

# Madison County Coordination Plan

## Madison County/Jackson, TN

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Transportation Planning Area: Jackson Area Metropolitan Planning Organization

Planning Jurisdiction: Jackson Municipal Regional Planning Commission

Lead Agencies: Jackson Transit Authority (JTA) & Southwest Human Resource Agency (SWHRA)

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### Stakeholders

JTA and SWHRA agreed to combine their efforts for the Madison County, Tennessee Human Services Transportation Plan. The Jackson Area Metropolitan Planning Organization (MPO) is also included as a stakeholder along with the Tennessee Department of Transportation, Office of Public Transportation.

Attachment A is the list of area agencies that were identified as helpful in identifying the needs of the target population, the needs of the community/region, the transportation services available, and the identification of new solutions.

### Description of Convening of Stakeholders

In, 2007, the first stakeholder meeting was for identified agencies. The agencies were invited by mail with a follow-up phone call. The meeting was from 11:00 am to 2:00 pm, with lunch provided. The meeting place was accessible, on a JTA fixed route, and one block off 45-Bypass. 9 agencies attended the meeting plus a representative from JTA and SWHRA and two representatives from TDOT. The meeting started with introductions and a request to skip formalities and speak openly without worry of an agenda or timeline. Ms. Sherri Carroll, TDOT started the meeting with an overview of the Job Access and Reverse Commute Grant and how the Coordinated Plan fits into the new transportation program. Ms. Turner, SWHRA, facilitated the discussion and workbook exercise from the Framework for Action Self-Assessment Tool. The workbook exercises were collected and the agencies in attendance would get a tally of the results by mail. Both JTA and SWHRA representatives discussed their transportation programs and handouts were available.

In April, once the tabulation of the self-assessment survey was completed, another stakeholder meeting was announced. The meeting was held on April 25, 2007, 9:30am to 11:30am at the Jackson City Hall Gathering Room, 101 E Main Street, Jackson, TN 38301. The meeting began with discussion of the Agencies Survey, followed by a review of the Draft Human Services Transportation Plan. Attendees were asked to make additions and corrections to the information compiled. Then discussion followed as to the project criteria process and selection.

The first public meeting was held April 25, 2007, 1:30pm to 2:30pm at the Jackson Transit Authority Transfer Center, 431 E Main Street, Jackson, TN 38301. The meeting began with an overview of why the Human Services Transportation Plan has to be completed and the different types of funding opportunities. Discussion followed as to how a change in current funding would affect current service, and how new funding could add to service levels for the disabled, elderly and low income.

In 2012, the second public and stakeholder meeting was held on August 28, 2012, 9am, Jackson TN City Hall, 101 East Main Street, Jackson TN. The meeting place was accessible, on a JTA fixed route, and on HWY 45. Eight (8) agencies attended the meeting plus a representative from JTA and SWHRA. The meeting started with introductions and a request to skip formalities and speak openly without worry of an agenda or timeline. Both JTA and SWHRA representatives discussed their transportation programs and handouts were available. The attendees agreed the Job Access and Reverse Commute grant monies were being spent on community needed transportation.

In 2015, the third stakeholder meeting was on March 10, 2015 at the Jackson TN City Hall. Agencies were invited by mail. The meeting was from 10:00am – 11:00am. The meeting place was accessible, on a JTA fixed route, and on HWY 45. The third public meeting was on March 10, 2015 at the JTA Transfer Center, 431 E Main Street, Jackson, TN. The public was invited through a legal advertisement in the local daily paper and the weekly minority paper. Interior bus signs were placed in revenue vehicles and posted at the Transfer Center.

## Data and Information

Common origins and destinations for people with special transportation needs are many in Jackson/Madison County. The county is a regional medical center with 2 hospitals, many walk-in clinics, over 50 professional clinics including psychological, cancer and rehabilitation, nursing homes, long term care facilities, and Alzheimer wards. The county is also home to the West Tennessee Cerebral Palsy Center, Madison Haywood Developmental Center, and Goodwill. Also the county has many educational facilities including Lane College, University of Memphis -Lambuth Campus, Union University, Jackson State Community College, The Star Center, the Tennessee College of Applied Technology and West Tennessee Business College. Work sites for the people with special transportation needs are numerous all over the county. People with special transportation needs are people "including their personal attendants, who because of physical or mental disability, income status, or age are unable to transport themselves or purchase transportation." Census 2000 has Madison County with an estimated 2011 population of 98,255. The chart below is from the Census 2000 and estimates based on the population data from the 2010 census.

