Upper Cumberland Region

Coordinated Public Transit - Human Services Transportation Plan

October 2016

Prepared for:
Tennessee Department of Transportation

Prepared by:
TranSystems Corporation

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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 Upper Cumberland 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 evaluating 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 created to address the identified service gaps and unmet needs. The plan then prioritizes strategies and activities for funding and implementation.

Study Area

The Upper Cumberland region is comprised of fourteen counties: Cannon, Clay, Cumberland, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Van Buren, Warren, and White counties in Tennessee. Major cities within the study area include Cookeville (Putnam County), Crossville (Cumberland County), and McMinnville (Warren County). The Upper Cumberland Human Resource Agency (HRA) serves all fourteen counties in the study area.

Inventory of Services

There are a number of transportation service providers within the Upper Cumberland region. The primary fixed-route public transit provider is the Cookeville Area Transit System, which operates a deviated fixed-route loop. The primary demand response public transportation provider is the Upper Cumberland HRA Demand Response service that covers the fourteen-county region. The Upper Cumberland HRA also provides an Intercity Express service from select cities to the Nashville and Murfreesboro urban areas. In addition, there are 14 agency transportation providers and 14 senior centers, 9 private transportation providers, and 11 non-emergency medical transportation providers.

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 Upper Cumberland 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 around the urban areas. However, the geographical layout of the study area and the challenges faced by transportation disadvantaged populations creates unique 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 a public meeting, and a public survey.

Exhibit ES-1: Transportation Disadvantaged Populations

Population Group	Population	Percent
Older Adults	63,429	18.6%
Persons with Disabilities	63,467	18.6%
Persons with Low Income	70,494	20.7%
Total Regional Population	340,749	-

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	Med	Low
Information and Awareness	Coordinate resources with the common goal of successfully transporting individuals to various destinations	●		
	Educate the general public about the public transit system		●	
	Provide travel hosts and travel training for persons with disabilities		●	
	Advocate for rail transit service			●
Geographical	Extend Cookeville Area Transit System (CATS) routes to include destinations such as Department of Human Services, Social Security Office, Nashville State Technical Community College, and Walmart-Algood	●		
	Establish employment shuttles from rural areas	●		
	Include transit services in planning efforts to create livable communities	●		
	Increase scheduled public transit connector routes		●	
	Build ridership on established feeder routes		●	
	Establish service to Nashville from Celina and Lafayette		●	
	Establish service to the Jackson County Port			●
	Establish service to state parks (i.e. Fall Creek Falls, Cummins Falls)			●
	Provide night, weekend, and holiday services	●		

	Provide after-hours trips and extended days of service	●		
	Provide on-call service for improved medical availability to meet needs for older adults and persons with disabilities	●		
	Establish an after-hours call center to increase availability		●	
	Establish park-and-ride lots			●
Client-Based	Acquire ADA equipment and supplies	●		
	Purchase wheelchair-accessible vehicle replacements and new equipment	●		
	Provide free transportation for older adults	●		
	Provide leasable ADA vans		●	
	Provide special transit services		●	
	Provide stretcher service			●
Service Quality	Improve the maintenance facility, office, and training area	●		
	Improve Intelligent Transportation Systems (ITS)	●		
	Coordinate funding to reduce the cost of services	●		
	Obtain funding for capital expenditures	●		
	Purchase larger vans and buses	●		
	Update safety and security programs for accreditation	●		
	Update driver training equipment (i.e. simulator)		●	
	Convert the transit system to an energy efficient system using green technology such as alternative fuel sources		●	
	Provide a school bus for persons with disabilities		●	
	Enable payment via real-time technology (i.e. smartcards)			●

Source: Source: UCHRA, public meeting, public survey

Strategies and Activities

Following the prioritization of service gaps and unmet needs within the Upper Cumberland 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:

► Explore the development of a one-stop transportation center to coordinate services. *(Information and Awareness)*

- ► Enhance planning activities and public education efforts to raise awareness of transit opportunities within the region. *(Information and Awareness)*
- ► Host how-to-ride workshops. *(Information and Awareness)*
- ► Review and expand service to key activity centers currently underserved or not served by transit, paratransit, or service agencies. *(Geographical)*
- ► Review service to the Nashville area and assess the possibility of additional services as needed. *(Geographical)*
- ► Evaluate current accessibility to transit stops and identify ways to improve first-mile and last-mile connections. *(Geographical)*
- ► Evaluate existing land uses near transit centers and identify ways to effectively coordinate land use with transit services, such as transit oriented development. *(Geographical)*
- ► Expand service hours to include weekday early morning and evening service. *(Time-Based)*
- ► Expand service hours to include weekend service. *(Time-Based)*
- ► Explore after-hours or 24-hour call center service. *(Time-Based)*
- ► Consider policy changes to meet demand for same-day service. *(Client-Based)*
- ► Coordinate with organizations to share resources or offer specialized group trips. *(Client-Based)*
- ► Evaluate training opportunities to improve rider assistance. *(Client-Based)*
- ► Evaluate the costs of various modes of transportation and identify ways to make transportation more affordable through policies, subsidies, partnerships, and adjustments. *(Client-Based)*
- ► Develop a regional coordination policy body or council composed of public and private stakeholders to enhance coordination. *(Service Quality)*
- ► Identify funding opportunities for capital improvements or service expansion. *(Service Quality)*
- ► Evaluate current security on transit services and at/near transit stops, and identify ways to increase security on vehicles. *(Service Quality)*

Long-term strategies include:
- ► Coordinate service delivery among lower density or rural areas through park-and-ride facilities. *(Geographical)*
- ► Explore service to include holiday service. *(Geographical)*
- ► Identify funding opportunities to purchase technology systems. *(Service Quality)*
- ► Explore the conversion of the transit system to green technology. *(Service Quality)*
- ► Advocate for passenger rail service. *(Service Quality)*

Next Steps

The Upper Cumberland CPT-HSTP focuses on creating a tailored response to the information gathered through public outreach efforts, stakeholder expertise, and research. After adoption of the plan, the Upper Cumberland Human Resource Agency will monitor transportation issues in the Upper Cumberland 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 projects 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 Upper Cumberland 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 were assessed. Using the information gathered, a series of strategies was created to address the identified service gaps and unmet needs. The plan then prioritizes strategies and activities for funding and implementation.

Study Area

The Upper Cumberland region is comprised of fourteen counties as displayed in Exhibit 1: Cannon, Clay, Cumberland, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Van Buren, Warren, and White counties in Tennessee. Major cities within the study area include Cookeville (Putnam County), Crossville (Cumberland County), and McMinnville (Warren County). The study area was determined by the study team on regional travel patterns and existing services. The Upper Cumberland Human Resource Agency serve all counties in the study area.

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, a public meeting was held. The attendees included representatives of study area county advisory boards, representatives from the Upper Cumberland HRA, TDOT and local residents. A timeline of engagement activities is summarized below.

Exhibit 1: Study Area
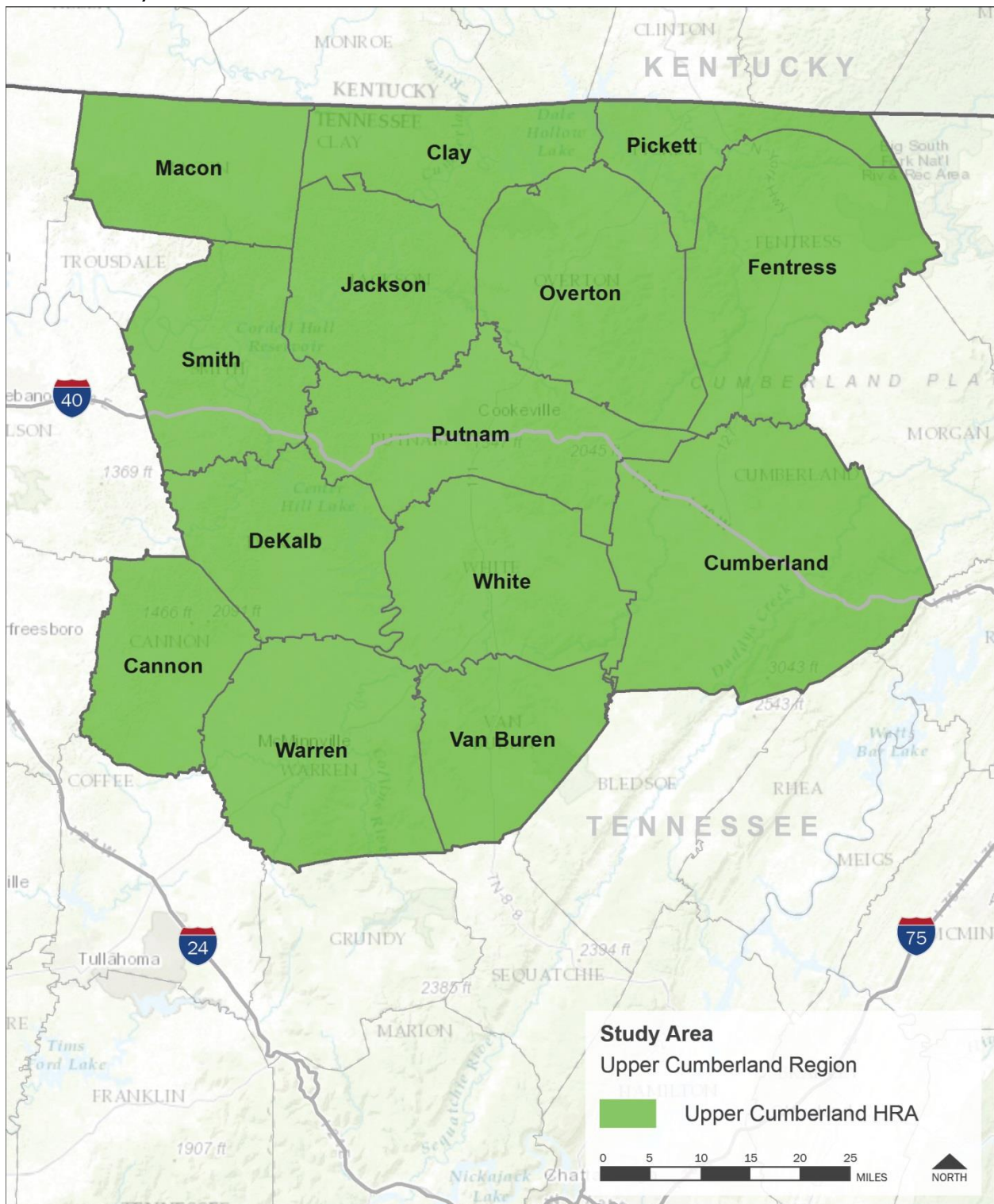
Source: UCHRA

Define study parameters and gather preliminary service data: The first study 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 throughout the study process, a 21-question survey was developed by Upper Cumberland Human Resource Agency. The survey was distributed throughout the Upper Cumberland Region to the public and stakeholders. There were 72 fully or partially-completed survey responses received. A summary of the survey responses is included below with detailed information in the appendix.

- ► *Current Transportation Awareness:* About 92 percent of respondents indicated that the general public and transportation disadvantaged populations need to be more aware of the transportation system and available options in the Upper Cumberland region.

- ► *Trip Origins and Destinations:* About 58 percent of respondents indicated the need to extend Cookeville Area Transit System routes to underserved areas. Other desired trip destinations include public or state parks and community colleges.

- ► *Transportation Needs:* The greatest transportation need indicated by respondents was improved equipment for customers, particularly persons with disabilities (97%). There is also the desire to increase safety and security on board (83%), accommodate debit or credit card fare payment (70%), and interest in green technology for transit vehicles and facilities (53%). About 76 percent expressed the need for a park-and-ride program.

