

# Northwest Tennessee Region

## Coordinated Public Transit - Human Services Transportation Plan

October 2016

Prepared for:  
Tennessee Department of Transportation



Prepared by:  
TranSystems Corporation



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## **Lead Organization**

Northwest Tennessee Human Resource Agency

### Other Stakeholders

Adult Learning Centers

Carey Counseling Center

DaVita Dialysis Clinics

Martin Housing Authority

Tennessee Carriers

Tennessee Department of Children Services

Tennessee Department of Health

Tennessee Department of Human Services

Tennessee Department of Transportation

Tennessee Division of Rehabilitation Services

Tennessee Technology Centers

West Tennessee Career Centers

## **List of Acronyms**

ADA: Americans with Disabilities Act of 1990

CPT-HSTP: Coordinated Public Transit - Human Services Transportation Plan

FHWA: Federal Highway Administration

FTA: Federal Transit Administration

HRA: Human Resource Agency

MAP-21: Moving Ahead for Progress in the 21st Century Act

MSA: Metropolitan Statistical Area

MPO: Metropolitan Planning Organization

TDOT: Tennessee Department of Transportation

# EXECUTIVE SUMMARY

## Introduction

### Plan Purpose

The Coordinated Public Transit - Human Services Transportation Plan (CPT-HSTP) for the Northwest Tennessee region is prepared in compliance with federal transportation legislation, Moving Ahead for Progress in the 21st Century (MAP-21). MAP-21 states that projects selected for funding through the Enhanced Mobility of Seniors and Individuals with Disabilities program (Section 5310) be “included in a locally developed, Coordinated Public Transit - Human Services Transportation Plan.”

The purpose of the CPT-HSTP is to create a better transit system for transportation disadvantaged populations: older adults, persons with disabilities, and persons with low income. The planning process included an evaluation of existing services and current service gaps and unmet needs faced by transportation disadvantaged populations. Using the information gathered through a public involvement process, a series of strategies was then created to address the identified service gaps and unmet needs. The plan then prioritizes strategies and activities for funding and implementation.

### Study Area

The Northwest Tennessee region is comprised of nine counties: Benton, Carroll, Crockett, Dyer, Gibson, Henry, Lake, Obion, and Weakley counties in Tennessee. Major cities within the study area include Dyersburg (Dyer County), Martin (Weakley County), Paris (Henry County), and Union City (Obion County). The Northwest Tennessee Human Resource Agency serves all nine counties in the study area.

## Inventory of Services

There are several transportation service providers within the Northwest Tennessee region. Although there is no fixed-route service, demand response service is provided in the nine-county area by the Northwest Tennessee Human Service Agency. In addition, there are four agency transportation providers, ten private transportation providers, and eight non-emergency medical transportation providers in the Northwest Tennessee region.

## Service Gaps and Unmet Needs

Older adults, persons with disabilities, and persons with low income often have the most difficulty accessing transportation services. In the Northwest Tennessee region, these transportation disadvantaged populations have challenges finding transportation for medical trips, employment trips, and shopping and personal errands. To evaluate the service gaps and unmet needs of transportation disadvantaged populations, it is important to review demographic information for the specific populations, summarized in Exhibit ES-1. In general, the transportation disadvantaged populations are more concentrated near urban areas. However, the geographical layout of the study area and the challenges faced by transportation disadvantaged populations creates unique transportation service gaps and unmet needs.

The service gaps and unmet needs, outlined in Exhibit ES-2, are arranged into five categories: information and awareness, geographical, time-based, client-based, and service quality. The items were identified and prioritized throughout the public engagement process that included public meetings and a public survey.

Exhibit ES-1: Transportation Disadvantaged Populations

Population Group	Population	Percent
Older Adults	44,231	17.5%
Persons with Disabilities	45,897	18.1%
Persons with Low Income	47,355	18.7%
Total Regional Population	253,324	-

Source: U.S. Census Bureau, American Community Survey five-year estimates (2014)

Exhibit ES-2: Prioritized Service Gaps and Unmet Needs

Category	Service Gap or Unmet Need	High	Mod	Low
Information and Awareness	Lack of public information and education programs regarding transportation services			•
Geographical	Lack of service to employment centers			•
	Lack of coverage in rural areas		•	
	Lack of routes for veterans to Memphis or Nashville areas	•		
Time-Based	Lack of weekday early morning and evening service	•		
	Lack of weekend service	•		
Client-Based	Lack of non-emergency stretcher service			•
	Lack of rider assistance		•	
	Lack of new equipment for older adults or persons with disabilities			•
Service Quality	Lack of funding to maintain or expand services		•	
	Lack of funding to improve technology systems	•		

Source: Northwest Tennessee Human Resource Agency, public meetings, public survey

## Strategies and Activities

Following the prioritization of service gaps and unmet needs within the Northwest Tennessee region, potential strategies and activities were identified. Some challenges may likely take several years to address while others can be completed in the near-term. Therefore, strategies and activities are classified as short-term or long-term items.

Short-term strategies include:

- ▶ Coordinate service delivery among lower density or rural areas. *(Geographical)*
- ▶ Review service options to and from the Memphis and Nashville areas, and assess the possibility of additional services as needed. *(Geographical)*
- ▶ Expand service hours to include weekday early morning and evening service. *(Time-Based)*
- ▶ Expand service hours to include weekend service. *(Time-Based)*
- ▶ Consider policy changes to improve communication and operations. *(Client-Based, Service Quality)*
- ▶ Identify funding opportunities for capital improvements or service expansion. *(Service Quality)*
- ▶ Identify funding opportunities to purchase technology systems to improve operations and customer service. *(Service Quality)*

Long-term strategies include:

- ▶ Enhance planning activities and public education efforts to raise awareness of transit opportunities within the region. *(Information and Awareness)*
- ▶ Explore the development of a one-stop transportation center to coordinate services. *(Information and Awareness)*
- ▶ Review and expand service to key activity or employment centers currently underserved or not served by transit, paratransit, or service agencies. *(Geographical)*
- ▶ Identify rider assistance needs for older adults and persons with disabilities. *(Client-Based)*

## Next Steps

The Northwest Tennessee CPT-HSTP focuses on creating a tailored response to the information gathered through public outreach efforts, stakeholder expertise, and research. A summary of potential funding sources is included to advance the implementation of the identified strategies and activities. After adoption of the plan, the Northwest Tennessee Human Resource Agency will monitor transportation issues in the Northwest Tennessee region to determine how the strategies outlined in the plan may apply to ongoing planning efforts. Changes to existing transit conditions could require the addition, deletion, or re-prioritization of strategies or activities in the future in accordance with local policies and procedures.

# INTRODUCTION

## Plan Purpose

The Coordinated Public Transit - Human Services Transportation Plan (CPT-HSTP) for the Northwest Tennessee region is prepared in compliance with federal transportation legislation, Moving Ahead for Progress in the 21st Century (MAP-21). MAP-21 states that projects selected for funding through the Enhanced Mobility of Seniors and Individuals with Disabilities program (Section 5310) be “included in a locally developed, Coordinated Public Transit - Human Services Transportation Plan” and that the plan be “developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and non-profit transportation and human services providers, and other members of the public.”

The purpose of the CPT-HSTP is to create a better transit system for transportation disadvantaged populations: older adults, persons with disabilities, and persons with low income. The planning process included an evaluation of existing paratransit, demand response transportation, human service agency, non-profit, and private for-profit providers. Similarly, the current service gaps and unmet needs faced by transportation disadvantaged populations are assessed. Using the information gathered, a series of strategies was then created to address the identified service gaps and unmet needs. The plan then prioritizes strategies and activities for funding and implementation.

## Study Area

The Northwest Tennessee region is comprised of nine counties as displayed in Exhibit 1: Benton, Carroll, Crockett, Dyer, Gibson, Henry, Lake, Obion, and Weakley counties in Tennessee. Major cities within the study area include Dyersburg (Dyer County), Martin (Weakley County), and Paris (Henry County), and Union City (Obion County). The study area was based upon the nine-county service area of the Northwest Tennessee Human Resource Agency.

## Plan Development Process

Overall, the development of the plan included four main steps:

- ▶ Define study parameters and gather preliminary service data
- ▶ Identify service gaps and unmet needs
- ▶ Identify and prioritize strategies and activities
- ▶ Develop a plan document

It is required by federal law that a CPT-HSTP be developed locally in a manner that includes the participation of older adults, persons with disabilities, representatives of public, private, and non-profit transportation and human services providers, as well as members of the public. In order to meet the requirement, representatives of the Northwest Tennessee Human Resource Agency served as the lead organization for the plan development process. The agency functioned as an oversight board to guide the progression of the plan from a local perspective. Other stakeholders invited to participate included transit agencies, human service agencies, and other organizations listed on page ii. In addition to the Northwest Tennessee Human Resource Agency, public meetings were held to obtain additional feedback. A timeline of engagement activities is summarized below.

Exhibit I: Study Area



Source: Northwest Tennessee Human Service Agency

*Define study parameters and gather preliminary service data:* The first study team meeting was held via teleconference with email follow-up in August 2016 to define the study area, identify preliminary service gaps and unmet needs to be addressed by the plan, and discuss specific characteristics of the various communities within the study area. These conversations provided direction for the inventory of services and overall development of the plan.

*Identify service gaps and unmet needs:* In addition to the preliminary service gaps and unmet needs identified by the project team, a fourteen-question paper survey was developed through input from the Tennessee Department of Transportation (TDOT) and the Northwest Tennessee Human Resource Agency. The paper survey was distributed by drivers to on-board customers to help identify transportation challenges and needs. The survey was available for approximately one month in September 2016. Sixty-five (65) fully or partially completed survey responses were received. A summary of the paper survey responses is included below with detailed information included in the appendix.

- ▶ *Current Transportation Use:* Most respondents indicated they utilize Human Resource Agency transportation (21%) or a public transportation provider (19%) for their travel needs. Others typically rely on rides with relatives or friends (13%), non-emergency medical transportation (10%), or another agency provider (9%). About ten percent indicated use of a personal vehicle, and six percent walk/bike to some destinations.
- ▶ *Trip Origins and Destinations:* Most specific trip destinations mentioned were medical-related facilities both within the region and in the Memphis or Nashville areas. Other frequent generic responses included grocery stores, shopping centers, government services, and places of employment. Lack of transportation has prevented customers from completing shopping or personal errands (20%) and medical trips (19%). Currently unavailable destinations that customers would like to travel via public transportation include churches, higher-education institutions, medical appointments outside of the Northwest Tennessee region, and family residences outside the Northwest Tennessee region.
- ▶ *Transportation Needs:* The need identified by the greatest number of respondents was weekday early morning service (23%). Other frequent responses included door-to-door transportation (21%), travel assistance (17%), and wheelchair accessibility (17%). When asked why customers have not used public transportation, common responses included no service to the desired destination (18%), the length of time to reach the destination (13%), or the need for travel assistance (13%).
- ▶ *Days and Hours of Service:* As mentioned above, respondents mentioned that they would like to travel via public transportation on weekday early mornings (24%). Transportation services on Saturdays (26%) and Sundays (23%) were also high priorities.
- ▶ *Other Comments:* Most respondents indicated that public transportation options are important to their mobility and accessibility needs. However, while service is generally reasonable, a few respondents noted issues with communication and scheduling or discrepancies in pick-up times (especially for return trips).

The survey results helped inform the study of service gaps and unmet needs. Some key information gathered from the survey indicated the modes of transportation used within the study area as well as challenges to meeting customer needs. Overall, the survey information was used to refine the service gaps and unmet needs for the study area.

*Identify and prioritize strategies and activities:* Public meetings were also held in the cities of Martin and Trenton to gather additional input from older adults, persons with disabilities, persons with low income, other stakeholders, and the general public. Information presented at the public meetings included the purpose of the study, the study area, an inventory of service providers, demographic information, and service gaps and unmet needs previously identified throughout other phases of the planning process. The meeting provided stakeholders and the public with the opportunity to discuss the planning efforts to date and suggest other service gaps, unmet needs, or potential strategies to best meet the needs of customers within the study area. At the public meetings, attendees participated in an exercise to prioritize service gaps and unmet needs and discuss strategies that would be more likely to be successful when applied to the study area. Overall, the prioritized list will help direct funding towards the strategies and activities that would help communities alleviate key challenges. The result of the process was a locally-designed approach to addressing service gaps and unmet needs.

*Develop a plan document:* The final plan was distributed via email in October 2016 to review the draft plan document that resulted from the previous planning efforts. Final comments and feedback was collected from the public to finalize the plan in a manner that best reflects the Northwest Tennessee region. Overall, the plan meets all federal requirements and provides a funding strategy to ensure that the service needs of transportation disadvantaged populations are met.

## **Peer Review Documentation**

A component of the plan development process included a peer review of various similar plans. Five different regions, outlined in Exhibit 2, were selected based on similarities to the Northwest Tennessee region such as population size, proximity, and recent updates as well as the discussion of innovative strategies.

All of the plans feature an inventory of service providers, a demographic assessment of target populations, an evaluation of service gaps and unmet needs, and prioritized strategies. Innovative procedures or strategies from each plan are summarized below. Overall, the reviewed resources helped outline different approaches to plan development as well as strategies that could be evaluated in the Northwest Tennessee region.

- ▶ *Davenport-Moline-Rock Island, IA-IL:* The required elements of the CPT-HSTP were incorporated into a larger Transit Development Plan in order to present a unified strategy of public transportation service delivery for the region. Priorities were classified into groups such as convenience, investment, affordability, land use, geographic coverage, and safety. Innovative strategies discussed in the plan included support for Complete Streets concepts to promote access and mobility options through new infrastructure and development and organized group trips in low density areas to share the high cost of services.
- ▶ *Savannah, GA:* Since the original adoption of the plan in 2007, the document has been updated twice to reflect program and project changes. The plan outlines improvements on two specific high-demand transit routes as well as innovative ideas to implement incentives to encourage taxicab and vanpool operators to purchase wheelchair-accessible vehicles.
- ▶ *Eugene, OR:* The plan includes an extensive discussion on the specific needs of veterans and military families in the assessment of transportation disadvantaged populations. In addition to identifying needs and accompanying strategies, a project description for each item is included.

The project description outlines the entities responsible for implementation, potential funding sources, and action steps. Innovative concepts in the plan included expansion of a one-call center to match customer needs and capacities with the most appropriate service, volunteer driver programs to increase capacity, and regional technology compatibility to increase service efficiency.

- ▶ *Evansville, IN-KY:* Rather than outline all needs and strategies in one large section, the plan segregates the items by transportation disadvantaged population as each group had diverse challenges and priorities. The plan also outlined specific funding amounts and sources utilized in the past to assist with the programming and prioritization of eligible activities. Innovative concepts in the plan included a few key destinations to expand service frequency and the use of travel training activities to assist those with limited mobility.
- ▶ *Bullitt, Henry, Oldham, Shelby, Spencer, and Trimble counties, KY:* The CPT-HSTP included the six primarily rural counties in Kentucky near the City of Louisville. The plan includes a county-by-county analysis to highlight specific issues. The plan is also structured to outline an issue, the significance of the issue, a strategy recommendation, and the organization(s) responsible for advancing the strategy. If appropriate, estimated costs were also outlined for specific strategies or projects.

Exhibit 2: Peer Review Regions

<b>MPO or Agency</b>	<b>Region</b>	<b>Population</b>	<b>Year<sup>1</sup></b>
Bi-State Regional Commission (Quad Cities MPO)	Davenport-Moline-Rock Island, IA-IL	380,000	2015
Coastal Region Metropolitan Planning Organization	Savannah, GA	380,000	2011
Central Lane Metropolitan Planning Organization	Eugene, OR	360,000	2013
Evansville Metropolitan Planning Organization	Evansville, IN-KY	320,000	2007
Kentuckiana Regional Planning and Development Agency	Bullitt, Henry, Oldham, Shelby, Spencer, Trimble counties, KY	220,000	2009

Source: U.S. Census Bureau, respective CPT-HSTP

<sup>1</sup> Year of most recent plan update

# INVENTORY OF SERVICES

## Service Providers

Several transportation services operate within the study area. Public, non-profit, and private for-profit providers all play an important role in ensuring mobility for older adults, persons with disabilities, and persons with low income. An inventory of public transit providers, agency transportation providers, and private transportation providers is summarized in the following sections. The inventory is an update from previous documents as well as services that were identified through research and industry knowledge during the planning process.

### Public Transit Providers

Public transportation is shared-ride transit services that are open to the general public and charge a set fare. There are generally two types of public transit: fixed-route and demand response transportation services. Fixed-route services operate on a set schedule along a fixed alignment. Demand response transportation services function between origin and destination along the most efficient route possible and scheduled pick-ups and drop-offs are prearranged between the customer and the service provider. Demand response transportation includes those services required by the Americans with Disabilities Act of 1990 (ADA).

Currently, there is no fixed-route service in the Northwest Tennessee region. Demand response service is provided in the nine-county area by the Northwest Tennessee Human Service Agency, as outlined in Exhibit 3. The agency utilizes 70 full-size vans, 16 minivans, and three cutaway vehicles to provide curb-to-curb service with reasonable accommodations. Other service characteristics such as service hours, fare, and reservation policies are summarized in Exhibit 4.

Exhibit 3: Public Transit Providers

Provider	Revenue Miles	Revenue Hours	Passenger Trips
Northwest Tennessee Human Resource Agency	2,802,791	135,405	171,799

Source: Tennessee Department of Transportation NWTHRA Reporting Document (2013)

Exhibit 4: Public Transit Provider Characteristics

Provider	Hours	Fare	Reservation
Northwest Tennessee HRA Demand Response	Monday-Friday 6:00 am - 6:00 pm  limited service on Saturdays and extended hours as available	\$1.00 in-town \$3.00 in-county \$7.00 adjoining county \$15.00 non-adjoining county \$0.50 additional stop  \$15.00 inter-city to Jackson \$25.00 inter-city to Memphis \$25.00 inter-city to Nashville	At least 48 hours in advance during office hours from 8:00 am to 5:00 pm  Five days in advance for guaranteed trip

Source: Public Transit Provider websites

## Agency Transportation Providers

Agency transportation providers, also known as human services transportation, are services that operate for the sole benefit of program participants. Traditionally, the agency operating the service has a non-transportation core mission and elects to provide transportation services to meet the overall core mission. The agency transportation providers are outlined in Exhibit 5.

Exhibit 5: Agency Transportation Providers

Type	Provider
Agency Transportation	Carey Counseling Center Easter Seals Good Samaritan Village Wesley Homes Lake County Inc.

