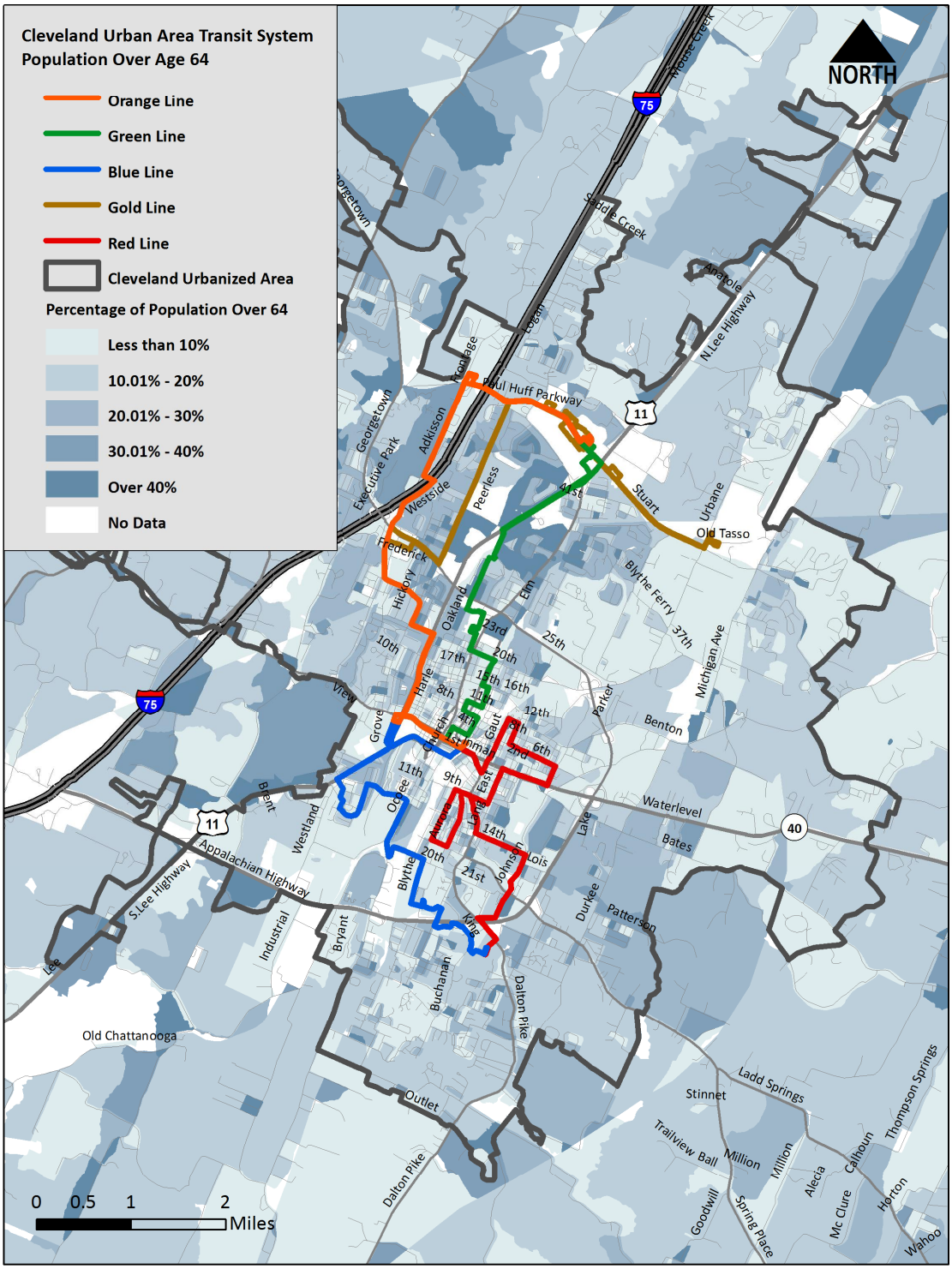
