

**ETHRA Human Services Coordination  
Plan**

**East Tennessee Human Resource Agency Human Services  
Coordinated Transportation Plan**



**Prepared by: East Tennessee Human Resource Agency Transportation  
Date: September 28, 2012**

### Executive Summary

East Tennessee Human Resource Agency has prepared the following plan to provide documentation of past and current efforts toward the creation of a public transit-human services transportation coordinated plan, and to provide the outline for future efforts to improve community mobility and quality of life for the residents East Tennessee. This East Tennessee Human Resource Agency Transportation Plan, hereafter referred to as the Plan, is specifically prepared in accordance with the regulations of the Federal Transportation, Safe, Accountable, Flexible, Efficient Transportation Equity Act — A Legacy for Users (SAFETEA-LU) mandate.

SAFETEA-LU requires the establishment of a "locally developed, coordinated public transit-human services transportation plan" for all FTA programs for underserved populations: the Elderly Individuals and Individuals with Disabilities program (Section 5310); the Job Access and Reverse Commute program (Section 5316); and the New Freedom program (section 5317).

## **Introduction**

### **Problem Statement**

East Tennessee is an area where low-income individuals without vehicles have difficulty accessing healthcare, human services programs, and retail stores to purchase essential goods and services. Additionally, low-income residents, without adequate transportation, are finding it difficult to obtain and maintain gainful employment and attend adult education programs.

East Tennessee agencies have historically provided transportation to low-income, disabled and/or senior individuals through various county and state mandated programs. Research has shown that there are significant redundancies in the existing delivery of transportation services and there is a need to provide for a more efficient transportation system.

### **Purpose of the East Tennessee Human Services Coordinated Transportation Plan**

The purpose of this plan is to maximize existing public transit services, increase the efficiency of those services, and secure additional funding for these services. Specifically, the plan is intended to respond to a federal requirement established with the passage of the Safe, Flexible, Efficient Transportation Act, A Legacy for Users, commonly referred to as SAFETEA-LU. The law mandates the development of a coordinated human services plan in order to access applicable federal funds.

Coordination of transit service could include anything from simple sharing of training resources to full integration of services. The appropriate level of coordination must be determined on a case-by-case basis. Coordination also involves recognizing and understanding problems, and discussing possible solutions between individuals from various agencies who are in a position to influence transportation developments within their service area.

### **The objectives of the Rural Transportation Initiative are:**

In February 2004, the Presidential Executive Order 13330 on the Coordination of Human Services Programs created an Interagency Transportation Coordinating Council on Access and Mobility to undertake departmental actions to minimize duplication among federally-funded human service transportation services, simplify customer access to transportation services, enhance cost effectiveness of service delivery and identify useful practices in coordinating human service transportation.

The Coordination Plan is a necessary requirement should ETHRA seek funding through the Federal Transit Administration's (FTA) programs, including Section 5310 — Elderly and Individuals with Disabilities, Section 5316 — Job Access Reverse Commute (JARC) and Section 5317 — New Freedom.

The goal of the East Tennessee Human Services Coordinated Transportation Plan is to identify methods to improve transportation services for persons with disabilities, senior citizens and low-income individuals. The plan will assist in the coordination between and among transit providers and human service agencies.

The plan recommends strategies and identifies implementation priorities to improve the coordination of public transit and human service transportation in East Tennessee.

## Federal Transit Administration Funding Sources

### Section 5316 — Job Access Reverse Commute Program

The goal of the Job Access and Reverse Commute program (JARC) is to improve access to transportation services to employment and employment-related activities for welfare recipients and eligible low-income individuals and to transport residents of urbanized areas and non-urbanized areas to suburban employment opportunities. Toward this goal, the FTA provides financial assistance for transportation services planned, designed, and carried out to meet the transportation needs of eligible low-income individuals, and of reverse commuters regardless of income.

### Section 5317 — New Freedom Program

The purpose of the New Freedom Program is for public or alternative transportation services and facility improvements to address the needs of persons with disabilities. Fund covers capital and operating costs to expand services beyond those that are required by the Americans with Disabilities Act (ADA). Eligible activities under this program include, but are not limited to: purchasing vehicles and supporting accessible taxi, ridesharing and vanpooling programs; providing paratransit services beyond minimum requirements; supporting accessibility improvements to transit and intermodal stations; and supporting voucher programs for transportation offered by human service providers.

### Section 5310 – Elderly and Disabled Program

The goal of the Section 5310 Program is to improve the mobility for elderly individuals and individuals with disability throughout the country. The program provides funding opportunities to non-profit organizations and or to governmental authority approved by the State to coordinate services for elderly individuals and individuals with disabilities. Section 5310 Program funds may be utilized for capital expenses including buses, vans, wheel chair lifts and restraints, the introduction of new technology, and supporting new mobility management and coordination programs.

### Mission and Vision Statements

The mission of the East Tennessee Human Resource Agency's transportation program is to maintain a professional, customer friendly, low-cost transit system that provides transportation to rural residents of all ages. We pride ourselves in helping individuals by giving them safe, dependable, and quality service. We have a team of loyal, friendly transportation personnel that are dedicated to meeting the needs of our customers.

*Vision: Through the development and implementation of the Coordinated Human Services Transportation Plan, the transportation-disadvantaged of East Tennessee will have greater access to health care, human services, employment, education, commerce, social and community services.*

## **ETHRA Transportation History**

ETHRA's mission is to help people improve their quality of life and maintain their independence.

As a public, non-profit agency, ETHRA has operated transportation programs since the mid 1970s. Approximately 125 vehicles are now on the road every day helping individual's access community and health services. Drivers travel throughout the region and clock over 4 million miles a year while providing over 250,000 trips annually to individuals who need access to services, employment, health care, shopping, and recreation. Public and medical transportation are essential to help thriving, active communities.

ETHRA Public Transit is a modified demand responsive service that currently serves sixteen (16) counties in East Tennessee. The counties served are Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen (non-urban) (urban through contract), Jefferson, Knox (non-urbanized area), Loudon, Monroe, Morgan, Roane, Scott, Sevier and Union. Transportation services are provided for the general public, Job Access, Families First and TennCare participants. All trips are scheduled through a regional central call center. Eight (8) dispatch specialists are assigned to specific counties. In addition, ETHRA has maintained a number of service contracts with various service agencies to transport their clients. This has proven to be an effective means of increasing ridership. There are no restrictions on service within the counties served by the project. Transportation is available to all members of the general public.

In addition, ETHRA also serves as a central calling point to manage request for TennCare recipients who need to arrange transportation services to medical appointments. Under contract with United Healthcare, ETHRA is the one click-one call center for the East and Middle Grand Divisions of Tennessee representing seventy-five (75) counties and multiple transportation providers including non-emergency medical transports.

## RESEARCH

### Regional Geography and Demographics

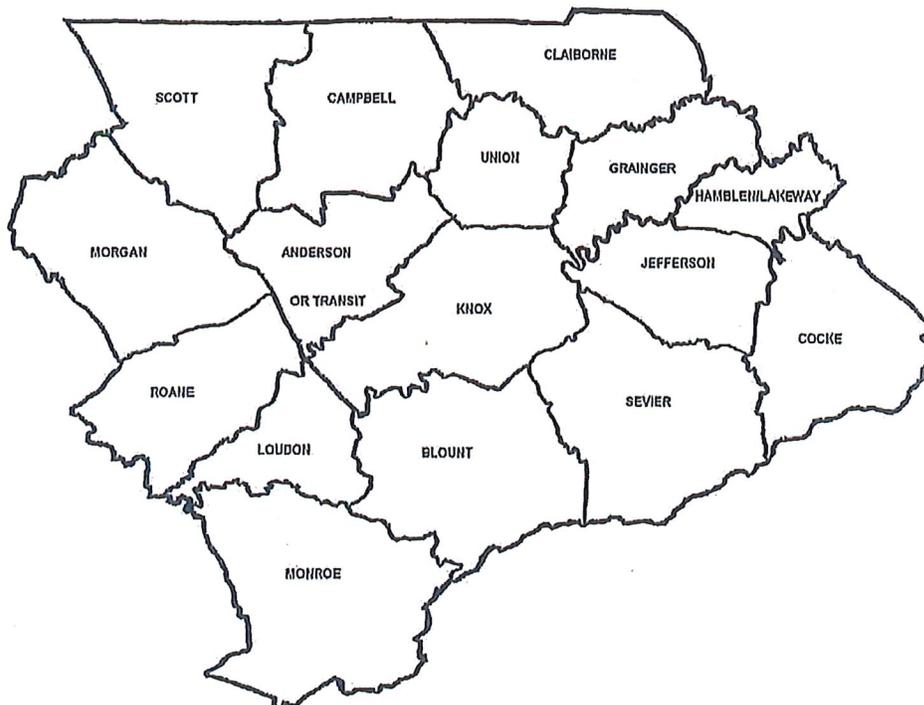
It is essential to define the geography and demographics of East Tennessee in order to understand the relationship they have with the transportation needs of the area.

#### Geography

The East Tennessee Human Resource Agency is located in the eastern region of Tennessee, and is composed of 16 counties.

Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Knox, Loudon, Monroe, Morgan, Roane, Scott, Sevier, and Union Counties.

The area is approximately 100 square miles, a region that encompasses from the Tennessee North Carolina border to Kentucky, and to the Cumberland Plateau.



### East Tennessee Population

*Table 1 included 2012 census data on the ETHRA region including total population, percentage of population over 65, and population total over 65. All figures are based off the US Census Bureau population estimates from the 2012 Census.*

	Total Population	Percentage Over 65	Total over 65
Anderson	75,233	17.60%	13,241
Blount	123,901	16.60%	20,568
Campbell	40,512	17.50%	7,090
Claiborne	32,172	16.60%	5,341
Cocke	35,544	17.40%	6,185
Grainger	22,766	16.40%	3,734
Hamblen	63,062	16.20%	10,216
Jefferson	51,666	16.70%	8,628
Knox	436,929	13.30%	58,112
Loudon	49,237	22.40%	11,029
Monroe	44,882	17%	7,630
Morgan	21,838	13.90%	3,035
Roane	53,838	19.20%	10,337
Scott	22,160	14.20%	3,147
Sevier	91,466	15.90%	14,543
Union	19,200	14.30%	2,746
<b>TOTAL</b>	<b>1,184,406</b>	<b>16.58%</b>	<b>196,315</b>

**East Tennessee Income Levels**

	2008	% of State	% of U.S.	2010	% of State	% of US
United States	40,947	---	---	39,937	---	---
Tennessee	35,112	---	86	34,921	---	87
Anderson County	35,004	99	85	34,358	98	86
Blount County	31,534	89	77	29,365	84	73
Campbell County	26,784	76	65	27,236	78	68
Claiborne County	26,654	76	65	26,810	77	67
Cocke County	23,510	67	57	24,742	71	62
Grainger County	26,789	76	65	27,966	80	70
Hamblen County	28,575	81	70	28,935	83	72
Jefferson County	27,613	79	67	27,680	79	69
Knox County	37,339	106	91	37,148	106	93
Loudon County	36,429	104	89	35,875	103	90
Monroe County	25,424	72	62	25,312	72	63
Morgan County	23,105	66	56	23,816	68	59
Roane County	32,555	93	79	33,616	96	84
Scott County	22,022	63	54	22,863	65	57
Sevier County	31,278	89	76	30,898	88	77
Union County	23,923	68	58	24,885	71	62