<b>DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION</b>	2000	2000	2011	2011
<b>Population 5 to 20 years</b>	<b>22,206</b>	<b>100.0</b>	23286	100
With a disability	2,202	9.9	2305	9.9
<b>Population 21 to 64 years</b>	<b>51,367</b>	<b>100.0</b>	55022	100
With a disability	10,768	21.0	11554	21
Percent employed	57.8	(X)		
No disability	40,599	79.0		
Percent employed	79.2	(X)		
<b>Population 65 years and over</b>	<b>10,576</b>	<b>100.0</b>	13264	100
With a disability	5,129	48.5	6433	48.5

## **Common Origins**

There are many common origin locations in the community including group homes, assisted living centers, nursing homes, group homes, half-way houses, public housing and areas with affordable housing.

**Where are people with disabilities located in your planning area?**

People with disabilities are throughout Madison County and the City of Jackson. In Madison County the population is spread over a large area with small towns and no particular area could be identified. In Jackson, approximately 75% of the disabled live in a 5 mile area, north of the Forked Deer River and south of I-40. There are a few group homes but they are spread throughout the city and county.

**Where are people of low income located in your planning area?**

People of low income are located throughout Madison County and the City of Jackson. In Madison County the population is spread over a large area with cheap housing and mobile homes as primary residents. In Jackson, approximately 80% of the low income population is mostly in the mid-town area. Public Housing and Section 8 housing are found on JTA bus routes North Royal, Hollywood, East Jackson and East Chester.

**Where are young people and the elderly located in your planning area?**

Young people and the elderly are spread throughout the county and city with no pattern. There are no clusters of young people except Youth Town in Madison County. The only large population of elderly is in Nursing homes and Residential homes. These homes are spread throughout the City of Jackson, with a few locations in Madison County.

**Are there any of these locations which are common to all or some of the subgroups which constitute people with special transportation needs?**

The location of low income housing such as public housing brings together all of the factors; disabled, low income, young people and elderly.

## **Common Destinations**

There are many places that may constitute common destinations. This includes entry level employment opportunities, financial institutions, childcare facilities, medical centers, schools/colleges/universities, and shopping centers.

**Where do people with disabilities in your planning area need to get to?**

People with disabilities and low income people need to go where people without disabilities and not-low income people need to go. Employment, financial, medical, educational, shopping and recreational needs should be met to afford all persons with quality of life concerns. Government offices such as Social Security Administration and the TN Department of Human Services are used by the persons with disabilities. There are a few locations that are specifically for the disabled. They are the Madison Haywood Developmental Center, the Star Center and the West Tennessee Cerebral Palsy Center.

**Where do people of low income in your planning area need to get to?**

People with disabilities and low income people need to go where people without disabilities and not-low income people need to go. Employment, financial, medical, educational, shopping and recreational needs should be met to afford all persons with quality of life concerns. The Jackson Housing Authority provides low income housing. There are a few agencies that provide goods and services including the Goodwill, Salvation Army and Regional Interfaith Association (RIFA). Government offices such as Social Security Administration

and the TN Department of Human Services are used by the people of low income. The Department of Human Services certifies low income persons for State aide including food stamps and TennCare.

Where do young people and the elderly in your planning area need to get to?

Young people and the elderly need to go where all people need to go. Employment, financial, medical, educational, shopping and recreational needs should be met to afford all persons with quality of life concerns. Young people need to attend school until graduation. At age 16 many will seek employment and many will want to enjoy recreation and shopping centers. Elderly people may not need to go to employment sites or educational facilities, but they still need the medical, shopping and recreational facilities that are for all people. Government offices such as Social Security Administration and the TN Department of Human Services are used by the person of low income and the elderly.

Are there any of these locations which are common to all or some of the subgroups which constitute people with special transportation needs?

Locations which are common to all people are financial, medical, shopping and recreation. For the elderly/disabled/low income, there is the Social Security Administration and the Department of Human Services.

**Existing Transportation Services**

**Southwest Human Resource Agency (SWHRA):** provides service in the rural areas of Madison County, as well as the counties of Chester, Decatur, Hardin, Hardeman, Henderson, Haywood, and McNairy. All trips are demand-response, commonly known as “Dial-a-Ride” service. SWHRA also provides paratransit service for the disabled citizens in the region. We operate (56) lift equipped vans or buses, (22) 15- or 7-passenger vans, and (6) 25-passenger buses.