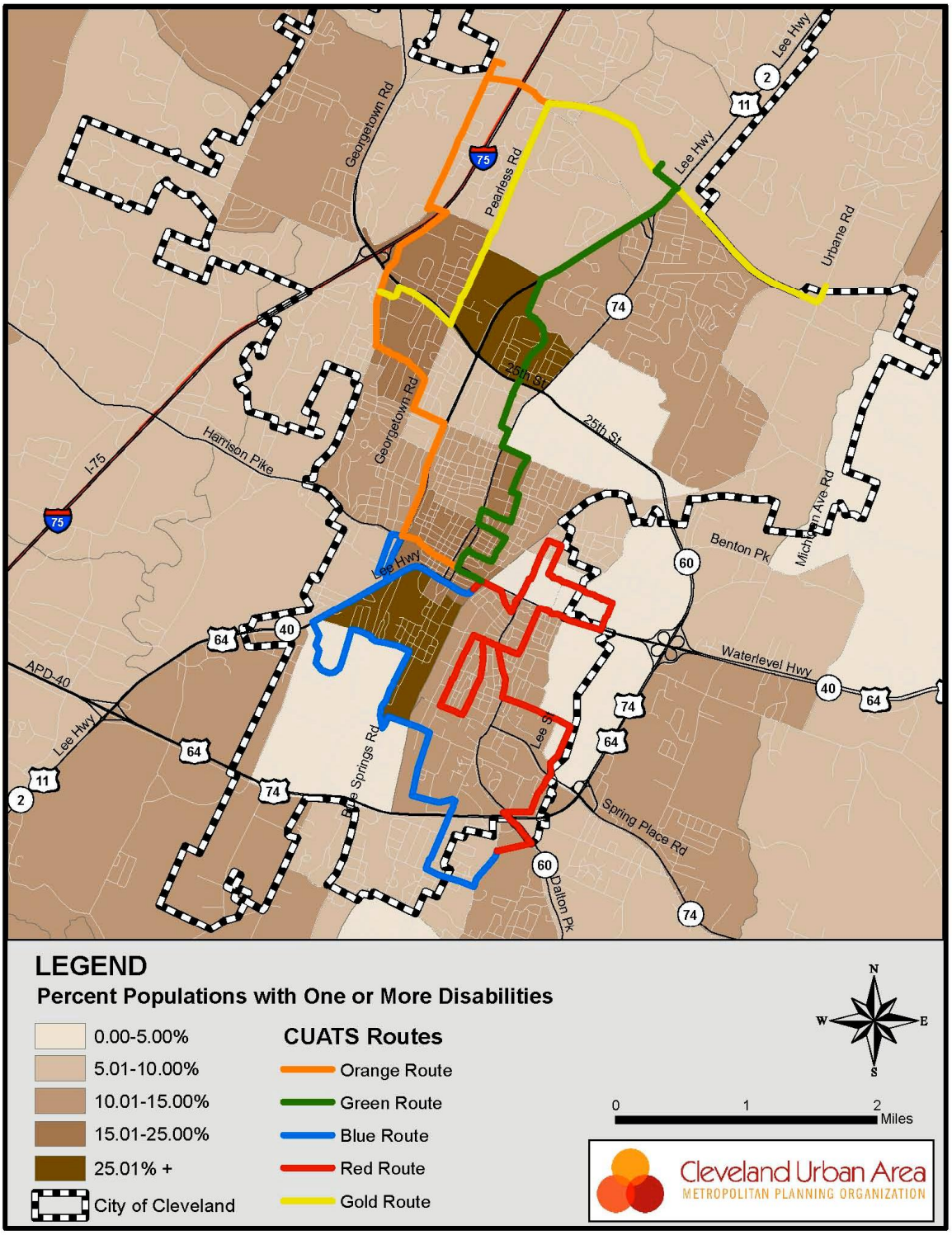