Source: National Provider Identifier Database (2016), Northwest Tennessee Human Resource Agency CPT-HSTP

## Private Transportation Providers

Private transportation providers offer services that are not specifically for the general public and operate as for-profit entities. The services play an important role in providing on demand or niche services. Private transportation providers can be categorized as private demand services or non-emergency medical transportation. Private demand services can include taxi, limousine, or rideshare services. Non-emergency medical transportation services are a type of medically-related transportation that offers support to customers in non-emergency situations. These services can be hired for personal use but are predominantly contracted with Medicare providers, hospitals, and other private facilities. The private transportation providers are outlined in Exhibit 6.

One airport shuttle, Shuttles2Go, provides non-stop service from Dyersburg to the Memphis International Airport. One inter-city bus service, Hoosier Ride, stops in Dyersburg and Union City twice per day. One inter-city passenger rail service, Amtrak, serves a stop in Newbern; however, the train usually stops overnight, making it inconvenient for local passengers.

Exhibit 6: Private Transportation Service Providers

Type	Provider
Private Transportation	AAA Taxi Amtrak <sup>1</sup> City Cab Hoosier Ride <sup>1</sup> Patriot Taxi PK Airport and Taxi Co Powell Transportation Company Shuttles2Go <sup>2</sup> TNL Transportation Triple T Taxi and Courier
Non-Emergency Medical Transportation	Dignity Transportation Services NW Community Service Agency Northwest Tennessee HRA Powell Transportation Services TNL Transportation Tri-County Transportation Service VIP Transportation William Williams

Source: National Provider Identifier Database (2016), Northwest Tennessee Human Resource Agency CPT-HSTP

<sup>1</sup> Inter-city bus or rail service

<sup>2</sup> Airport Shuttle

# SERVICE GAPS AND UNMET NEEDS

## Transportation Disadvantaged Populations

Older adults, persons with disabilities, and persons with low income often have the most difficulty accessing transportation services. In the Northwest Tennessee region, these transportation disadvantaged populations have challenges finding transportation for medical trips, employment trips, and shopping and personal errands. Services may be:

- ▶ Inappropriate (existing services or available vehicles do not meet the needs of the customer)
- ▶ Insufficient (low trip frequency)
- ▶ Unavailable (lack of service in a specific geographic area or at a specific time)

To evaluate the service gaps and unmet needs of transportation disadvantaged populations, it is important to review demographic information for the specific populations. Lastly, population change from 2015 to 2025 was examined to understand any potential changes in service that may be warranted due to population growth or decline.

## Total Population

There are an estimated 253,324 people residing in the Northwest Tennessee region. In comparison to the regional population, Dyer County, which contains the City of Dyersburg, has the greatest population near 50,000 residents (20%). Most of the counties display populations between 15,000 and 40,000 residents. Lake County has the lowest population near 8,000 residents (3%). The total population by county is outlined in Exhibit 7. The density of the total population, or persons per square mile, is displayed in Exhibit 12 **Error! Reference source not found.**

Exhibit 7: Total Population by County

County	Population		County	Population	
Benton County, TN	16,345	6.5%	Henry County, TN	32,279	12.7%
Carroll County, TN	28,511	11.3%	Lake County, TN	7,725	3.0%
Crockett County, TN	14,599	5.8%	Obion County, TN	31,378	12.4%
Dyer County, TN	38,156	15.1%	Weakley County, TN	34,699	13.7%
Gibson County, TN	49,632	19.6%			

Source: U.S. Census Bureau, American Community Survey five-year estimates (2014)

## Older Adults

Title 49 of the United States Code defines older adults as individuals 65 years or older. There are an estimated 44,321 older adults residing in the Northwest Tennessee region, which accounts for approximately 17.5 percent of the total population in the region. The older adult population is generally concentrated in more urban areas such the cities of Dyersburg, Camden, Humboldt, Martin, Milan, Paris, and Union City. The older adult population by county is outlined in Exhibit 8. The density of this transportation disadvantaged population, or number of older adults per square mile, is displayed in Exhibit 13.

Exhibit 8: Older Adults by County

County	Population	County	Population
Benton County, TN	3,489	Henry County, TN	6,609
Carroll County, TN	5,330	Lake County, TN	1,100
Crockett County, TN	2,460	Obion County, TN	5,557
Dyer County, TN	5,877	Weakley County, TN	5,436
Gibson County, TN	8,463		

Source: U.S. Census Bureau, American Community Survey five-year estimates (2014)

### Persons with Disabilities

The Americans with Disabilities Act of 1990 utilizes a federal definition that states that an individual with a disability is a person who has a mental or physical impairment that limits a major life activity, has a history of such an impairment, or who is perceived by others as having such an impairment. Additionally, the population of persons with disabilities is defined as an individual five years or older according to data from the U.S. Census Bureau. There are an estimated 45,897 persons with disabilities residing in the Northwest Tennessee region, which accounts for approximately 18.1 percent of the total population in the region. Similar to the older adult population, persons with disabilities are more highly concentrated near urban areas. The persons with disabilities population by county is outlined in Exhibit 9. The density of this transportation disadvantaged population, or number of persons with disabilities per square mile, is displayed in Exhibit 14.

Exhibit 9: Persons with Disabilities by County

County	Population	County	Population
Benton County, TN	3,724	Henry County, TN	6,537
Carroll County, TN	5,541	Lake County, TN	1,322
Crockett County, TN	2,739	Obion County, TN	5,673
Dyer County, TN	6,587	Weakley County, TN	5,664
Gibson County, TN	8,110		

Source: U.S. Census Bureau, American Community Survey five-year estimates (2014)

### Persons with Low Income

The U.S. Census Bureau defines a person as having low income if an individual has a household income at or below the poverty threshold set annually by the Department of Health and Human Services. There are an estimated 47,355 persons with low income residing in the Northwest Tennessee region, which accounts for approximately 18.7 percent of the total population in the region. Persons with low income are more highly concentrated in city centers. The persons with low income population by county is outlined in Exhibit 10 **Error! Reference source not found.** The density of this transportation

disadvantaged population, or number of persons with low income per square mile, is displayed in Exhibit 15.

Exhibit 10: Persons with Low Income by County

County	Population	County	Population
Benton County, TN	3,521	Henry County, TN	6,260
Carroll County, TN	5,346	Lake County, TN	1,495
Crockett County, TN	2,549	Obion County, TN	5,903
Dyer County, TN	5,988	Weakley County, TN	6,900
Gibson County, TN	9,393		

Source: U.S. Census Bureau, American Community Survey five-year estimates (2014)

### Population Change 2015-2025

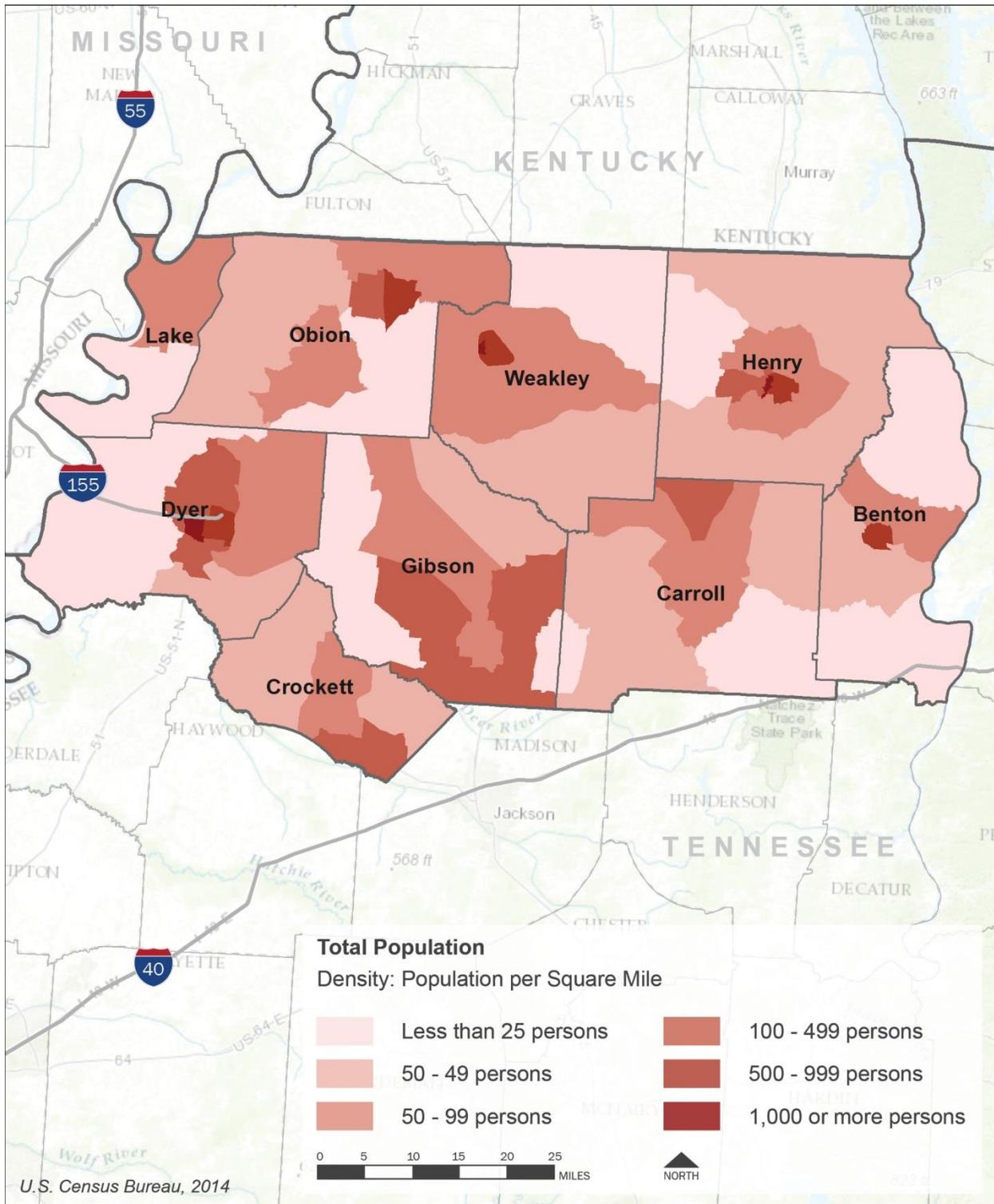
Population projection estimates from Woods & Poole Economics, Inc. were provided by the Tennessee Department of Transportation. Seven of the nine counties in the Northwest Tennessee region are projected to increase slightly in population with the highest percent increase (3%) in Dyer County. Lake County and Obion County are projected to have no growth or slightly decrease in population. The demand for service is likely to grow with the increase in population. The projected change in total population from 2015 to 2025 by county is outlined in Exhibit 11 and displayed in Exhibit 16.

Exhibit 11: Population Change 2015-2025 by County

County	Percent Change	County	Percent Change
Benton County, TN	1.2%	Henry County, TN	3.3%
Carroll County, TN	2.9%	Lake County, TN	-0.2%
Crockett County, TN	3.1%	Obion County, TN	0.0%
Dyer County, TN	3.4%	Weakley County, TN	1.4%
Gibson County, TN	2.3%		

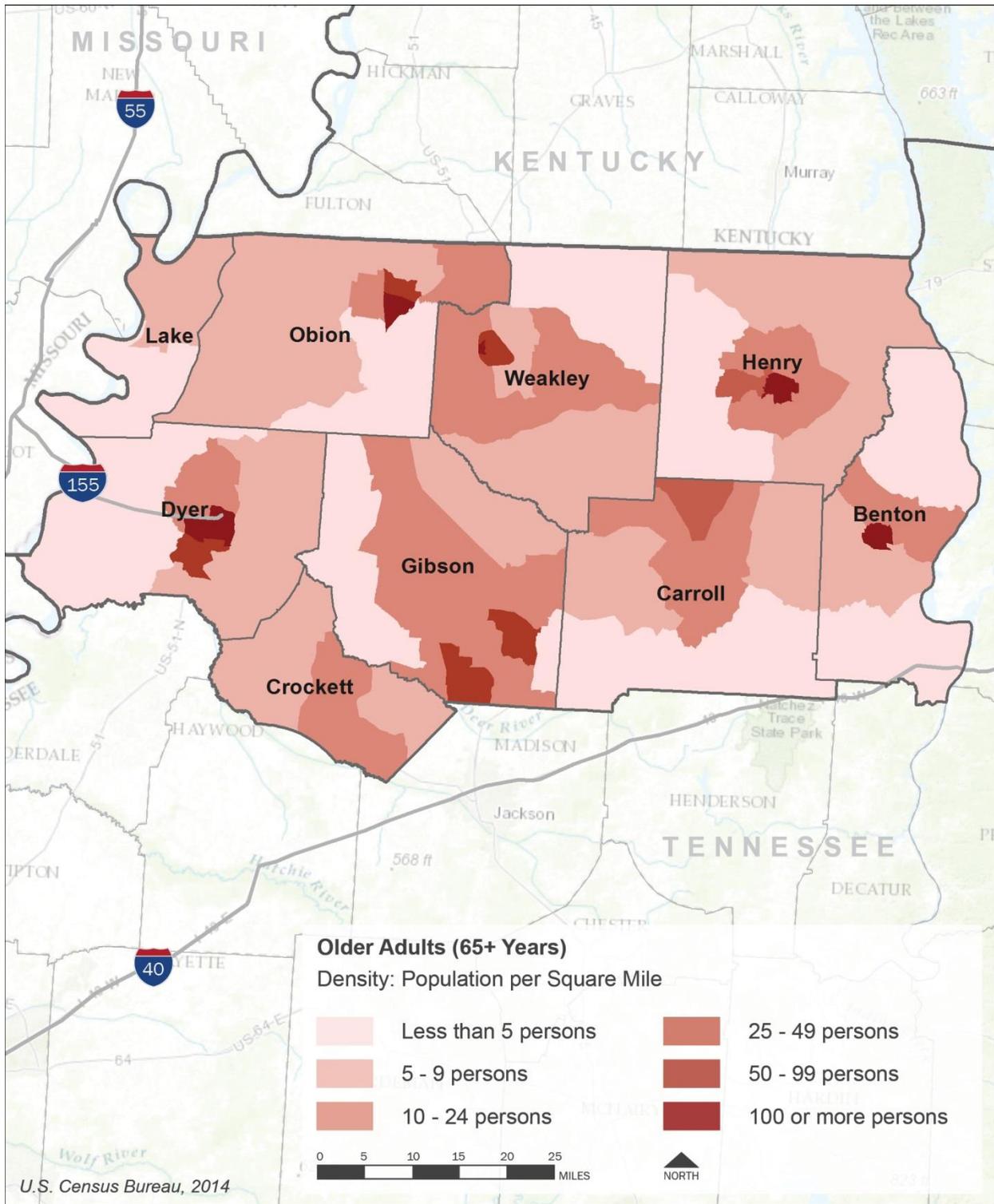
Source: Woods & Poole Economics Inc. (2014)

Exhibit 12: Total Population



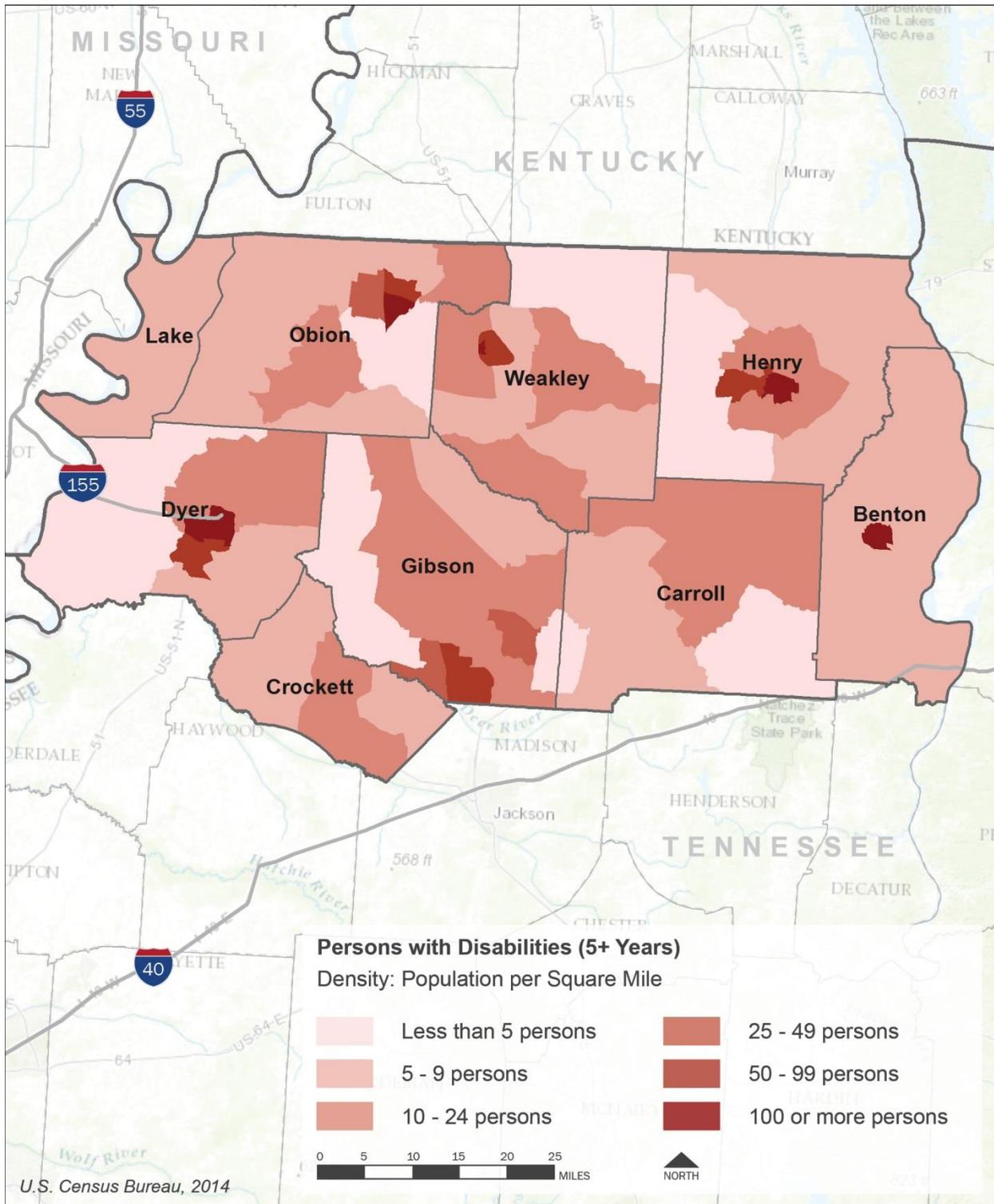
Source: U.S. Census Bureau, American Community Survey five-year estimates (2014)