- ► *Days and Hours of Service:* About 74 percent of respondents indicated the need for an after-hours call center to better serve customers after operating hours. One respondent also mentioned the desire for a website to supplement phone service.

The survey results helped inform the study team 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 future Advisory Board and public meetings.

Identify and prioritize strategies and activities: A public meeting was held in Gainesboro in September 2016 to expand upon the identified service gaps and unmet needs and begin to highlight strategies to address the challenges. Following the meeting, attendees participated via email 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 helped direct funding towards the strategies and activities that would help communities eliminate key challenges. The result of the process was a locally-designed approach to addressing service gaps and unmet needs

Develop a plan document: Comments and feedback were collected in early October to finalize the plan in a manner that best reflects the Upper Cumberland region. A final draft of the plan was distributed via email in October 2016. 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 includes a peer review of various similar plans. Seven different regions, outlined in Exhibit 2, were selected based on similarities to the Upper Cumberland 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 Upper Cumberland region.

- ► *Chattanooga, TN-GA*: Since the original adoption of the plan in 2007, the document has been updated three times. Each update of the plan includes a review of needs previously identified and an evaluation of progress in meeting the needs. The strategies and priorities are then adjusted accordingly to plan effective future efforts. Three key priorities are specifically highlighted as criteria to assist with Section 5310 funding project scoring and selection.

- ► *Asheville, NC*: The plan includes an extensive matrix outlining transportation needs and related strategies that were selected based on a numerical prioritization scoring process. In addition to providing total scores for each item, the matrix also outlines the scores from each individual stakeholder or public meeting to provide a snapshot of which needs and strategies are most critical to specific geographic areas or population groups. One innovative strategy discussed in the plan included a taxi-voucher program to increase trip flexibility and fleet capacity.

- ► *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 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 a customer's needs and capacities with the most appropriate service, volunteer driver programs to increase capacity, and technology compatibility to increase 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

MPO or Agency	Region	Population	Year[1]
Chattanooga-Hamilton Regional Planning Agency	Chattanooga, TN-GA	550,000	2015
French Broad River Metropolitan Planning Organization	Asheville, NC	450,000	2012
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

[1] Year of most recent plan update

INVENTORY OF SERVICES

Service Providers

Many 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).

There are three public transit providers, outlined in Exhibit 3, serving the Upper Cumberland region: Cookeville Area Transit System, Upper Cumberland HRA Intercity Express service, and Upper Cumberland HRA Demand Response service. Characteristics such as hours of service, fare, and reservation procedures are summarized for each public transit provider in Exhibit 4.

- ► The Upper Cumberland HRA operates the Cookeville Area Transit System as a deviated fixed-route loop. All vehicles are handicap-accessible fleet and equipped with bicycle racks. Two vehicles serve the one-hour loop route on weekdays, a clockwise and counter-clockwise route. Deviations can be scheduled up to one hour prior to the scheduled stop. Two additional routes also primarily serve the Tennessee Technological University campus. ADA paratransit service is provided within 3/4-mile of the fixed-route service area.

- ► The Upper Cumberland HRA Intercity Express service provides three deviated express routes to other major cities. The first route, the I-40(A) express route, travels between Cookeville and Nashville on Monday through Friday. The second route, the I-40(B) express route, travels between Cookeville and Murfreesboro on Tuesday and Thursday. The third route, the I-24 express route, travels between Warren County and Murfreesboro-Nashville on Monday through Friday. Some medical trips can be provided outside of typical service days and hours.

- ► The Upper Cumberland HRA Demand Response service provides door-to-door service throughout the 14-county region. All customers are eligible and vehicles are wheelchair-accessible. Fares are zone-based.

The Upper Cumberland HRA utilizes 10 buses, 54 full-size vans, five minivans, and one private vehicle to provide the three public transit services summarized above.

Exhibit 3: Public Transit Providers

Provider	Revenue Miles	Revenue Hours	Passenger Trips
Cookeville Area Transit System	720,202	17,672	32,179
Upper Cumberland HRA Intercity Express			
Upper Cumberland HRA Demand Response	2,235,720	130,887	180,388
Total	2,955,922	148,559	212,567

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

Exhibit 4: Public Transit Provider Characteristics

Provider	Hours	Fare	Reservation
Cookeville Area Transit System	Monday-Thursday 7:00 am - 6:00 pm Friday 7:00 am - 10:00 pm Saturday 10:00 am - 10:00 pm	$1.00 adult $0.50 older adults, persons with disabilities $3.00 day pass	At least one hour in advance for deviated fixed-route pick-up At least 24 hours for ADA service
Upper Cumberland HRA Intercity Express	Monday-Friday 6:00 am - 6:00 pm (I-40(A), I-24 routes) Tuesday, Thursday 6:00 am - 6:00 pm (I-40(B) route)	$9.50 maximum fare (fare per distance zone)	At least 48 business hours in advance
Upper Cumberland HRA Demand Response	Monday-Friday 6:00 am - 6:00 pm	$1.00 per local trip $1.00 per additional stop Fares outside of local area are zone-based	At least 48 hours in advance

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	Bethesda Health Group Generations Mental Health Hilltoppers, Inc. Moody's Transportation, Inc. New Freedoms Pacesetters, Inc. Prospect, Inc.	Reliable Transportation Shuttle on Schedule SoutheastTrans (BlueCare/TennCare Select) Tennessee Career Center at Cookeville Tennessee Department of Human Services Tennessee Kidney Foundation Upper Cumberland Development District
Senior Centers	Cannon County Byrdstown-Pickett County Clay County Cumberland County DeKalb County Fentress County Jackson County	Macon County McMinnville-Warren County Overton County Putnam County Smith County Sparta-White County Van Buren County

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

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.

Exhibit 6: Private Transportation Service Providers

Type	Provider	
Private Transportation	A Cheap Taxi A Taxi Cab Ace Taxi Cab Service Affordable Cab Clark's Taxi Cab Service	Cookeville Taxi Cab Greyhound Bus[1] Shelby's Cab Company Short Cab Company Taxi Service
Non-Emergency Medical Transportation	Brite Cooper Doc Rides Good Shepherd Transport, Inc. Health Access Plus Huff's Transportation Jimmy Neal	Lonnie R. Jones Med Ride, Inc. Moody's Transportation, Inc. Rocky Top Delivery Service Upper Cumberland Human Resource Agency

Source: National Provider Identifier Database (2016), Upper Cumberland Human Resource Agency CPT-HSTP (2016)
[1] Inter-city bus service

Other Regional Partners

In addition to the identified providers identified above, the Upper Cumberland region benefits from numerous other regional partners that can have an impact on transportation services. The regional partners are outlined in Exhibit 7.

Exhibit 7: Other Regional Partners

Other Regional Partners	
Board of Probation & Parole	Repay Management, Inc.
Celina Health & Rehabilitation Center	Signature Healthcare of Fentress County
Chance Residential Center for Girls	Standing Stone Health Care
Community Tennessee Rehabilitation Centers	Tennessee Commission on Aging and Disability
Cookeville Cancer Center	Tennessee County Veterans Service Officers
Cookeville Housing Authority	TN Dept. of Children's Services
Cookeville Regional Medical Center	TN Dept. of Environment and Conservation
Cookeville Rescue Mission	TN Dept. of Human Services
Cumberland Mountain School Youth Impact	TN Dept. of Intellectual & Developmental Disabilities
Cumberland River North Hospital	TN Dept. of Labor and Workforce Development
Genesis House	TN Dept. of Veterans Affairs
Goodwill Industries	Tennessee Emergency Management
Indian Mound Residential Center for Boys	Tennessee Housing Development Agency
Life Care of Crossville	Tennessee Services for the Blind & Visually Impaired
Life Care of Sparta	Tennessee Technological University
Livingston Vocational	Upper Cumberland Human Resources Agency
Mabry Health Care	Upper Cumberland Tourism Association
Master Health Care Center	Van Buren County Regional Health Department
NHC of Putnam County	Van Buren Head Start
NHC of White County	Workforce Investment Act Summer Youth
Overton County Nursing Home	Wyndridge Health and Rehab Center

Source: Upper Cumberland Human Resource Agency CPT-HSTP (2016)

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 Upper Cumberland 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 is examined to understand any potential changes in service that may be warranted due to population growth or decline.

Total Population

There are an estimated 340,749 people residing in the Upper Cumberland region. A significant amount of the region's population lives in Putnam County (22%), which contains the City of Cookeville, Cumberland County (17%), which contains the City of Crossville, and Warren County (12%), which contains the City of McMinnville. Several counties have relatively low populations in comparison. The total population by county is outlined in Exhibit 8. The density of the total population, or persons per square mile, is displayed in Exhibit 13.

Exhibit 8: Total Population by County

County	Population		County	Population	
Cannon County, TN	13,786	4.0%	Overton County, TN	22,109	6.5%
Clay County, TN	7,802	2.3%	Pickett County, TN	5,101	1.5%
Cumberland County, TN	57,064	16.7%	Putnam County, TN	73,237	21.5%
DeKalb County, TN	18,968	5.6%	Smith County, TN	19,092	5.6%
Fentress County, TN	17,922	5.3%	Van Buren County, TN	5,578	1.6%
Jackson County, TN	11,555	3.4%	Warren County, TN	39,867	11.7%
Macon County, TN	22,582	6.6%	White County, TN	26,086	7.7%

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 63,429 older adults residing in the Upper Cumberland region, which accounts for approximately 18.6 percent of the total population in the region. The older adult population is generally concentrated in urban areas such as the cities of Carthage, Cookeville, Crossville, McMinnville, and

Sparta. The older adult population by county is outlined in Exhibit 9. The density of this transportation disadvantaged population, or number of older adults per square mile, is displayed in Exhibit 14.

Exhibit 9: Older Adults by County

County	Population	County	Population
Cannon County, TN	2,349	Overton County, TN	3,960
Clay County, TN	1,730	Pickett County, TN	1,281
Cumberland County, TN	15,802	Putnam County, TN	11,204
DeKalb County, TN	3,135	Smith County, TN	2,811
Fentress County, TN	3,348	Van Buren County, TN	1,067
Jackson County, TN	2,219	Warren County, TN	6,391
Macon County, TN	3,347	White County, TN	4,785

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 63,467 persons with disabilities residing in the Upper Cumberland region, which accounts for approximately 18.6 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 10. The density of this transportation disadvantaged population, or number of persons with disabilities per square mile, is displayed in Exhibit 15.

Exhibit 10: Persons with Disabilities by County

County	Population	County	Population
Cannon County, TN	2,979	Overton County, TN	3,709
Clay County, TN	1,674	Pickett County, TN	970
Cumberland County, TN	12,621	Putnam County, TN	10,358
DeKalb County, TN	3,346	Smith County, TN	3,274
Fentress County, TN	4,321	Van Buren County, TN	1,209
Jackson County, TN	2,626	Warren County, TN	7,244
Macon County	4,221	White County, TN	4,915

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 70,494 persons with low income residing in the Upper Cumberland region, which accounts for approximately 20.7 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 11. The density of this transportation disadvantaged population, or number of persons with low income per square mile, is displayed in Exhibit 16.

Exhibit 11: Persons with Low Income by County

County	Population	County	Population
Cannon County, TN	2,462	Overton County, TN	4,887
Clay County, TN	1,684	Pickett County, TN	837
Cumberland County, TN	9,206	Putnam County, TN	17,687
DeKalb County, TN	3,673	Smith County, TN	2,984
Fentress County, TN	4,366	Van Buren County, TN	1,181
Jackson County, TN	2,735	Warren County, TN	8,455
Macon County, TN	4,697	White County, TN	5,640

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. All counties are projected to increase in population with Cumberland County projected to experience the largest increase 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 12 and displayed in Exhibit 17.