Hours of operation are 6:00 AM to 6:00 PM Monday through Friday. SWHRA only provides dialysis service on federal holidays. Fares are \$6.00 round trip for travel within the originating county, \$10.00 round trip to travel outside of the county of origin, but in our 8 county region, and \$20.00 to travel outside of our 8 county region, but within West Tennessee. We have van service to Nashville and the surrounding area several times per week. The cost for this service is negotiated at the time of the request. All trips must be scheduled at least 24 hours in advance of the appointment. A greater notice is encouraged. If someone requires an escort or personal care attendant, the escort may ride for free.

All trips are scheduled and dispatched from the SWHRA Central Office in Henderson, TN. Passengers call 800-372-6013 or 731-989-0267 to schedule trips. SWHRA has a maintenance garage for its fleet. The garage is located adjacent to the SWHRA Central Office, 1527 White Avenue, Henderson.

**Jackson Transit Authority:** provides fixed route, ADA paratransit and special services to the City of Jackson. JTA operates Monday through Saturday from 6:00 am to 10:30 pm. JTA buses do not operate on Sundays, New Year’s Day, Observed Dr. King holiday, Memorial Day, Observed Fourth of July, Labor Day, Thanksgiving Day and Observed Christmas Day.

Fares for the Fixed route are: Adult \$1.25; Student (to and from school) \$1.00; Senior Citizen/Disabled/Medicare (with JTA ID or Medicare card with an ID) \$.60. Children 4 and under ride free with a paying adult and transfers are free (for the next connecting bus).

Fares for the ADA paratransit service “The Lift” is \$2.50 each way. The Lift is an application, reservation, origin to destination service. A person must have a completed and approved application on file before setting up an appointment. The appointment must be made the day before, at the minimum. Two day notice prior to the reservation is encouraged. An answering machine is available for late night (after 10:30pm)

and weekend calls. If an escort or PCA (personal care attendant) is needed for the certified client, the PCA will ride free.

Special services are provided for individual and companies who cannot find a willing and able private provider to assist them with their service needs. JTA only does special services in the City of Jackson and does not go into the county. JTA does provide charter services to the government agencies in Jackson, including schools and universities.

JTA customer service and business hours are Monday through Friday from 8:00 am to 5:00 pm. JTA's phone number is (731) 423-0200, then press 0. Before 8:00 am or after 5:00 pm a Road Supervisor answers the phone. JTA's administrative and maintenance office is at 38 Eutah Street, Jackson, TN 38301. JTA's Transfer Center is at 431 East Main Street, Jackson, TN 38301.

**Jackson Madison County School System:** provides bus service for students from designated stops to designated stops (i.e. home or school). This service is for the traditional school year, August to May. The system also provides extra trips for students, such as band and sports team travel and field trips. During summer break, special education service was provided. A non-English speaking class was held in the summer of 2006 serviced by 2 buses. Standard service hours are 5:15am to 8:30 am and 1:30pm to 5:00pm, Monday through Friday.

School service is free, and a cost to the individual school or class for extra trips. Service is provided by 82 regular school buses, with 50 passengers, 72 capacity, and 29 special education buses, with up to 24 passengers with wheelchair spaces from 2 to 4.

The transportation office is located at 59 Harts Bridge Rd., Jackson, TN 38301. Phone number is (731) 988-3890. The School Bus Transportation Supervisor is Mr. Grant Ward.

**Northwest Human Resource Agency (NWHRA):** is similar to SWHRA in that it provides public transportation to a designated area. NWHRA provides service from their area into Jackson/Madison County, primarily for medical appointments. They don't provide trips within Madison County.

**Greyhound:** Below is the information found on Greyhound.com

JACKSON GREYHOUND STA  
407 E MAIN ST  
Jackson, TN 38301

**Telephone Numbers**

Main: 731-427-1573  
Greyhound Package Express: 731-427-1573  
Greyhound Charter: 800-454-2487

**Hours Of Operation**

Hours of operation subject to change. Please call to verify hours before making travel arrangements.

**Station** Monday-Sunday: 7:00 am-8:00 pm  
Holiday: 7:00 am-8:00 pm

**Ticketing** Monday-Sunday: 7:00 am-8:00 pm  
Holiday: 7:00 am-8:00 pm

The bus service cost is based on trip length.