Exhibit 13: Older Adults



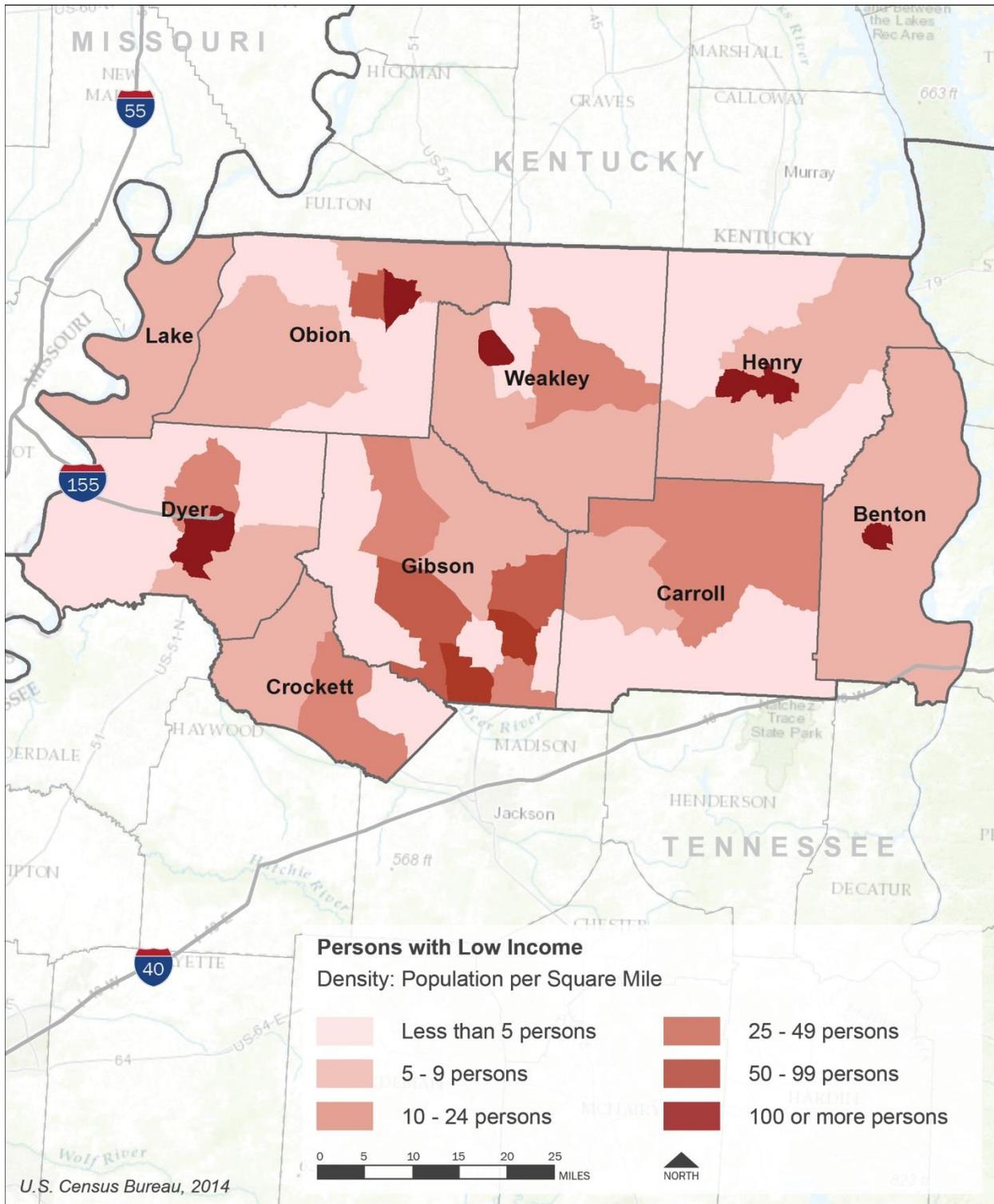
Source: U.S. Census Bureau, American Community Survey five-year estimates (2014)

Exhibit 14: Persons with Disabilities



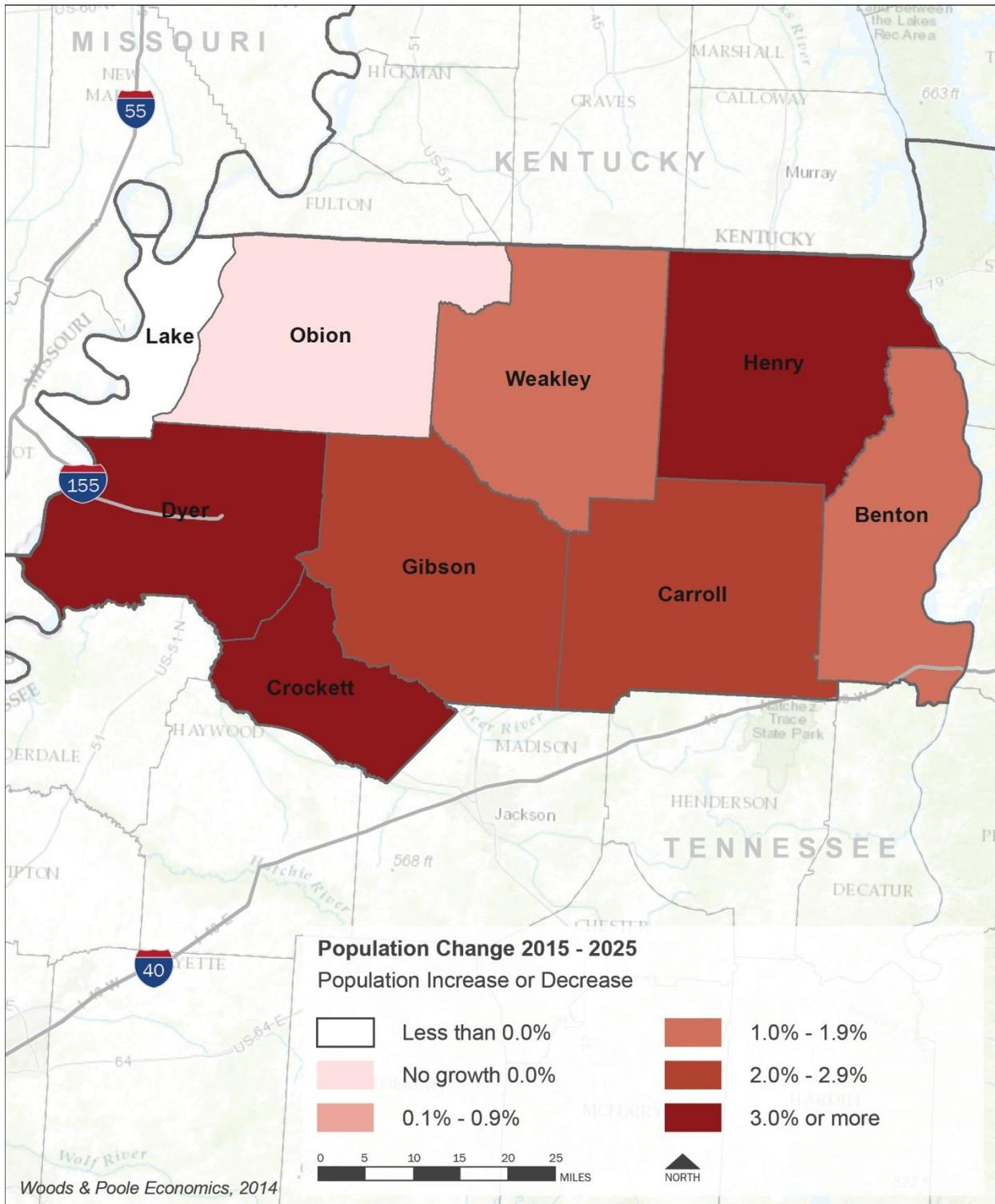
Source: U.S. Census Bureau, American Community Survey five-year estimates (2014)

Exhibit 15: Persons with Low Income



Source: U.S. Census Bureau, American Community Survey five-year estimates (2014)

Exhibit I6: Population Change 2015-2025



Source: Woods & Poole Economics Inc. (2014)

## Service Gaps and Unmet Needs

During the public engagement process, which included public meetings, and a public survey, the service gaps and unmet needs of the transportation disadvantaged populations were identified. Service gaps and unmet needs are arranged into five categories: information and awareness, geographical, time-based, client-based, and service quality. Exhibit 17 outlines the service gaps and unmet needs and whether the item applies to the user, provider, or both. Barriers and information about each of the items are discussed below.

Exhibit 17: Service Gaps and Unmet Needs

Category	Service Gap or Unmet Need	User	Provider
Information and Awareness	Lack of public information and education programs regarding transportation services	•	•
Geographical	Lack of service to employment centers	•	•
	Lack of coverage in rural areas	•	•
	Lack of routes for veterans to Memphis or Nashville areas	•	•
Time-Based	Lack of weekday early morning and evening service	•	•
	Lack of weekend service	•	•
Client-Based	Lack of non-emergency stretcher service	•	•
	Lack of rider assistance	•	•
	Lack of new equipment for older adults or persons with disabilities	•	•
Service Quality	Lack of funding to maintain or expand services		•
	Lack of funding to improve technology systems		•

Source: Northwest Tennessee Human Resource Agency, public meetings, public survey

### Information and Awareness

*Lack of public information and education programs regarding transportation services:* The greatest challenge for a customer is finding information about available services and learning how to use available services. It may be difficult to collect, consolidate, and disseminate information about various services, but enhanced communication regarding service providers may alleviate public concerns. Transportation providers can offer rider guides, how-to-videos, and workshops to assist customers in learning how to utilize a service and offer referral procedures to coordinate with human service agencies.

### Geographical

*Lack of service to employment centers:* Transit systems should complement the existing built environment and connect to destinations customers frequently utilize. A transit system that connects key activity centers and employment centers increases accessibility to needed or desired services, which may be reflected in increased ridership and fare recovery.

*Lack of coverage in rural areas:* Long distances and low density areas can make rural trips expensive for transportation providers and customers. Suburban communities are also often comprised of low density planned unit developments with few access points to major roadways, which often results in higher operating costs or services with lower ridership. These areas are generally prohibitive to frequent fixed-route and demand response services and results in increasingly expensive transportation services.

*Lack of routes for veterans to Memphis or Nashville areas:* Service to major urban areas can connect customers to necessary medical, employment, or education services that are not available in the Northwest Tennessee region. There is a particular need for routes to connect veterans to services in the Memphis area and the Nashville-Murfreesboro area. Exceptions are made as possible for customers with special circumstances.

### **Time-Based**

*Lack of weekday early morning and evening service:* Generally, public transportation providers in the region operate weekdays from 6:00 am to 6:00 pm. Approximately 40 vehicles are in use for morning trips by 7:00 am due to necessary employment, vocational training, medical appointments, and other early trips. Individuals working evening or night shifts often do not have transportation services available for return trips. Return trips for late afternoon or evening medical appointments are also a challenge for many agencies.

*Lack of weekend service:* Generally, public transportation providers in the region have limited service availability on Saturdays (when accommodated) and no service is provided on Sundays. Without weekend service, individuals relying on transportation services have limited access to their communities. In particular, many customers require transportation on Saturdays for dialysis or medical appointments.

### **Client-Based**

*Lack of non-emergency stretcher service:* Non-emergency stretcher service is used by customers that are unable to sit upright due to various medical or comfort reasons. These customers may require very specialized needs and services to be accommodated during transit.

*Lack of rider assistance:* Older adults and persons with disabilities may often need additional assistance beyond curb-to-curb service. Assistance could include door-through-door service and assistance with packages. In addition, two individuals with the same disability may need different levels of assistance in utilizing services. Transportation providers can train individuals that interact with customers to properly address their needs.

### **Service Quality**

*Lack of new equipment for older adults or persons with disabilities:* A key aspect of providing transportation is ensuring that appropriate vehicles and equipment are available to customers. Too few vehicles can lead to more expensive trips and increases in complaints as vehicles are not properly dispersed throughout the service area. There may also be the need for more wheelchair-accessible vehicles or specialized equipment to accommodate customer needs.

*Lack of funding to maintain or expand services:* Transportation services need to be maintained or augmented in order to provide quality service. With an aging population in the region, the number of

customers requiring transportation services is expected to grow. It is also important to develop new services in underserved or non-served areas.

*Lack of funding to improve technology systems:* Real-time access to data and service information could enable operations to be more efficient and responsive. Technology can also improve the trip planning capabilities of customers. In particular, there is a need for an automated system that provides trip reminders and trip cancellation features to mitigate communication issues with customers.

### Prioritization of Service Gaps and Unmet Needs

As described in the plan development process, the study team and public meeting attendees participated in an interactive exercise to prioritize service gaps and unmet needs. In addition, the attendees identified potential strategies to address the challenges in the Northwest Tennessee region. Based on the discussions, each item was identified as a high, moderate, or low priority service gap or unmet need. Exhibit 18 outlines the priority ranking for each of the identified service gaps or unmet needs.

Exhibit 18: Prioritized Service Gaps and Unmet Needs

Category	Service Gap or Unmet Need	High	Mod	Low
Information and Awareness	Lack of public information and education programs regarding transportation services			•
Geographical	Lack of service to employment centers			•
	Lack of coverage in rural areas		•	
	Lack of routes for veterans to Memphis or Nashville areas	•		
Time-Based	Lack of weekday early morning and evening service	•		
	Lack of weekend service	•		
Client-Based	Lack of non-emergency stretcher service			•
	Lack of rider assistance		•	
	Lack of new equipment for older adults or persons with disabilities			•
Service Quality	Lack of funding to maintain or expand services		•	
	Lack of funding to improve technology systems	•		

Source: Northwest Tennessee Human Resource Agency, public meetings, public survey

# STRATEGIES AND ACTIVITIES

## Short-Term Strategies and Activities

Following the prioritization of service gaps and unmet needs within the Northwest Tennessee region, potential strategies and activities were identified. Some challenges may likely take several years to address while others can be completed in the near-term. Therefore, strategies and activities are classified as short-term or long-term items. The short-term strategies and activities help develop momentum and create a better opportunity for the success of long-term strategies and activities.

- ▶ Coordinate service delivery among lower density or rural areas. *(Geographical)*
- ▶ Review service options to and from the Memphis and Nashville areas, and assess the possibility of additional services as needed. *(Geographical)*
- ▶ Expand service hours to include weekday early morning and evening service. *(Time-Based)*
- ▶ Expand service hours to include weekend service. *(Time-Based)*
- ▶ Consider policy changes to improve communication and operations. *(Client-Based, Service Quality)*
- ▶ Identify funding opportunities for capital improvements or service expansion. *(Service Quality)*
- ▶ Identify funding opportunities to purchase technology systems to improve operations and customer service. *(Service Quality)*

Each description below summarizes the short-term strategy and the service gap or unmet need it attempts to address. Potential funding sources and discussion of entities to oversee implementation of the strategy are also included.

### Geographical

*Coordinate service delivery among lower density or rural areas:* Lower density and rural areas are challenging places to provide transportation service. In many cases, trips of approximately fifteen miles or less can be serviced proficiently by one provider. Difficulty arises when a customer is traveling from a rural area to an urban area as the provider faces increased trip costs and the decreased utilization of vehicles. In these circumstances, service delivery among two or more providers could be coordinated at key transfer points, such as park-and-ride facilities. Safe, monitored transfer locations can improve travel for both transportation providers and customers. To accommodate coordinated service delivery, costs and eligibility requirements could be addressed via service agreements between transportation providers. Partnerships can reduce overall operating costs and ensure customers are able to travel to desired destinations. The coordination of service between agencies can make use of the Department of Agriculture's Community Facilities and Loan grants or FTA Section 5309, Section 5310, or Section 5311 funds to construct a transfer facility if needed.

*Review service options to and from the Memphis and Nashville areas, and assess the possibility of additional services as needed:* A challenge for many customers living in small urban cities and rural areas is commuting to larger metropolitan areas for medical appointments, employment, or entertainment. Transportation providers can collaborate to identify existing services that travel to major metropolitan areas such as the Memphis and Nashville-Murfreesboro areas. Such services could be advertised to potential customers or clients to communicate and coordinate trips for a larger number of passengers. If services are insufficient to meet demand, transportation providers may consider utilizing Section 5307

or Section 5310 funds to develop a service that addresses the specific need of customers to commute long distances to metropolitan areas.

### **Time-Based**

*Expand service hours to include weekday early morning and evening service:* Service hours can limit access to community resources, especially for early trips that require a significant travel distance or late return trips from appointments. The need for early morning and evening service was highlighted during the public engagement process, through both public meetings and the on-board customer survey. When possible, it may be best to reorient service hours to better suit customer needs and identify additional funding sources. Coordinating driver downtime could also increase service operation options. Coordination between multiple transit providers and agencies can help best utilized shared vehicle resources during peak service hours. For paratransit and service agencies, Section 5310 funds could be used to bolster service. Another approach to support new service hours is to work with employers to develop an employer pass program or local businesses and offices to sponsor trips for customers.

*Expand service hours to include weekend service:* Weekend service can provide trips to medically-necessary appointments and increase opportunities for customers to connect with their community. The need for weekend service was highlighted during the public engagement process, through both public meetings and the on-board customer survey. A pilot program with limited service on Saturdays could provide insight into weekend demand and operations. For paratransit and service agencies, Section 5310 funds could be used to bolster service.

### **Service Quality**

*Consider policy changes to improve communication and operations:* Policy changes and new procedures, such as penalties for customers with a pattern or practice of missed trips, can ensure appropriate use of the transportation system. Considerations for a reasonable no-show policy may be based on the number or frequency of missed trips with special allowances for no-shows outside of the customer's control. Alerts and notifications before penalties or suspensions can be helpful to resolve situations before limiting transportation access for a customer relying on such service. Providers can work with customers to address the causes of no-shows and develop a reasonable policy and procedure to improve overall communication with customers, dispatch operations, and driver training. Another policy or procedure to consider is a structure for prioritizing trip purpose. For example, scheduling for shopping or personal errand trips could be further negotiated to better accommodate trips for medical appointments or specific customer groups.

*Strategies for Reducing No-Shows*  
Other strategies for reducing no-shows include capturing telephone numbers during trip reservation, recording special pick-up instructions and communicating them to a driver, designating pick-up locations at large facilities that can be used as meeting points, attempting to alert the driver at the door, customer education about pick-up procedures, and enhanced technology to provide automated reminders and call-outs.