Exhibit 12: Population Change 2015-2025 by County

County	Percent Change	County	Percent Change
Cannon County, TN	13.6%	Overton County, TN	7.0%
Clay County, TN	5.0%	Pickett County, TN	8.0%
Cumberland County, TN	18.9%	Putnam County, TN	15.4%
DeKalb County, TN	11.1%	Smith County, TN	5.8%
Fentress County, TN	8.5%	Van Buren County, TN	10.3%
Jackson County, TN	7.7%	Warren County, TN	5.4%
Macon County, TN	13.6%	White County, TN	8.7%

Source: Woods & Poole Economics Inc. (2014)

Exhibit 13: Total Population
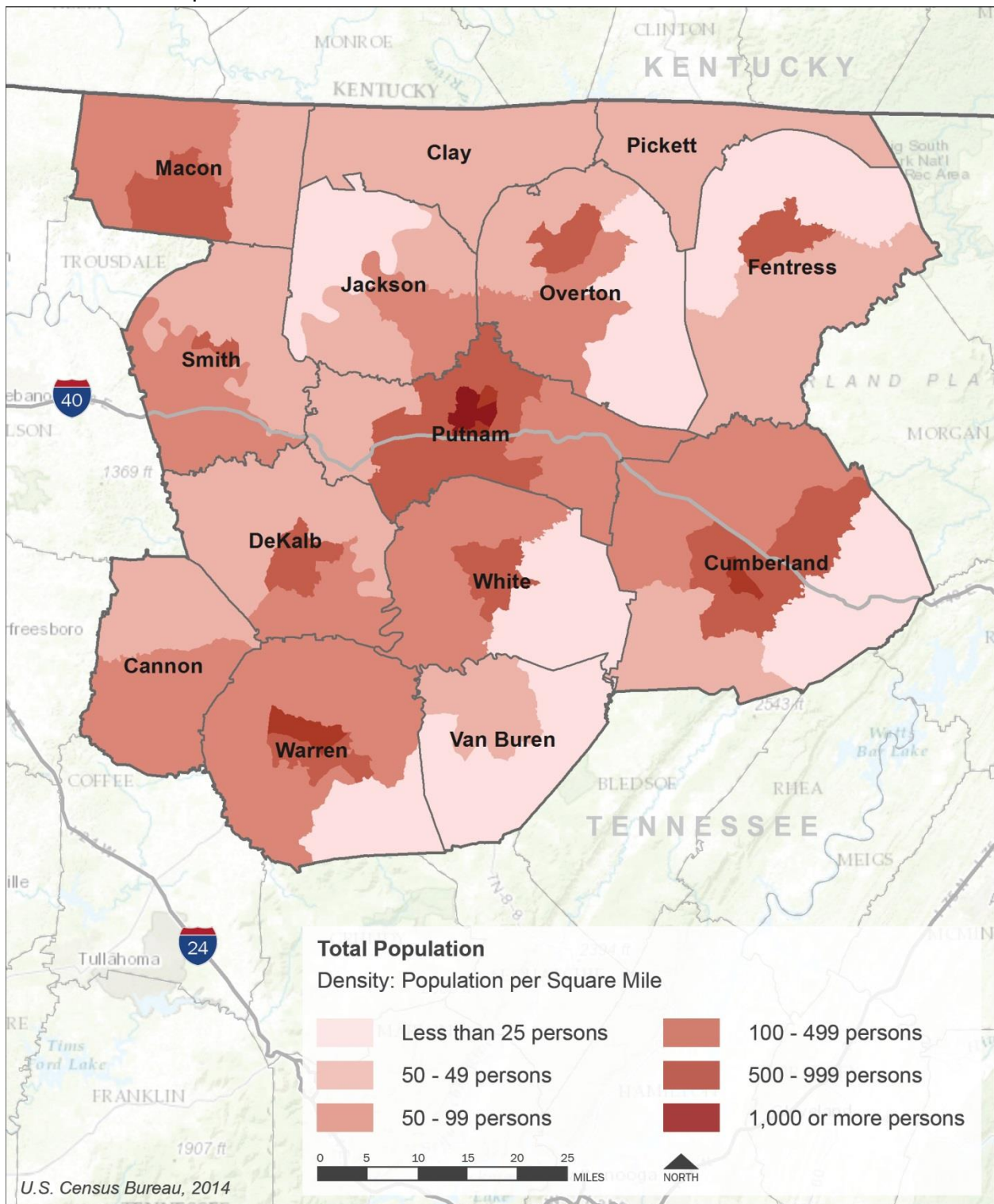
Total Population
Density: Population per Square Mile

Less than 25 persons	100 - 499 persons
50 - 49 persons	500 - 999 persons
50 - 99 persons	1,000 or more persons

0 5 10 15 20 25 MILES   NORTH

U.S. Census Bureau, 2014

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

Exhibit 14: Older Adults
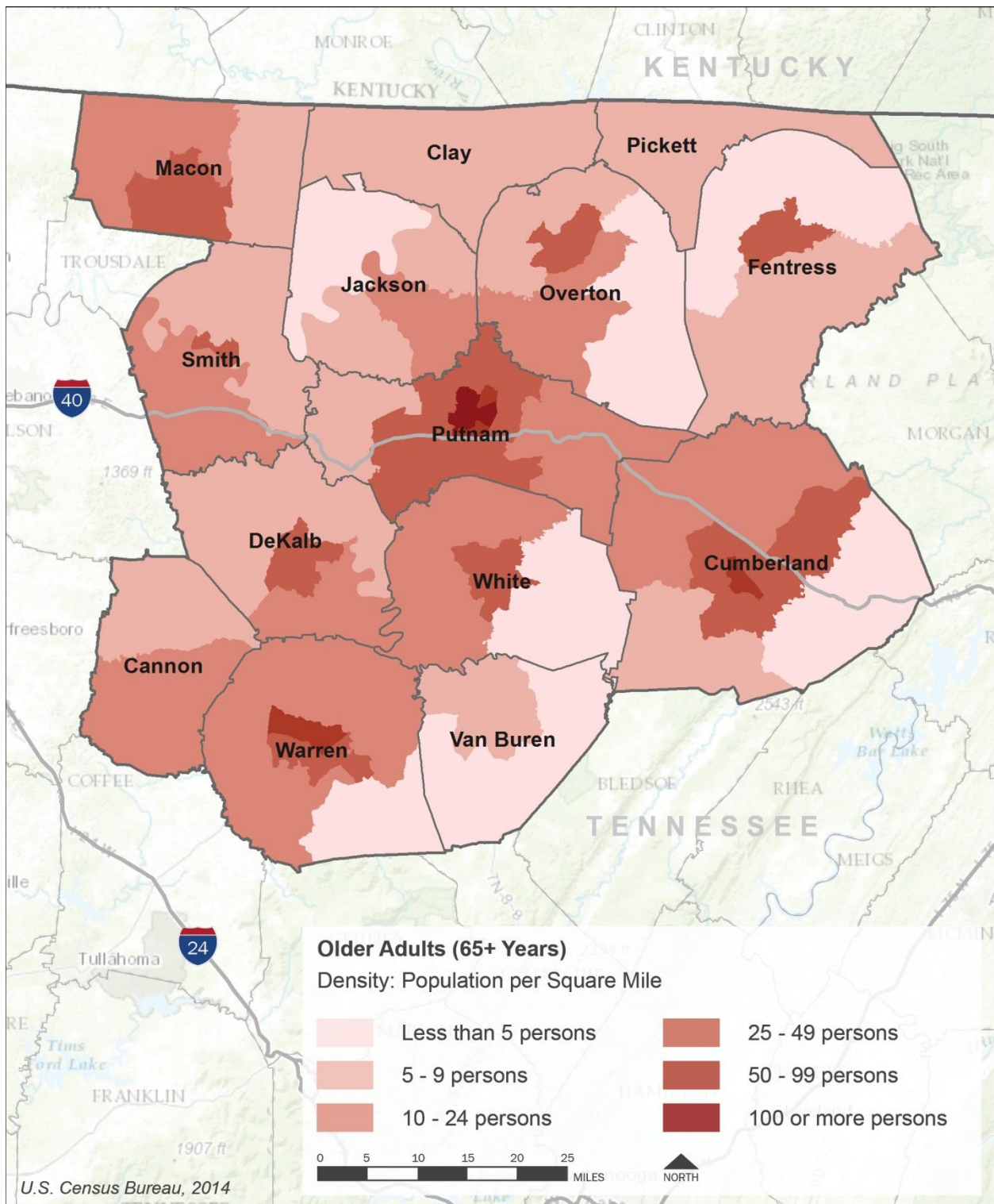
Source: U.S. Census Bureau, American Community Survey five-year estimates (2014)