**East Tennessee Median Age**

	2010 Median Age	2000 Median Age	Increase % increase	
Tennessee	37.0	35.9	1.1	3.0
Anderson County	41.1	35.9	5.2	14.5
Blount County	40.6	38.4	2.2	5.7
Campbell County	40.1	38.3	1.8	4.7
Claiborne County	40.0	37.4	2.6	6.9
Cocke County	40.5	38.6	1.9	4.9
Grainger County	40.3	37.7	2.6	6.9
Hamblen County	38.1	37.1	1.0	2.7
Jefferson County	39.1	36.5	2.6	7.1
Knox County	37.0	36.0	1.0	2.8
Loudon County	44.4	41.0	3.4	8.3
Monroe County	39.0	36.8	2.2	6.0
Morgan County	39.6	36.5	3.1	8.5
Roane County	43.0	40.7	2.3	5.6
Scott County	36.6	34.7	1.9	5.5
Sevier County	40.5	38.1	2.4	6.3
Union County	39.1	35.8	3.3	9.2

**East Tennessee Poverty Level**

	2010 Population	Percent Poverty	# Persons in Poverty	2003 Population	Percent Poverty	# Persons in Poverty
Tennessee	6,346,105	17.2	1,091,530	5,841,748	13.6	794,478
Anderson	75,129	17.3	12,997	71,901	12.9	9,275
Blount	123,101	11.7	14,403	111,570	10.3	11,491
Campbell	40,716	26.2	10,668	40,125	21.6	8,667
Claiborne	32,213	21.4	6,894	30,415	19.3	5,870
Cooke	35,662	23.2	8,274	34,329	20.3	6,969
Grainger	22,657	20.3	4,599	21,445	16.8	3,602
Hamblen	62,544	15.4	9,632	58,851	13.9	8,180
Jefferson	51,407	20.2	10,384	46,919	14.1	6,616
Knox	432,226	14.7	63,537	382,032	12.3	46,990
Loudon	48,556	14.8	7,186	41,624	10.4	4,329
Monroe	44,519	20.6	9,171	41,051	16.9	6,938
Morgan	21,987	18.6	4,090	20,080	18.7	3,754
Roane	54,181	13.8	7,477	52,424	13.2	7,184
Scott	22,228	25.0	5,557	21,675	22.0	4,769
Sevier	89,889	13.9	12,495	75,503	12.2	9,211
Union	19,109	23.1	4,414	18,830	17.9	3,371
TOTALS	1,172,033	16.4	191,778	1,068,774	13.8	147,216

	2008	2009	2010	2011	2012 <sup>2</sup>
National Rate	5.8	9.3	9.2	9.1	8.2
Tennessee Rate	6.7	10.5	9.8	9.4	7.9
Anderson	5.9	9.9	9.4	9.0	8.6
Blount	6.3	9.9	8.4	8.0	7.0
Campbell	7.9	13.2	12.7	12.0	11.3
Claiborne	7.6	12.1	13.2	12.5	11.4
Cooke	8.9	14.0	13.6	12.9	11.3
Grainger	8.1	14.1	13.4	13.1	10.9
Hamblen	7.2	12.7	12.3	12.0	10.1
Jefferson	7.2	12.7	11.2	10.9	10.5
Knox	5.1	8.0	8.0	7.6	6.7
Loudon	5.8	9.6	8.6	8.1	6.8
Monroe	10.1	17.4	13.8	12.6	11.3
Morgan	7.7	11.8	11.8	12.0	11.0
Roane	6.0	9.2	9.2	8.8	8.2
Scott	11.7	18.4	20.9	20.1	18.5
Sevier	7.2	10.8	9.9	9.4	8.4
Union	6.4	10.8	10.6	10.1	8.0

**ETHRA Stakeholder Survey**



**East Tennessee Human Resource Agency, Inc.**

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Dear Board Member:

In August of 2005, Congress passed the federal transportation legislation known as SAFETEA-LU (Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users) required local jurisdictions to develop a coordinated plan as a condition for receiving funding under three Federal Transit Authority Programs. SAFETEA-LU also requires that projects proposed for funding is derived from a "locally developed, coordinated public transit-human services transportation plan." The coordinated plan must be developed through a process that includes representatives of public, private, and non-profit transportation and human services providers.

Your organization has been identified as a "key stakeholder" in the development and study process of the ETHRA Public Transit Human Services Transportation Coordination Plan. We would like to ask you a few questions regarding public transportation in your community and your assistance in responding to this survey will ultimately result in a Coordinated Public-Transit Human Services Transportation Plan that outlines the goals and objectives for coordinated human services and public transportation in East Tennessee. Your participation in the planning process is appreciated.

You may complete the survey on line at <http://www.ethra.org/survey-questionnaire-stakeholders> or request a hardcopy by contacting Brent Gagley, ETHRA Public Transit Mobility Manager, East Tennessee Human Resource Agency, 9111 Cross Park Drive, Suite D-100, Knoxville TN 37923, or by fax (865) 387-2833, or by email [bgagley@ethra.org](mailto:bgagley@ethra.org),

Sincerely,

Mike Patterson  
Director  
ETHRA Public Transit

EAST TENNESSEE DEVELOPMENT DISTRICT  
**BOARD OF DIRECTORS**

DIRECTORY  
2012 - 2013

Current as of September 1, 2012

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## INTRODUCTION

The membership of the Board of Directors consists of the County Mayor of each county within the District; the Mayor of each municipality within the District; one Development Representative representing a local agency in each county dealing with problems of industrial, economic or community development or promotion; one State Senator; one State Representative; and Minority Member(s)-at Large.

The terms of Mayors on this Board coincide with their respective terms of office.

The State Senator and the State Representative shall be selected by the respective houses of the General Assembly for terms of two years or until the expiration of the term of office as Senator or Representative, whichever comes first. The Senator and Representative are selected at the beginning of each new General Assembly session.

The Development Representative from each county is appointed by the County Mayor for a four year term or until the expiration of the term of the official by whom such representative was appointed, whichever comes first.

The Executive Committee consists of one member from each county in the District, the officers of the District, the two legislative members, and the minority member(s)-at-large.

The Board Chair appoints as many as two minority members-at-large to the Executive Committee who serve a one-year term in order to provide fair representation to minority persons. The minority members are customarily elected officials from within the sixteen counties of the Development District.

## OFFICERS - 2012-2013

William Baird, Chair ..... Campbell County Mayor  
Estelle Herron, Vice Chair..... Loudon County Mayor  
Troy Beets, Secretary.....City of Kingston Mayor  
Bill Brittain, Treasurer..... Hamblen County Mayor

## BOARD SUBCOMMITTEES - 2012-2013

### STEERING SUBCOMMITTEE

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Don Mull  
Jeff Tibbals  
Bill Brittain  
Don Edwards  
Ron Woody  
Vaughn Moore  
Tim Thompson

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Monroe County Mayor  
Mayor of Alcoa  
Scott County Mayor  
Hamblen County Mayor  
Morgan County Executive  
Roane County Executive  
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Anderson County Development Representative

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Dean Rice  
Danny Thomas  
Rodney Davis  
Robin Mason  
Mike Williams  
Ken Yager  
Kelly Keisling  
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Loudon County Mayor  
Knox County Development Representative  
Mayor of Morristown  
Jefferson County Development Representative  
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Union County Mayor  
State Senator  
State Representative  
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Sevier County Mayor  
Campbell County Mayor

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Gary McGill  
Chris Tiller  
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Mayor of Alcoa  
Minority Member-at-Large  
East Tennessee Human Resource Agency  
UT Institute for Public Service  
State Representative  
Anderson County Economic Development Agency  
Citizen member  
President, Citizens National Bank  
Collins Sharp Koella  
Robert Campbell & Associates  
Hatfield and Allen  
McGill Associates  
Workforce Investment Area 4 Staff  
Sevier County Economic Development Council  
Wilbur Smith Associates

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Townsend:	Mayor Michael Talley P. O. Box 307 Townsend, TN 37882-0307	(865) 448-6886 (865) 448-0908 - FAX Web: <a href="http://www.cityoftownsend.com">www.cityoftownsend.com</a> Email: <a href="mailto:mayortalley@gmail.com">mayortalley@gmail.com</a>

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Cumberland Gap:	Mayor John Douglas P. O. Box 78 Cumberland Gap, TN 37724-0078	(423) 869-3860 (423) 869-8534 - FAX Email: <a href="mailto:cumberlandgap1@bellsouth.net">cumberlandgap1@bellsouth.net</a> Web: <a href="http://www.townofcumberlandgap.com">www.townofcumberlandgap.com</a>
Harrogate:	Mayor Bill Fultz 138 Harrogate Crossing P. O. Box 979 Harrogate, TN 37752-0979	(423) 869-2755 (423) 869-5478 (H) (423) 869-0022 - FAX Email: <a href="mailto:cityofharrogate@hotmail.com">cityofharrogate@hotmail.com</a> Web: <a href="http://www.harrogate-tn.com">www.harrogate-tn.com</a>
New Tazewell:	Mayor Jerry Beeler P. O. Box 609 New Tazewell, TN 37824-0609	(423) 626-5242 (423) 626-2050 - FAX Email: <a href="mailto:ntcityhall1@hotmail.com">ntcityhall1@hotmail.com</a>
Tazewell:	Mayor Wayne Jessie P. O. Box 206 Tazewell, TN 37879-0206	(423) 626-5104 (423) 626-0075 - FAX Email: <a href="mailto:tazewellmayor@communicomm.com">tazewellmayor@communicomm.com</a>

<b>COCKE COUNTY</b>		
(EC) County Mayor	Vaughn Moore Courthouse Annex Room 146 360 E. Main Street Newport, TN 37821	(423) 623-8791 (423) 623-8792 - FAX Email: <a href="mailto:y Moore@cockecounty.net">y Moore@cockecounty.net</a> Web: <a href="http://www.cockecounty.net">www.cockecounty.net</a>
Development Representative:	Glenn Ray Regional Manager of Projects CH2M Hill 2095 Lakeway Centre Way Suite 200 Knoxville, TN 37922	(865) 250-2901 FAX: Send by email Email: <a href="mailto:glenn.ray@ch2m.com">glenn.ray@ch2m.com</a>
Newport:	Mayor Connie Ball P. O. Box 370 Newport, TN 37882-0370	(423) 623-7323 (423) 623-7098 - FAX Email: <a href="mailto:mayorconnieball@newporttn.com">mayorconnieball@newporttn.com</a>
Parrottsville:	Mayor Mary Keller P. O. Box 300 Parrottsville, TN 37843-0300	(423) 623-9380 (423) 623-9380 (manual fax) Web: <a href="http://www.parrottsvilletn.com">www.parrottsvilletn.com</a>
<b>GRAINGER COUNTY</b>		
(EC) County Mayor:	Mark Hipsher Grainger County Courthouse P. O. Box 126 Rutledge, TN 37861-0126	(865) 828-3513 (865) 828-4284 - FAX Email: <a href="mailto:mayormarkhipsher@yahoo.com">mayormarkhipsher@yahoo.com</a> Web: <a href="http://www.graingertn.com">www.graingertn.com</a>
Development Representative:	David Lietzke 1157 Spoon Hollow Road Rutledge, TN 37861	(865) 828-4617 (865) 828-5336 - FAX Web: <a href="http://www.douglascherokee.org">www.douglascherokee.org</a>
Bean Station:	Mayor Terry Wolfe 785 Main Street Bean Station, TN 37708	(865) 993-3177 (865) 993-3619 - FAX Email: <a href="mailto:twolfe@townofbeanstation.com">twolfe@townofbeanstation.com</a> Web: <a href="http://www.beanstationtn.com">www.beanstationtn.com</a>
Blaine:	Mayor Patsy McElhaney P. O. Box 85 Blaine, TN 37709-0085	(865) 933-1240 (865) 933-1278 - FAX Email: <a href="mailto:mew522000@yahoo.com">mew522000@yahoo.com</a>
Rutledge:	Mayor Danny Turley P. O. Box 36 Rutledge, TN 37861-0036	(865) 828-4513 (865) 828-8493 - FAX Email: <a href="mailto:rut@frontiernet.net">rut@frontiernet.net</a>