*Identify funding opportunities for capital improvements or service expansion:* Transportation services often need to be maintained or enhanced in order to provide quality service. With an aging population in the region, the number of persons requiring transportation services is growing. FTA has several programs that allocate funding for capital purchases (i.e. vehicles, transit facilities), operation of voucher programs,

and other mobility management practices. For these activities, Section 5310 funds cover 80 percent of the cost with the remaining 20 percent provided by a local match. Local match can be provided from sources such as state or local appropriations, dedicated tax revenues, private donations, revenue from service contracts, transportation development credits, and net income generated from advertising and concessions. Non-cash share such as donations, volunteered services, or in-kind contributions are eligible to be counted towards local match as long as the value of each is documented and supported, represents a cost which would otherwise be eligible under the program, and is included in the net project costs in the project budget. It may be beneficial for transportation providers and human services agencies to collaborate to ensure that they are able to meet local matching requirements and apply for the appropriate funds when needed.

*Identify funding opportunities to purchase technology systems to improve operations and customer service:* There are a variety of technology tools that can increase interaction between operators and customers. Creation of a digital road map, a plan that evaluates regional technology needs and goals, has become increasingly popular as agencies integrate technology to offer more effective and efficient transportation systems. Technological advancements that inform customers of real-time arrival, vehicle locations, or allow customers to purchase fare media have proven to increase customer satisfaction and may lead to increased ridership. Scheduling and reservation systems can also be enhanced to provide trip reminders or cancellation options to avoid no-show incidents, and therefore increase overall system capacity. Technological purchases are eligible for Section 5309, Section 5310, and Section 5339 funds as well as various discretionary funding opportunities. While technology purchases may have a large up-front capital cost, it is also important to consider operation and maintenance costs over time.

## **Long-Term Strategies and Activities**

Long-term strategies and activities focus on items that may take longer to implement or require short-term actions to be previously achieved. The long-term strategies and activities relate to complex, enduring challenges in the Northwest Tennessee region or are associated with lower priority needs:

- ▶ Enhance planning activities and public education efforts to raise awareness of transit opportunities within the region. *(Information and Awareness)*
- ▶ Explore the development of a one-stop transportation center to coordinate services. *(Information and Awareness)*
- ▶ Review and expand service to key activity or employment centers currently underserved or not served by transit, paratransit, or service agencies. *(Geographical)*
- ▶ Identify rider assistance needs for older adults and persons with disabilities. *(Client-Based)*

Each description below summarizes the long-term strategy and the service gap or unmet need it attempts to address. Potential funding sources and discussion of entities to oversee implementation of the strategy are also included.

### **Information and Awareness**

*Enhance planning activities and public education efforts to raise awareness of transit opportunities within the region:* Two of the greatest challenges for new customers are identifying the most appropriate service to use for their needs and how to utilize such service. Enhancing planning activities and public education efforts can increase the awareness of services to transportation disadvantaged populations by providing them with targeted information and assisting them with the initial eligibility and registration

requirements. Furthermore, local stakeholders can work together to identify local challenges and develop materials that help customers overcome those challenges. A part of the education efforts can be directed towards providing how-to-ride guides and having staff available to discuss ride options with customers. Building a pointed public education campaign with distinct goals would help create a consistent and concise message that is suited to the region. Agencies can also identify public events and outreach locations to interact with target audiences. Public education efforts aimed at transportation disadvantaged populations are considered mobility management activities and are eligible for Section 5310 funds.

*Explore the development of a one-stop transportation center to coordinate services:* The implementation of a one-call-one-click center is an effective way to make transportation services more customer-friendly. The main benefit of a one-stop transportation center is the consolidation of service information. A fully realized center could feature one website, one phone number, and one location for all customer transportation needs. The first step to developing a one-call-one-click center is to gather the service information of all of the region's transportation providers and placing that information in an easy-to-use directory. This resource can be placed online or used by call center representatives to help direct callers to the service that best suits the needs of each individual. A one-call-one-click center is a mobility management tool that is eligible for Section 5310 funding. A one-stop transportation center may have significant start-up and operation and maintenance costs; as a result, concepts are often developed in phases. The one-call-one-click center could be housed in an agency with a regional call center and website or be an independent facility.

*Case Study: One-Call-One-Click Center*  
The Transit 511 website in the San Francisco Bay Area features information on a variety of transportation providers in the region. Customers can call 511 to talk to an operator or they can access the information via a website. Other key characteristics on the website include a trip planner, real-time departures, schedules, maps, fares, and general travel and transit information.

## **Geographical**

*Review and expand service to key activity or employment centers currently underserved or not served by transit, paratransit, or service agencies:* To understand if an agency's service area is best serving its customers, it may be beneficial to evaluate existing service areas and customer perspectives on existing service areas. An analysis of existing service areas should illustrate the location of service deserts, areas where there is not any service. An on-board/off-board survey or customer survey would also help identify if there are desired destinations that are not being served. The goal of the service area analysis is to look at three key challenges in the region: coverage of rural areas and suburbs, providing better service to activity and employment centers, and ensuring there are ample services for transportation disadvantaged populations. When deciding on the type and level of service that may best serve a given area, the transportation provider would need to balance the costs and benefits of expanding the service area against portions of the existing service area that are performing lower than the rest of the system. It may be decided that it is best to not expand service and look at other options, like partnering with another provider to deliver service to that area. If there are a significant number of workers from a specific employer or business park, then the transportation provider may be able to develop an agreement on providing service to the area in exchange for participation in an employer pass program. The commuter benefit associated with an employer pass program allows employers to save money on

payroll taxes, employees to decrease their commute costs by utilizing pre-tax wages to buy transit passes, and transit providers to increase fare revenues and service ridership through the increased sale of transit passes. When the solutions do not come from service realignments, a mobility coordinator can be a great resource to help coordinate difficult trips and negotiate potential service partnerships.

### **Client-Based**

*Identify rider assistance needs for older adults and persons with disabilities:* Each customer experience on a transportation trip is different from another customer. Each individual may have different needs to be addressed before, during, and after a trip. To ensure that customers are receiving the needed assistance, transportation providers should survey customers and vehicle operators to discover the specific needs. Once needs are identified, proper training should be provided to vehicle operators to help them identify and attend to specific needs of customers. Funding programs could be utilized to purchase additional equipment or driver training to meet customer needs.

# NEXT STEPS

## Funding Resources

In addition to the brief summary of potential funding sources below, a comprehensive list of grant programs and other funding resources is offered in the appendix. Agencies and non-profit organizations should consider the application of these various funding resources in order to implement the identified strategies and activities.

### **Enhanced Mobility of Seniors and Individuals with Disabilities Program (Section 5310)**

The Section 5310 program is administered by the Federal Transit Administration. Established under the previous surface transportation legislation, MAP-21, the Section 5310 program allocates funding for capital and operations projects that provide transportation services to older adults over the age of 65 and persons with disabilities. With the passing of the latest surface transportation legislation, the FAST Act, the study area is expected to receive a slight increase over the amounts received under MAP-21. The rural areas and communities with a population less than 200,000 receive Section 5310 program funds from state appropriations.

Subrecipients are those entities who are eligible to receive funding through the designated direct recipient for an area. Eligible subrecipients include private non-profit organizations or state or local governmental authorities that are approved by a state to coordinate services for older adults and persons with disabilities, or such authorities that can certify that there are no non-profit organizations readily available in the area to provide the service.

### **Other Federal Programs and Tax Incentives**

A study was performed by the United States Government Accountability Office to identify federal programs which are authorized to fund transportation services for transportation disadvantaged populations. Many of the programs identified were administered by federal agencies other than the Department of Transportation although transportation is not their primary mission. Most of the programs identified provide a variety of human services, such as job training, aging services, education, community services, vocational and rehabilitation services, services for veterans, or medical care, which incorporate transportation as an eligible expense in support of program goals.

In February 2004, Presidential Executive Order 13330 was issued in response to the results of the study. This led to the formation of the Coordinating Council on Access and Mobility. The interdepartmental Council assumed collective and individual departmental actions to reduce duplication among federally-funded human service transportation services, increase the efficient delivery of such services, and expand transportation access for older individuals, persons with disabilities, persons with low income, children, and other disadvantaged populations within their own communities. The order establishing the Council recognizes that transportation plays a critical role in providing access to employment, healthcare, education, community services, and activities necessary for daily living, and that transportation services are often fragmented, underutilized, or difficult to navigate and can be costly because of inconsistent, duplicative, and often restrictive federal and state program rules and regulations.

In addition to the grant programs administered through federal agencies, there are a few tax breaks and incentives that award coordinated planning activities. Some of these programs are the Qualified Transportation Fringe Benefit, the Work Opportunity Tax Credit, and the Ticket-to-Work Program.

- ▶ The transit commuting benefit of Section 132(f) of the Internal Revenue Code, better known as the Qualified Transportation Fringe Benefit, provides tax breaks for employers that provide transportation services to their employees such as rideshare services, transit passes, parking, and expenses incurred to facilitate bicycle commuting.
- ▶ The Work Opportunity Tax Credit helps targeted workers move from economic dependency into self-sufficiency as they earn a steady income and become contributing taxpayers, while participating employers are able to reduce their income tax liability. The targeted groups include veterans, Temporary Assistance for Needy Families (TANF) recipients, Supplemental Nutrition Assistance Program (SNAP) recipients, Social Security Income (SSI) recipients, and those with general disabilities.
- ▶ The Ticket to Work program is a free and voluntary program that can help Social Security beneficiaries go to work, get a good job that may lead to a career, and become financially independent, all while maintaining Medicare or Medicaid. Individuals who receive Social Security benefits because of a disability and are age 18 through 64 may already qualify for the program. Reimbursement for transportation costs are eligible expenses of this program.

### **Continuing Efforts**

The Northwest Tennessee CPT-HSTP focuses on creating a tailored response to the information gathered through public outreach efforts, stakeholder expertise, and research. The plan has been completed in a manner compliant with MAP-21 federal transportation legislation. The plan assesses available transportation services, identifies the service gaps and unmet needs of transportation disadvantaged populations, provides strategies to address the service gaps and unmet needs, and prioritizes strategies and activities for funding and implementation.

After adoption of the plan, the Northwest Tennessee Human Resource Agency will monitor transportation issues in the Northwest Tennessee region to determine how the strategies outlined in the plan may apply to ongoing planning efforts. Changes to existing transit conditions could require the addition, deletion, or re-prioritization of strategies or activities in the future in accordance with local policies and procedures.

# Appendix: Table of Contents

## **Appendix A: Stakeholder and Public Involvement, September 2016**

Advisory Committee and Public Meeting, Meeting Notes

Advisory Committee and Public Meeting, Presentation

Public Meeting Notice

Public Meeting Sign-In Sheets

## **Appendix B: Public Survey**

Survey Form

Survey Results

## **Appendix C: Funding Resources**

Federal Programs Providing Transportation Services to the Transportation Disadvantaged

# **Appendix A**

Stakeholder and Public Involvement, September 2016



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## Memorandum

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**To:** Tommy Bradberry, NWTHRA  
Janet Moore, NWTHRA  
Kwabena Aboagye, TDOT  
Matthew Long, TDOT

**From:** Sarah Frost, TranSystems

**Cc:**

**Date:** October 7, 2016

**Re:** Northwest Area Meetings

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### Summary

The following are contained within this memo:

- ▶ Attendance
- ▶ Project Introduction
- ▶ Study Area and Demographics
- ▶ Unmet Transportation Needs and Service Gaps
- ▶ Next Steps

### In Attendance – Trenton, Tennessee

Michelle Jackson, Paris Health Care  
Paul Morris, Memphis Area Association of Governments  
Tommy Bradberry, NWTHRA  
Janet Moore, NWTHRA  
Sarah Frost, TranSystems

### In Attendance – Martin, Tennessee

John Bucy, NWTHRA/DD  
Tommy Bradberry, NWTHRA  
Janet Moore, NWTHRA  
Kwabena Aboagye, TDOT  
Sarah Frost, TranSystems

## **Project Introduction**

Sarah Frost introduced herself and welcomed everyone to the meeting. She explained how this meeting begins the process of updating the Coordinated Public Transit – Human Services Transportation Plan.

Ms. Frost then provided an overview of the project content and the materials to be covered during the meeting. The members in attendance introduced themselves.

The project will meet all federal requirements. There will only be one plan, but the plan will separate, when necessary Upper Cumberland HRA service areas within the study area.

## **Study Area and Demographics**

The groups were asked to discuss the study area map, and denote any discrepancies in the counties assigned to each of the metropolitan statistical areas (MSA). The study area should reflect the following:

Figure 1 on the next page shows the study area.

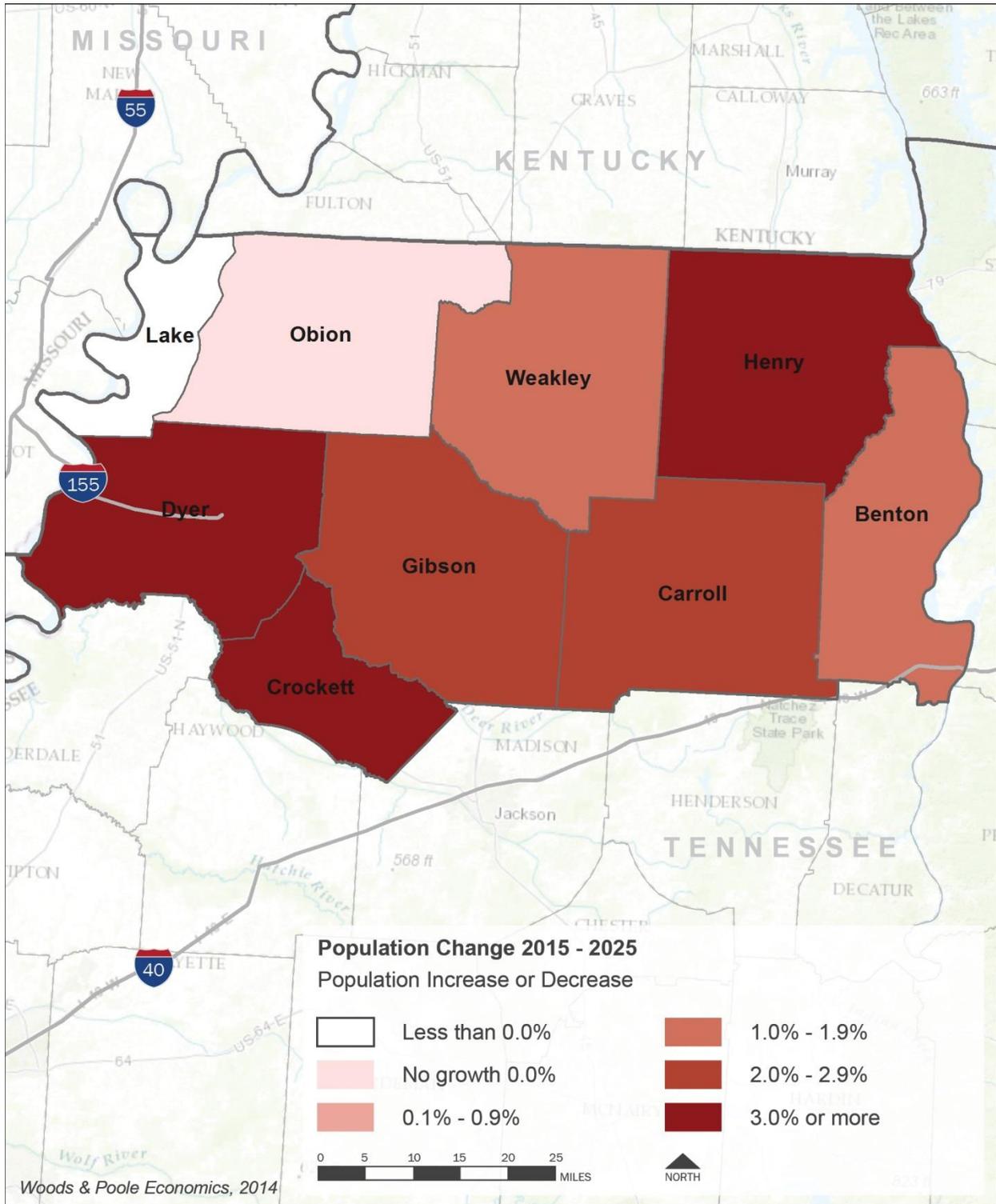
Ms. Frost presented on the various demographic data that would be gathered for the study area. This included demographic information on older adults, persons with disabilities and persons with low income. In addition, the Coordinated Plan will provide a future population forecast of the study area in the year 2025. The population forecast will help to illustrate where all populations are likely to increase. The demographic data was gathered from the Census American Community Survey, 2014 5-year Estimates. The population forecast for each county was gathered from Woods and Poole data that has been provided by TDOT.

**Figure I. Northwest Study Area**



Source: Advisory Committee and TranSystems.

**Figure 2. Population Projections through 2025**



Source: Woods and Poole

### Unmet Transportation Needs and Service Gaps

Ms. Frost presented to the group the list of unmet transportation needs and service gaps that were identified in the previous Coordinated Plans. The group was asked to consider if the list of unmet needs and gaps were still a challenge for the study area and if there are other needs and gaps that should be added to the list. The group also discussed the priority of these needs. Figure 3 shows the various needs and gaps listed in the previous Coordinated Plan and discussion with Nwthra. The group discussed which items were highest priority.

**Figure 3.** Unmet Needs and Gaps from Previous Coordinated Plans

Category	Service Gap or Unmet Need	High	Moderate	Low
Information and Awareness	Lack of public information and education programs regarding transportation services			
Geographical	Lack of service to employment centers			
	Lack of coverage in rural areas			
	Lack of routes for veterans to Memphis area or Nashville area			
Time-Based	Lack of night and weekend service			
Client-Based	Lack of non-emergency stretcher services			
	Lack of rider assistance			
Service Quality	Lack of new equipment for older adults or persons with disabilities			
	Lack of funding to maintain or expand existing services			

In addition to the unmet needs and gaps shown in Figure 3, the group discussed the items that should be included on the high priority list. Including:

- Weekend Service (Saturday priority)
- Lack of funding to improve technology services for trip scheduling and cancelation

TranSystems will be reviewing the input received from the group to develop a single, comprehensive list of identified transportation needs and service gaps to include in the plan.

### Next Steps

A draft plan will be sent to Nwthra for review and comment. A final plan will be distributed in mid-October.