Exhibit 15: Persons with Disabilities

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

Exhibit 16: Persons with Low Income

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

Exhibit 17: Population Change 2015-2025

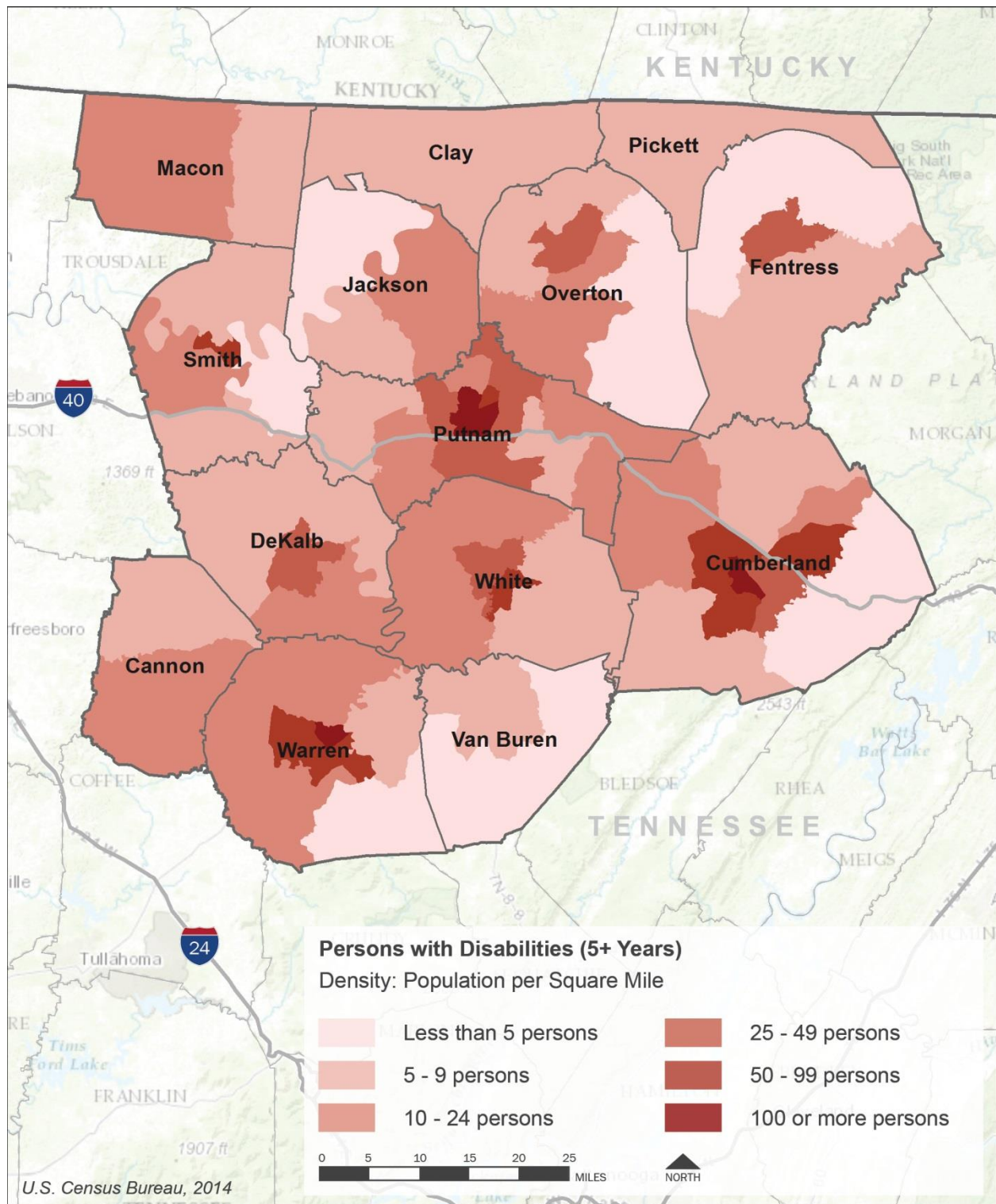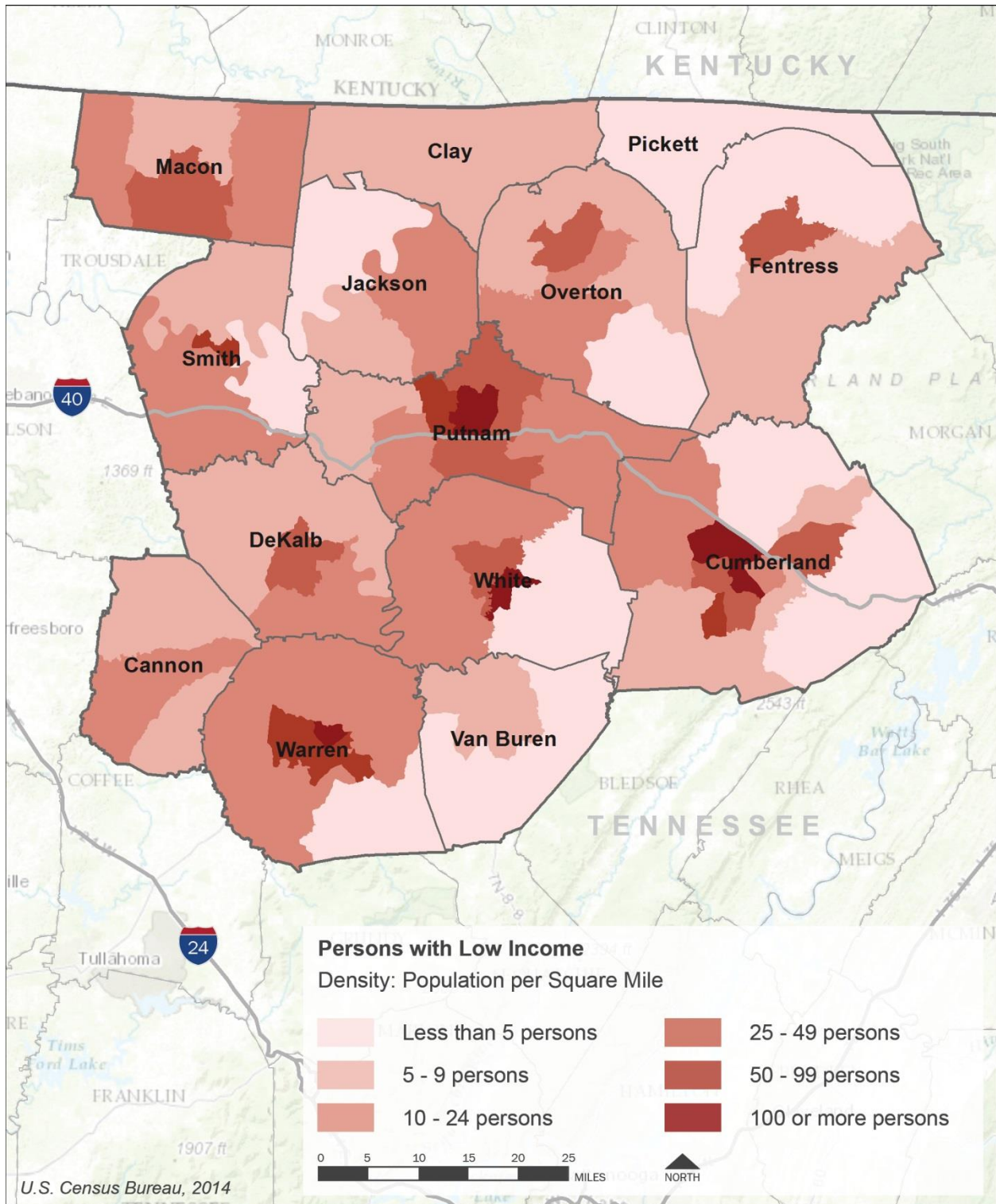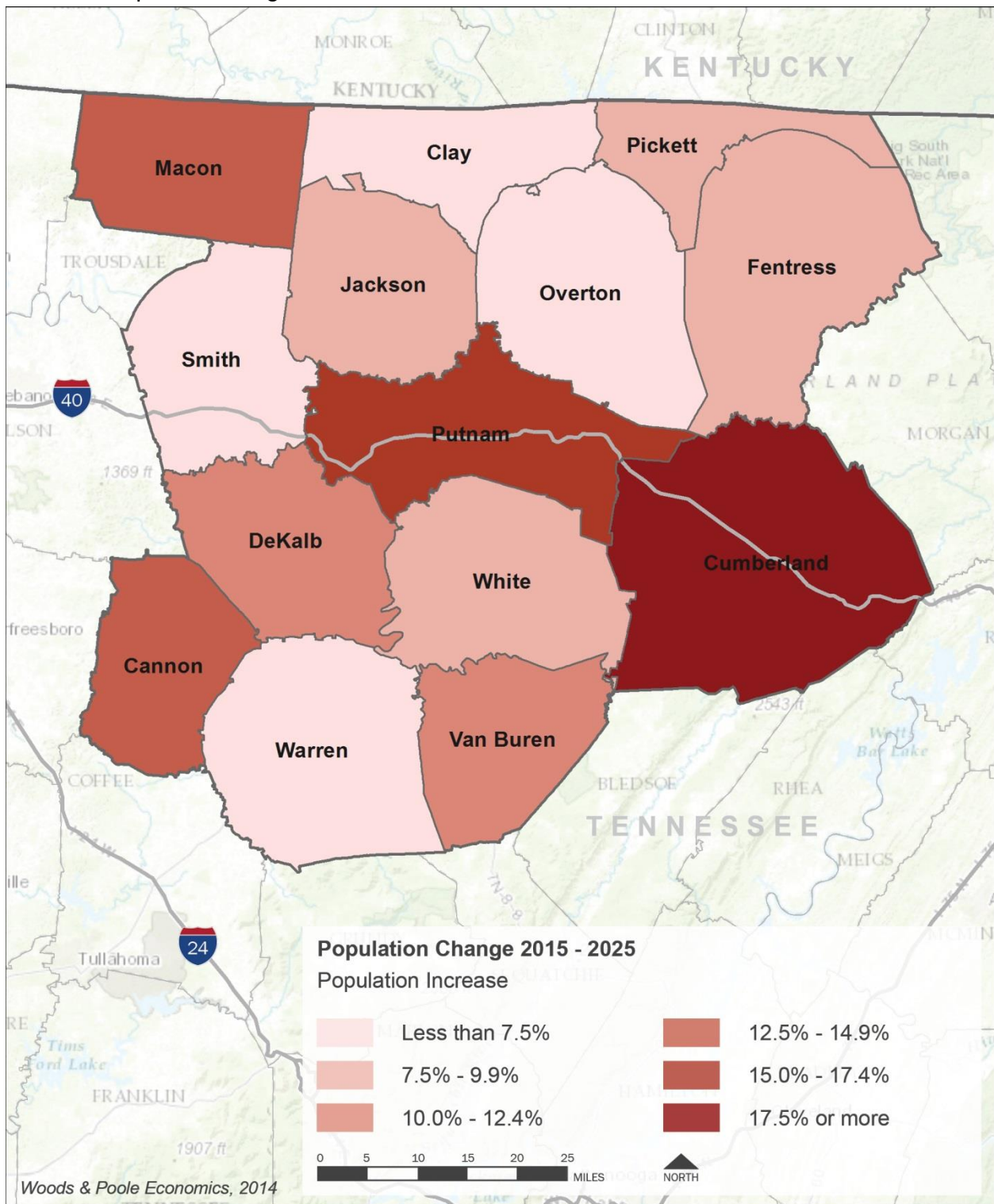Source: Woods & Poole Economics Inc. (2014)

Service Gaps and Unmet Needs

Prior Identified Service Gaps and Unmet Needs

The prior CPT-HSTP identified thirty service gaps or unmet needs in the Upper Cumberland region. Through use of the plan, six service gaps or unmet needs were addressed:

- ▶ Fixed-route service to Knoxville area
- ▶ Fixed-route service to Veterans Administration in Murfreesboro and McMinnville areas
- ▶ Fixed-route service to Nashville area from McMinnville and Celina
- ▶ Fixed feeder routes to north and south
- ▶ Transportation facility with passenger area
- ▶ Hand-grips installed on minivans

Through the coordination and dedication of the Upper Cumberland Human Resource Agency, stakeholders, and local, state, and federal government partners, yesterday's needs have become today's resources. In a collective and coordinated effort, all stakeholders continue to meet the daily needs of customers across the Upper Cumberland region.

Existing Service Gaps and Unmet Needs

During the public engagement process, which included a public meeting and a public survey, the existing service gaps and unmet needs of the transportation disadvantaged populations were identified. The meeting attendees participated in an interactive exercise to prioritize the service gaps and unmet needs. 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	Med	Low
Information and Awareness	Coordinate resources with the common goal of successfully transporting individuals to various destinations	●		
	Educate the general public about the public transit system		●	
	Provide travel hosts and travel training for persons with disabilities		●	
	Advocate for rail transit service			●
Geographical	Extend Cookeville Area Transit System (CATS) routes to include destinations such as Department of Human Services, Social Security Office, Nashville State Technical Community College, and Walmart-Algood	●		
	Establish employment shuttles from rural areas	●		
	Include transit services in planning efforts to create livable communities	●		
	Increase scheduled public transit connector routes		●	

	Build ridership on established feeder routes		●	
	Establish service to Nashville from Celina and Lafayette		●	
	Establish service to the Jackson County Port			●
	Establish service to state parks (i.e. Fall Creek Falls, Cummins Falls)			●
	Provide night, weekend, and holiday services	●		
	Provide after-hours trips and extended days of service	●		
	Provide on-call service for improved medical availability to meet needs for older adults and persons with disabilities	●		
	Establish an after-hours call center to increase availability		●	
	Establish park-and-ride lots			●
Client-Based	Acquire ADA equipment and supplies	●		
	Purchase wheelchair-accessible vehicle replacements and new equipment	●		
	Provide free transportation for older adults	●		
	Provide leasable ADA vans		●	
	Provide special transit services		●	
	Provide stretcher service			●
Service Quality	Improve the maintenance facility, office, and training area	●		
	Improve Intelligent Transportation Systems (ITS)	●		
	Coordinate funding to reduce the cost of services	●		
	Obtain funding for capital expenditures	●		
	Purchase larger vans and buses	●		
	Update safety and security programs for accreditation	●		
	Update driver training equipment (i.e. simulator)		●	
	Convert the transit system to an energy efficient system using green technology such as alternative fuel sources		●	
	Provide a school bus for persons with disabilities		●	
	Enable payment via real-time technology (i.e. smartcards)			●

Source: UCHRA, public meeting, public survey

STRATEGIES AND ACTIVITIES

Short-Term Strategies and Activities

Following the prioritization of service gaps and unmet needs within the Upper Cumberland 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.