Figure 6: Locations With High Percentages of Persons with One or More Disabilities



(from the Cleveland MPO's Regional Transportation Plan; more recent data has not yet been released by the U.S. Census)

An operational study performed by CUATS in 2012 found that most of the users of the service fall into two categories: those with a physical disability that prevents them from driving or being transported by car and those with no access to an automobile. Some riders may fall into both categories. Every rider has access to SETHRA's paratransit service, but many choose to use the fixed-route system due to its convenience, lower cost, and the social benefits it provides. The majority of people using the system are captive riders who have no other means to travel in the city, as over 85% of survey respondents indicated that the price of gasoline had no impact on their decision to use transit since they did not own or otherwise have access to an automobile.

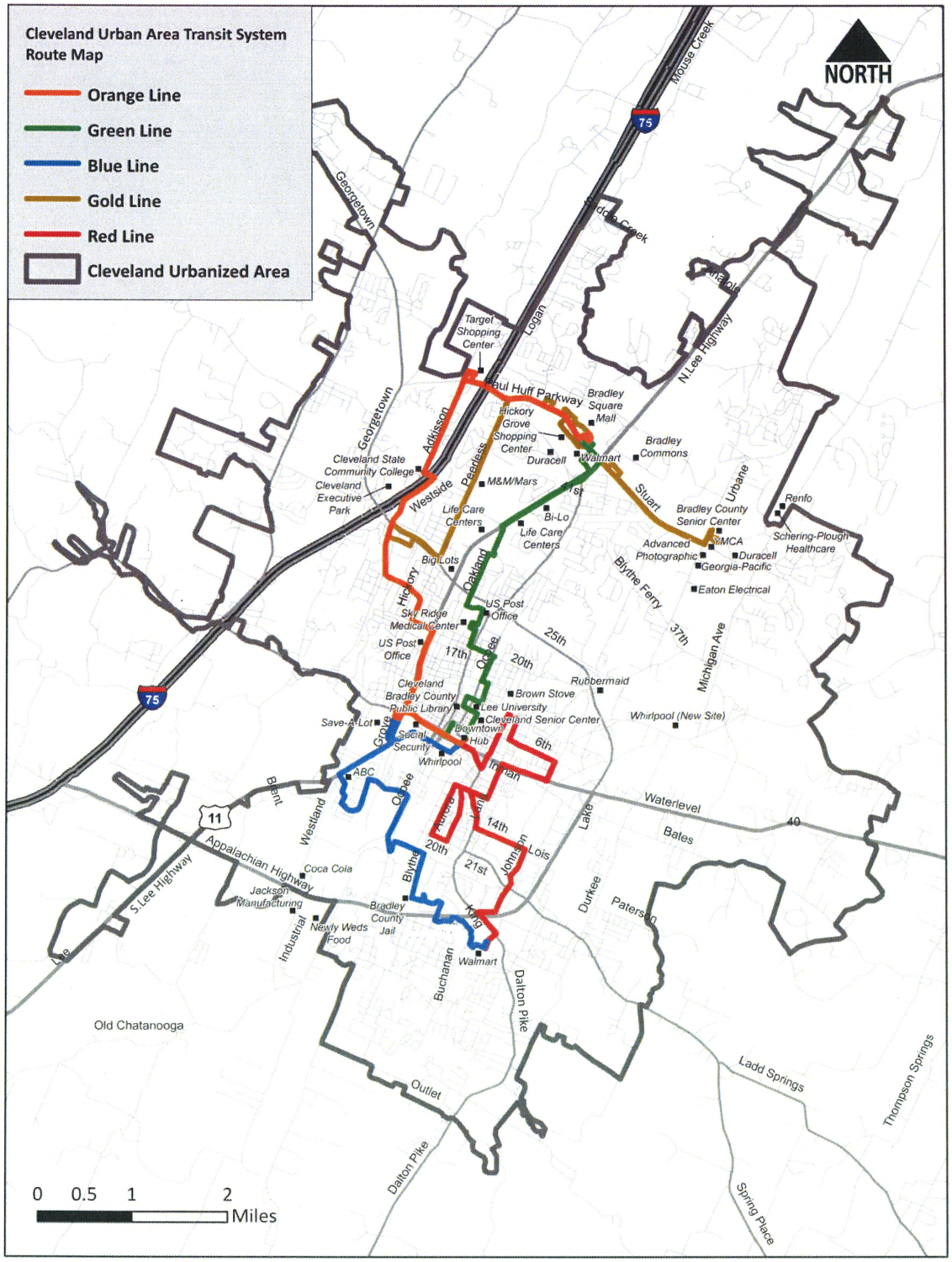
MOST FREQUENT DESTINATIONS

Destinations include large employment centers such as a retail development or a commercial or industrial park. They also include the recreational centers, medical facilities, social services and public facilities that people want to access.

Figure 7 identifies some of the most common destinations in the Cleveland area. Within the urbanized area, most are located north of Inman Street and include hospitals, shopping centers, senior centers, and educational institutions. In particular, a large number of destinations are concentrated in the area around the Keith Street/Paul Huff Parkway/Stuart Road intersection The southern portion of the urbanized area has fewer major destinations, which include the Walmart just off Dalton Pike and the surrounding retail stores and strip malls.

Based on observation and survey responses, it is difficult to overstate the importance of Walmart in the daily lives of CUATS transit passengers. The region's two Walmart stores are the most important destinations for transit riders, with a clear preference shown by passengers for the Walmart on Dalton Parkway. Walmart's low prices and the convenience of having groceries, prescription drugs and virtually all other categories of goods available at one location makes Walmart an unbeatable destination for those with economic and transportation challenges. The connections to Walmart have become especially important with the recent closing of the Food Lion store on Appalachian Highway. Walmart was the number one origin and destination point for the survey, with many transfers from the Green Route to the Red or Blue Route to get to the Walmart located off the Dalton Parkway despite having one-seat access to the Walmart located near the Paul Huff Parkway. This was evident by the many wheelchair passengers that boarded/alighted at the North Cleveland Towers. These passengers cited wider aisles and better inventory at the Dalton Parkway Walmart.