# Northwest Area Coordinated Public Transit and Human Services Transportation Plan

September 30, 2016



# Agenda

- Project Introduction
- Study Area
- Area Demographics
- Necessary Data
  - ▶ Build service inventory
  - ▶ Define service areas, service hours, and other characteristics
- Area Transit Needs and Service Gaps
- Next Steps
  - ▶ Future outreach efforts
  - ▶ Dates you can expect to be contacted

# Project Introduction

- At a minimum, the CPT-HSTP must include:
  - ▶ Identification of current transportation providers and services, including public, private and non-profit providers;
  - ▶ Assessment of the transportation needs of older adults, persons with disabilities, and individuals with low incomes, as appropriate;
  - ▶ Identification of strategies, activities, and/or projects to address those needs and transportation service gaps and increase the efficiency of transportation services; and
  - ▶ Implementation of priorities among strategies or activities, based on time, resources and feasibility

# What types of services?



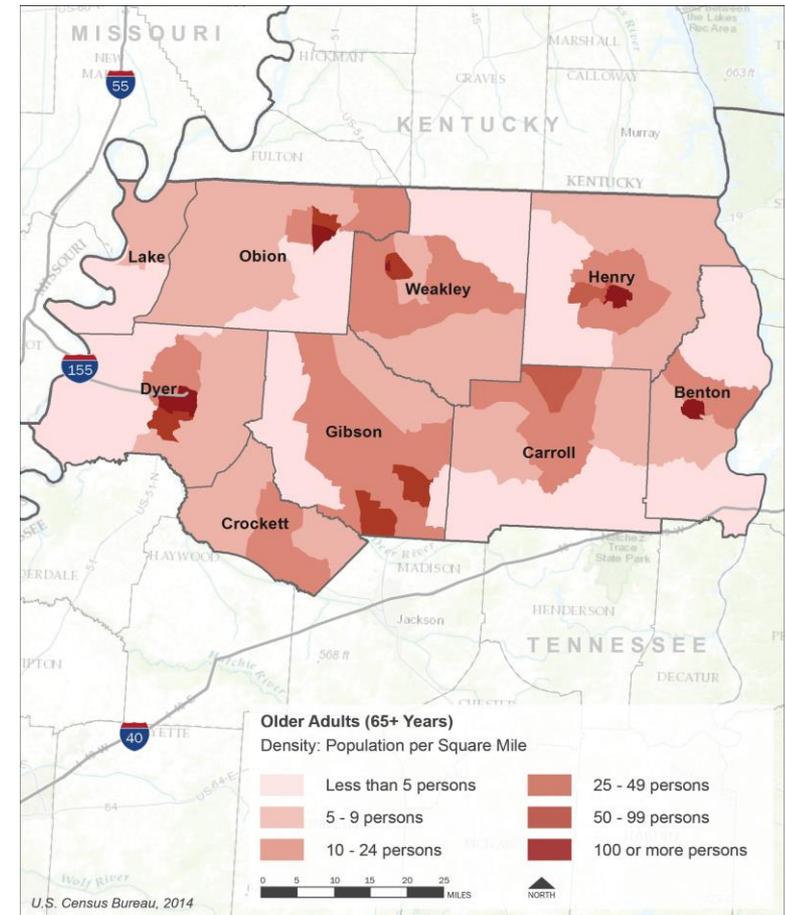
# Study Area

- The preliminary study area is comprised of 9 counties in Tennessee
- Our team is open to discussion about refining the study area



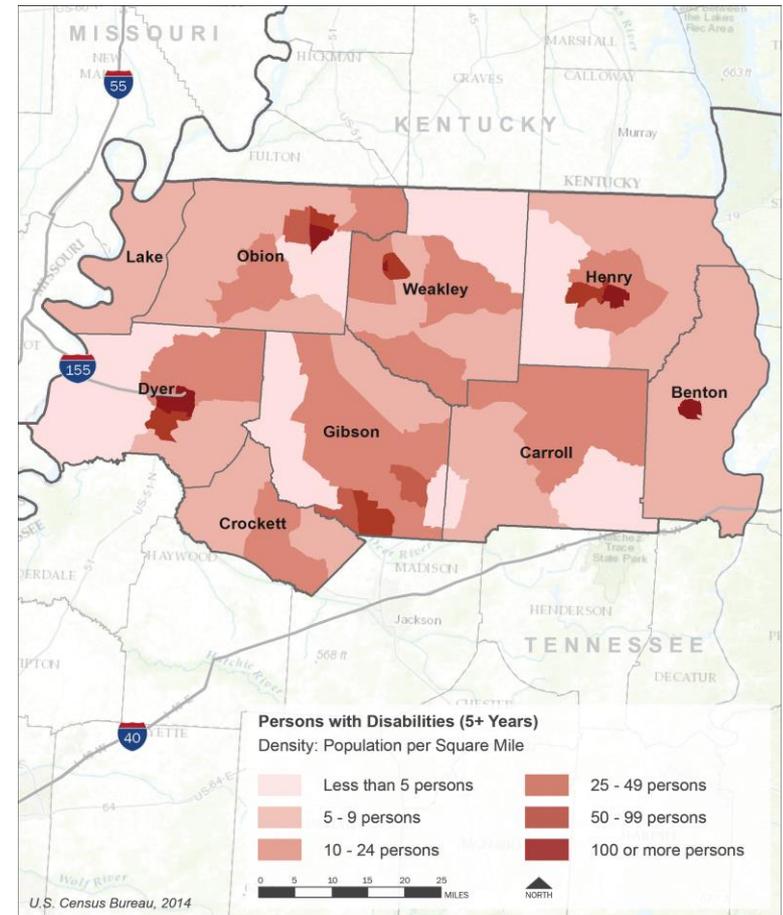
# Area Demographics

- Demographic analysis focuses upon transportation disadvantaged populations
  - Older adults
  - Persons with disabilities
  - Persons with low income
- Population projections to 2025 help understand the need to accommodate future growth



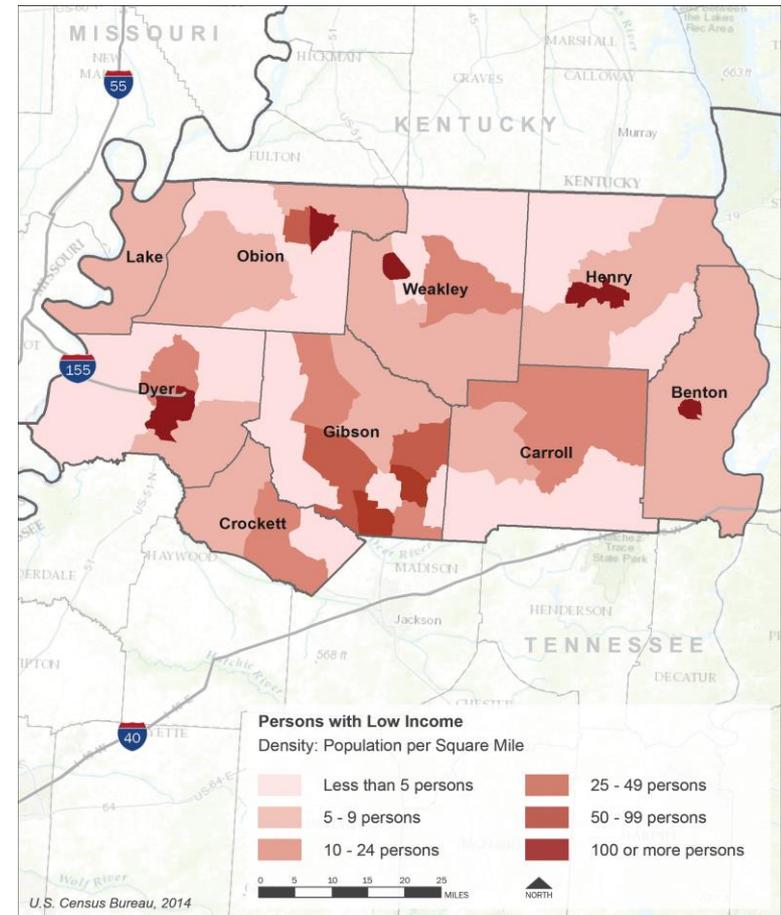
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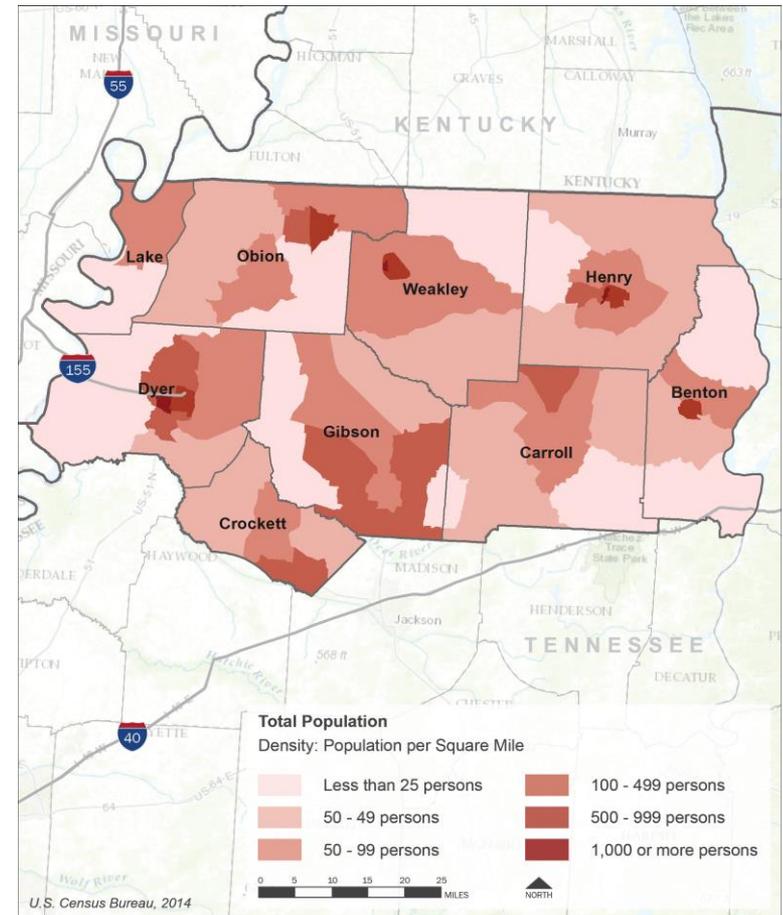
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# Area Demographics

- Demographic analysis focuses upon transportation disadvantaged populations
  - ▶ Older adults
  - ▶ Persons with disabilities
  - ▶ Persons with low income
- Population projections to 2025 help understand the need to accommodate future growth



# Necessary Data

- Service Characteristics
  - ▶ Service areas and service hours
  - ▶ Fleet information (e.g. type and quantity of vehicles)
  - ▶ Fare information
- Other Data
  - ▶ Park-and-ride facilities

# Service Gaps and Unmet Needs

- Transportation service gaps and unmet needs identified in existing coordinated plans
  - ▶ *Northwest Tennessee Human Resource Agency*
- To be considered:
  - ▶ Are these needs and gaps still unmet?
  - ▶ Do other needs and gaps need to be added to the list?

# Next Steps

- Prioritize list of service gaps and unmet needs
  - ▶ Review and prioritize potential strategies and activities to address the identified gaps and needs
- TranSystems will send NWTHRA a draft Coordinated Plan in early October
  - ▶ Review and provide comments

# Thank you!

**Sarah Frost, TranSystems**

(816) 329-8710

smfrost@transystems.com

**Matthew Long, TDOT**

(615) 770-1039

matthew.long@tn.gov

## **Northwest Tennessee Human Resource Agency**

The Northwest Tennessee Human Resource Agency (HRA) is updating its Coordinated Human Services Transportation Plan. This plan will contain policies, goals, and objectives for the coordinated development of public transportation services in the Memphis MPO Study Area, with an emphasis on services for the elderly, persons with disabilities, and low-income individuals. The plan will identify strategies, activities, and/or projects to address those needs and service gaps, and increase the efficiency of those transportation services.

The public is hereby given notice that the Northwest Tennessee HRA will hold a public meeting to provide information on the plan update and regional public survey, as well as to solicit input from the public on goals, objectives, and expected outcomes for the updated Coordinated Human Services Transportation Plan. The meeting will be held as follows:

Sept. 30, 2016- 10:00 AM to 11:30 AM located at the Ed Jones Agriplex, 1252 Manufacturer's Row Trenton, TN and 3:00 PM to 4:30 PM located at 124 Weldon Dr., Martin, TN

It is the policy of the Northwest Tennessee HRA not to discriminate on the basis of age, race, color, national origin or disability in its hiring or employment practices, or in its admissions to or operations of its program, services, or activities. All inquiries for Title VI and/or the Americans with Disabilities Act (ADA), or for persons with disabilities that require aids or services to participate either in the review of these documents or at the hearing may contact Tommy Bradberry at 731-587-2903, fax, 731-587-8913 or email [Tommy.Bradberry@nwthratrans.org](mailto:Tommy.Bradberry@nwthratrans.org) to make accessibility arrangements no less than five days prior to the meetings.

This notice is funded (in part) under an agreement with the State of TN Department of Transportation.



Sign- In Sheet  
 September 30, 2016  
 Northwest Tennessee Area Coordinated Plan  
 Public Meeting  
 Trenton, Tennessee

Name	Organization	Email	Phone
Michelle Jackson	Paris Health Care		
Paula Monica	Memphis Area Assoc of Govt		
Sarah Frost	Trans Systems		
KB	TDOT		
Tommy Bradberry	NWT HRA		
Janette Moore	NWT HRA		

# Appendix B

## Public Survey

**Northwest Area**  
**Coordinated Public Transit-Human Services Transportation Plan**  
**Stakeholder and Community Survey**

Introduction

The Northwest Tennessee HRA, in conjunction with the Tennessee Department of Transportation and many of your local transit providers, are conducting this survey as part of the greater effort to draft a locally-developed Coordinated Public Transit - Human Services Transportation Plan.

As part of this effort, we are interested in learning about your transportation needs. Note that we are gathering this information for planning purposes only and your answers are confidential. No one will contact you as a result of this survey. Thanks for participating!

Please note:

The survey should take between 5-10 minutes to complete. We greatly appreciate your time and effort.

For questions or comments, or to receive this survey in an accessible format, please contact Sarah Frost.

Via email: [smfrost@transystems.com](mailto:smfrost@transystems.com)

Via phone: 816-329-8710

First, we'd like to know if you would be willing to attend a public meeting at the end of September or beginning of October to learn more about the plan.

- Yes, I would be interested in attending.
- No, I would not be interested in attending.

Agency Type

1. Which of the following best describes your organization? If you are an individual, skip Question 2. (check the answer that fits you best)

- I am an individual responding to the survey on my own behalf
- County Government
- Municipal Government
- Regional or State Government
- Federal or State Human Service Agency
- Private, Non-profit Human Service Agency
- Private, For-profit Transportation Company
- Private, Non-profit Transportation Company
- Other (please specify) \_\_\_\_\_

2. What types of services does your agency provide? (check all that apply)

- Health Care
- Social Services
- Public Transportation
- Transportation for Older Adults or Persons with Disabilities
- Bicycle/Pedestrian Transportation
- Grant Funding
- Economic Development
- Other (please specify) \_\_\_\_\_

## Service Details

3. How would you describe yourself or your clientele/constituents? (check all that apply)
- General Public
  - Older Adult/Senior
  - Person with Disabilities
  - Person with Low Income
  - Veteran
  - Other (please specify) \_\_\_\_\_
4. What are your specific transportation needs or the transportation needs of your clientele/constituents? (check all that apply)
- Travel Assistance (i.e. and individual to offer assistance during trips)
  - Wheelchair Accessibility
  - Door-to-Door Transportation
  - Weekday Early Morning Service
  - Weekday Late Night Service
  - Weekend Service
  - Accessibility to Existing Services/Last Mile Connections (e.g. Sidewalks, Bike Lanes)
  - Other (please specify) \_\_\_\_\_

5. Please note the top three trip origins (where trips begin) and top three trip destinations (where trips end) for you or your clientele/constituents. Please include the facility or site name, if known, and/or address (street address, city/town and zip code) of each origin and destination.

- Origin 1: \_\_\_\_\_
- Origin 2: \_\_\_\_\_
- Origin 3: \_\_\_\_\_
- Destination 1: \_\_\_\_\_
- Destination 2: \_\_\_\_\_
- Destination 3: \_\_\_\_\_

Unmet Transportation Needs

6. Does lack of transportation keep you or individuals in your area from participating in programs, activities or services? (check the answer that best fits your situation)

- Yes, frequently
- Sometimes
- Never
- I don't know

7. What are your unmet transportation demands or the unmet transportation demands of your clientele/constituents? (check all that apply)

- Weekday Early Morning Service
- Weekday Late Night Service
- Weekend Service
- More Frequent Services
- More Services for Older Adults and Persons with Disabilities
- More Sufficient Service at the Location of Trip Origin or Trip Destination
- Access to Jobs
- Access to Medical-related Locations
- Accessibility to Existing Services/Last Mile Connections (e.g. Sidewalks, Bike Lanes)
- Other (please specify) \_\_\_\_\_

8. Has lack of transportation options prevented you or your clientele/constituents from doing any of the following? (check all that apply)

- Lack of transportation is not a problem for me
- Shopping or Personal Errands
- Medical Trips
- Education
- Seeking Employment
- Getting to Work Reliably
- Taking kids to daycare/school then continuing to my workplace
- Agency Services (e.g. health, vocational or therapeutic services)
- Recreation or Entertainment
- Other (please specify) \_\_\_\_\_

9. Are there any days or hours that you or your clientele/constituents would like to travel VIA PUBLIC TRANSPORTATION when service is currently unavailable? (check all that apply)

- Weekday Early Mornings
- Weekday Late Nights
- Weekend Late Nights (Friday and Saturday Nights)
- Saturday Days
- Sunday Days
- Other (please specify) \_\_\_\_\_

10. Are there any specific places that you or your clientele/constituents would like to travel to VIA PUBLIC TRANSPORTATION that are currently unavailable? Please include the facility or site name, if known, and/or address (street address, city/town and zip code).