Information and Awareness

- ► Explore the development of a one-stop transportation center to coordinate services.
- ► Enhance planning activities and public education efforts to raise awareness of transit opportunities within the region.
- ► Host how-to-ride workshops.

Geographical

- ► Review and expand service to key activity centers currently underserved or not served by transit, paratransit, or service agencies.
- ► Review service to the Nashville area and assess the possibility of additional services as needed.
- ► Evaluate current accessibility to transit stops and identify ways to improve first-mile and last-mile connections.
- ► Evaluate existing land uses near transit centers and identify ways to effectively coordinate land use with transit services, such as transit oriented development.

Time-Based

- ► Expand service hours to include weekday early morning and evening service.
- ► Expand service hours to include weekend service.
- ► Explore after-hours or 24-hour call center service.

Client-Based

- ► Consider policy changes to meet demand for same-day service.
- ► Coordinate with organizations to share resources or offer specialized group trips.
- ► Evaluate training opportunities to improve rider assistance.
- ► Evaluate the costs of various modes of transportation and identify ways to make transportation more affordable through policies, subsidies, partnerships, and adjustments.

Service Quality

- ► Develop a regional coordination policy body or council composed of public and private stakeholders to enhance coordination.
- ► Identify funding opportunities for capital improvements or service expansion.
- ► Evaluate current security on transit services and at/near transit stops, and identify ways to increase security on vehicles.

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.

Information and Awareness

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 and resources. 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.

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.

Host how-to-ride workshops: A large number of customers have difficulty accessing new types of vehicles or using new services. Developing a how-to-ride presentation and then hosting a series of workshops, or by invitation, would help alleviate the stress many customers feel when using a service. It is important to develop easy to understand materials that feature important steps of using a service and agency contact information. Another method is to create a short video or record the how-to-ride presentation and posting the video on agency websites. Travel training could be directed to specific groups that are interested in learning about fixed-route and demand response services. The use of travel hosts could also be explored to help customers increase independent use of the service over time. The materials needed to create a how-to-ride presentation could be considered educational in nature and eligible for Section 5310 funds, but a majority of the costs associated with the workshops would be associated with staffing.

> *Case Study: How-to-Ride Training*
> The Utah Transit Authority in Salt Lake City provides how-to-ride presentations and training seminars upon request. The presentations inform potential customers of how to get to and from the bus stop, read route maps and schedules, identify landmarks, safe travel practices, and how to board the various transit services. The how-to-ride seminars increase confidence and independence through the use of transit.

Geographical

Review and expand service to key activity 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.

Review service to the Nashville area 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 Nashville area. 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.

Evaluate current accessibility to transit stops and identify ways to improve first-mile and last-mile connections: Customers of fixed-route transit may have difficulty accessing transit stops or making the short trip for a transit stop to the final destination. Accessibility from an origin to the transit pick-up point and the drop-off point to the final destination is often referred to as the first-mile and last-mile, respectively. These connections can present challenges for a number of reasons: sidewalks may not exist or may not be in good condition, existing roads or land use systems may prevent access, or the transit stop may be too far from the trip origin or destination. Conducting an evaluation of a select number of transit stops may help the transit provider identify the root cause of accessibility challenges. If the challenge is related to sidewalks, the transit provider may want to collaborate with city officials and staff or neighborhood organizations to develop a plan to build or repair sidewalk in priority locations. If the challenge is related to distance or lack of connectivity, the transit provider may work with other stakeholders to identify innovative solutions to link customers to the fixed-route system. Some innovative concepts may include micro-transit, service agreements with existing providers, or partnerships with taxicab or rideshare companies.

> *Multimodal Funding Sources*
> Common funding sources for multimodal improvements often include state Transportation Alternatives Programs (TAP), state Recreational Trails Programs (RTP), regional Surface Transportation Block Grant (STBG) programs, local Capital Improvement Plans (CIP), and other local matching sources.

Evaluate existing land uses near transit centers and identify ways to effectively coordinate land use with transit services, such as transit oriented development: When land use and transit systems are disconnected, it is often more difficult to attract choice riders to the transit system. However, when there is a dense mix of residential, commercial, and office space near a transit stop, all types of riders may be drawn to the transit system. Transit providers should consider evaluating the types of land uses at and near key transit stops. If it the transit stop does not align well with the types of land uses near the transit stop, the transit provider should begin to identify certain mechanisms that may help to promote a healthier combination of public transportation and land use. A few methodologies for improving the relationship between land use and transit is to work with city officials to encourage land use polices that promote mixed-use development and to begin developing partnerships with city staff and private developers to encourage incorporation of transit into new land uses or existing land uses when being redeveloped.

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. The need for early morning and evening service was highlighted during the public engagement process, through both meetings and 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. 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 meetings and the 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 can be used to bolster service.

Explore after-hours or 24-hour call center service: Extending business hours to accept after-hours calls can help guarantee return trips for late afternoon or evening appointments. A pilot program for extending office hours to align with transit service hours may provide insight into demand for an after-hours call center. In addition, 24-hour service can be provided through automated technology that allows customers to place, confirm, or cancel reservations at any time. In addition, customers can enjoy the benefit of no longer waiting on hold for assistance as the system can alleviate the strain on live customer service representatives during peak call volumes. Other benefits offered by automated systems include multilingual voice or keypad prompts and trip-planning information. The service could also be incorporated into a one-call-one-click service focused on customer service and information.

> *Case Study: 24-Hour One-Call Service*
> RideNet is a non-profit corporation operated by Care Transportation in St. Cloud, Minnesota. RideNet provides 24-hour one-call services utilizing a taxi dispatch system. Customers may call or email requests for any trip purposes and transportation options will be provided. Some trips are scheduled immediately while others are accepted and then confirmed the following day.

Client-Based

Consider policy changes meet demand for same-day service: Policy changes and new procedures could include 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. A prioritization structure may alleviate demand in order to better accommodate same-day service for customers, specifically for urgent needs or medical trips.

Coordinate with organizations to share resources or offer specialized group trips: Senior centers, senior living communities, and other organizations are often interested in providing group trips. A group trip program could provide accessible transportation to community events, social activities, and other local destinations within a specified distance. Policies for advance recommendation and capacity could be outlined to ensure adequate resources are available to meet the needs of groups. In addition, agencies can share or lease ADA-accessible vehicles when not in use to best utilize available resources.

Evaluate training opportunities to improve rider assistance: 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.

Evaluate the costs of various modes of transportation and identify ways to make transportation more affordable through policies, subsidies, partnerships, and adjustments: An operating budget is a finite source that allows a limited amount of service. Therefore, new demand or identified needs or gaps require additional or reallocated funds to ensure demands and issues are addressed. Transit providers should evaluate the costs associated with providing its own service, as well as the costs associated with providing the same trip with alternative modes of transportation. Once a baseline cost per trip is identified, transit agencies may wish to consider which services are less costly to operate and begin utilizing mobility management practices to differentiate service delivery among multiple modes of transportation. By shifting trips to less costly modes of transportation, transit agencies can alleviate operating budget constraints to enable increased service or meet new demands. Other innovative rideshare options, such as voucher programs, could be explored. An initial step may be to create a mobility management plan that assesses current services and operating costs, and then begins to prioritize and plan methods for orienting regional service delivery across multiple modes of transportation.

Case Study: Voucher Program
The mobility voucher program in Cobb County, Georgia is for customers who are eligible for Cobb County Transit paratransit services. Participants pay 10 percent of the voucher cost, up to an allotted maximum each year. To use the voucher, the participants contact one of the many eligible public or private service providers and use the voucher to pay for the trip. The participating service providers have contracts with the County DOT and Cobb County Transit to remit payment for the accepted vouchers on a monthly basis.

Service Quality

Develop a regional coordination policy body or council composed of public and private stakeholders to enhance coordination: A local council or body that focuses specifically on policy and planning issues for transportation disadvantaged populations can help improve coordination among service providers. The policy body would consist of local stakeholders such as public and private transportation providers, human services providers, local and regional government, funding sources, and customers that utilize the services. Bringing these groups together creates an environment where region-wide policy, coordination planning, and partnership decisions are developed by those who have a unique and deep understanding of challenges faced by transportation disadvantaged populations. The policy body would play an integral part in developing consistency among provider practices and potentially gathering information to support a one-call-one-click center component. The policy body could also assist in developing planning activities, public education efforts, and workshops that reach target audiences in a meaningful way. This could be seen as an opportunity to attract public and private service providers who have not been involved in regional service planning. Previously uninvolved private entities may be able to assist public service providers by assisting with niche challenges, like on-demand service, and the public

Case Study: Mobility Advisory Committee
The Mobility Advisory Committee is co-administered by the MPO and primary transit agency in the Kansas City region. The committee convenes bi-monthly to address issues regarding enhanced mobility in the region. A maximum of twenty voting members represent public and private stakeholders with others invited to participate in the meetings. The committee advises on mobility and compliance issues, facilitates coordination among funding sources, providers, and governments, and prioritizes Section 5310 program funds.

providers may be able to assist private organizations through service delivery as a way to increase customer retention. The costs associated with developing and administering a local policy body are relatively low and are mostly associated with necessary staffing and materials to facilitate regularly scheduled meetings.

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.

Evaluate current security on transit services and at/near transit stops, and identify ways to increase security on vehicles: Safety is the most critical component of providing transportation services. Whether it is the safety and security of the riders or the vehicle operators, transit agencies go to great lengths to ensure the wellbeing of all individuals within a vehicle. As security issues have increased in recent years, transportation providers should consider evaluating the security on their transit vehicles. Should any issues be discerned, transit agencies should take measures to address security through necessary policies, safety equipment purchases, and operational training.

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 Upper Cumberland region and may have a stronger effect on operations:

- ► Coordinate service delivery among lower density or rural areas through park-and-ride facilities. *(Geographical)*
- ► Explore service to include holiday service. *(Geographical)*
- ► Identify funding opportunities to purchase technology systems. *(Service Quality)*
- ► Explore the conversion of the transit system to green technology. *(Service Quality)*
- ► Advocate for passenger rail service. *(Service Quality)*

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.

Geographical

Coordinate service delivery among lower density or rural areas through park-and-ride facilities: 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.

Time-Based

Explore service to include holiday service: Some customers still rely on transportation services for medical appointments, employment, or to visit with family and friends. Many agencies operate a reduced schedule on select holidays similar to Saturday or Sunday service.

Service Quality

Identify funding opportunities to purchase technology systems: 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 maintenances costs over time.

Explore the conversion of the transit system to green technology: Green technology is a broad term for technology systems intended to mitigate or reverse the effects of human activity on the environment. For public transportation, a common form of green technology is innovative clean technology and fuels such as electricity, hybrid vehicles, electric storage, biofuels, natural gas, and hydrogen fuel cells. Transit has often been on the cutting edge of adopting these clean technologies driven in part by a range of federal and state policies, programs, and incentives. Consideration should be given to maintenance and operating facilities and vehicle replacement schedules to adequately plan for transit system conversion.