Figure 7: Major Destinations for Transit Riders in the Cleveland area



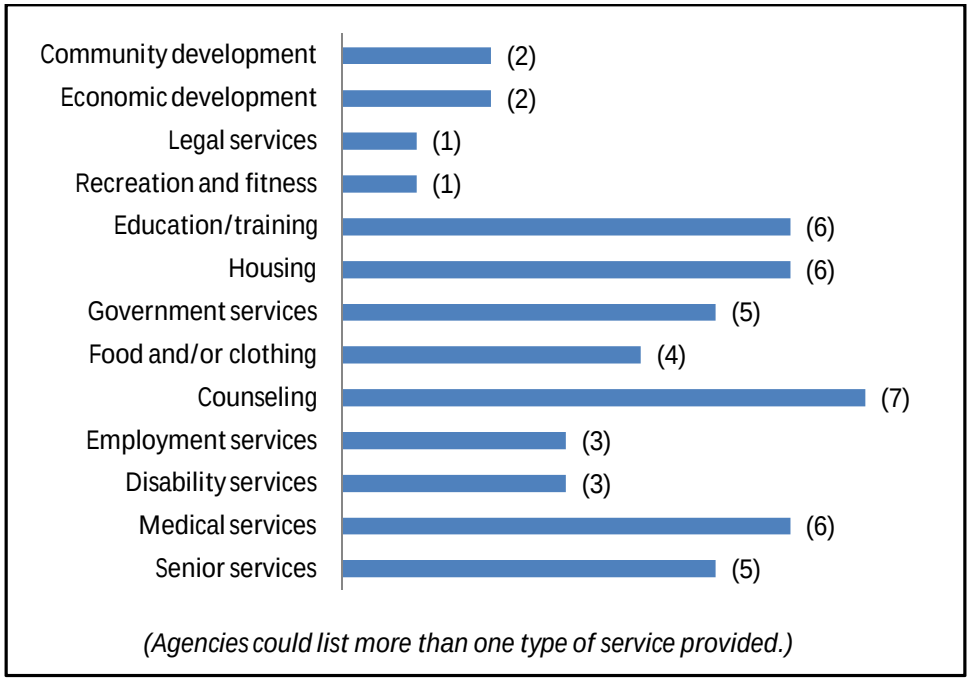
SECTION 4: STAKEHOLDER AND PUBLIC INPUT ON TRANSPORTATION NEEDS

Stakeholder Input - Survey

Stakeholders were asked to provide input through a survey as well as at a workshop held Aug. 16, 2012. (A copy of the survey is included in Appendix A.) Outreach included organizations who provide services to the targeted populations, as well as those who represent them or include those populations among their membership.

A total of 26 agencies responded to the survey, who provide human services ranging from emergency food and shelter to education, counseling and recreational services. (Figure 8 provides a breakdown of the primary types of services reported.) Nearly all of the stakeholders said there are unmet transportation needs for the target populations; those who did not were primarily from organizations that provide their services at their clients' location, rather than vice versa.

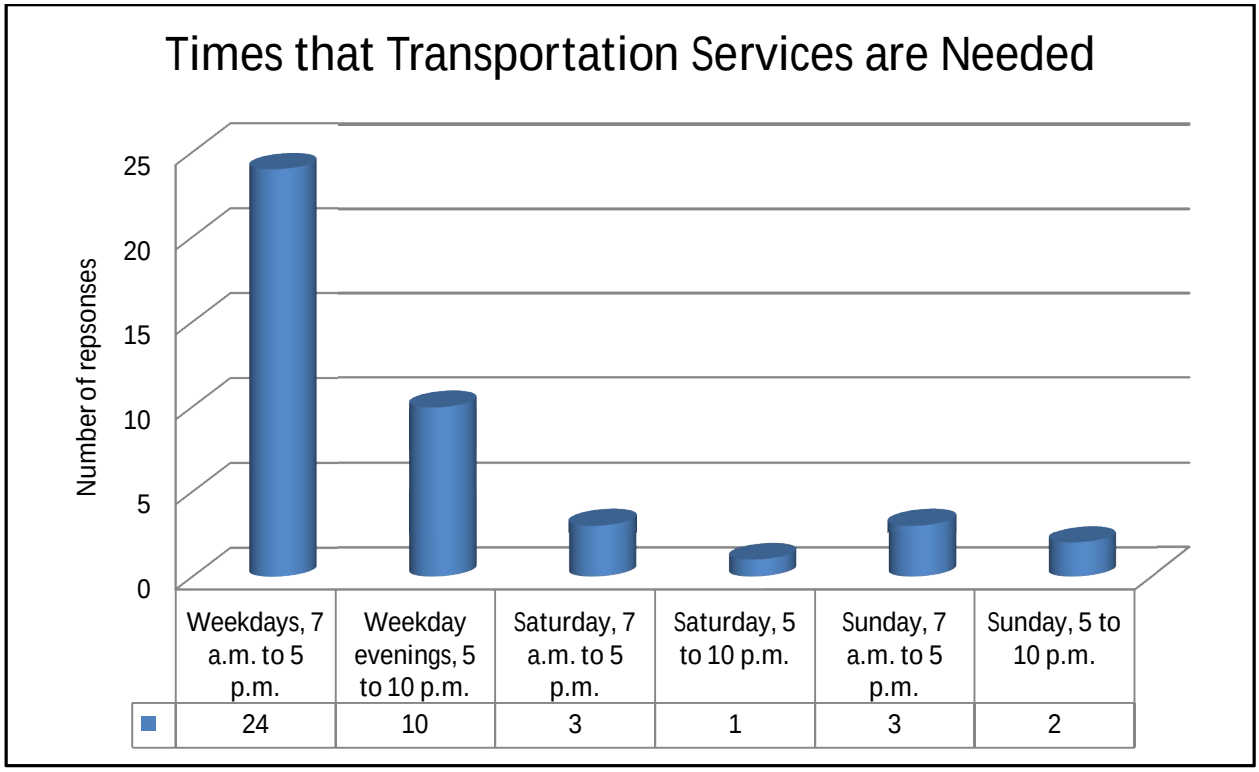
Figure 8: Types of Services Provided by Stakeholder Agencies