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Individual Choices

11. Which of these services do you or your clientele/constituents currently use for transportation? (check all that apply)

- Personal Motor Vehicle
- Fixed-Route Bus or Train
- Paratransit
- Human Resource Agency (HRA)
- Other Agency Transportation Provider
- Public Transportation Provider
- Transportation provided by a program (e.g. subscription service)
- Greyhound/Other Private Carrier
- Private Demand Service (e.g. Taxi, Uber)
- Non-Emergency Medical Transportation (NEMT)
- Carpool
- Ride with Friends/Relatives
- Walk/Bike
- Currently, there is no reliable method of transportation
- Other (please specify) \_\_\_\_\_

12. If you or your clientele/constituents do not use public transportation, please select the reason(s) why public transportation is not utilized. (check all that apply)

- It is too expensive
- It takes a long time to reach my final destination
- Service does not go to desired destination
- Service does not operate at the times when transit is needed
- There is limited accessibility (e.g. it is difficult to access the transit stops)
- Lack of transit amenities (e.g. shelters, benches)
- Service schedule is difficult to understand
- Negative perception of service (e.g. I don't want people to know I use public transportation)
- Travel assistance is needed
- The service is unreliable
- Other (please specify) \_\_\_\_\_

13. Do you have any other comments or suggestions you would like to share today?

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## Conclusion

Thank you!

14. Please provide the following information:

- Name:
- Organization (if applicable):
- Title (if applicable):
- Street Address:
- City, Town or Village:
- State:
- ZIP Code:
- Email Address:
- Would you like to be added to the MPO's mailing list? (yes or no)

## Northwest Area - Coordinated Transportation Plan Survey (2016)

1. Which of the following best describes your organization?

Individual	49	86.0%
County Government	0	0.0%
Municipal Government	0	0.0%
Regional or State Government	2	3.5%
Federal or State Human Service Agency	0	0.0%
Private, Non-Profit Human Service Agency	2	3.5%
Private, For-Profit Transportation Company	1	1.8%
Private, Non-Profit Transportation Company	0	0.0%
Other	3	5.3%
Dialysis facility		

2. What types of services does your agency provide?

Health care	12	25.5%
Social services	2	4.3%
Public transportation	18	38.3%
Transportation for older adults or persons with disabilities	11	23.4%
Bicycle and pedestrian transportation	0	0.0%
Grant funding	0	0.0%
Economic development	0	0.0%
Other	4	8.5%
Mental health		
Assisted living services		
Nursing home		
Persons with disabilities getting to employment		

3. How would you described yourself or your clients?

General public	20	16.4%
Older adult	25	20.5%
Person with disabilities	42	34.4%
Person with low income	26	21.3%
Veteran	7	5.7%
Other	2	1.6%
Mentally ill with low income		

4. What are your specific transportation needs or the needs of your clients?

Travel assistance	22	17.7%
Wheelchair accessibility	21	16.9%
Door-to-door transportation	26	21.0%
Weekday early morning service	28	22.6%
Weekday late night service	10	8.1%
Weekend service	10	8.1%
Accessibility to existing services or last-mile connections	2	1.6%
Other	5	4.0%
Van service to doctor for myself and son Doctor appointments Walk with walker Ride to work Transportation		

5. What are the top origins and destinations for you or your clients?

Baptist Memorial Hospital, Union City
Carey Counseling Center, Huntingdon
Carrol County DHS, Huntingdon
DaVita Dialysis, Camden
DaVita Dialysis, Dyersburg
DaVita Dialysis, Humboldt
Dresden Specialty Clinic, Dresden
Dyersburg Urology Clinic, Dyersburg
Fresenius Kidney Care, Union City
Gastroenterology Clinic, Martin
Harmony Medicine, Franklin
Hillview Community Living Center, Dresden
Jackson-Madison County General Hospital, Jackson
McCoy Wound Care Clinic, Dyersburg
McKenzie Medical Center, McKenzie
Memphis Access Center, Memphis
Nashville Pain Center, various locations
NHC Healthcare, Milan
Old Hickory Family Medicine, Jackson
Sports Plus Rehab Centers, Jackson
Tennessee Pathways, multiple locations
Tennessee Rehab Center, Camden
Tennessee State Veterans Home, Humboldt
The Bridge, Ridgely
The Jackson Clinic, Jackson

Town & Country Food, Humboldt
Union City Eye Care, Union City
Vanderbilt University Medical Center, Nashville
Counseling services
Dialysis centers
Doctor offices
Government services
Grocery store
Hospitals in Memphis
Hospitals in Jackson
Medical clinics
Pharmacy
Place of employment
Place of residence
Residence of relative/friend
Walmart
Dyersburg, TN
Humboldt, TN
Jackson, TN
Memphis, TN
Paris, TN
Trenton, TN
Union City, TN

6. Does lack of transportation keep you or your clients from participating in programs, activities, or services?

Frequently	19	31.7%
Sometimes	17	28.3%
Never	17	28.3%
I don't know	7	11.7%

7. What are the unmet transportation demands for you or your clients?

Weekday early morning service	18	17.3%
Weekday late night service	9	8.7%
Weekend service	16	15.4%
More frequent services	8	7.7%
More services for older adults or persons with disabilities	16	15.4%
More sufficient service at trip origin or destination	9	8.7%
Access to jobs	8	7.7%
Access to medical-related locations	16	15.4%
Accessibility to existing services or last-mile connections	1	1.0%
Other	3	2.9%

Difficulty contacting when there is a problem  
 Lack of communication (i.e. late arrivals, cancellations)  
 Access for seeking employment  
 Quick turnaround time on setting up last minute, urgent medical trips

8. Has lack of transportation prevented you or your clients from doing any of the following?

Lack of transportation is not a problem	21	25.9%
Shopping or personal errands	16	19.8%
Medical trips	15	18.5%
Education	4	4.9%
Seeking employment	7	8.6%
Getting to work reliably	5	6.2%
Taking kids to daycare/school and continuing to workplace	0	0.0%
Agency services	5	6.2%
Recreation or entertainment	7	8.6%
Other	1	1.2%
Options for self pay		

9. Are there any days or hours that you or your clients would like to travel via public transportation when service is currently unavailable?

Weekday early morning	16	24.2%
Weekday late night	8	12.1%
Weekend late night (Friday, Saturday)	7	10.6%
Saturday days	17	25.8%
Sunday days	15	22.7%
Other	3	4.5%

10. Are there any specific places that your or your clients would like to travel to via public transportation that are currently unavailable?

Lack of sidewalks in Jackson are an impediment. Lack of flexibility in scheduling does not allow for the use of services for any trips not medically necessary.
I just like making my appointment.
Public library in Huntingdon
Dyersburg State Community College
Tennessee College of Applied Technology-Paris
Sky Zone, GameStop, and Walmart
Church
Church
Family residence in Kentucky
Place of employment
Need other transportation options.

Very difficult to get trips for medical appointments in Nashville or Memphis scheduled, especially if the patient is not in full-time care.

11. Which of these services do you or your clients currently use for transportation?

Personal vehicle	12	10.2%
Fixed-route bus	1	0.8%
Paratransit	5	4.2%
Human Resource Agency	25	21.2%
Other agency provider (i.e. subscription service)	11	9.3%
Public transportation provider	22	18.6%
Transportation provided by a program	5	4.2%
Greyhound or other private carrier	0	0.0%
Private demand service (i.e. Uber)	2	1.7%
Non-emergency medical transportation	12	10.2%
Carpool	0	0.0%
Ride with relative or friend	15	12.7%
Walk or bike	7	5.9%
There is no reliable method of transportation	0	0.0%
Other	1	0.8%
Agency bus		

12. If you or your clients do not use public transportation, why is public transportation not utilized?

Expensive	3	6.7%
Length of time to reach destination	6	13.3%
No service to desired destination	8	17.8%
No service at desired day or time	3	6.7%
Limited accessibility	4	8.9%
Lack of transit amenities	3	6.7%
Difficult to understand service schedule	3	6.7%
Negative perception of service	2	4.4%
Need for travel assistance	6	13.3%
Unreliable service	1	2.2%
Other	6	13.3%
Person that takes calls in the office Not walkable in rural areas Service is good Service is alright Do not use public transportation Too many trips denied or changed		

13. Do you have any other comments or suggestions?

My son and I have always had good service from Northwest.
Need to be better at getting and relaying information.
I have used your services many times. Every time has been nice, reliable, friendly, and fast. Thank you for having these services available.
Yes, I have called the public transportation number to get transportation for a certain place, but every time I do, a different person answers the phone telling me different things. I may need transportation for out of town, like Dyersburg. One person will tell me that they can't do it, but then I'll call back and a different person will tell me that they can. I just wish they all would say the same things.
I do not have any problem getting to my destination. It is the return trip pick-up. I often have to wait a long time to be picked up. This service has been a blessing for mom and a great help to me. It is impossible for me to get her in a car now.
Pick up on time slack.
Many days I am late for my destination. I just need to schedule better. I go to school and am often behind in hours because of picking me up late in the morning.
Public transportation is good.
Have all drivers call the night before pick up so we know what time to be ready. I never know what time to be up so I have time to wake up.
I love riding Northwest transportation.
I've had good connections with the drivers and phone people.
I wish that I could get a ride to work on Saturdays and Sundays.
Transportation is the biggest barrier in the rural area. This is true whether a client is trying to access services and especially for getting to and from work.
Many of our patients come to treatment and their vascular access is clotted and cannot be used. They have to go to Jackson to get it worked on before they can get dialysis, and sometimes it can take two days to get a trip scheduled.
Schedulers should be made to ride with drivers so they can see there is not five to fifteen minutes between destinations.
It is difficult to find options for transportation for self pay patients, especially in wheelchairs.

**Northwest Area**

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Stakeholder and Community Survey**

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Please note:

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For questions or comments, or to receive this survey in an accessible format, please contact Sarah Frost.

Via email: [smfrost@transystems.com](mailto:smfrost@transystems.com)

Via phone: 816-329-8710

~~167~~ fully or partially complete responses  
65



## Service Details

3. How would you describe yourself or your clientele/constituents? (check all that apply)

- General Public IIII IIII IIII IIII ~~20~~ 20
- Older Adult/Senior IIII IIII IIII IIII IIII ~~25~~ 25
- Person with Disabilities IIII IIII IIII IIII IIII IIII IIII IIII ~~42~~ 42
- Person with Low Income IIII IIII IIII IIII IIII ~~26~~ 26
- Veteran IIII ~~7~~ 7
- Other (please specify) II ~~2~~ 2  

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*mentally-ill with low-income*

4. What are your specific transportation needs or the transportation needs of your clientele/constituents? (check all that apply)

- Travel Assistance (i.e. and individual to offer assistance during trips) IIII IIII IIII
- Wheelchair Accessibility IIII IIII IIII IIII ~~21~~ 21 IIII II ~~22~~ 22
- Door-to-Door Transportation IIII IIII IIII IIII IIII ~~26~~ 26
- Weekday Early Morning Service IIII IIII IIII IIII IIII IIII ~~28~~ 28
- Weekday Late Night Service IIII IIII ~~10~~ 10
- Weekend Service IIII IIII ~~10~~ 10
- Accessibility to Existing Services/Last Mile Connections (e.g. Sidewalks, Bike Lanes) II ~~2~~ 2
- Other (please specify) IIII ~~5~~ 5  

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*van service to doctor for myself and son  
doctor appointments  
walk with walker  
ride to work  
transportation*

5. Please note the top three trip origins (where trips begin) and top three trip destinations (where trips end) for you or your clientele/constituents. Please include the facility or site name, if known, and/or address (street address, city/town and zip code) of each origin and destination.

See spreadsheet

- o Origin 1: See spreadsheet
- o Origin 2: \_\_\_\_\_
- o Origin 3: \_\_\_\_\_
- o Destination 1: \_\_\_\_\_
- o Destination 2: \_\_\_\_\_
- o Destination 3: \_\_\_\_\_

Unmet Transportation Needs

6. Does lack of transportation keep you or individuals in your area from participating in programs, activities or services? (check the answer that best fits your situation)

- o Yes, frequently ~~||||~~ ~~||||~~ ~~||||~~ |||| 19
- o Sometimes ~~||||~~ ~~||||~~ ~~||||~~ || 17
- o Never ~~||||~~ ~~||||~~ ~~||||~~ || 17
- o I don't know ~~||||~~ || 7

7. What are your unmet transportation demands or the unmet transportation demands of your clientele/constituents? (check all that apply)

- Weekday Early Morning Service IIII IIII IIII III 18
- Weekday Late Night Service IIII IIII 9
- Weekend Service IIII IIII IIII I 16
- More Frequent Services IIII IIII 8
- More Services for Older Adults and Persons with Disabilities IIII IIII IIII I 16
- More Sufficient Service at the Location of Trip Origin or Trip Destination IIII IIII 9
- Access to Jobs IIII IIII 8
- Access to Medical-related Locations IIII IIII IIII I 16
- Accessibility to Existing Services/Last Mile Connections (e.g. Sidewalks, Bike Lanes) | 1
- Other (please specify) IIII <sup>3</sup> see below \_\_\_\_\_

difficulty contacting when there is a problem  
lack of communication (i.e. late arrivals, cancellations)  
access for seeking employment  
quick turnaround time on setting up last minute urgent trips to medically-necessary appts

8. Has lack of transportation options prevented you or your clientele/constituents from doing any of the following? (check all that apply)

- Lack of transportation is not a problem for me IIII IIII IIII IIII | 21
- Shopping or Personal Errands IIII IIII IIII | 16
- Medical Trips IIII IIII IIII 15
- Education IIII 4
- Seeking Employment IIII II 7
- Getting to Work Reliably IIII 5
- Taking kids to daycare/school then continuing to my workplace 0
- Agency Services (e.g. health, vocational or therapeutic services) IIII 5
- Recreation or Entertainment IIII II 7
- Other (please specify) III | 1

*options for self pay*

9. Are there any days or hours that you or your clientele/constituents would like to travel VIA PUBLIC TRANSPORTATION when service is currently unavailable? (check all that apply)

- Weekday Early Mornings IIII IIII IIII | 16
- Weekday Late Nights IIII III 8
- Weekend Late Nights (Friday and Saturday Nights) IIII II 7
- Saturday Days IIII IIII IIII II 17
- Sunday Days IIII IIII IIII 15
- Other (please specify) III 3

10. Are there any specific places that you or your clientele/constituents would like to travel to VIA PUBLIC TRANSPORTATION that are currently unavailable? Please include the facility or site name, if known, and/or address (street address, city/town and zip code).

See spreadsheet

see spreadsheet

### Individual Choices

11. Which of these services do you or your clientele/constituents currently use for transportation? (check all that apply)

- Personal Motor Vehicle ~~||||~~ ~~||||~~ || ~~||~~ 12
- Fixed-Route Bus or Train | 1
- Paratransit ~~||||~~ 5
- Human Resource Agency (HRA) ~~||||~~ ~~||||~~ ~~||||~~ ~~||||~~ ~~||||~~ ~~||||~~ 25
- Other Agency Transportation Provider ~~||||~~ ~~||||~~ 11
- Public Transportation Provider ~~||||~~ ~~||||~~ ~~||||~~ ~~||||~~ || ~~||~~ 22
- Transportation provided by a program (e.g. subscription service) ~~||||~~ ~~||~~ 5
- Greyhound/Other Private Carrier ∅
- Private Demand Service (e.g. Taxi, Uber) || ~~||~~ 2
- Non-Emergency Medical Transportation (NEMT) ~~||||~~ ~~||||~~ || ~~||~~ 12
- Carpool ∅
- Ride with Friends/Relatives ~~||||~~ ~~||||~~ ~~||||~~ ~~||~~ 15
- Walk/Bike ~~||||~~ || ~~||~~ 7
- Currently, there is no reliable method of transportation ∅
- Other (please specify) | 1 see below

on bus

12. If you or your clientele/constituents do not use public transportation, please select the reason(s) why public transportation is not utilized. (check all that apply)

- It is too expensive ||| 3
- It takes a long time to reach my final destination |||| 6
- Service does not go to desired destination |||| 8
- Service does not operate at the times when transit is needed ||| 3
- There is limited accessibility (e.g. it is difficult to access the transit stops) |||| 4
- Lack of transit amenities (e.g. shelters, benches) ||| 3
- Service schedule is difficult to understand ||| 3
- Negative perception of service (e.g. I don't want people to know I use public transportation) || 2
- Travel assistance is needed |||| 6
- The service is unreliable | 1
- Other (please specify) |||| 6

see below  
see below

13. Do you have any other comments or suggestions you would like to share today?

see spreadsheet see spreadsheet

lady that takes calls in the office  
walkable in rural areas  
service is good  
it alright  
do not use public transportation  
too many trips denied or changed

## Conclusion

Thank you!