Advocate for passenger rail service: Rail service has major planning, operation, and financial implications. Passenger rail service is available via the Music City Star system that operates in the Nashville area and reaches eastward towards the City of Lebanon. The Upper Cumberland region can play an advocacy role for rail service and continue participating in discussions to potentially connect to rail systems such as the Music City Star service.

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 provided 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, education, community services, vocational and rehabilitation services, and services for veterans or medical care, which incorporate transportation as an eligible expense in support of program goals.

On February 24, 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 Council is an interdepartmental Federal Council on Access and Mobility to undertake 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. Several of these programs are the Qualified Transportation Fringe Benefit, the Work Opportunity Tax Credit, and the Ticket-to-Work Program.

► The transit commuting benefit at 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 they keep their Medicare or Medicaid. Individuals who receive Social Security benefits because of a disability and are age 18 through 64 probably already qualify for the program. Reimbursement for transportation costs are eligible expenses of this program.

Continuing Efforts

The Upper Cumberland 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 Upper Cumberland Human Resource Agency will monitor transportation issues in the Upper Cumberland 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 projects in the future in accordance with local policies and procedures.

Appendix: Table of Contents

Appendix A

Stakeholder and Public Involvement, September 2016

TranSystems
EXPERIENCE | Transportation

Memorandum

2400 Pershing Drive
Suite 400
Kansas City, MO 64108

T (816) 329-8600
www.transystems.com

To:	Rebecca Harris, UCHRA	**From:**	Sarah Frost, TranSystems
	Beth Stephens, UCHRA		
	Kwabena Aboagye, TDOT		
	Matthew Long, TDOT		

Cc:

Date: September 22, 2016   **Re:** Upper Cumberland Meeting

Summary
The following are contained within this memo:
► Attendance
► Project Introduction
► Inventory of Services
► Study Area and Demographics
► Unmet Transportation Needs and Service Gaps
► Next Steps

In Attendance

Alice Barlow, Jackson County Advisory Board
Joe Barlow, Jackson County Advisory Board
Kate Chalman, Jackson County Advisory Board
Pat Clinard, Jackson County Advisory Board
Joan Halfacre, Jackson County Advisory Board
Angela Hassler, Jackson County Advisory Board
Everette Vanhooser, Jackson County Advisory Board
Becky Williams, Jackson County Advisory Board
Troy York, Jackson County Advisory Board Chairman
Luke Collins, UCHRA
Rebecca Harris, UCHRA
Steve Lancaster, UCHRA
Beth Stephens, UCHRA
Lloyd Williams, UCHRA

Mike Gannon, Cannon County Advisory Board Chairman
Jane Miller, Clay County Advisory Board Chairperson
Jim Martin, Putnam County Advisory Board Chairman
Larry Bradford, Smith County Advisory Board Chairman
Geeta McMillan, White County Advisory Board Chairperson
Frank Hardegree, Jackson County Resident
Marianne Silvers, Putnam County Advisory Board Member
Jessica Wilson, TDOT
Sarah Frost, TranSystems
Tyler Means, TranSystems

Project Introduction

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

Mrs. Frost and Mr. Means 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.

Inventory of Services

Ms. Frost and Mr. Means presented the inventory of services that was built from a review of the previous Coordinated Plan and the National Provider Identifier Database. The group was asked if there were any transportation providers missing from the list. TranSystems will provide the list to the group via email and update it with any changes that are provided to them. The inventory of services will be updated to denote those changes.

Study Area and Demographics

The group 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 includes 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 Wood and Poole data that has been provided by TDOT. TranSystems revisited the map indicating future growth within the study area as Clay and Dekalb Counties were showing the largest population growth. Figure 2 illustrates the correct forecasted growth populations showing that Cumberland and Putnam Counties will have the largest growth rates.

Figure 1. Upper Cumberland Study Area
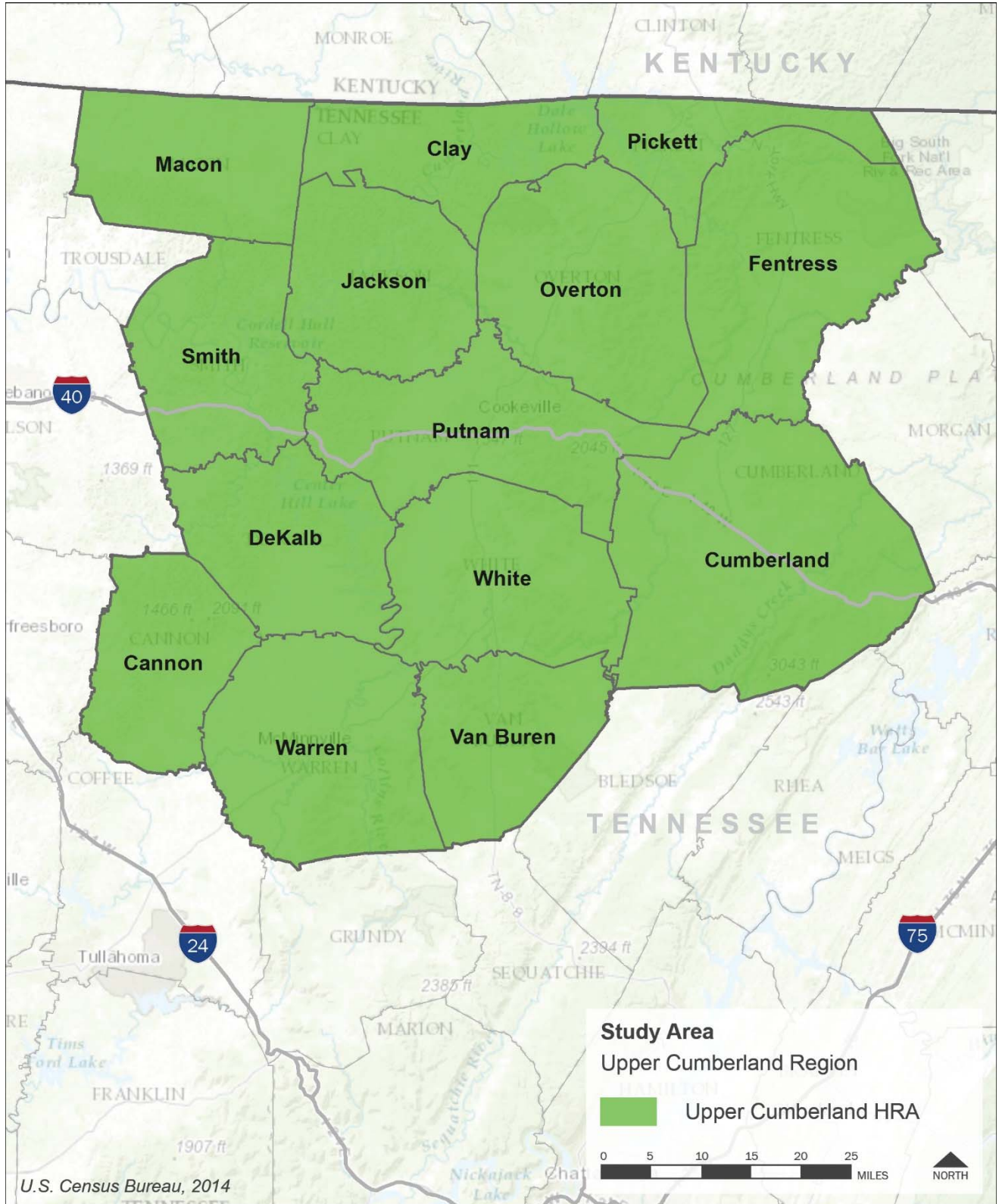
Source: Advisory Committee and TranSystems.

Figure 2. Population Projections through 2025
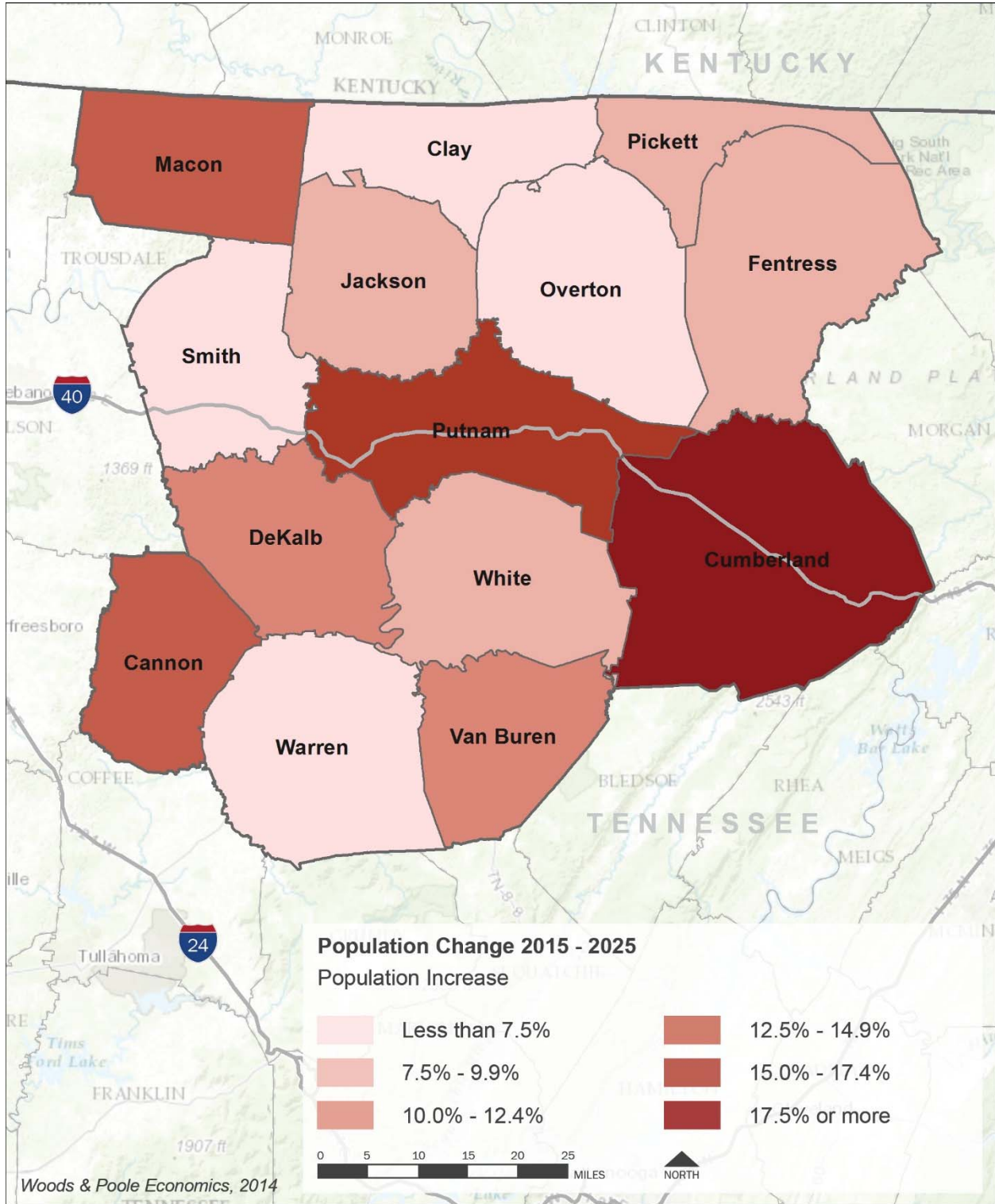
Source: Woods and Poole

Unmet Transportation Needs and Service Gaps

Mr. Means 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 Plans.