**Madison Haywood Developmental Services (MHDS):** provides work for the disabled in Madison County. Their clients go to their worksite at 38 Garland Drive, 8:00am to 3:00pm, Monday through Friday, excluding holidays. MHDS provides in-house transportation and uses the JTA bus services, fixed route and paratransit. MHDS has 19 vans with 15 or 7 passenger capacity and 14 of which are wheelchair accessible. MHDS provides transportation to and from work and also provides recreational trips, including vacations. The disabled

worker is not charged for transportation under their state funding support plan. The funding for the workers if from a Medicare waiver is through the Tennessee Department of Human Services.

**TennCare Transportation Services:** is the State of Tennessee transportation program for individuals who qualify for state medical aide. The TennCare medical transportation program is free to the client and only for medical trips. This service is monitored to ensure compliance. TennCare provides this transportation for their clients from many vendors. JTA and SWHRA are vendors to TennCare.

List of TennCare Transportation providers in Madison County: Southwest HRA, Northwest HRA, Delta HRA, Tri-County Transportation, BTW Transportation, Diamond Cab, Jackson Transit Authority, Joy Transportation, Med Care Ambulance, Hardeman County Ambulance, Haywood County Ambulance, Ambulance Service of McNairy, Hardin County EMS, Ambulance Service of Lexington, Lauderdale County Ambulance, Decatur County Ambulance, Ambulance of Dyersburg, Ambulance of McKenzie, Crocket County EMS, Henry County EMS, Gibson County EMS, Lake County EMS, Medical Center EMS Weakley County EMS.

**Emergency Management Agency:** Jackson Transit Authority and Southwest Human Resource Agency work with Jackson-Madison County Emergency Management Agency to provide transportation as needed in the event of a disaster. Their services have been used for numerous events that have occurred in Jackson and surrounding Madison County. Their services will continue to be used if at all possible during disaster events.

**Examples:** During Katrina, hurricane evacuees were sent to Jackson and JTA services were used. During severe weather last year, a retirement home caught fire and JTA provided busing for the residents to be relocated.

### **Other Transportation Services**

- \* Medical Center EMS provides ambulance service in Madison County, 24/7.
- \* Coach USA provides charter service in Madison County. Their service is fee based. The service vehicles are the standard over-the-road bus.
- \* Many churches have van(s) that pickup people for church. The vans are used for their parishioners.
- \* Some Nursing homes and Residential homes have van(s) for their residents to use for shopping and medical trips. The trips are usually preset for everyday in the week.
- \* TennCare brokers: Americhoice (United Healthcare), Blue Cross/Blue Shield and Amerigroup
- \* Other brokers: Logisticare and Access2Care.

### **Funding**

FTA (Federal Transit Administration) and TDOT (TN Dept. of Transportation) provide funding for the 5307 grant program which includes the Job Access Reverse Commute. United We Ride, and the New Freedom Program are included in the 5310 grant program. This funding for Madison County is authorized by the Governor of Tennessee through TDOT.

### **Identify Unmet Transportation Needs**

Identifying the various types of transportation challenges and "gaps" in existing transportation services can be a challenge. From time to time there is a 'gap' which is a one time, doesn't happen again, type event.

No Sunday and limited holiday and after-hour service out of the City of Jackson.

No Sunday and holiday service; no service Midnight to 6:00am and 10:30 pm to Midnight, Monday through Saturday, within the City of Jackson.  
 Need for Childcare transportation prior to job site.  
 Need for job assessment and GED transportation.

**Technology**

Transportation providers use the latest in technology for scheduling and dispatching trips.

**Develop Transportation Alternatives**

Alternatives to be developed will be an on-going basis with input from human service providers, transportation providers and the public.

**Coordination**

Coordinated transportation will be utilized as transportation alternatives, such as persons that are going to share rides or at least use the same vehicle at different times become know. Working together to reduce administration costs and rider confusion is a goal. When applicable there will be a sharing of dispatch or a mobility coordinator who can help find individuals transportation solutions or assist in travel training.

**Community Priorities**

Priorities will be identified and describe and rank by the community. The priorities will be a brief description of the proposed solution and its estimated cost and how you will know if the solution has worked.

**Prioritization**

Project Selection Criteria

Transportation projects are selected and prioritized by the MPO Staff based on the project’s overall effect of meeting the goals and objectives contained within the Long Range Transportation Plan, and by using the following evaluation criteria derived from the planning factors contained in MAP-21.