Only a third of the stakeholders said they provided transportation for their clients. Some operate agency vehicles or transport clients via the staff's personal vehicles. The remainder have contracts with SETHRA, including the Tennessee Department of Human Services' Families First program which provides clients with vouchers to use the SETHRA system.

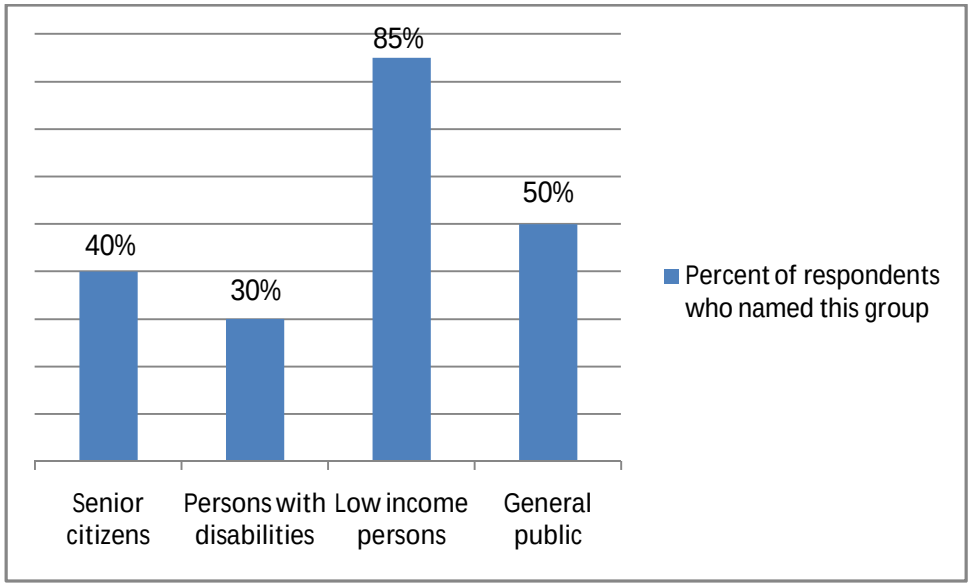
The great majority of stakeholders said their clients need transportation on weekdays from 7 a.m. to 5 p.m. (See Figure 9.) However, nearly half of those responding to the survey also said there is significant need for transportation on weekday evenings, a time period that is not fully covered by existing transportation services in the greater Cleveland area. Based on survey comments, evening transportation service is critical for citizens to get or maintain second and third-shift jobs, to take advantage of adult education or training, and to access counseling opportunities to help improve their parenting skills, household financial management, etc.

Figure 9: Times that Transportation Services Are Needed



Similar comments were made by stakeholders when asked to identify the group(s) whose transportation needs are not being met by existing services. The two groups named most frequently were (1) low-income persons, regardless of senior or disability status, and (2) the general public. (See Figure 10.)

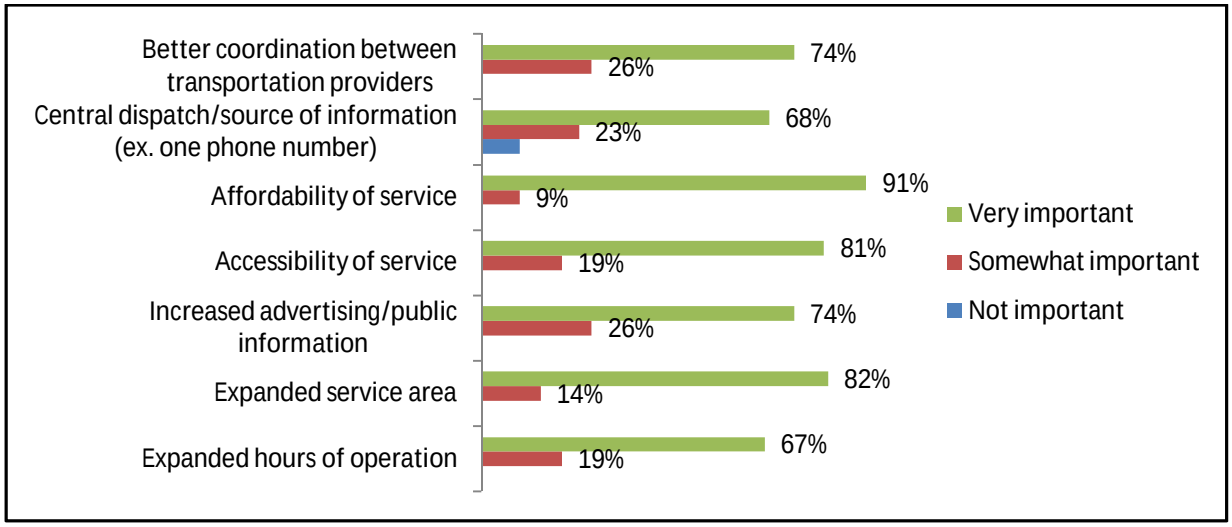
Figure 10: Groups with Unmet Transportation Needs