Figure 3. Unmet Needs and Gaps from Previous Coordinated Plans

High Priority Identified Needs
ADA Equipment and Supplies
Automated Billing Invoice System
Coordinate Funding to Reduce the Cost of Services
Coordination of all resources with the common goal to successfully transport individuals to various destinations (i.e. employment, recreation, shopping)
Establish Routes into Nashville from Celina and Lafayette.
Extend CATS route to include DHS, Nashville Tech, Social Security Office and Algood Wal-Mart
Funding for Capital expenditures
Improve ITS
Include transit services in community planning that creates livable communities
Maintenance Facility, office and training area and updated equipment
On Call Service for improved medical availability to better meet patient needs for the elderly and disabled
Safety and security Accreditation /Update Safety and Security Programs
Senior Citizen Special Transportation Needs (i.e. Fairs, Field Trips and Special Event Trips)
Vehicle Replacements/New Equipment – wheelchair accessible
Free transportation for Seniors

Medium Priority Identified Needs
After hours Call Center, more availability after hours
Build ridership on Establish Feeder Routes
Green Technology – convert UCHRA Transit System to a more energy efficient system using alternative fuel sources.
Leasable ADA Vans
Provide Travel Host and Travel Training for disabled passengers

More scheduled public transit connector routes
Special Transit Services
Update Driver Training Equipment, i.e., simulator
Week-end, night, and holiday transportation services
Larger Vans and Buses
School Bus for Disabled
After hours trips, Extended days of service
Free transportation to take people to work
Educate the public on our Public Transit System

Low Priority Identified Needs
Ability to pay for service in real time (Smart Cards)
Establish route For Jackson County Port
Fall Creek Falls (State Parks Transit Service)
Park and Ride Lots
Rail Transit
Stretcher Service

In addition to the unmet needs and gaps shown in Figure 3, the group discussed adding a few more needs and gaps to the high priority list. The group mentioned adding the following items to the list of identified needs and gaps:

- Transportation services for nights, weekend days and weekend nights.
- Extended evening service during the week (possibly just two days).
- Shuttles to Nashville Airport.
- Shuttles for workers to the Industrial Park in Putnam County (Ficosa and Academy Sports).

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
The group will review the minutes and confirm that the changes in the growth projections seem reasonable. The group will also review the high, medium and low priority needs and gaps and confirm that these are correct or provide TranSystems with feedback on which needs and gaps should be priorities.

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 14 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

Older Adults (65+ Years)
Density: Population per Square Mile

Less than 5 persons	25 - 49 persons
5 - 9 persons	50 - 99 persons
10 - 24 persons	100 or more persons

U.S. Census Bureau, 2014

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

Persons with Disabilities (5+ Years)
Density: Population per Square Mile

Less than 5 persons
5 - 9 persons
10 - 24 persons
25 - 49 persons
50 - 99 persons
100 or more persons

U.S. Census Bureau, 2014
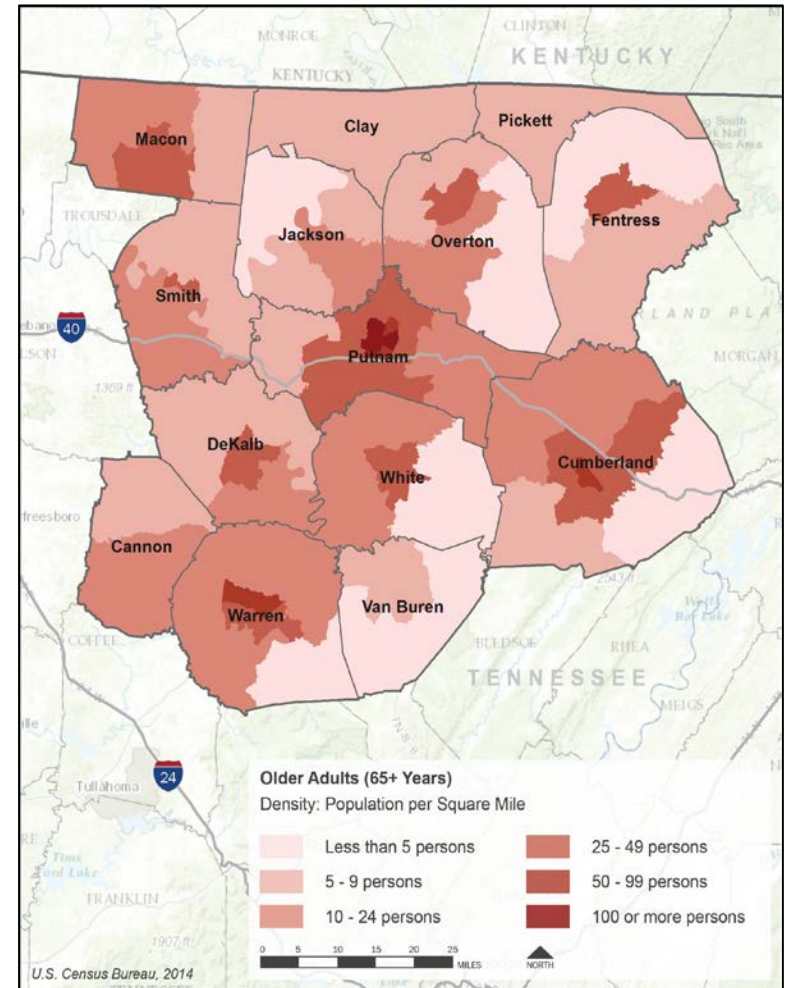
Area Demographics

- 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

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

Population Change 2015 - 2025
Population Increase

Less than 7.5%	12.5% - 14.9%
7.5% - 9.9%	15.0% - 17.4%
10.0% - 12.4%	17.5% or more

Woods & Poole Economics, 2014
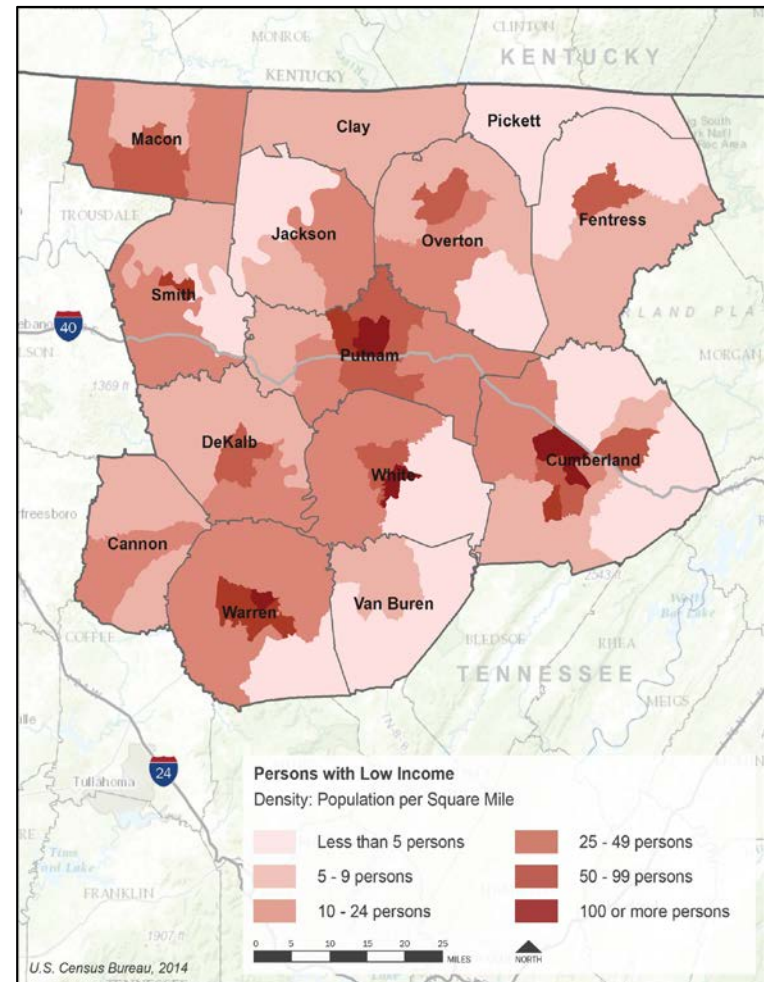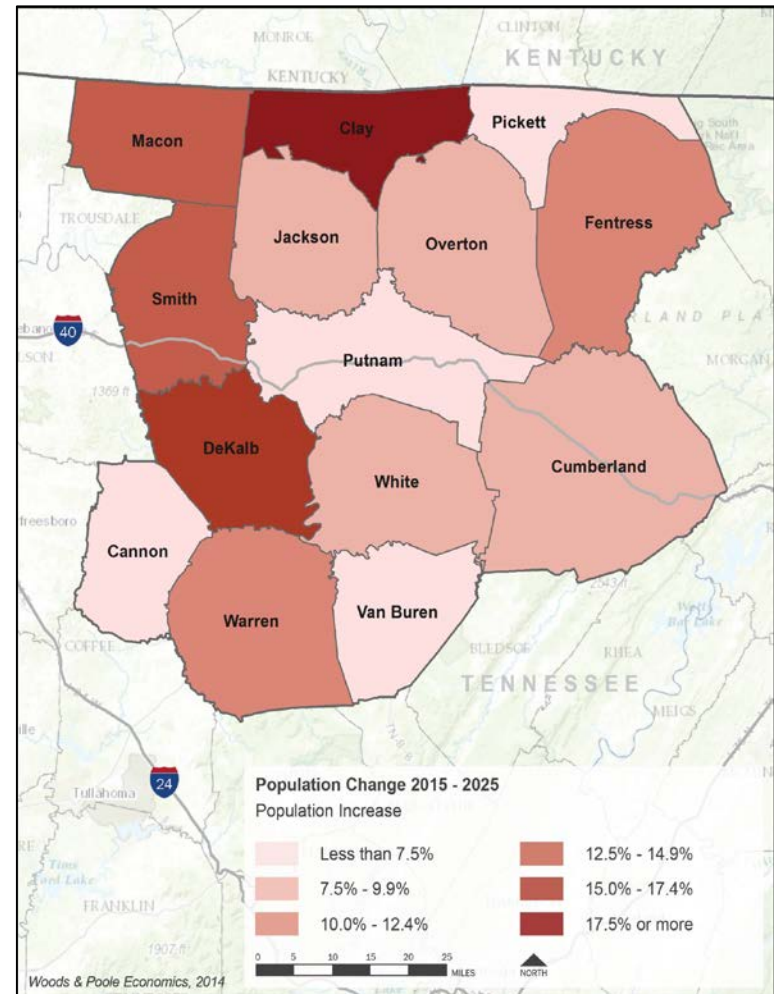
Necessary Data

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

Identified Needs and Gaps

- Unmet transportation needs and service gaps pulled from existing coordinated plans
  - *The Upper Cumberland Human Resource Agency Coordinated Human Service Transportation Plan, 2013/2014*
- To be considered:
  - Are these needs and gaps still unmet?
  - Do other needs and gaps need to be added to the list?

Next Steps

- Send the members of each UCHRA Advisory Board a worksheet – *Late September*

  - Prioritize list of transportation needs and service gaps

  - Review and prioritize potential strategies and activities to address the identified needs and gaps

- Send the members of each UCHRA Advisory Board a draft Coordinated Plan – *Early October*

  - Review and provide comment

Thank you!