<b><u>HAMBLEN COUNTY</u></b>		
(EC) County Mayor:	Bill Brittain Hamblen County Courthouse 511 West 2 <sup>nd</sup> North Street Morristown, TN 37814-3964	(423) 586-1931 (423) 312-0480 - Cell (423) 585-4699 - FAX Email: <a href="mailto:bbrittain@co.hamblen.tn.us">bbrittain@co.hamblen.tn.us</a> Web: <a href="http://hamblencountygovernment.us">hamblencountygovernment.us</a>
Development Representative:	Marshall Ramsey Chamber of Commerce P. O. Box 9 Morristown, TN 37815	(423) 586-6382 (423) 586-6576 - FAX
Morristown:	Mayor Danny Thomas City Hall P. O. Box 1499 Morristown, TN 37816-1499	(423) 585-4605 (423) 585-2792 - FAX Email: <a href="mailto:mayor@mymorristown.com">mayor@mymorristown.com</a> Web: <a href="http://www.mymorristown.com">www.mymorristown.com</a>
<b><u>JEFFERSON COUNTY</u></b>		
County Mayor:	Alan Palmieri Jefferson County Courthouse P. O. Box 710 Dandridge, TN 37725-0710	(865) 397-3800 (865) 397-3839 - FAX Email: <a href="mailto:mayor@jeffersoncountyttn.gov">mayor@jeffersoncountyttn.gov</a> Web: <a href="http://www.jeffersoncountyttn.gov">www.jeffersoncountyttn.gov</a>
(EC) Development Representative:	Rodney K. Davis 1662 Talbott Kansas Road Talbott, TN 37877-3802	(865) 674-2395 (H) (423) 318-3350 (W) (423) 587-5170 - FAX Email: <a href="mailto:Rodney.davis@us.mahle.com">Rodney.davis@us.mahle.com</a>
Baneberry:	Mayor Michael Keane 521 Harrison Ferry Road Baneberry, TN 37890-4841	(865) 674-0124 (865) 674-7033 - FAX Email: <a href="mailto:cityofbaneberry@aol.com">cityofbaneberry@aol.com</a> Web: <a href="http://www.baneberrytn.com">www.baneberrytn.com</a>
Dandridge:	Mayor George A. Gantte P. O. Box 249 Dandridge, TN 37725-0249	(865) 397-7420 (865) 397-1839 - FAX Email: <a href="mailto:gantteinsurance@bellsouth.net">gantteinsurance@bellsouth.net</a> Web: <a href="http://www.dandridgetn.us">www.dandridgetn.us</a>

<b>JEFFERSON COUNTY (continued)</b>		
Jefferson City:	Mayor Mark Potts P. O. Box 530 Jefferson City, TN 37760-0530	(865) 475-9071 (865) 475-8224 - FAX Web: <a href="http://www.jeffcitytn.com">www.jeffcitytn.com</a>
New Market:	Mayor Charles Guinn P. O. Box 41 New Market, TN 37820-0041	(865) 475-3018 (865) 475-3423 (H) (865) 475-3113 - FAX Email: <a href="mailto:newmarketcity@aol.com">newmarketcity@aol.com</a>
White Pine:	Mayor Stanley Wilder P. O. Box 66 White Pine, TN 37890-0066	(865) 674-2556 (865) 674-2053 - FAX Email: <a href="mailto:whitepine@charter.net">whitepine@charter.net</a>
<b>KNOX COUNTY</b>		
(EC) County Mayor:	Tim Burchett City-County Building Suite 615 400 W. Main Street Knoxville, TN 37902-2412	(865) 215-2005 (865) 215-2002 - FAX Email: <a href="mailto:county.mayor@knoxcounty.org">county.mayor@knoxcounty.org</a> Web: <a href="http://www.knoxcounty.org">www.knoxcounty.org</a> Admin: Diana
Development Representative:	Dean Rice Knox County Chief of Staff 400 Main Street - Suite 615 Knoxville, TN 37902	(865) 215-4745 (865) 215-2005 - FAX Email: <a href="mailto:dean.rice@knoxcounty.org">dean.rice@knoxcounty.org</a>
Farragut:	Mayor Ralph McGill Town Hall 11408 Municipal Center Drive Knoxville, TN 37934-2830	(865) 966-7057 (865) 675-2096 - FAX Email: <a href="mailto:Ralph.mcgill@townoffarragut.org">Ralph.mcgill@townoffarragut.org</a> Web: <a href="http://www.townoffarragut.org">www.townoffarragut.org</a>
Knoxville:	Mayor Madeline Rogero City-County Building P. O. Box 1631 Knoxville, TN 37901-1631	(865) 215-2040 (865) 215-2978 - FAX Email: <a href="mailto:mayor@cityofknoxville.org">mayor@cityofknoxville.org</a> Web: <a href="http://www.cityofknoxville.org">www.cityofknoxville.org</a> Admin/Scheduler: <a href="mailto:terryalexander@cityofknoxville.org">terryalexander@cityofknoxville.org</a>

<b>LOUDON COUNTY</b>		
(EC) County Mayor:	Estelle Herron Loudon County Office Building 100 River Road, #106 Loudon, TN 37774-1042	(865) 458-4664 (865) 458-1784 - FAX Email: <a href="mailto:herrone@loudoncounty-tn.gov">herrone@loudoncounty-tn.gov</a> Web: <a href="http://www.loudoncounty-tn.gov">www.loudoncounty-tn.gov</a>
Development Representative:	Pat Phillips Loudon County Economic Development Agency 274 Blair Bend Drive Loudon, TN 37774	(865) 458-8889 (865) 458-3792 - FAX Email: <a href="mailto:p_phillips@bellsouth.net">p_phillips@bellsouth.net</a> Web: <a href="http://www.loudoncountyteda.org">www.loudoncountyteda.org</a>
Greenback:	Mayor Tom Peeler P. O. Box 140 Greenback, TN 37742-0140	(865) 856-2224 (865) 856-2658 (H) (865) 856-4522 - FAX Email: <a href="mailto:nlp0428@aol.com">nlp0428@aol.com</a>
Lenoir City:	Mayor Tony Aikens City Hall P. O. Box 445 Lenoir City, TN 37771-0445	(865) 986-2715 (865) 986-7721 (H) (865) 988-5143 - FAX Email: <a href="mailto:taikens@lenoircitygov.com">taikens@lenoircitygov.com</a> Web: <a href="http://www.lenoircitygov.com">www.lenoircitygov.com</a>
Loudon:	Mayor Judy McGill Keller City Hall P. O. Box 189 Loudon, TN 37774-0189	(865) 458-2033 (865) 458-2310 (H) (865) 458-6781 - FAX Web: <a href="http://www.cityofloudontn.org">www.cityofloudontn.org</a>
Philadelphia:	Mayor Paul Stallings City Hall P. O. Box 129 Philadelphia, TN 37846-0129	(865) 458-2052 (865) 458-0574 - FAX (865) 621-1908 (H) Email: <a href="mailto:pds99q@aol.com">pds99q@aol.com</a> Or <a href="mailto:tnmayorphilly@aol.com">tnmayorphilly@aol.com</a> Web: <a href="http://www.philadelphiatn.com">www.philadelphiatn.com</a>

<b>MONROE COUNTY</b>		
(EC) County Mayor:	Tim Yates Monroe County Courthouse 105 College Street, Suite 1 Madisonville, TN 37354-1451	(423) 442-3981 (423) 442-3776 (H) (423) 442-7279 - FAX Email: <a href="mailto:mayor@monroegovernment.org">mayor@monroegovernment.org</a> Web: <a href="http://www.monroegovernment.org">www.monroegovernment.org</a>
Development Representative:	Shan Harris Monroe County Industrial Development JPK Building, 103 College Street Madisonville, TN 37354	(423) 442-3652 (423) 442-7933 - FAX Email: <a href="mailto:shan.harris@monroegovernment.org">shan.harris@monroegovernment.org</a> Web: <a href="http://www.monroegovernment.org">www.monroegovernment.org</a>
Madisonville:	Mayor Alfred McClendon City Hall 400 College Street Madisonville, TN 37354-1131	(423) 442-9416 (423) 442-6321 - FAX Email: <a href="mailto:mayormcclendon@bellsouth.net">mayormcclendon@bellsouth.net</a> Web: <a href="http://www.cityofmadisonville.org">www.cityofmadisonville.org</a>
Sweetwater:	Mayor Doyle Lowe City Hall P. O. Box 267 Sweetwater, TN 37874-0267	(423) 337-6979 (423) 337-9663 - FAX Email: <a href="mailto:dlowe@sweetwatertn.net">dlowe@sweetwatertn.net</a> Web: <a href="http://www.sweetwatertn.net">www.sweetwatertn.net</a>
Tellico Plains:	Mayor Patrick Hawkins 201 Southard Street Tellico Plains, TN 37385-5125	(423) 253-2333 (423) 253-3673 - FAX Email: <a href="mailto:townoftellico@yahoo.com">townoftellico@yahoo.com</a>
Vonore:	Mayor Larry Summey City Hall P. O. Box 218 Vonore, TN 37885-0218	(423) 884-6211 (423) 884-6839 - FAX Email: <a href="mailto:townofvonore@tds.net">townofvonore@tds.net</a>