14. Please provide the following information:

- Name:
- Organization (if applicable):
- Title (if applicable):
- Street Address:
- City, Town or Village:
- State:
- ZIP Code:
- Email Address:
- Would you like to be added to the MPO's mailing list? (yes or no)

did not document

# Appendix C

## Funding Resources

Federal Programs Providing Transportation Services to the Transportation Disadvantaged									Eligible Applicants					
Catalog of Federal Domestic Assistance no.	Program name	Objectives	Popular title or original source of program legislation	U.S. Code or other provision cited as authorizing transportation	Typical use of transportation funds as reported by program officials	Purpose of trips as reported by program officials	Target population as defined by program officials	Federal Agency	Individual	Local	NonProfit	State	U.S. Territories	Tribal
10.561	Supplemental Nutrition Assistance Program, Employment and Training Program	Funds provide grants to States to provide E&T education to assist SNAP participants in finding work. An E&T program may consist of many different types of components, including but not limited to: independent job search; job search training and support; workfare; educational programs to improve employability; work experience or training to improve employability; other employment oriented activities (e.g., job placement, supported work experience, Workforce Investment Act (WIA) services); and selfemployment training. USDA provide States with 100 percent Federal funding for E&T based on a specific formula.	Food Stamp Act of 1977	7 U.S.C. § 2015(d)(4)(l)(i) (l)	Reimbursement or advanced payment for gasoline expenses or bus fare	To access education- and employment-related services	Low-income persons between the ages of 16 and 59	Department of Agriculture					✓	
10.766	Community Facilities Loans and Grants	To construct, enlarge, extend, or otherwise improve community facilities providing essential services to rural residents.	Consolidated Farm and Rural Development Act of 1972	7 U.S.C. § 1926	Purchase of vehicles	Routine medical appointments, shopping, entertainment, etc.	People who are disabled, senior citizens, and low-income persons	Department of Agriculture		✓	✓	✓		✓
14.157	Supportive Housing for the Elderly (Section 202)	To expand the supply of multifamily housing with supportive services for very low income elderly persons.	Housing Act of 1959	12 U.S.C. 1701g(g)(1)	Information not known	To access supportive services, such as medical treatment, employment, or job training, etc.	Very low- income persons aged 62 and older	Department of Housing and Urban Development	✓		✓			
14.170	Congregate Housing Services Program	This program prevents premature and unnecessary institutionalization of frail elderly, nonelderly disabled, and temporarily disabled persons; provides a variety of innovative approaches for the delivery of meals and nonmedical supportive services while making use of existing service programs; fills gaps in existing service systems; and ensures availability of funding for meals and other programs necessary for independent living. An earlier CHSP program, created by the Congregate Housing Services Act of 1978, continues to receive funding on the same basis as the current program.	Congregate Housing Services Act of 1978	42 USCA § 8004	Accessible taxis, local transportation programs, buses, etc.	To access medical appointments, work, shopping, and other services	Elderly and people with disabilities	Department of Housing and Urban Development		✓		✓		

Federal Programs Providing Transportation Services to the Transportation Disadvantaged									Eligible Applicants					
Catalog of Federal Domestic Assistance no.	Program name	Objectives	Popular title or original source of program legislation	U.S. Code or other provision cited as authorizing transportation	Typical use of transportation funds as reported by program officials	Purpose of trips as reported by program officials	Target population as defined by program officials	Federal Agency	Individual	Local	NonProfit	State	U.S. Territories	Tribal
14.218	Community Development Block Grants/Entitlement Grants	To develop viable urban communities by providing decent housing, a suitable living environment, and expanding economic opportunities, principally for persons of low and moderate income.	Housing and Community Development Act of 1974	42 U.S.C. § 5305(a)(8)	Transit services	To access social services, medical services, jobs, etc.	Low- and moderate-income persons, mobility-impaired persons, and jobseekers	Department of Housing and Urban Development						
14.228	Community Development Block Grants/State's program and Non-Entitlement Grants in Hawaii	The primary objective of this program is the development of viable urban communities by providing decent housing, a suitable living environment, and expanding economic opportunities, principally for persons of low- and moderate-income. Each activity funded must meet one of the program's National Objectives by: Benefiting low- and moderate-income families; aiding in the prevention or elimination of slums or blight; or meeting other community development needs having a particular urgency because existing conditions pose a serious and immediate threat to the health or welfare of the community where other financial resources are not available.	Housing and Community Development Act of 1974	42 U.S.C. § 5305(a)(8)	Transit services	To access social services, medical services, jobs, etc.	Low- and moderate-income persons, mobility-impaired persons, and jobseekers	Department of Housing and Urban Development				✓		
14.231	Emergency Shelter Grants Program	The ESG program provides funding to: (1) engage homeless individuals and families living on the street; (2) improve the number and quality of emergency shelters for homeless individuals and families; (3) help operate these shelters; (4) provide essential services to shelter residents, (5) rapidly re-house homeless individuals and families, and (6) prevent families and individuals from becoming homeless.	McKinney-Vento Homeless Assistance Act	42 U.S.C. § 11374	Bus or transit tokens, taxi fares, and any related organizational transportation expenses	To access training programs and other services to enhance independence	Homeless	Department of Housing and Urban Development		✓				
14.235	Supportive Housing Program	The Supportive Housing Program is designed to promote the development of supportive housing and supportive services, including innovative approaches to assist homeless persons in the transition from homelessness, and to promote the provision of supportive housing to homeless persons so they can live as independently as possible (24 CFR section 583.1	Housing and Community Development Act of 1992	42 U.S.C. § 11385	Bus or transit tokens, taxi fares, and any related organizational transportation expenses	To access training programs and other services to enhance independence	Homeless	Department of Housing and Urban Development		✓	✓	✓		

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14.241	Housing Opportunities for Persons with AIDS	To provide States and localities with the resources and incentives to advance the National HIV/AIDS Strategy by devising long-term comprehensive strategies for meeting the supportive housing needs of low-income persons and their families living with HIV/AIDS in order to prevent homeless and sustain housing stability for HOPWA program beneficiaries	AIDS Housing Opportunity Act	42 U.S.C. § 12907(a)(3)	Bus tokens, taxi fares, and any related organizational transportation expenses	To access supportive services, such as medical treatment, employment, job training, etc.	Low to extremely low-income persons living with HIV/AIDS	Department of Housing and Urban Development		✓	✓	✓		
14.862	Indian Community Development Block Grant	To provide assistance to Indian tribes and Alaska Native villages in the development of viable Indian communities	Housing and Community Development Act of 1974	42 U.S.C. § 5305(a)(8), 17	Information not collected	To access public services, which are directed toward improving the community's public services and facilities	Indian and Alaska Native communities, primarily for persons with low- and moderate- incomes	Department of Housing and Urban Development						✓
14.866	HOPE VI Revitalization	Revitalization Grants enable PHAs to improve the living environment for public housing residents of severely distressed public housing projects through the demolition, substantial rehabilitation, reconfiguration, and/or replacement of severely distressed units; revitalize the sites on which severely distressed public housing projects are located and contribute to the improvement of the surrounding neighborhood; lessen isolation and reduce the concentration of low-income families; build sustainable mixed-income communities; and provide well-coordinated, results-based community and supportive services that directly complement housing redevelopment and that help residents to achieve self-sufficiency, young people to obtain educational excellence, and the community to secure a desirable quality of life.	Housing Act of 1937	42 U.S.C. § 1437v(d)(1)(L), (i)(3)	Transportation services	To access employment, education, and other supportive services	Public housing residents	Department of Housing and Urban Development						
14.867	Indian Housing Block Grant	To provide Federal assistance for Indian tribes in a manner that recognizes the right of tribal self-governance, and for other purposes	Native American Housing Assistance and Self Determination Act of 1996	25 U.S.C. § 4132(3)	Information not collected	To access self-sufficiency services	Low- income Native Americans	Department of Housing and Urban Development						✓

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14.889	Choice Neighborhoods Implementation Grants	Choice Neighborhoods Implementation Grants will employ a comprehensive approach to community development centered on housing transformation. The program aims to transform neighborhoods of poverty into viable mixed-income neighborhoods with access to economic activities by revitalizing severely distressed public and assisted housing and investing and leveraging investments in well-functioning services, effective schools, and education programs, public assets, public transportation, and improved access to jobs.	Housing Act of 1937	42 U.S.C. §1437v(d)(1)(L), (i)(3)	Transportation services	To access employment, education, and other supportive services	Public housing residents and HUD-assisted multifamily housing residents	Department of Housing and Urban Development	✓	✓	✓	✓		
15.043	Indian Child and Family Education	The Family And Child Education (FACE) program is designed to serve families with children from prenatal to age 5 in home and center-based settings. Families may receive services in one or both settings. FACE provides early childhood for all children from birth - to age five and adult education for their parents through family literacy, parental involvement, increasing school readiness, high school graduation rates among Indian parents, and encouraging life-long learning.	No Child Left Behind Act of 2001	25 U.S.C. § 2001(b)(8)(C)(v)	School bus, off-road, and other vehicle leases	To access school and educational activities	Preschool through adult students	Department of the Interior						
15.044	Indian Schools - Student Transportation	To provide funds to each Bureau of Indian Education (BIE) funded school for the round trip transportation of students between home and the school site.	No Child Left Behind Act of 2001	25 U.S.C. § 2001(b)(8)(C)(v)	School bus, off-road, and other vehicle leases; use of commercial vehicles	To access school, educational activities, and for use in emergency situations	Day and residential students	Department of the Interior						✓
15.130	Indian Education Assistance to Schools	To fund programs that meet the unique and specialized needs of eligible Indian students.	Johnson-O'Malley Act of April 16, 1934	25 U.S.C. ch. 14, subchapter II	Transporting students	Trips could be to and from the project site or an educational field trip	Eligible students are aged 3 through grade 12	Department of the Interior				✓		✓

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17.207	Employment Service/Wagner-Peyser Funded Activities	To assist persons to secure employment and workforce information by providing a variety of services to both job seekers and employers free of charge. Job seekers are provided career services, which include: labor exchange services, job search assistance and workforce information services. and referrals to employment and other programs of assistance. These services are available universally to all job seekers. Employers can use these services to post job orders and be referred qualified applicants.	The Workforce Innovation and Opportunity Act (WIOA)					Department of Labor					✓	
17.235	Senior Community Service Employment Program	To foster individual economic self sufficiency; provide training in meaningful part-time opportunities in community service activities for unemployed low-income persons who are age 55 years of age or older, particularly persons who have poor employment prospects; and to increase the number of older persons who may enjoy the benefits of unsubsidized employment in both the public and private sectors.	Older Americans Act of 1965	42 U.S.C. § 3056(c)(6)(A) (iv)	Information not known	To access program services and jobs	Unemployed Americans 55 years of age or older, earning no more than 125% of the poverty level	Department of Labor			✓	✓		
17.245	Trade Adjustment Assistance - Workers	The Trade Adjustment Assistance (TAA) for Workers Program is a federal entitlement program that assists workers impacted by foreign trade n. Through the provision of a number of employment-related benefits and services, the TAA Program provides trade-affected workers with opportunities to obtain the support, resources, skills, and credentials they need to return to the workforce in a good job in an in-demand industry. The program services include training, employment and case management services, job search allowances, relocation allowances, wage supplements for workers aged 50 and older, and Trade Readjustment Allowances (TRA).	Trade Act of 1974	19 U.S.C. § 2296(b)	Information not known	To access job training programs, job searches outside the normal commuting area, and relocation expenses	Program participants and workers who seek employment outside the normal commuting area	Department of Labor	✓					

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17.258	Workforce Investment Act Adult Services Program	To prepare workers -- particularly individuals with barriers to employment -- for good jobs by providing job search assistance and training. The Adult Program provides an emphasis on serving public assistance recipients, other low-income individuals, and individuals who are low-skilled. Program performance is measured by entry into unsubsidized employment and earnings. The program serves individuals and helps employers meet their workforce needs. The employment goals will be measured using the Unemployment Insurance Wage Records Information System.	Workforce Investment Act of 1998	29 U.S.C. § 2864(d)(2)	Information not known	Supportive services to enable program participation	Adults, with priority to veterans and covered spouses, and individuals receiving public assistance	Department of Labor		✓			✓	
17.259	Workforce Investment Act Youth Activities	To help low income youth, between the ages of 14 and 24, acquire the educational and occupational skills, training, and support needed to achieve academic and employment success and successfully transition into careers and productive adulthood.	Workforce Investment Act of 1998	29 U.S.C. § 2854(a)(4)	Information not known	To access job training and related activities	Low income youth, ages 14-21 years old with barriers to employment	Department of Labor						
17.264	National Farmworker Jobs Program	To help individuals, and their dependents, who are primarily employed in agricultural and fish farming labor that is characterized by chronic unemployment and underemployment, obtain and retain unsubsidized employment, or stabilize their unsubsidized employment, including upgraded employment in agriculture. Grant organizations provide career services, job training, housing assistance, and other related assistance.	Workforce Investment Act of 1998	29 U.S.C. § 774 (3)(A), 29 U.S.C. §2912 (d)	Information not known	To access supportive services	Disadvantaged migrant and seasonal farm workers	Department of Labor	✓	✓	✓			

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17.265	Native American Employment and Training	To support employment and training services for Native Americans, Alaska Natives, and Native Hawaiian individuals in order to develop more fully the academic, occupational, and literacy skills of such individuals; to make such individuals more competitive in the workforce; and to promote the economic and social development of Native Americans, Alaska Natives, and Native Hawaiian communities in accordance with the goals and values of such communities. All programs assisted under this section shall be administered in a manner consistent with the principles of the Indian Self-Determination and Education Assistance Act (25 U.S.C. 450 et seq.) and the government-to-government relationship between the Federal Government and Indian tribal governments. Supplemental youth funding is also awarded to help low-income Native American youth and Native Hawaiian youth, between the ages of 14 and 24, acquire the educational and occupational skills needed to achieve academic and employment success and transition to careers and productive adulthood.	Workforce Investment Act of 1998	29 U.S.C. § 2911(d)(2)	Bus passes, vehicle mileage, gas for program vehicles, and reasonable car repairs	To access employment activities	Indian tribes, Alaska Natives, and Native Hawaiians	Department of Labor					✓	

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17.274	Youthbuild	Grant funds will be used to provide disadvantaged youth with: the education and employment skills necessary to achieve economic self sufficiency in occupations in high demand and post-secondary education and training opportunities; opportunities for meaningful work and service to their communities; and opportunities to develop employment and leadership skills and a commitment to community development among youth in low-income communities. As part of their programming, YouthBuild grantees will tap the energies and talents of disadvantaged youth to increase the supply of permanent affordable housing for homeless individuals and low-income families and to assist youth to develop the leadership, learning, and high-demand occupational skills needed to succeed in today's global economy.	Workforce Investment Act of 1998	29 U.S.C. §§2801(46)	Information not known	To access program services	Youth, including those from low- income families or those with a disability	Department of Labor		✓	✓			✓
17.802	Veterans' Employment Program	To provide services to assist in reintegrating eligible veterans into meaningful employment within the labor force; and to stimulate the development of effective service delivery systems that will address the complex problems facing eligible veterans.	Workforce Investment Act of 1998	29 U.S.C. § 2913	Transit tickets, bus fare, or cab fare	To access employment activities	Veterans	Department of Labor		✓		✓		
17.805	Homeless Veterans' Reintegration Project	To provide services to assist in reintegrating homeless veterans into meaningful employment within the labor force; and to stimulate the development of effective service delivery systems that will address the complex problems facing homeless veterans.	Homeless Veterans Comprehensive Assistance Act of 2001	38 USCA §§ 2011, 2021	Transit tickets, bus fare, or cab fare	To access employment activities	Homeless veterans	Department of Labor		✓		✓		

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20.500	Capital Investment Grants	To assist in financing the design and construction of new fixed guideway systems, or extensions to existing fixed guideway systems, or corridor-based bus rapid transit systems, or core capacity projects. . The new fixed guide-way systems can include rapid rail, light rail, bus rapid transit, commuter rail, and ferries. (New Starts/Small Starts discretionary program for new fixed guideway systems and extensions of existing systems, and core capacity projects).	Mass Transportation Act of 1964	49 U.S.C.§ 5309	Funding for bus and bus facilities, new fixed guideway and modernization, and other capital expenses	General transportation	General public	Department of Transportation		✓	✓	✓		✓
20.507	Urbanized Area Formula Program	To support public transportation services in urbanized areas (Census designated areas over 50,000 in population).	Mass Transportation Act of 1964	49 U.S.C. § 5307	Funding for transportation service for transportation projects in cities	Support transit service in cities over 50,000 population	General public in urbanized areas	Department of Transportation		✓		✓		

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20.509	Nonurbanized Area Formula Program	To improve, initiate, or continue public transportation service in nonurbanized areas (rural areas and small cities under 50,000 in population) and to provide technical assistance for rural transportation providers. The Section 5311 program supports both the maintenance of existing public transportation services and the expansion of those services through the following program goals: enhancing access in rural areas to health care, shopping, education, employment, public services, and recreation; assisting in the maintenance, development, improvement, and use of public transportation systems in rural areas; encouraging and facilitating the most efficient use of all transportation funds used to provide passenger transportation in rural areas through the coordination of programs and services; providing financial assistance to help carry out national goals related to mobility for all, including seniors, individuals with disabilities, and low-income individuals; increasing availability of transportation options through investments in intercity bus services; assisting in the development and support of intercity bus	Federal Public Transportation Act of 1978	49 U.S.C. § 5311	Funding for transportation service for public transit and intercity bus transportation projects in nonurbanized areas	To increase and enhance public transportation service in nonurbanized areas and for tribes	General public and federally recognized tribes	Department of Transportation		✓	✓	✓		

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20.513	Capital Assistance Program for Elderly Persons and Persons with Disabilities	To provide financial assistance in meeting the transportation needs of seniors and individuals with disabilities where public transportation services are unavailable, insufficient or inappropriate. The Section 5310 program is designed to supplement FTA's other capital assistance programs by funding transportation projects for seniors and individuals with disabilities in all areas - urbanized, small urban, and rural. The program was renamed under MAP-21 and modified to include New Freedom Program activities as eligible projects. This program would continue the goals of these programs by funding alternative forms of transportation where traditional services are unavailable, inappropriate, or insufficient. Funds can be used for capital planning and operations.	Urban Mass Transportation Act of 1970	49 U.S.C. § 5310	Purchase of capital expenses to support transportation services	General transportation services	Elderly individuals and persons with disabilities	Department of Transportation		✓	✓	✓		
64.009	Veterans Medical Care Benefits	To provide outpatient medical services, hospital care, medicines and supplies to eligible veterans in receipt of VA health care	Veterans Benefits Act of 1957	38 U.S.C. § 111	Mileage reimbursement; special mode (ambulance, wheelchair van); common carrier (air, bus, train, boat, taxi)	To access VA or VA-authorized non-VA health care	Low-income and special-group veterans	Department of Veterans Affairs						
64.024	VA Homeless Providers Grant and Per Diem Program	To assist public and nonprofit private entities in establishing new programs and service centers to furnish supportive services and supportive housing for homeless veterans through grants that may be used to acquire, renovate or alter facilities, and to provide per diem payments, or in-kind assistance in lieu of per diem payments, to eligible entities which established programs after November 10, 1992 that provide supportive services and supportive housing for homeless veterans. (Note: The number of vans was limited to 20 for the life of this grant. This Van Restriction has not been lifted.)	Homeless Veterans Comprehensive Service Programs Act of 1992	38 U.S.C. §§2011(b)(1)(B), 7721 Note	Purchase vans	Outreach to and transportation of homeless veterans by community- based providers	Homeless veterans	Department of Veterans Affairs						

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64.026	Veterans State Adult Day Health Care	To provide a community-based program designed to meet the needs of adults with impairments through individual plans of care. This type of structured, comprehensive, nonresidential program provides a variety of health, social, and related support services in a protective setting. By supporting families and caregivers, an adult day services program enables the person to live in the community. An adult day services program assesses the needs of the persons served and offers services to meet those needs. The persons served attend on a planned basis. Nothing in this generic description of adult day services may be construed to modify the specific services or eligibility requirements referenced in the definition of adult day care and adult day health.	Veterans Millennium Health Care and Benefits Act	38 U.S.C. § 1720; 38 U.S.C. § 111	Any expenses for transportation	Adult day health care	Veterans	Department of Veterans Affairs						
64.035	Veterans Transportation Program	This program furthers the Department's mission by establishing a program to provide grants to eligible recipients to assist veterans in highly rural areas through innovative transportation services to travel to Department of Veterans Affairs Medical Centers, and to otherwise assist in providing transportation services in connection with the provision of VA medical care to these veterans.	Caregivers and Veterans Omnibus Health Services Act of 2010	Public Law 111-163.	Transportation services	To access VA or VA-authorized non-VA health care	Veterans	Department of Veterans Affairs						
84.027	Special Education Grants to States	To provide grants to States to assist them in providing special education and related services to all children with disabilities.	Individuals with Disabilities Education Act	20 U.S.C. §§ 1411(a)(1) and 1401(26)	School district bus expenditures and other modes of transportation, including wheelchair-accessible vans	To access school and special education and related services	Children with disabilities	Department of Education		✓		✓		