Sarah Frost, TranSystems

(816) 329-8710

smfrost@transystems.com

Tyler Means, TranSystems

(816) 329-8761

tomeans@transystems.com

Matthew Long, TDOT

(615) 770-1039

matthew.long@tn.gov

<u>MEMORANDUM</u>

TO:　　　　UCHRA Jackson County Advisory Board

FROM:　　　Troy York, Chairman

DATE:　　　September 13, 2016

SUBJECT:　 Luncheon Meeting on September 22nd

The Upper Cumberland Human Resource Agency (UCHRA) Jackson County Advisory Board will meet on **Thursday, September 22, 2016 at 11:30 a.m. at Helen's Restaurant, 3013 South Grundy Quarles Highway, Gainesboro, Tennessee 38562**. **<u>Lunch will be dutch treat.</u>** A tentative agenda is enclosed for your review.

Please <u>CALL OR EMAIL</u> Beth Stephens, Advisory Board Coordinator, at (931) 260-6408 or bstephens@uchra.com as soon as possible to advise her if you <u>WILL OR WILL NOT</u> be attending this meeting.

I look forward to seeing you.

TY/bas

Enclosure

Delivering Hope

Phone: 931.528.1127 ~ 580 South Jefferson Avenue, Suite B ~ Cookeville, TN 38501-4010 ~ fax: 931.526.8305
TTY:1.800.848.0298 ~ An Equal Opportunity Employer / Programs

UPPER CUMBERLAND HUMAN RESOURCE AGENCY (UCHRA)
Jackson County Advisory Board Meeting

Agenda

September 22, 2016

11:30 am Lunch ~ Dutch Treat

1. Call to Order – Troy York, Chairman

2. Roll Call – Beth Stephens

3. Approval of the Minutes – Troy York

4. Old Business

5. Introduction of Sarah Frost and Tyler Means of TranSystems – Rebecca Harris

    ** Presentation of Draft of the UCHRA Coordinated Human Service Transportation Plan –
    Sarah Frost and Tyler Means*

6. New Business

    Jackson County Transportation Update – Alice Barlow
    * Job Access – To and From Work and Daycare

    Discussion of Transportation Unmet Needs / Any Unmet Needs – Beth Stephens

    Save the Date *~ Annual Advisory Board Meeting ~ Tuesday, November 29, 2016 at 11:00
    am at the Leslie Town Centre in Cookeville – Beth Stephens*

7. Next Meeting – Troy York

    Tuesday, November 29, 2016 at 11:00 a.m. at the Leslie Town Centre, Cookeville

    * Please mark this date on your calendar

8. Adjournment

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Appendix B

Public Survey

UCHRA
DELIVERING HOPE

Coordinated Transportation Plan Survey

Year: 2016 – 2017

UCHRA Transportation would like to take this opportunity to thank you for taking the time to complete this short survey. By answering these questions, you are giving us the information and feedback we need to better serve you and all the people of the Upper Cumberland Region.   01-04-16

1. What ADA Equipment/Supplies if any do you feel is important to have on UCHRA Transit Vans & CATS Busses?
   a. Equipment to aid the hearing impaired   3
   b. Equipment to aid the sight impaired   5
   c. All of the above   62
   d. None of the above   2

2. Do more people need to be made more aware of UCHRA's Public Transit System?
   a. Yes   66
   b. No   0
   c. No Opinion   6

3. Do the UCHRA Transit Vans and Busses need to be increased in number or better equipped?
   a. Yes   38
   b. No   8
   c. No Opinion   26

4. Does the UCHRA Public Transit Van and Busses need to use more Green Technology to be more environmentally friendly and conserve more energy?
   a. Yes   38
   b. No   12
   c. No Opinion   22

5. Does the UCHRA Public Transit System need to make available the ability to pay for services via debit or credit cards?
   a. Yes   50
   b. No   9
   c. No Opinion   12

6. Does UCHRA Transportation need more training equipment to ensure the safety of the passengers?
   a. Yes   32
   b. No   18
   c. No Opinion   22

7. Does the CATS Public Transit Routes need to be extended to areas currently not being served?
   a. Yes   42
   b. No   8
   c. No Opinion   22

8. Does UCHRA need to extend Public Transit Routes to area Public Parks and State Parks?
   a. Yes   46
   b. No   14
   c. No Opinion   12

9. Does UCHRA need enhanced or new facilities to maintain vans, busses, and all equipment in an effort to reduce costs?
   a. Yes 3 1
   b. No 1 0
   c. No Opinion 3 1

10. Does UCHRA need an after hour's Call Center to provide better service to clients after normal operating hours?
    a. Yes 5 3
    b. No 7
    c. No Opinion 1 2

11. Does UCHRA need more technology in an effort to improve communication with clients whose first language is not English?
    a. Yes 2 8
    b. No 2 1
    c. No Opinion 2 3

12. Does UCHRA need more zoned routes to the remote and more rural areas?
    a. Yes 5 9
    b. No 4
    c. No Opinion 9

13. Do you believe the general public knows all the services UCHRA Public Transit System has to offer?
    a. Yes 9
    b. No 6 2
    c. No Opinion 0

14. Does UCHRA need to continue to investigate new ways to increase the safety and security of the drivers and passengers while riding the Public Transit Vans and Busses?
    a. Yes 6 0
    b. No 3
    c. No Opinion 9

15. Does UCHRA Public Transit need a Park and Ride Program?
    a. Yes 4 9
    b. No 4
    c. No Opinion 1 9

16. Are you aware that UCHRA's Public Transit provides 3 trips a day to and from the Nashville Airport?
    a. Yes 5 5
    b. No 1 7

17. Are you aware that UCHRA's Public Transit is available to everyone regardless of age, health or income status?
    a. Yes   6 3
    b. No   9

18. Are you aware that Cats busses run on a fixed timed route arriving at the same location at the same time each hour?
    a. Yes   4 9
    b. No   23

19. Are you aware that UCHRA's Public Transit System made over 216,000 trips in the 2014-2015 fiscal years?
    a. Yes   3 1
    b. No   4 1

20. Are you aware local trips can be scheduled on the UCHRA Public Transit System for only $1.00 per one way trip?
    a. Yes   6 0
    b. No   1 2

21. If you have any additional thoughts or comments, including any unmet needs, please use the space below:

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Coordinated Transportation Plan Survey (2016-2017)

1. What ADA equipment/supplies, if any, do you feel is important to have on transit vans and busses?

Answer	Count	Percent
Equipment to aid the hearing impaired	3	4.2%
Equipment to aid the sight impaired	5	6.9%
All of the above	62	86.1%
None of the above	2	2.8%

2. Do more people need to be made more aware of UCHRA's public transit system?

Answer	Count	Percent
Yes	66	91.7%
No	0	0.0%
No opinion	6	8.3%

3. Do the UCHRA transit vans and busses need to be increased in number of better equipped?

Answer	Count	Percent
Yes	38	52.8%
No	8	11.1%
No opinion	26	36.1%

4. Does the UCHRA public transit van and busses need to use more green technology to be more environmentally friends and conserve more energy?

Answer	Count	Percent
Yes	38	52.8%
No	12	16.7%
No opinion	22	30.6%

5. Does the UCHRA public transit system need to have the ability to pay for services via debit/credit cards?

Answer	Count	Percent
Yes	50	70.4%
No	9	12.7%
No opinion	12	16.9%

6. Does UCHRA transportation need more training equipotent to ensure the safety of passengers?

Answer	Count	Percent
Yes	32	44.4%
No	18	25.0%
No opinion	22	30.6%

7. Does the CATS public transit routes need to be extended to areas currently not being served?

Answer	Count	Percent
Yes	42	58.3%
No	8	11.1%
No opinion	22	30.6%

8. Does UCHRA need to extend public transit routes to area public parks and state parks?

Answer	Count	Percent
Yes	46	63.9%
No	14	19.4%
No opinion	12	16.7%

9. Does UCHRA need enhanced or new facilities to maintain vehicles and equipment to reduce costs?

Answer	Count	Percent
Yes	31	43.1%
No	10	13.9%
No opinion	31	43.1%

10. Does UCHRA need an after-hours call center to provide better service to clients after operating hours?

Answer	Count	Percent
Yes	53	73.6%
No	7	9.7%
No opinion	12	16.7%

11. Does UCHRA need technology to improve communication with clients whose first language is not English?

Answer	Count	Percent
Yes	28	38.9%
No	21	29.2%
No opinion	23	31.9%

12. Does UCHRA need more zoned route to remote and rural areas?

Answer	Count	Percent
Yes	59	81.9%
No	4	5.6%
No opinion	9	12.5%

13. Do you believe the general public knows all the services UCHRA public transit system has to offer?

Answer	Count	Percent
Yes	9	12.7%
No	62	87.3%
No opinion	0	0.0%

14. Does UCHRA need to continue to investigate new ways to increase the safety and security of the drivers and passengers while riding the public transit vans and busses?

Answer	Count	Percent
Yes	60	83.3%
No	3	4.2%
No opinion	9	12.5%

15. Does UCHRA public transit need a park-and-ride program?

Answer	Count	Percent
Yes	49	68.1%
No	4	5.6%
No opinion	19	26.4%

16. Are you aware that UCHRA public transit provides three tips a day to and from the Nashville airport?

Answer	Count	Percent
Yes	55	76.4%
No	17	23.6%
No opinion	0	0.0%

17. Are you aware that UCHRA public transit is available to everyone regardless of age, health, or income status?

Answer	Count	Percent
Yes	63	87.5%
No	9	12.5%
No opinion	0	0.0%

18. Are you aware that CATS busses run on a fixed route arriving at the same location at the same time each hour?

Answer	Count	Percent
Yes	49	68.1%
No	23	31.9%
No opinion	0	0.0%

19. Are you aware that UCHRA public transit system made over 216,000 trips in the 2014-2015 fiscal years?

Answer	Count	Percent
Yes	31	43.1%
No	41	56.9%
No opinion	0	0.0%

20. Are you aware local trips can be scheduled on UCHRA public transit system for only $1.00 per one-way trip?

Answer	Count	Percent
Yes	60	83.3%
No	12	16.7%
No opinion	0	0.0%

21. If you have any additional thoughts or comments, including unmet needs, please use the space below:

Transportation service expansion.
More full time drivers, additional hours and benefits, additional pay.
In new vans, seatbelts are hard to use.
Clients need to learn English.
Translator app for drivers.
Possibly make this service at no cost to users.
Very impressed with all the programs offered by UCHRA especially the home delivered meals and public transit system. Beth, you do a great job keeping us informed and handout material. Very informative. Thank you.
You provide a wonderful service to our community.
I appreciate all services of UCHRA. God bless all.
Anything we can do to help our elderly and low income citizens as well as our citizens with disabilities.
I am personally aware of many of these services but feel that many in the general public are not.
Would love to see the transportation charges decrease. Sometimes $1.00 might as well be $100.00 when you don't have it.
I feel we are providing a great service to the public.
Routes to Community Colleges i.e. Motlow, CHEC, etc..
Extended operation hours.
Additional advertising, brochures and posters.
Website to work with cell phones.
More bus stops and benches.

Appendix C

Funding Resources

					Eligible Applicants					

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		✓		✓		

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14.218	Community Development Block Grants/Entitleme nt 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 consistant 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		✓	✓	✓		✓

									Eligible Applicants					
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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		✓				✓

Federal Programs Providing Transportation Services to the Transportation Disadvantaged

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
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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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
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		✓	✓			✓

| | Federal Programs Providing Transportation Services to the Transportation Disadvantaged | | | | | | | | Eligible Applicants | | | | | |
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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						

										Eligible Applicants					
Federal Programs Providing Transportation Services to the Transportation Disadvantaged															
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**
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				✓		✓

									Eligible Applicants					
Federal Programs Providing Transportation Services to the Transportation Disadvantaged									Individual	Local	NonProfit	State	U.S. Territories	Tribal
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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 Disabilty 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