<b>MORGAN COUNTY</b>		
(EC) County Executive:	Don Edwards Morgan County Courthouse P. O. Box 387 Wartburg, TN 37887-0387	(423) 346-6288 (423) 346-9707 - FAX Email: <a href="mailto:edwardsd@mcsmail.net">edwardsd@mcsmail.net</a>
Development Representative:	Sharon Heidel 714 Potters Falls Road Wartburg, TN 37887-4001	(423) 346-3370 (H) Email: <a href="mailto:heidelsd@highland.net">heidelsd@highland.net</a>
Oakdale:	Mayor J. R. Voyles City Hall P. O. Box 116 Oakdale, TN 37829-0116	(423) 369-4400 (423) 369-3728 - FAX Email: <a href="mailto:oakdalectyhl@highland.net">oakdalectyhl@highland.net</a>
Sunbright:	Mayor Dennis Reagan P. O. Box 188 Sunbright, TN 37872-0188	(423) 628-5260 (423) 628-2340 (H)
Wartburg:	Mayor Joey Williams City Hall P. O. Box 386 Wartburg, TN 37887-0386	(423) 346-6099 (423) 346-2262 - FAX Email: <a href="mailto:wartburg@highland.net">wartburg@highland.net</a>
<b>ROANE COUNTY</b>		
(EC) County Executive:	Ron Woody Roane County Courthouse P. O. Box 643 Kingston, TN 37763-0643	(865) 376-5578 (865) 717-4215 - FAX Email: <a href="mailto:rwoody@roanegov.org">rwoody@roanegov.org</a> Email: <a href="mailto:roanecounty@roanegov.org">roanecounty@roanegov.org</a> Web: <a href="http://www.roanegov.org">www.roanegov.org</a>
Development Representative:	Ms. Leslie Henderson Roane Alliance 1209 N. Kentucky Street Kingston, TN 37763	(865) 376-5547 (865) 376-4978 - FAX Email: <a href="mailto:lhenderson@roanealliance.org">lhenderson@roanealliance.org</a> Web: <a href="http://www.roanealliance.org">www.roanealliance.org</a>
Harriman:	Mayor Chris Mason P. O. Box 433 Harriman, TN 37748-0433	(865) 882-9414 (865) 882-7031 - FAX Email: <a href="mailto:mayorinason@comcast.net">mayorinason@comcast.net</a> Web: <a href="http://www.cityofharriman.org">www.cityofharriman.org</a>
(EC) Kingston:	Mayor Troy Beets Municipal Building 125 W. Cumberland Kingston, TN 37763-2702	(865) 376-6584 (865) 376-2325 - FAX Email: <a href="mailto:troybeets@bellsouth.net">troybeets@bellsouth.net</a> Web: <a href="http://www.mykingstontn.org">www.mykingstontn.org</a>

<b>ROANE COUNTY (continued)</b>		
Oliver Springs:	Mayor Chris Hepler City Hall P. O. Box 303 Oliver Springs, TN 37840-0303	(865) 435-7722 (865) 435-4881 - FAX Email: <a href="mailto:osmayor@comcast.net">osmayor@comcast.net</a> Web: <a href="http://www.oliverspringscity.com">www.oliverspringscity.com</a>
Rockwood:	Mayor James Watts City Hall 110 N. Chamberlain Avenue Rockwood, TN 37854-2309	(865) 354-0163 (865) 354-0348 - FAX Email: <a href="mailto:rockwood@rockwoodtn.org">rockwood@rockwoodtn.org</a> Web: <a href="http://www.rockwoodtn.org">www.rockwoodtn.org</a>
<b>SCOTT COUNTY</b>		
(EC) County Mayor:	Jeff Tibbals Scott County Courthouse P. O. Box 180 Huntsville, TN 3756-0180	(423) 663-2355 (423) 627-2229 (H) (423) 663-3803 - FAX Email: <a href="mailto:scottexec@highland.net">scottexec@highland.net</a> Web: <a href="http://www.scottcounty.com">www.scottcounty.com</a>
Development Representative:	David Cross Plateau Electric Cooperative P. O. Box 4669 Oneida, TN 37841	(423) 569-8591 (W) Email: <a href="mailto:dcross@plateauelectric.com">dcross@plateauelectric.com</a> Web: <a href="http://www.plateauelectric.com">www.plateauelectric.com</a>
Huntsville:	Mayor George W. Potter P. O. Box 150 Huntsville, TN 37756-0150	(423) 663-3471 (423) 663-2814 (H) (423) 663-9701 - FAX Email: <a href="mailto:deakk@highland.net">deakk@highland.net</a>
Oneida:	Mayor Jack E. Lay City Hall P. O. Box 4237 Oneida, TN 37841-4237	(423) 569-4295 (423) 569-5259 (H) (423) 569-2990 - FAX Email: <a href="mailto:tooneida@highland.net">tooneida@highland.net</a>
Winfield:	Mayor Virgil D. Cecil P. O. Box 38 Winfield, TN 37892-0038	(423) 569-6139 (423) 569-2569 - FAX Email: <a href="mailto:rwwinfield@highland.net">rwwinfield@highland.net</a> (Robin McBroom, City Recorder)

<b>SEVIER COUNTY</b>		
(EC) County Mayor	Larry Waters Sevier County Courthouse 125 Court Avenue Suite 201E Sevierville, TN 37862-3593	(865) 453-6136 (865) 436-4796 (H) (865) 453-6830- FAX Email: <a href="mailto:lwaters@seviercountyttn.org">lwaters@seviercountyttn.org</a> Web: <a href="http://www.seviercountyttn.org">www.seviercountyttn.org</a>
Development Representative:	Earlene Teaster Pigeon Forge City Manager P. O. Box 1350 Pigeon Forge, TN 37868-1350	(865) 453-9061 (865) 453-2374 (H) (865) 429-7305 - FAX Email: <a href="mailto:eteaster@cityofpigeonforge.com">eteaster@cityofpigeonforge.com</a> Web: <a href="http://www.cityofpigeonforge.com">www.cityofpigeonforge.com</a>
Gatlinburg:	Mayor Mike Werner P. O. Box 5 Gatlinburg, TN 37738-0005	(865) 436-1400 (865) 436-6464 - FAX Email: <a href="mailto:mwerner@ci.gatlinburg.tn.us">mwerner@ci.gatlinburg.tn.us</a> Web: <a href="http://www.ci.gatlinburg.tn.us">www.ci.gatlinburg.tn.us</a>
Pigeon Forge:	Mayor David Wear City Hall P. O. Box 1350 Pigeon Forge, TN 37868-1350	(865) 453-9061 (865) 429-7305 - FAX Email: <a href="mailto:cityhall@cityofpigeonforge.com">cityhall@cityofpigeonforge.com</a> Web: <a href="http://www.cityofpigeonforge.com">www.cityofpigeonforge.com</a>
Pittman Center:	Mayor Glenn Cardwell Pittman Center City Hall 2839 Webb Creek Road Sevierville, TN 37876-9113	(865) 436-5499 (865) 430-9359 - FAX Email: <a href="mailto:sherryspicerdudley@comcast.net">sherryspicerdudley@comcast.net</a> Web: <a href="http://www.pittmancenter.tn.com">www.pittmancenter.tn.com</a>
Sevierville:	Mayor Bryan Atchley City Hall P. O. Box 5500 Sevierville, TN 37864-5500	(865) 453-5504 (865) 453-5518 - FAX Email: <a href="mailto:batchley@seviervilletn.org">batchley@seviervilletn.org</a> Web: <a href="http://www.seviervilletn.org">www.seviervilletn.org</a>

<b>UNION COUNTY</b>		
(EC) County Mayor	Mike Williams Union County Courthouse 901 Main Street, Suite 124 Maynardville, TN 37807-3557	(865) 992-3061 (865) 992-1937 - FAX Email: <a href="mailto:unioncotn@yahoo.com">unioncotn@yahoo.com</a> Web: <a href="http://www.unioncountyttn.org">www.unioncountyttn.org</a>
Development Representative:	(vacant)	
Luttrell:	Mayor Johnny Merritt City Hall P. O. Box 82 Luttrell, TN 37779-0082	(865) 992-0870 (865) 992-4962 - FAX Email: <a href="mailto:cityofluttrell@birch.net">cityofluttrell@birch.net</a> (contact: Rebecca Ailor)
Maynardville:	Mayor H. E. Richardson P. O. Box 217 Maynardville, TN 37807-0217	(865) 992-3821 (865) 992-6456 - FAX
Plainview:	Mayor Gary Chandler 1037 Tazewell Pike Luttrell, TN 37779-2035	(865) 992-5841 (865) 992-4344 - FAX

<b>GENERAL ASSEMBLY</b>		
(EC) State Senate:	Senator Ken Yager 12 <sup>th</sup> District Suite 6 - Legislative Plaza Nashville, TN 37243	(615) 741-1449 (615) 253-0237 - FAX Email: <a href="mailto:sen.ken.yager@capitol.tn.gov">sen.ken.yager@capitol.tn.gov</a> Web: <a href="http://www.sneatorkenyager.com">www.sneatorkenyager.com</a>
	Local: P. O. Box 346 Harriman, TN 37748	(865) 285-9797
(EC) State Representative:	Representative Kelly Keisling 38 <sup>th</sup> District 1042 Cordell Hull Memorial Drive Byrdstown, TN 38549	(615) 741-6852 (615) 253-0234 - FAX Email: <a href="mailto:rep.kelly.keisling@capitol.tn.gov">rep.kelly.keisling@capitol.tn.gov</a>
	Local: P. O. Box 22091 Knoxville, TN 37933	(865) 919-4094
<b>MINORITY MEMBERS AT LARGE</b>		
(EC)	George Williams, Manager Alcoa City Center 972 Beverly Drive Alcoa, TN 37701	(865) 379-6480 (865) 984-8354 (H) (865) 379-1459 - FAX Email: <a href="mailto:williamsgeo@hotmail.com">williamsgeo@hotmail.com</a> Web: <a href="http://www.alcoacitycenter.com">www.alcoacitycenter.com</a>
(EC)	(vacant)	
(EC) Denotes Executive Committee Member		



## Survey Questionnaire — Stakeholders

The federal transportation legislation known as SAFETEA-LU (Safe, Accountable, Flexible, Efficient Transportation Equity Act: A legacy for Users) required local jurisdictions to develop a coordinated plan as a condition for receiving funding under three Federal Transit Authority Programs. SAFETEA-LU also requires that projects proposed for funding is derived from a "locally developed, coordinated public transit-human services transportation plan." The coordinated plan must be developed through a process that includes representatives of public, private, and non-profit transportation and human services providers.

Your organization has been identified as a "key stakeholder" in the development and study process of the ETHRA Public Transit Human Services Transportation Coordination Plan. We would like to ask you a few questions regarding public transportation in your community and your assistance in responding to this survey will ultimately result in a Coordinated Public-Transit Human Services Transportation Plan that outlines the goals and objectives for coordinated human services and public transportation in East Tennessee. Your participation in the planning process is appreciated.

### 1. Identification of Individual Responding to the Survey:

- a. Name/Title: \_\_\_\_\_
- b. Organization: \_\_\_\_\_
- c. Business Address: \_\_\_\_\_
- d. Telephone: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Fax: \_\_\_\_\_
- e. E-mail: \_\_\_\_\_
- f. Business Purpose of Agency/Organization: \_\_\_\_\_
- g. Website? \_\_\_\_\_
- h. Agency Consumer Eligibility Requirements \_\_\_\_\_

2. Is your community/organization involved in the direct operation of public transportation or in the provision of transportation services for human service agency clients? (Check one.)

Yes  No

3. In your opinion, are the organizations and agencies that are responsible for delivering human service and public transportation sufficiently coordinating their services to enhance mobility and deliver services efficiently? On a scale of 1 — 4, with "1" representing minimal or no coordination and "4" representing a high degree of coordination, please circle one answer.

*Low Level*                      *High Level*  
 \_\_\_\_\_  
 1                      2                      3                      4

Why? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

4. What do you see as the need for public transportation in your community/organization?

Hours of service     service area  
 Type of service:     fixed route     demand response     mixture of services  
                            on-demand taxi     other

5. What do you believe is the public's perception of the need for public transportation in your community/organization?

*Not needed*                      *Somewhat needed*                      *Very Needed*  
 <-----I----->

Undecided

6. Do you and members of the governing board perceive there to be real and tangible benefits to be realized if local organizations worked together to better coordinate the delivery of services? If yes, what are the top 3 potential benefits in your opinion?