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84.126	State Vocational Rehabilitation Services Program	To assist States in operating comprehensive, coordinated, effective, efficient and accountable programs of vocational rehabilitation (VR); to assess, plan, develop, and provide VR services for individuals with disabilities, consistent with their strengths, resources, priorities, concerns, abilities, capabilities, and informed choice so they may prepare for and engage in competitive integrated employment.	Rehabilitation Act of 1973	29 U.S.C. § 723(a)(8)	Transit subsidies for public and private transportation, training in the use of public transportation	To access vocational rehabilitation services	People with disabilities	Department of Education				✓		
84.173	Special Education Preschool Grants	To provide grants to States to assist them in providing special education and related services to children with disabilities ages 3 through 5 years, and at a State's discretion, to 2- year- old children with disabilities who will reach age three during the school year.	Individuals with Disabilities Education Act	20 U.S.C. §§1419(a) and 1401(26)	School district bus expenditures and other modes of transportation, including wheelchair accessible vans	To access programs and special education services	Children with disabilities ages 3-5	Department of Education				✓		
84.177	Independent Living Services for Older Individuals Who Are Blind	To provide any independent living services that are described in 34 CFR Section 367.3(b) of the IL program regulations to older individuals who are blind that improve or expand services for these individuals; and conduct activities to help improve public understanding of the problems of these individuals.	Rehabilitation Act of 1973	29 U.S.C. § 796k(e)(5)	Transit subsidies for public and private transportation, training in the use of public transportation	To access program services	Individuals who are blind and age 55 or older	Department of Education				✓		
84.181	Special Education-Grants for Infants and Toddlers	To provide grants to States to assist them to implement and maintain a Statewide, comprehensive, coordinated, multidisciplinary, interagency system to make available early intervention services to infants and toddlers with disabilities and their families.	Individuals with Disabilities Education Act	20 U.S.C. §§1433 and 1432(4)(E)(xiv)	Various modes of transportation, including wheelchair accessible vans	To access program services such as screening and early intervention services	Infants and toddlers with disabilities or at risk, in need of early intervention services	Department of Education				✓		
84.187	Supported Employment Services for Individuals with Most Significant Disabilities	To provide grants for time limited services leading to supported employment for individuals with the most significant disabilities.	Rehabilitation Act of 1973	29 U.S.C. §§ 795g and 705(36)	Transit subsidies for public and private transportation, training in the use of public transportation	To access work, training, and vocational rehabilitation services	People with the most significant disabilities	Department of Education				✓		

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84.196	Education for Homeless Children and Youth	To ensure that all homeless children and youth have equal access to the same free, appropriate public education available to other children, the Education for Homeless Children and Youth program provides assistance to States to: (1) establish or designate an Office of Coordinator for Education of Homeless Children and Youths; (2) develop and carry out a State plan for the education of homeless children; and (3) make subgrants to local educational agencies (LEAs) to support the education of those children.	McKinney-Vento Homeless Assistance Act	42 U.S.C. § 11433(d)(5)	Student transportation to school of origin	To access educational services and programs	Homeless students	Department of Education				✓		
84.287	21st-Century Community Learning Centers	To provide opportunities for communities to establish or expand activities in community learning centers that provide opportunities for academic enrichment for children, particularly students who attend high-poverty and low-performing schools. The program is intended to help students meet state and local student academic achievement standards in core academic subjects, such as reading and math; to offer students a broad array of enrichment activities that reinforce and complement their regular academic programs; and to offer literacy and other educational services to the families of participating children.	Elementary and Secondary Education Act of 1965	20 U.S.C. § 7173(a)(10)	Student transportation	To access educational services and programs	Students in underserved communities	Department of Education		✓	✓	✓		
84.421	Disability Innovation Fund	To support innovative activities aimed at improving the outcomes of individuals with disabilities as defined by section 7(20)(B) of the Rehabilitation Act.	Department of Education Appropriations Act, 2014, Department of Education Appropriations Act, 2015	Public Law 113-76; , Public Law 113-235.	Expand individuals with disabilities' access to information and communication technologies (ICT).	To access program services	Individuals with disabilities	Department of Education			✓			

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93.044	Special Programs for the Aging, Title III, Part B, Grants for Supportive Services and Senior Centers	To encourage State Agencies on Aging and Area Agencies on Aging to concentrate resources to develop and implement comprehensive and coordinated community-based systems of service for older individuals via Statewide planning, and area planning and provision of supportive services, including multipurpose senior centers. The objective of these services and centers is to maximize the informal support provided to older Americans to enable them to remain in their homes and communities. Providing transportation services, in-home services, and other support services, this program insures that elders receive the services they need to remain independent.	Older Americans Act of 1965	42 U.S.C. § 11433(d)(5)	Contract for services	To access supportive services, such as nutrition services and aging services	Adults age 60 and older	Department of Health and Human Services				✓		
93.047	Special Programs for the Aging, Title VI, Part A, Grants to Indian Tribes, Part B, Grants to Native Hawaiians	To promote the delivery of supportive services, including nutrition services, to American Indians, Alaskan natives, and Native Hawaiians that are comparable to services provided under Title III.	Older Americans Act of 1965	42 U.S.C. §§ 3057, 3030d(a)(2)	Purchase and operate vehicles	To access supportive services, including nutrition services	American Indian, Alaskan Native, and Native Hawaiian elders	Department of Health and Human Services		✓	✓			
93.104	Comprehensive Community Mental Health Services for Children with Serious Emotional Disturbances	To provide community-based systems of care for children and adolescents with a serious emotional disturbance and their families. The program will ensure that services are provided collaboratively across child-serving systems; that each child or adolescent served through the program receives an individualized service plan developed with the participation of the family (and, where appropriate, the child); that each individualized plan designates a case manager to assist the child and family; and that funding is provided for mental health services required to meet the needs of youngsters in these systems.	Public Health Service Act	42 U.S.C. § 290ff-1	Any transportation-related use	To access program services	Children and families with serious emotional disturbance	Department of Health and Human Services		✓		✓		

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93.193	Urban Indian Health Services	Grants provide health-related services to Urban Indians including: (1) Alcohol and substance abuse prevention, treatment, rehabilitation, and education; (2) Mental health needs assessment and services; (3) Health promotion and disease prevention services; (4) Immunization services; and (5) HIV/AIDS prevention and care. Cooperative Agreement provides services and advocacy for Urban Indian Organizations including: (1) Public policy; (2) Research and data; (3) training and technical assistance; (4) Education, public relations and marketing.	Snyder Act: Indian Health Care Improvement Act	Act of Nov. 2, 1921, ch, 115, 42 Stat. 208, as amended, and Pub. L. No. 94-437, as amended	Public transportation, mileage reimbursement, GSA lease, etc.	Transportation costs for clients/patients	American Indian/Alaska Natives	Department of Health and Human Services						
93.224	Health Centers	To improve the health of the Nation's underserved communities and vulnerable populations by assuring access to comprehensive, culturally competent, quality primary health care services. To continue comprehensive, primary health care services in areas already supported by the Health Center Program. Individual health center grant mechanisms include: (1) Community Health Centers; (2) Migrant Health Centers; (3) Health Care for the Homeless; and (4) Public Housing Primary Care Program.	Public Health Service Act	42 U.S.C. § 254b	Bus tokens, vouchers, transportation coordinators, and drivers	To access health care services	Medically underserved populations	Department of Health and Human Services		✓	✓	✓		✓

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93.237	Special Diabetes Program for Indians Diabetes Prevention and Treatment Projects	To promote improved health care among American Indians/Alaska Natives through special diabetes prevention and treatment services with objectives and priorities determined at the local level. Extension of SDPI funds for FY 2010 and FY 2011 now includes a new grant application process that directs Community-Directed Diabetes Programs to identify and implement at least one Indian Health Diabetes Best Practice with defined goals, objectives and key measures based on community assessment and results of diabetes care and outcomes audit. The funding mechanism is a competitive grant program. An additional initiative located at CFDA #: 93-442 called the SDPI Diabetes Prevention and Healthy Heart Initiatives cooperative agreements transitions the SDPI Demonstration Projects activities to determine lessons learned, tools and resources and to plan for dissemination into American Indian and Alaska Native communities.	Indian Health Care Improvement Act: Balanced Budget Act of 1997	42 U.S.C. § 254c-3	Public transportation, mileage reimbursement, etc.	To access diabetes prevention and cardiovascular disease services	American Indian/Alaska Natives	Department of Health and Human Services		✓				✓

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93.275	Substance Abuse and Mental Health Services- Access to Recovery	To implement voucher programs for substance abuse clinical treatment and recovery support services pursuant to sections 501 (d)(5) and 509 of Public Health Service Act (42 U.S.C. sections 290aa(d)(5) and 290bb-2). This program, called Access to Recovery (ATR), is to provide client choice among substance abuse clinical treatment and recovery support service providers, expand access to a comprehensive array of clinical treatment and recovery support options (including faith-based programmatic options), and increase substance abuse treatment capacity. Monitoring outcomes, tracking costs, and preventing waste, fraud and abuse to ensure accountability and effectiveness in the use of Federal funds are also important elements of the ATR program. Through the ATR grants, States, Territories, the District of Columbia and Tribal Organizations (hereinafter collectively referred to as "States") will have flexibility in designing and implementing voucher programs to meet the needs of clients in the State. The key to successful implementation of the voucher programs supported by the ATR grants will	Public Health Service Act	42 U.S.C §§ 290aa(d)(5), 290bb-2	Bus tokens, cab fare, or van purchase by provider	To access substance abuse treatment or recovery support services	Persons with substance use or mental disorders	Department of Health and Human Services		✓		✓		✓

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93.550	Transitional Living for Homeless Youth	The overall purpose of the Transitional Living Program (TLP) for homeless youth and the Maternity Group Homes (MGH) is to establish and operate transitional living projects for homeless youth, including pregnant and parenting youth. This program is structured to help older homeless youth achieve self-sufficiency and avoid long-term dependency on social services. Transitional living projects provide shelter, skills training, and support services to homeless youth, including pregnant and parenting youth, ages 16 to less than 22. This extends the residential stay for homeless youth to 635 days or 21 months. MGHs provide the same services as the TLP in addition to providing parenting instructions and child care. Other services that are offered include, but are not limited to, transportation, family planning, and pregnancy prevention services.	Runaway and Homeless Youth Act of 1974	42 U.S.C. §§ 5701, 5712	Information not collected	Education, employment, training, and health care	16 to 21 year olds	Department of Health and Human Services		✓	✓	✓		✓
93.558	Temporary Assistance for Needy Families	To provide grants to States, Territories, the District of Columbia, and Federally-recognized Indian Tribes operating their own Tribal TANF programs to assist needy families with children so that children can be cared for in their own homes; to reduce dependency by promoting job preparation, work, and marriage; to reduce and prevent out-of-wedlock pregnancies; and to encourage the formation and maintenance of two-parent families.	Personal Responsibility and Work Opportunity Reconciliation Act of 1996	42 U.S.C. § 604(a), (k)	States have wide flexibility in what they may fund	To access work, employment training, and child care providers	Low-income families	Department of Health and Human Services					✓	✓

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93.566	Refugee and Entrant Assistance - State Administered Programs (Transitional and Medical Services and Social Services Formula Grants Only)	The Refugee Cash and Medical Assistance program reimburses states for the cost of cash and medical assistance provided to refugees, certain Amerasians from Viet Nam, Cuban and Haitian entrants, asylees, victims of a severe form of trafficking, and Iraqi and Afghan Special Immigrants during the first eight months after their arrival in this country or grant of asylum. Reimbursement is also provided for care of unaccompanied refugee minors and grantee administrative costs. Social Services formula funding may be used for employment and other social services for same population for five years after their date of arrival or grant of asylum.	Refugee Act of 1980	8 U.S.C. §§ 1522(b)(7)(D), 1522©	Bus or transit passes	To access employment services	Refugees and asylees	Department of Health and Human Services				✓		
93.600	Head Start	To promote school readiness by enhancing the social and cognitive development of low-income children, including children on federally recognized reservations and children of migratory farm workers, through the provision of comprehensive health, educational, nutritional, social and other services; and to involve parents in their children's learning and to help parents make progress toward their educational, literacy and employment goals. Head Start also emphasizes the significant involvement of parents in the administration of their local Head Start programs.	Head Start Act	42 USCA § 9835(a)(5)(B)	Information not provided	Transporting children to Head Start and Early Head Start centers	Low-income children	Department of Health and Human Services	✓	✓			✓	

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93.612	Native American Programs	To fund a wide range of discretionary activities for the purpose of: (1) providing resource information, training and technical assistance to improve the capacity of individuals, organizations, government entities, and communities to prevent family violence, domestic violence, and dating violence and to provide effective intervention services; (2) improving the design, delivery, and coordination of services to address family violence, domestic violence and dating violence; (3) gathering information on the incidence and prevalence of family violence, domestic violence and dating violence; and (4) increasing knowledge and understanding of the issues through research, demonstration, and evaluation projects. Specific sections in the Act authorize funding for such discretionary projects as a National Resource Center on Domestic Violence; a National Indian Resource Center Addressing Domestic Violence and Safety for Indian Women; Special Issue Resource Centers including Culturally-Specific Issue Resource Centers; State Resource Centers to Reduce Tribal Disparities; Specialized Services for	Native American Programs Act of 1974	42 U.S.C. §§ 2991-2991c	Bus passenger	Community meetings and activities	Native American communities	Department of Health and Human Services		✓	✓			✓
93.630	State Councils on Developmental Disabilities and Protection and Advocacy Systems	Developmental Disabilities Basic Support and Advocacy Grants: To enable individuals with developmental disabilities to become independent, productive, integrated and included into their communities. Funding under these programs is to assist States in the development of a plan for a comprehensive and coordinated system of services and other activities to enhance the lives of individuals with developmental disabilities and their families to their maximum potential, and to support a system which protects the legal and human rights of individuals with developmental disabilities.	Developmental Disabilities Assistance and Bill of Rights Act of 2000	42 U.S.C. §§ 15002, 15082	General travel expenses	Limited travel expenses to participate in grant activities	People with intellectual and developmental disabilities, their families, and other grant participants	Department of Health and Human Services						

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93.631	Developmental Disabilities Projects of National Significance	To provide for grants, contracts and cooperative agreements for projects of national significance that create opportunities for individuals with intellectual and developmental disabilities to directly and fully contribute to, and participate in, all facets of community life; and support the development of national and State policies that reinforce, promote the self-determination, independence, productivity, and integration and inclusion of individuals with intellectual and developmental disabilities in all facets of community life.	Developmental Disabilities Assistance and Bill of Rights Act of 2000	42 U.S.C. §§ 15002, 15082	General travel expenses	Limited travel expenses to participate in grant activities	People with intellectual and developmental disabilities, their families, and other grant participants	Department of Health and Human Services		✓	✓	✓		
93.667	Social Services Block Grants	To enable each State to furnish social services best suited to the needs of the individuals residing in the State. Federal block grant funds may be used to provide services directed toward one of the following five goals specified in the law: (1) To prevent, reduce, or eliminate dependency; (2) to achieve or maintain self-sufficiency; (3) to prevent neglect, abuse, or exploitation of children and adults; (4) to prevent or reduce inappropriate institutional care; and (5) to secure admission or referral for institutional care when other forms of care are not appropriate.	Social Security Act	42 U.S.C. § 1397a(a)(2)(A)	Provide or arrange for travel, such as accessible vans	Access services, or obtain medical care or employment	Adults and children	Department of Health and Human Services				✓		
93.674	Chafee Foster Care Independence Program	To assist States and eligible Indian Tribes in establishing and carrying out programs designed to assist foster youth likely to remain in foster care until 18 years of age, youth who leave foster care for adoption or kinship guardianship after attaining age 16, and youth who have left foster care because they attained 18 years of age and have not yet attained 21 years of age, to make the transition from foster care to self-sufficiency.	Foster Care Independence Act of 1999	42 U.S.C. § 677	Information not provided	Information not provided	Foster youths who are transitioning to independence	Department of Health and Human Services				✓		✓

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93.958	Community Mental Health Services Block Grant	To provide financial assistance to States and Territories to enable them to carry out the State's plan for providing comprehensive community mental health services to adults with a serious mental illness and to children with a serious emotional disturbance; monitor the progress in implementing a comprehensive community based mental health system; provide technical assistance to States and the Mental Health Planning Council that will assist the States in planning and implementing a comprehensive community based mental health system.	ADAMHA Reorganization Act of 1992	42 U.S.C. § 300x-1(b)(1)	Any transportation-related use	To access program services	Adults with mental illness and children with emotional disturbance	Department of Health and Human Services				✓		
93.959	Substance Abuse Prevention and Treatment Block Grant	To provide financial assistance to States and Territories to support projects for the development and implementation of prevention, treatment and rehabilitation activities directed to the diseases of alcohol and drug abuse.	ADAMHA Reorganization Act of 1992	42 U.S.C. § 300x-21	Any transportation-related use	To access program services	Persons with a substance-related disorder	Department of Health and Human Services				✓		✓
93.994	Maternal and Child Health Services Block Grant to the States	To enable States to maintain and strengthen their leadership in planning, promoting, coordinating and evaluating health care for pregnant women, mothers, infants, and children, children with special health care needs (CSHCN) and families in providing health services for maternal and child health populations who do not have access to adequate health care.	Social Security Act	42 U.S.C. § 701(a)	States have broad discretion in implementing program	To access prenatal care visits, medical appointments, and other health care services	Maternal and child health population	Department of Health and Human Services				✓		
96.009	Ticket to Work	To comply with the Ticket-to-Work and Work Incentives Improvement Act legislation passed in December 1999, permitting the SSA to make payments to each State to the protection and advocacy system established for the purpose of providing services to disabled beneficiaries who want to work.	Social Security Act	42 U.S.C. 6041	Transportation services, travel reimbursement	To access employment services	Recipients of Social Security Disability Insurance (SSDI) or those eligible for SSI benefits based on disability or blindness	Social Security Administration				✓		

Source: Transportation-Disadvantaged Populations, Federal Coordination Efforts Could Further Be Strengthened, GAO-12-647 (Washington, D.C.: Jun. 1, 2012); 2014 Catalog of Federal Domestic Assistance; 2015