Almost half of the survey respondents said their clients can use the CUATS bus system for transportation. However, about 30% said it was not possible for their clients to ride CUATS, for a variety of reasons. A couple of agencies mentioned the difficulties faced by families with small children who need to ride in car seats. Several mentioned the need for extended evening hours. By far the most common answer was that clients live outside the CUATS service area or live too far to walk to the nearest stop. More than 20% of the surveyed agencies responded that they are not sure whether their clients could ride CUATS, which may indicate lack of awareness of the system's schedule or service area.

Nearly all of the stakeholders responding to the survey said the affordability of CUATS service was the most important factor affecting their clients' ability to use public transit, as shown in Figure 11. After affordability, the factors most often named were the system's accessibility and the need to expand its service area, which some respondents may have perceived as the same issue. Next, stakeholders said there were needs for more public information about the service and better coordination between transportation providers. Finally, more than two-thirds of the stakeholders said their clients' use of the CUATS system would be greatly affected by having a central dispatch or single point of information, and longer hours of service.

Figure 11: Factors Most Important To Increase/Improve Clients' Use of CUATS



Stakeholder Input - Workshop

Discussion at the stakeholder workshop included the following issues:

- The Cleveland urbanized area will be expanding. The CUATS service area and its fixed-route service will also need to be reviewed at that time.
- Many Cleveland area residents have limited employment opportunities or have difficulty maintaining a job due to lack of transportation. This is particularly true for people who work on the second or third shift. Evening bus service may be available for the employee to travel to work when the second shift begins, but is not available at the end of the shift for the trip home. For employees who work the third shift, public transportation is not available at all. Some people are therefore limited to jobs within a short distance, where they can walk to work.
- The Chamber of Commerce and major employers in the area may have an interest in helping to address transportation needs for workers, including second and third shift employees. This would help expand the labor pool since there are people in the area who could be hired if they had transportation to/from work. The Chamber compiles an annual Existing Industry Report in which businesses are surveyed about their challenges, and they might be willing to include a question on their next survey to ask whether their members are interested in improving transportation for employees. Staffing/temporary staffing agencies would also have good information about the extent and nature of employees' transportation needs.
- Some cities in Tennessee have vanpool programs where employees who work at the same location, or in the same area of town, can ride together and share transportation expenses. This can be a less expensive way to create service than operating an additional fixed-route bus. Employers can also realize tax benefits by providing subsidies and/or incentives for vanpools.

- Many people in the Cleveland area lack access to adult education programs, which they need in order to become employed or to advance in their careers. In fact, there are local social services programs that require their clients to take courses in order to receive benefits, but it is difficult to enforce the requirements when clients do not have a way to get there. For trips being made for adult education, the greatest need is for evening service.

- Counseling services tend to be more geographically dispersed throughout the Cleveland area, which makes it more difficult to provide transportation for those trips. Other services, such as medical care or shelters, tend to be concentrated in particular areas that can be served by a regular route.

- There are human service agencies in Cleveland that would like to see if they could combine resources with another agency that already provides transportation. However, currently there is not a place where they can look up which agencies provide transportation. The CAB website has a listing for the area's human services agencies which could be updated to add information about whether each agency operates transportation services.

- CUATS is currently revamping its marketing program. There is a potential for increasing outreach to major establishments where many customers are either current or potential riders. Route information (brochures) could be made available at these locations to help raise awareness of CUATS services.

- Bus stop amenities, including shelters, landing pads, and route maps, would be helpful in improving service for Cleveland residents, and would also raise awareness of CUATS services. There is also a general lack of sidewalks in many areas.

- It would be desirable if real-time information could be provided to customers to let them know when the next bus will arrive. Several local transit agencies in Tennessee have installed GPS units on their vehicles which allow them to track the vehicles' location and let their customers know approximately when the vehicle will reach them.

A list of attendees at the stakeholder workshop is provided in Appendix B.

Public Input

Some of the public input informing this plan comes from citizens who were surveyed on-board while they were riding the CUATS system. They provided feedback on their most frequent travel origins and destinations, the convenience of route transfers, and other issues affecting transit service.

A public meeting was also advertised and held on Aug. 16, 2012 at City Hall. A list of those who attended the public meeting is provided in Appendix C.