YES                       NO

i. \_\_\_\_\_

ii. \_\_\_\_\_

iii. \_\_\_\_\_

7. In your opinion, what are the 5 most common purposes for which your consumers (and/or the general public) need transportation?

I. \_\_\_\_\_

II. \_\_\_\_\_

III. \_\_\_\_\_

IV. \_\_\_\_\_

V. \_\_\_\_\_

8. In your opinion, is there a need for transportation in the rural areas of East Tennessee?

YES

NO

Please Explain: \_\_\_\_\_

\_\_\_\_\_

11. In your opinion, would it be appropriate for transportation in East Tennessee to coordinate with public/non-profit transportation providers in areas to serve the needs for transportation to destinations outside of East Tennessee? Please explain your answer.

YES

NO

Please Explain: \_\_\_\_\_

\_\_\_\_\_

12. (Only applies to human services agency representatives.) How does your agency provide or arrange for transportation for your consumers? Does your organization currently work with any public transportation providers or other human service agencies to provide transportation for your consumers?

YES

NO

Please Explain: \_\_\_\_\_

\_\_\_\_\_

13. (Only applies to human services agency/older adult services representatives.) What percentage (approx.) of your consumers currently uses the following transportation options?

ETHRA Transportation

CAC Transportation

KAT (Knox Area Transit)

Other: (Please specify) \_\_\_\_\_

14. (Applies to all.) What do you see as the greatest obstacle(s) to coordination and mobility in your community/organization?

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15. (Applies to all.) If there are any other issues, concerns, or information relevant to this issue, please feel free to address them in the spaces below.

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Please return the completed survey to Brent Gagley, ETHRA Public Transit Mobility Manager, East Tennessee Human Resource Agency, 9111 Cross Park Drive, Suite D-100, Knoxville TN 37923, or by fax (865) 387-2833, or by email [bgagley@ethra.org](mailto:bgagley@ethra.org).



*Thank you for your cooperation.*

**ETHRA Transportation Survey**



## Transportation Resource Survey

The following survey is for public, private, non-profit and faith based organizations that provide, contract for, or need transportation services. In order to keep federal and state transportation funds flowing into East Tennessee, the regulations require that a local Coordinated Human Service Transportation Plan be prepared and updated regularly. Working together, the Knoxville Regional Transportation Planning Organization (TPO) and the East Tennessee Human Resource Agency (ETHRA) are in the process of updating the local plans. A key component required is the Transportation Resources Survey.

It is very important that you fill this survey out as it can impact the future of transportation services for our region. Also, if your organization has either received or may want to apply for federal or state (Tennessee Department of Transportation (TDOT)) funding you need to fill out the survey. This is especially important if your agency serves people who are disabled, elderly, or low income.

If you have any questions about the survey please feel free to call or e-mail Doug Burton at the Knoxville Regional TPO at 865-215-3824 ([doug.burton@knoxmpc.org](mailto:doug.burton@knoxmpc.org)) or Brent Gagley at ETHRA at 865-691-2551 ext. 4299 ([bgaagley@ethra.org](mailto:bgaagley@ethra.org)).

[http://www.knoxtrans.org/provider\\_survey.htm](http://www.knoxtrans.org/provider_survey.htm)

[pdfprovidersurvey.pdf](#)



Project Action Coalition  
TRANSPORTATION SURVEY

Contact Doug Burton at [doug.burton@knoxtrans.org](mailto:doug.burton@knoxtrans.org) if you have questions

**ORGANIZATIONAL CHARACTERISTICS AND SERVICES PROVIDED**

The first set of questions has to do with your organization and the services you provide.

**1. Provider/ Organization:**

- a. Name: \_\_\_\_\_
- b. Known as: \_\_\_\_\_
- c. Street address: \_\_\_\_\_  
City, zip code: \_\_\_\_\_
- d. Website: \_\_\_\_\_
- e. Telephone number(s): \_\_\_\_\_
- f. Fax number: \_\_\_\_\_
- g. Contact person: \_\_\_\_\_
- h. Contact person's title: \_\_\_\_\_
- i. Contact person's telephone number: \_\_\_\_\_
- j. Contact person's e-mail address: \_\_\_\_\_

**2. Organization Type**

- <sub>1</sub> Public
- <sub>2</sub> Private
- <sub>3</sub> Nonprofit

**3. What are the major functions/services of your organization? (Check all that apply)**

- |  |  |
|--|--|
| <input type="checkbox"/> <sub>1</sub> Transportation             | <input type="checkbox"/> <sub>9</sub> Counseling               |
| <input type="checkbox"/> <sub>2</sub> Health care                | <input type="checkbox"/> <sub>10</sub> Religious services      |
| <input type="checkbox"/> <sub>3</sub> Social services            | <input type="checkbox"/> <sub>11</sub> Companion/respite       |
| <input type="checkbox"/> <sub>4</sub> Nutrition                  | <input type="checkbox"/> <sub>12</sub> Financial assistance    |
| <input type="checkbox"/> <sub>5</sub> Housing                    | <input type="checkbox"/> <sub>13</sub> Rehabilitation services |
| <input type="checkbox"/> <sub>6</sub> Education                  | <input type="checkbox"/> <sub>14</sub> Recreation/social       |
| <input type="checkbox"/> <sub>7</sub> Job training/job placement | <input type="checkbox"/> <sub>15</sub> Information/referral    |
| <input type="checkbox"/> <sub>8</sub> Employment                 | <input type="checkbox"/> <sub>16</sub> Other: _____            |

**Project Action Coalition  
TRANSPORTATION SURVEY**

Contact Doug Burton at [doug.burton@knoxtrans.org](mailto:doug.burton@knoxtrans.org) if you have questions

**4. Please tell us how you provide transportation services. (Check all that apply)**

- <sub>1</sub> You provide transportation services in vehicles that you own or lease.
- <sub>2</sub> You coordinate transportation services using volunteers in vehicles owned by volunteers.
- <sub>3</sub> You provide financial assistance to clients for other transportation resources (for example, taxi vouchers, bus tickets).
- <sub>4</sub> You purchase transportation services from another organization.
- <sub>5</sub> You sell transportation and transportation-related services (for example, vehicle maintenance) to another organization.

**TRANSPORTATION SERVICE CHARACTERISTICS**

**These questions have to do with transportation services that you directly provide to the general public, seniors or people with disabilities. Please do not include meal deliveries or other transportation services that do not transport passengers.**

**5. Type(s) of clients served (Check all that apply)**

- <sub>1</sub> General public
- <sub>2</sub> Students
- <sub>3</sub> Welfare to Work
- <sub>4</sub> Job Access
- <sub>5</sub> Medicaid
- <sub>6</sub> Clients/members of your organization
- <sub>7</sub> Clients/members of other organizations (please specify): \_\_\_\_\_  
\_\_\_\_\_
- <sub>8</sub> Senior citizens (please specify 50+, 55+, 60+, 65+, etc.): \_\_\_\_\_  
\_\_\_\_\_
- <sub>9</sub> People with disabilities (please define): \_\_\_\_\_  
\_\_\_\_\_
- <sub>10</sub> People with medical conditions (please specify): \_\_\_\_\_  
\_\_\_\_\_
- <sub>11</sub> Other (please specify): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**6. Types of trips made (Please check all that apply)**

- |   |  |
|---|--|
| <input type="checkbox"/> <sub>1</sub> General (trips for any purpose) | <input type="checkbox"/> <sub>7</sub> Medical                        |
| <input type="checkbox"/> <sub>2</sub> School                          | <input type="checkbox"/> <sub>8</sub> Pharmacy                       |
| <input type="checkbox"/> <sub>3</sub> Social/Recreational             | <input type="checkbox"/> <sub>9</sub> Volunteering                   |
| <input type="checkbox"/> <sub>4</sub> Nutrition                       | <input type="checkbox"/> <sub>10</sub> Religious purpose             |
| <input type="checkbox"/> <sub>5</sub> Work                            | <input type="checkbox"/> <sub>11</sub> Other (please specify): _____ |
| <input type="checkbox"/> <sub>6</sub> Shopping                        | _____  |

**Project Action Coalition  
TRANSPORTATION SURVEY**

Contact Doug Burton at [doug.burton@knoxtrans.org](mailto:doug.burton@knoxtrans.org) if you have questions

7. Describe your service area. Please be specific indicating street, city and/or county boundaries: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

8. What service models do you operate? (Check all that apply)

- <sub>1</sub> Informal (volunteer drivers provide rides as needed)
- <sub>2</sub> Fixed route (operate along the same route to fixed stops)
- <sub>3</sub> Fixed schedule (operate according to a set schedule)
- <sub>4</sub> Flexible route/route deviation (operate along a route but can deviate off that route within limits)
- <sub>5</sub> Demand response (operate point-to-point trip)
- <sub>6</sub> Para-transit (van type vehicle that supports wheelchair access)
- <sub>7</sub> Subscription service (prearranged standing order trip requests)
- <sub>8</sub> Ridesharing (arrange for people to travel together – for example, carpool)
- <sub>9</sub> Provide financial assistance to clientele such as taxi vouchers and bus tickets.
- <sub>10</sub> Other (Specify): \_\_\_\_\_

9. Define the level of passenger assistance you provide. (Check all that apply)

- <sub>1</sub> Curb-to-curb (drivers will assist passengers in and out of the vehicle only)
- <sub>2</sub> Door-to-door (drivers will assist in and out of the vehicle and to and from the door of pick up and drop off locations)
- <sub>3</sub> Door-through-door (drivers will assist in the ways above and through the door of the passenger's pick up and drop off locations)
- <sub>4</sub> You provide personal care attendants to assist passengers.
- <sub>5</sub> You do not provide personal care attendants, but you allow attendants to ride with passengers.
- <sub>6</sub> You assist passengers with any mobility device, an unlimited number of packages and luggage of any weight.
- <sub>7</sub> You assist passengers with certain mobility devices and a limited amount of packages and luggage. (Please specify): \_\_\_\_\_  
\_\_\_\_\_

**Project Action Coalition  
TRANSPORTATION SURVEY**  
Contact Doug Burton at [doug.burton@knoxtrans.org](mailto:doug.burton@knoxtrans.org) if you have questions

**SERVICE DELIVERY**

**10. What are the hours and days of operation for your transportation services? (Check the days and list hours of operation)**

Days	Time Service Begins	Time Service Ends
<input type="checkbox"/> <sub>1</sub> Monday		
<input type="checkbox"/> <sub>2</sub> Tuesday		
<input type="checkbox"/> <sub>3</sub> Wednesday		
<input type="checkbox"/> <sub>4</sub> Thursday		
<input type="checkbox"/> <sub>5</sub> Friday		
<input type="checkbox"/> <sub>6</sub> Saturday		
<input type="checkbox"/> <sub>7</sub> Sunday		
<input type="checkbox"/> <sub>8</sub> Holidays		

**11. How are reservations made? (Check all that apply)**

- <sub>1</sub> Telephone      Reservations Telephone # (If not listed above): \_\_\_\_\_
- <sub>2</sub> Fax
- <sub>3</sub> Website      (If not listed above): \_\_\_\_\_
- <sub>4</sub> Mail
- <sub>5</sub> Through a third party      (Describe): \_\_\_\_\_
- <sub>6</sub> No Reservations

**12. Is advance notice required? (Check all that apply)**

- <sub>1</sub> Same day reservations accepted
- <sub>2</sub> Need to reserve trip a day in advance
- <sub>3</sub> Need to reserve trip 24 hours in advance
- <sub>4</sub> Need to reserve trip 2-3 days in advance
- <sub>5</sub> Need to reserve trip more than three days in advance

**13. Annual Passenger Statistics. (Most recent fiscal year for your agency / organization)**

- Count each individual only once regardless of the number of trips they take
- Count all (one-way) trips for all individuals – a trip to the doctor and back would be count as two

**Annual Passenger Statistics**

- a. Total number of unduplicated individuals served: \_\_\_\_\_
- b. Total passenger trips: \_\_\_\_\_

**Project Action Coalition  
TRANSPORTATION SURVEY**  
Contact Doug Burton at [doug.burton@knoxtrans.org](mailto:doug.burton@knoxtrans.org) if you have questions

14. Are you able to meet all requests for transportation?

- <sub>1</sub> Always      <sub>2</sub> Sometimes      <sub>3</sub> Never      <sub>4</sub> Not Sure

15. What is your basic fare structure?

Adult: \_\_\_\_\_

Child \_\_\_\_\_ (Age?): \_\_\_\_\_

Student: \_\_\_\_\_

Senior: \_\_\_\_\_ (Age?) \_\_\_\_\_

Person with disability: \_\_\_\_\_

Personal care attendants and escorts assisting seniors and individuals with disabilities:  
\_\_\_\_\_

Guest policy: \_\_\_\_\_

**FLEET INFORMATION**

16. a. How many vehicles do you have and use on a regular basis?

<sub>1</sub> \_\_\_\_\_

b. Of this number, how many are ADA (wheelchair) Accessible?

<sub>2</sub> \_\_\_\_\_

**COORDINATION NEEDS & OPPORTUNITIES**

17. Are you looking for ways to accommodate more of your clients' transportation needs?

- <sub>1</sub> Yes  
<sub>2</sub> No  
<sub>3</sub> Not sure.

18. Do you need additional resources to expand your services?

- <sub>1</sub> Yes      <sub>2</sub> No

Project Action Coalition  
TRANSPORTATION SURVEY

Contact Doug Burton at [doug.burton@knoxtrans.org](mailto:doug.burton@knoxtrans.org) if you have questions

19. What expansion of services would you like to deliver if funding weren't an obstacle?

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20. Are there any other needs or opportunities that you would like to coordinate with other transportation providers?

- <sub>1</sub> Driver Training / Staff Training
- <sub>2</sub> Maintenance / Repairs
- <sub>3</sub> Information / Referral Services
- <sub>4</sub> Billing
- <sub>5</sub> Marketing
- <sub>6</sub> Scheduling

COMMUNICATION

21. How would you prefer to be contacted?

- <sub>1</sub> E-mail      <sub>2</sub> Telephone      <sub>3</sub> Mail

22. Would you like us to share the results of the survey with you?

- <sub>1</sub> Yes      <sub>2</sub> No

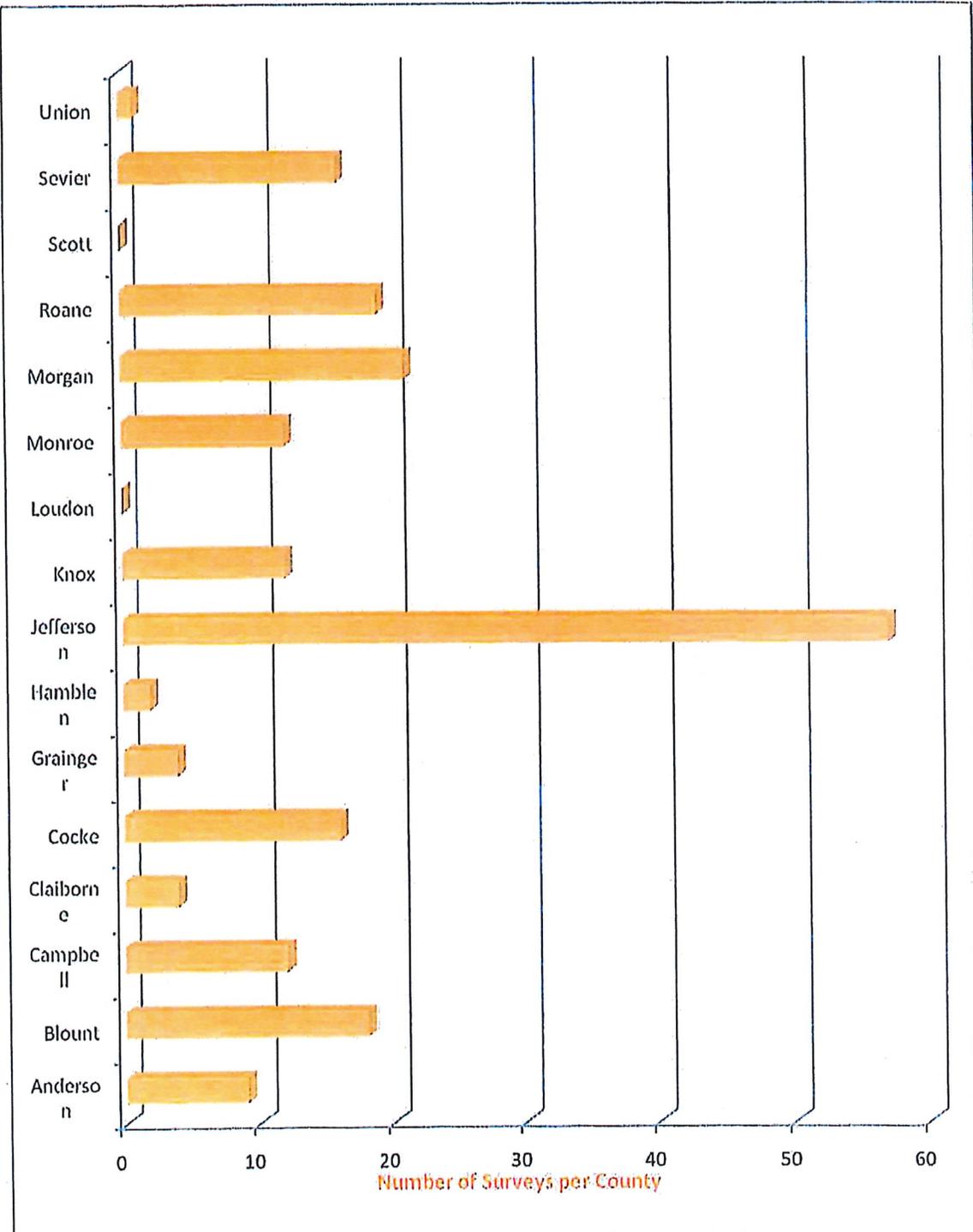
***This concludes the survey. Thank you for participating!***

***We plan to discuss the survey results and the work of the Coalition at a future luncheon meeting....all those who complete and return the survey will be invited to attend!***

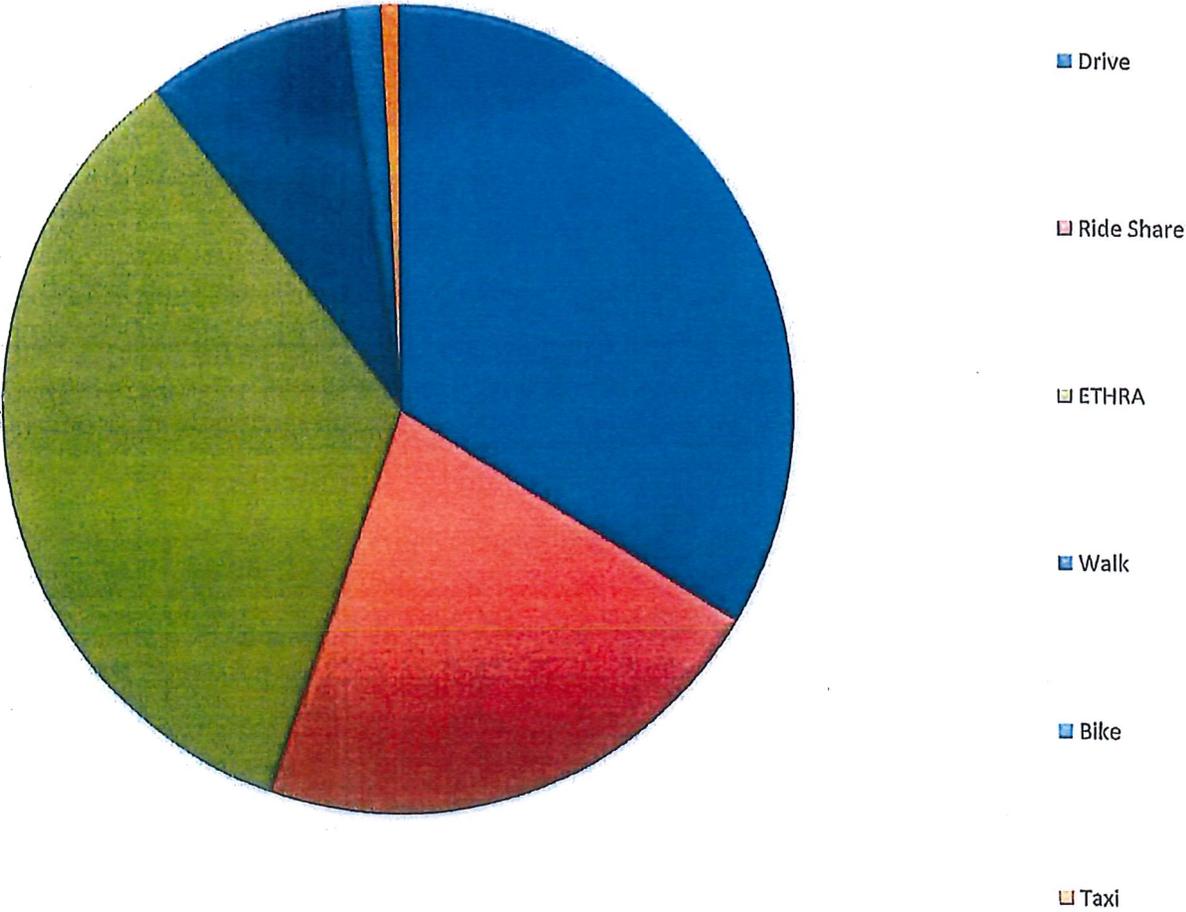
Please return the survey as soon as possible to:

This survey is being conducted by the Knoxville Project Action Coalition a project of the Knoxville Metropolitan Planning Commission Transportation Planning Organization