SECTION 5: GAPS IN TRANSPORTATION SERVICES FOR TARGETED POPULATIONS

The following is a summary of the top needs identified for transportation services for targeted populations in the Cleveland area:

Extended evening hours of service.

This would serve the following groups:

- People who work second and third shifts;
- Adults who are pursuing additional education and/or training;
- Adults who are receiving counseling (financial, parenting, psychological, etc.)
- Both adults and youth who do not otherwise have access to fitness and recreational programs, organized sports, etc.

Better ways to determine the service area.

A number of stakeholders said it is confusing and difficult to figure out whether a potential rider is in the CUATS or SETHRA service area. Some citizens are reluctant to try public transportation services because they aren't sure who to call. In addition, some human service agencies would like to refer clients but are unclear on who provides service and are afraid they may send a client to the wrong agency. Currently the determination is made manually by a staff member at CUATS and/or SETHRA when a customer contacts them for service. A general map is available but there is not a quick way to determine where an address falls on that map.

Lack of awareness of transportation services that are available.

Many citizens who could potentially use the services that are available are not aware of them. In addition, there are human services agencies who could guide their clients to transportation services but are not aware of them.

Expanded service to growing areas on the edges of Cleveland.

As noted previously, the area designated as "urbanized" has grown since the 2000 U.S. Census was conducted. There are several areas outside the current CUATS service area where recent growth has occurred and there is increasing demand for transportation. The area along Lee Highway heading northward from the City of Cleveland, as well as the Highway 64 corridor heading east from Cleveland, were mentioned by several stakeholders as needing additional transportation services.

SECTION 6: STRATEGIES TO ADDRESS GAPS IN EXISTING TRANSPORTATION SERVICES

A number of strategies recommended in the Cleveland Urbanized Area's 2035 Regional Transportation Plan (adopted in 2011) are relevant to the needs that have been identified here. They include:

- Operate longer service hours to provide better service to attract working patrons, particularly those working evening retail service hours
- Develop a route that provides continuous service along Lee Highway, north and south of the city, with connections to downtown Cleveland and the transfer hub
- Create a rideshare program to support both ridesharing within the Cleveland area and ridesharing for trips to Chattanooga.

The 2035 Joint Strategic Plan for Bradley County, the City of Cleveland, and City of Charleston also notes the importance of continuing to promote policies supporting transit and mode choice along corridors characterized by greater population density and mixed land use. Such policies help to make transit a more cost-efficient service.

The following additional strategies were developed through stakeholder discussion and participation in the development of this Coordinated Human Services Transportation Plan:

<u>A "look-up" tool to match riders to the appropriate service area</u>.

Develop a tool that makes it easier to determine whether a potential rider is in the CUATS or SETHRA service area. Currently the determination is made manually by a staff member at CUATS and/or SETHRA when a customer contacts them for service. A general map is available but there is not a quick way to determine where an address falls on that map.

It is envisioned that the tool would be computerized and on-line (or at least updated periodically) so that human services agencies could also use it to guide their clients to the appropriate transportation service. Developing a look-up service that is available on-line to the general public would be desirable, but that could be a longer-term project.

<u>Get more involved with major employers, the Chamber of Commerce, and staffing agencies</u>.

A significant transportation need was identified for citizens who work evenings and nights. However, there does not seem to be much information available on the number of potential users or which locations are most in need of service. More communication needs to occur with the companies who operate second and third shifts.

Add transportation services to the CAB website.

The CAB website provides a directory of information on local human services agencies in the Cleveland area. Although many details are available for each agency, the directory does not currently include whether the agency operates transportation services. This information could help agencies partner with each other to fully utilize (or even expand) the services being provided.

Increase marketing to raise general awareness of the services available from CUATS and SETHRA.

Identify the best way to get service information to potential riders and how best to present the information about routes, schedules and fares. This could perhaps be implemented in conjunction with the proposed "look-up" tool, so that new riders could be quickly guided to the appropriate service.

Improve access to transit by providing infrastructure such as sidewalks, shelters, and signs.

Use survey information from riders to determine which locations serve the greatest number of CUATS riders, then provide amenities to those locations. Additional sites would receive improvements as funding permits. Signs have the additional benefit of raising the visibility of the CUATS service. Sidewalks have the additional benefit of serving all citizens who live in the area, regardless of their level of transit use.

SECTION 7: PRIORITIZED LIST OF STRATEGIES

Short-term strategies (0-12 months)

- Increase marketing to raise general awareness of the services available from CUATS and SETHRA.

  CUATS is about to initiate a revamp of its marketing efforts, and will incorporate this strategy.

- Improve access to transit by providing infrastructure such as sidewalks, shelters, and signs.

  CUATS recently surveyed its riders and will be able to use that information to help prioritize sites where amenities should be provided first. The Cleveland Area MPO may be able to assist in submitting these projects for eligible grants or consideration for MPO funds.

Mid-term strategies (12-24 months)

- Develop a "look-up" tool to match riders to the appropriate service area.