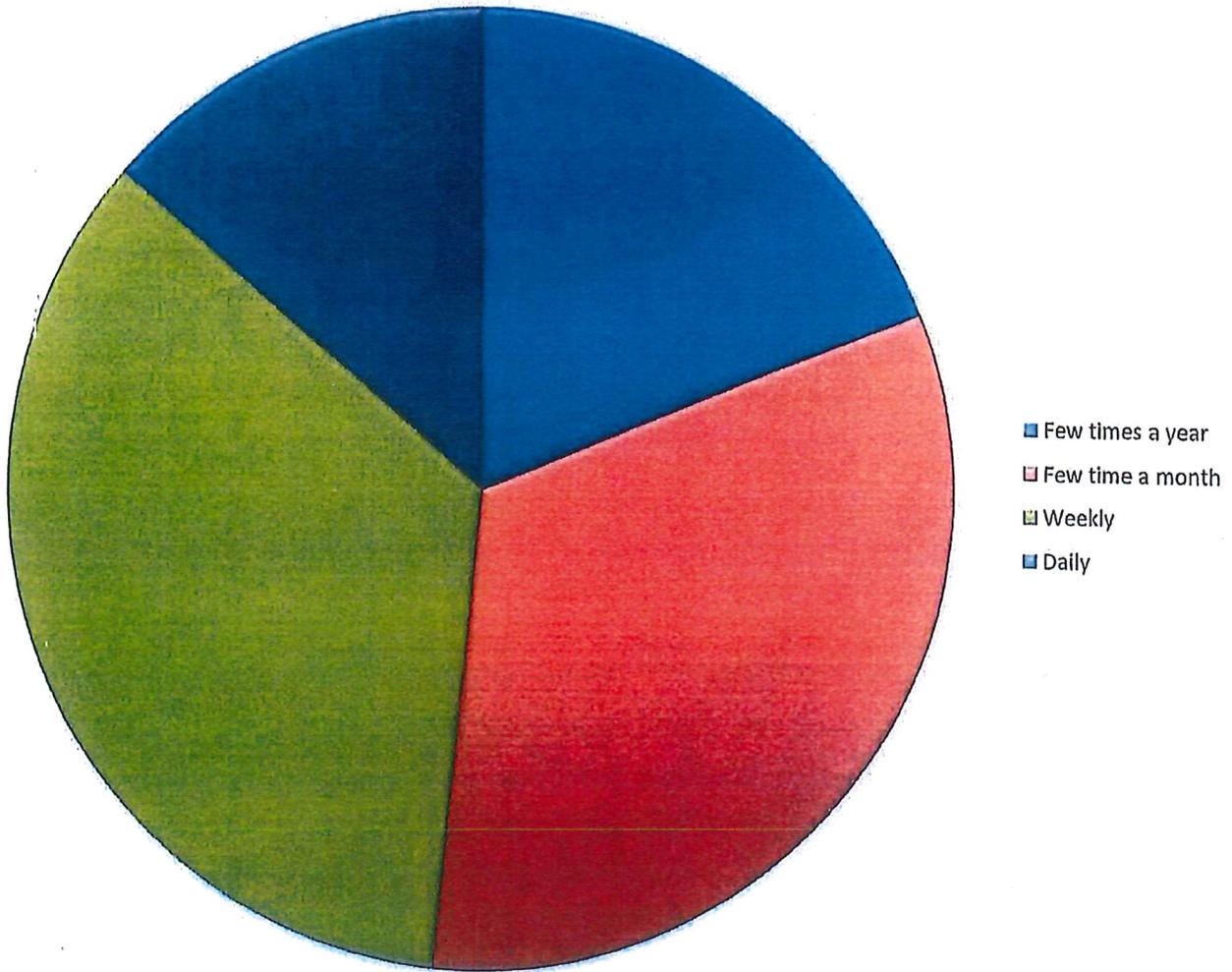
**ETHRA Transportation Survey Results**



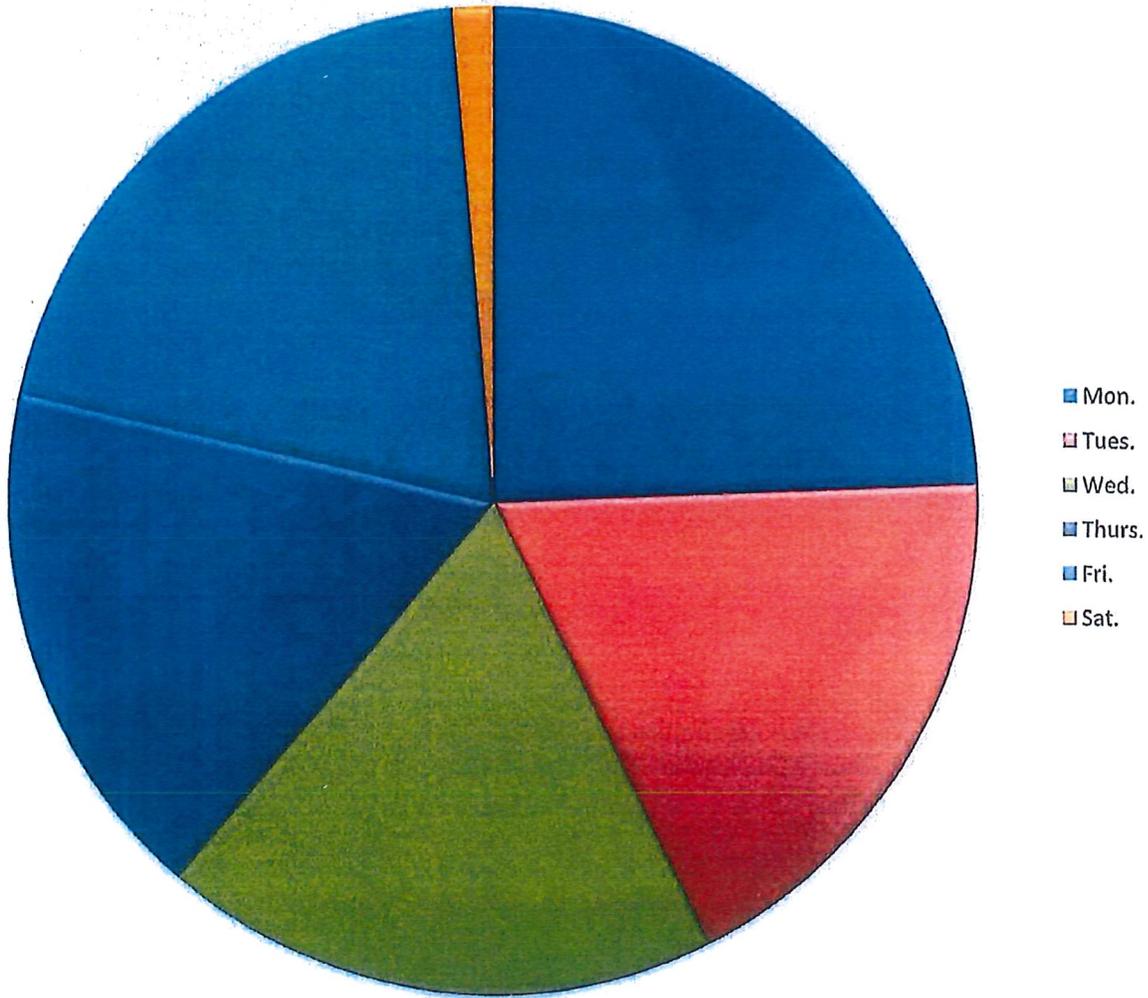
# How do you currently travel around the ETHRA region?



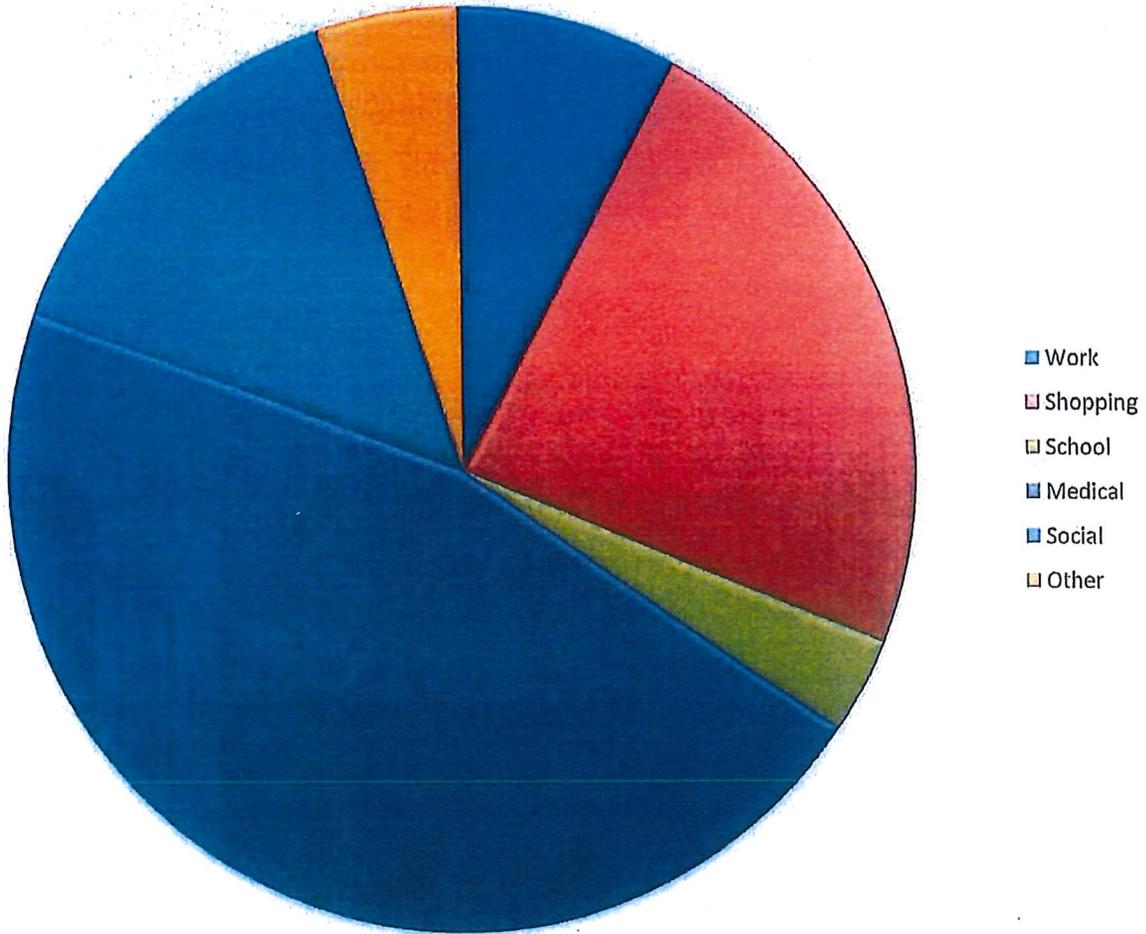
### How often do you use the bus/van services?



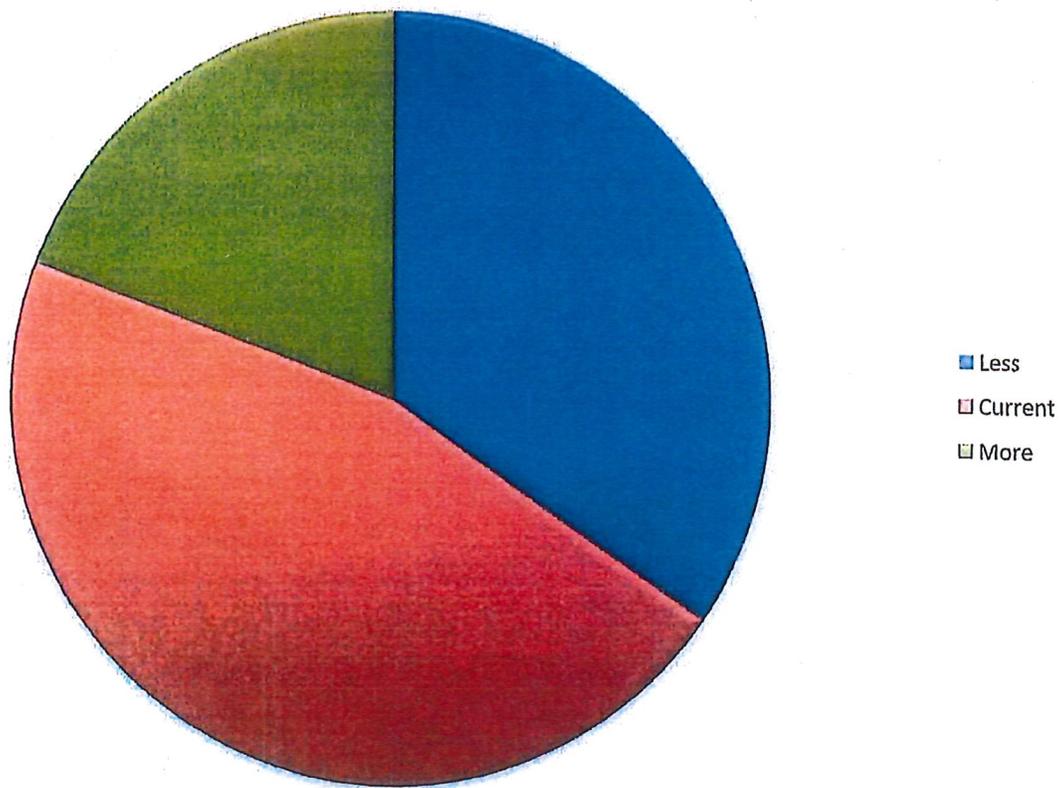
**If you do use the bus/van services, what day(s) of week do you use our services?**



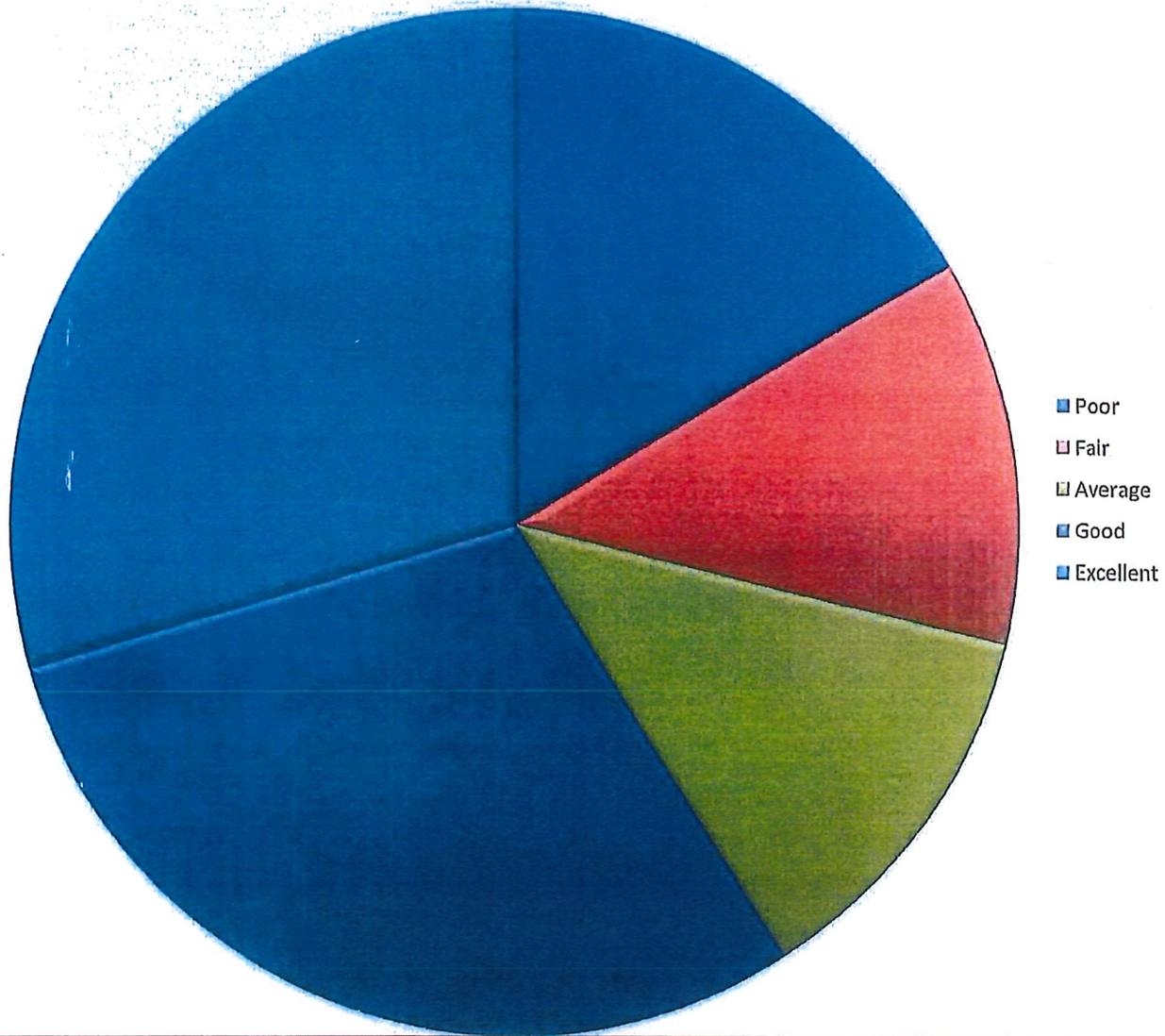
**For what type of trips would you use the bus/van service?**



# How much would you be willing to pay to ride the bus/van service?



**How would you rate the service you received from our reservation staff when scheduling your trip?**



**ETHRA Transportation Survey Results**

### ETHRA Human Services Coordinated Transportation Plan Survey Results

	Drive	Ride Share	ETHRA	Walk	Bike	Taxi	
How do you currently travel around the ETHRA region?	1	1	5	0	0	0	Clabonne
How do you currently travel around the ETHRA region?	2	1	19	2	1	0	Morgan
How do you currently travel around the ETHRA region?	3	3	12	0	0	0	Cocke
How do you currently travel around the ETHRA region?	8	3	8	1	0	0	Sevier
How do you currently travel around the ETHRA region?	5	3	7	3	0	0	Campbell
How do you currently travel around the ETHRA region?	0	6	10	2	2	2	Anderson
How do you currently travel around the ETHRA region?	3	5	12	2	0	0	Roane
How do you currently travel around the ETHRA region?	1	7	11	2	1	0	Monroe
How do you currently travel around the ETHRA region?	23	4	6	0	0	0	Blount
How do you currently travel around the ETHRA region?	0	1	0	0	0	0	Hambleton
How do you currently travel around the ETHRA region?	44	1	4	0	0	0	Jefferson
How do you currently travel around the ETHRA region?	1	1	0	0	0	0	Grainger
How do you currently travel around the ETHRA region?	0	0	1	0	0	0	Union
How do you currently travel around the ETHRA region?	58	59	22	4	2		Total
	90	58	59	22	4	2	
	Poor	Fair	Average	Good	Excellent		
How would you rate the service you received from our reservation staff when scheduling your trip?	3	1	0	1	7		Cocke
How would you rate the service you received from our reservation staff when scheduling your trip?	0	1	0	0	0		Grainger
How would you rate the service you received from our reservation staff when scheduling your trip?	0	0	1	1	2		Clabonne
How would you rate the service you received from our reservation staff when scheduling your trip?	0	1	1	10	9		Morgan
How would you rate the service you received from our reservation staff when scheduling your trip?	2	3	2	1	2		Sevier
How would you rate the service you received from our reservation staff when scheduling your trip?	2	1	1	4	1		Campbell
How would you rate the service you received from our reservation staff when scheduling your trip?	1	1	1	5	4		Knox
How would you rate the service you received from our reservation staff when scheduling your trip?	0	3	4	0	0		Anderson
How would you rate the service you received from our reservation staff when scheduling your trip?	1	2	1	6	4		Roane
How would you rate the service you received from our reservation staff when scheduling your trip?	2	1	2	3	1		Monroe
How would you rate the service you received from our reservation staff when scheduling your trip?	7	0	1	1	1		Blount
How would you rate the service you received from our reservation staff when scheduling your trip?	1	0	0	0	0		Hambleton



How often do you use the bus/van services?	4.	3	2	1	0	Campbell
How often do you use the bus/van services?	2	4	2	3	0	Knox
How often do you use the bus/van services?	0	2	0	5	0	Anderson
How often do you use the bus/van services?	1	5	2	3	2	Roane
How often do you use the bus/van services?	3	1	0	3	0	Monroe
How often do you use the bus/van services?	0	0	0	1	0	Hamblen
How often do you use the bus/van services?	5	2	0	2	0	Jefferson
How often do you use the bus/van services?	1	0	0	1	0	Blount

How often do you use the bus/van services?	Few times a year	1-3	4-6	7-9	10-12	Daily	Total
How often do you use the bus/van services?	18	31	33	13			

How often do you use the bus/van services, what day(s) of week do you use our services?	Mon.	Tues.	wed.	Thurs.	Fri.	Sat.	Blount
If you do use the bus/van services, what day(s) of week do you use our services?	3	3	3	3	3	3	0
If you do use the bus/van services, what day(s) of week do you use our services?	1	2	2	2	2	2	0
If you do use the bus/van services, what day(s) of week do you use our services?	1	1	1	1	0	0	0
If you do use the bus/van services, what day(s) of week do you use our services?	4	1	1	1	1	3	0
If you do use the bus/van services, what day(s) of week do you use our services?	10	9	10	9	6	1	1
If you do use the bus/van services, what day(s) of week do you use our services?	1	2	2	2	1	1	1
If you do use the bus/van services, what day(s) of week do you use our services?	9	6	2	2	5	7	1
If you do use the bus/van services, what day(s) of week do you use our services?	2	2	2	2	2	2	0
If you do use the bus/van services, what day(s) of week do you use our services?	4	3	4	4	4	3	0
If you do use the bus/van services, what day(s) of week do you use our services?	8	5	5	5	5	7	0
If you do use the bus/van services, what day(s) of week do you use our services?	4	0	4	4	0	4	0
If you do use the bus/van services, what day(s) of week do you use our services?	0	0	0	0	0	0	0
If you do use the bus/van services, what day(s) of week do you use our services?	4	4	5	3	4	5	0
If you do use the bus/van services, what day(s) of week do you use our services?	1	0	0	1	1	0	0

How often do you use the bus/van services, what day(s) of week do you use our services?	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Blount
If you do use the bus/van services, what day(s) of week do you use our services?	52	39	40	37	43	3	0



19

Rozine



16

Sevier



1

Union



203

Total