  The work needed to research the options and select one might be an eligible activity for funding in a future Cleveland MPO work program.

- Get more involved with major employers, the Chamber of Commerce, and staffing agencies.

- Start a ridesharing/vanpool program within Cleveland, and to/from Chattanooga.

Long-term strategies (24-48 months)

- Expand CUATS operating hours to provide later evening service.
- Develop a route that provides continuous service along Lee Highway, north and south of the city, with connections to downtown Cleveland and the transfer hub.

APPENDIX A: STAKEHOLDER SURVEY

Exit this survey

1. What type of services does your organization provide? (Select all that apply.)

- [ ] Senior services
- [ ] Medical services
- [ ] Disability services
- [ ] Employment services
- [ ] Counseling
- [ ] Food and/or clothing
- [ ] Government services
- [ ] Housing
- [ ] Education/training
- [ ] Recreation and fitness
- [ ] Legal services
- [ ] Economic development
- [ ] Community development

Other (please specify)

2. Does your organization provide transportation to the people you serve?

- ( ) Yes
- ( ) No

3. If your organization provides transportation, please indicate how. (Select all that apply.)

- [ ] We operate vehicle(s) to pick up/drop off clients.
- [ ] Our staff provides transportation for clients.
- [ ] Our volunteers provide transportation for clients.
- [ ] We use a partner agency's transportation services.
- [ ] We pay for client's taxi fare.
- [ ] We pay for client's bus fare.

If you use a different method, or want to add an explanation, please use this box.

4. When do your clients typically need to make trips? (Select all that apply.)

- ☐ Weekdays, 7 a.m. to 5 p.m.
- ☐ Saturday, 7 a.m. to 5 p.m.
- ☐ Sunday, 7 a.m. to 5 p.m.
- ☐ Weekday evenings, 5 to 10 p.m.
- ☐ Saturday evening, 5 to 10 p.m.
- ☐ Sunday evening, 5 to 10 p.m.

Other (please specify)

5. Are there transportation needs for clients that are not currently being met?

- ○ Yes
- ○ No

6. What group(s) have transportation needs that are not being met? (Select all that apply.)

- ☐ Senior citizens
- ☐ Persons with disabilities
- ☐ Low income persons
- ☐ General public

Other (please describe)

7. Is it possible for your clients to use Cleveland's public bus system?

- ○ Yes
- ○ Not sure
- ○ No (please give a brief explanation)

If you answered no, please briefly explain why:

8. How important are each of these factors in making it easier for your clients to use public transportation (bus)?

	Not important	Somewhat important	Very important
Expanded hours of operation	○	○	○
Expanded service area	○	○	○
Increased advertising/public information	○	○	○
Accessibility of service	○	○	○
Affordability of service	○	○	○
Central dispatch/source of information (ex. one phone number)	○	○	○
Better coordination between transportation providers	○	○	○

Other (please specify)

9. Is your organization interested in participating in a coordinated transportation program?

- ○ Yes - we already do.
- ○ Yes - we would like to talk about coordination.
- ○ No

10. We would appreciate your name and contact information, in case we need to clarify any of the information or responses you provided. Thanks again for taking the time to provide your feedback.

Name	
Organization	
Phone	
E-mail	

Done

Powered by **SurveyMonkey**
Check out our sample surveys and create your own now!

APPENDIX B: STAKEHOLDER WORKSHOP ATTENDEES

Cleveland Urban Area

The Cleveland Urban Area Metropolitan Planning Organization (MPO) is responsible for all transportation planning projects, work and services in the Cleveland Urban area.

CLEVELAND AREA

COORDINATED HUMAN SERVICES TRANSPORTATION PLAN

Stakeholders Workshop – August 16, 2012

Name	Organization	Phone/E-mail
Greg Thomas	Cleveland MPO	479-1913 gthomas@cityofclevelandtn.com
Christin Ownby	The Caring Place	472-4414 cownby@thecaringplaceonline.org
Ted Smith	Cleveland Transit	478-1396 tsmith@sethra.us
Reba A. Terry	The Caring Place	472-4414 rterry@thecaringplaceonline.org
Robert Varnell	CUATS	478-1396 rvarnell@sethra.us

APPENDIX C: PUBLIC MEETING ATTENDEES

Cleveland Urban Area

The Cleveland Urban Area Metropolitan Planning Organization (MPO) is responsible for all transportation planning projects, plans and services in the Cleveland urban area.

CLEVELAND AREA
COORDINATED HUMAN SERVICES TRANSPORTATION PLAN

Public Meeting – August 16, 2012

Name / Organization (if any)	Phone/E-mail
Janice Casteel	(423) 593-3339 jcasteel@cityofclevelandtn.com
Greg Thomas	479-1913 gthomas@cityofclevelandtn.com
Robert Varnell	478-1396 rvarnell@sethsa.us
Jeanne Stevens	340-9187