**Category 1 – Economic Vitality**

	Support the economic vitality of the metropolitan area especially by enabling global competitiveness, productivity and efficiency.	Assign score 0, 1, 2, or 3
A	Promotes general economic development	
B	Specifically improves or enhances tourism	
C	Specifically improves or enhances the movement of freight and services	
D	Improves or enhances the movement of workers	
E	Provides new access to jobs and opportunities	
F	Improves the value of residential and non-residential properties	
G	Enhances welfare to work trips	
H	Improves access to terminal (sea, air, multimodal)	
I	Enhances the ability of the freight system to support produce exports/imports	

**Category 2 – Safety**

Increase the safety of the transportation system for motorized and non-motorized uses.		Assign score 0, 1, 2, or 3
A	Reduce vehicular accidents	
B	Increases access to accident incidences and/or disabled motorists	
C	Enhances or adds to the system of bike lanes and sidewalks	
D	Enhances the public safety of pedestrians	
E	Contributes to a reduction in traffic volume	
F	Improves the handling of hazardous materials movement	
G	Separates vehicular or non-vehicular	

**Category 3– Security**

Increase the security of the transportation system for motorized and non-motorized uses.		Assign score 0, 1, 2, or 3
A	Denies unauthorized access to the system	
B	Assists the monitoring or patrolling of the system	

**Category 4 – Accessibility and Mobility**

Increase the accessibility and mobility options to people and freight.		Assign score 0, 1, 2, or 3
A	Provides enhanced or new capacity or mobility to the transportation system to move people	
B	Provides enhanced or new accessibility to the transportation system to move people	
C	Provides enhanced or new capacity or mobility to the transportation system to move freight	
D	Provides enhanced or new accessibility to the transportation system to more freight	
E	Enhances the range of freight service options available to local business	
F	Ameliorate size and weight restrictions for freight vehicles	

**Category 5– Environmental/Energy/Quality of Life**

Protect and enhance the environment, promote energy conservation and improve quality of life.		Assign score 0, 1, 2, or 3
A	Reduces vehicle emissions	
B	Reduces vehicle noise	
C	Decreases fuel consumption	
D	Adds to the convenience or efficiency of the system	
E	Specifically protects wetlands or other natural habitats	
F	Decreases air or water pollution	
G	Promotes non-motorized travel	
H	Promotes traffic calming	
I	Supports cultural and/or historic property retention or development	
J	Supports community cohesion and design	
K	Promotes environmental equity	
L	Enhances development of brown fields	

**Category 6 – Integration and Connectivity**

Enhance the integration and connectivity of the transportation system across and between modes for people and freight.		Assign score 0, 1, 2, or 3
A	Improves intermodal connectivity for non-freight vehicular traffic	
B	Improves the integration/connectivity for non-freight vehicular traffic	
C	Improves intermodal connectivity for the freight transportation system	
D	Improves the integration/connectivity within a freight serving mode	
E	Enhances the networks that integrate freight movement	

**Category 7– Efficient System Management**

Promote efficient system management and operations.		Assign score 0, 1, 2, or 3
A	Uses ITS Technology	
B	Reduces transportation system cost	
C	Offers value (congestion) pricing	
D	Contributes to better vehicle tracking	
E	Enhances administrative productivity/efficiency	
F	Enhances electronic processing of vehicle information	

**Category 8 – System Preservation**

Emphasize the preservation of the existing transportation system.		Assign score 0, 1, 2, or 3
A	Contributes to better system maintenance	
B	Emphasizes system rehabilitation rather than expansion	
C	Incorporated new technologies	
D	Maximizes existing capacity	
E	Alerts freight providers to road conditions/alternate routes	
F	Optimizes use of existing infrastructure to enhance freight service	

**Category 9– Local/Regional Factors**

Factors of local and regional importance.		Assign score 0, 1, 2, or 3
A	Conformance with long range transportation plan	
B	Project ready for implementation	
C	Advances smart growth objectives	

ATTACHMENT A

Community Service Agencies

U.S. Department  
of Transportation  
**Federal Transit  
Administration**  
**FTA C 9030.1E**

January 16, 2014

**Subject URBANIZED AREA FORMULA PROGRAM: PROGRAM GUIDANCE AND APPLICATION  
: INSTRUCTIONS**

FTA C 9030.1E DATE 1/16/2014 IV-20

**JOB ACCESS AND REVERSE COMMUTE PROJECTS.** MAP-21 created a new eligible project category for “job access and reverse commute projects” under Section 5307. This category includes all types of projects that were formerly eligible under the Section 5316 Job Access and Reverse Commute Program. Examples of eligible projects are listed in paragraph (e) below. There is no requirement or limit to the amount of Section 5307 funds that can be used for these projects.

Although private nonprofit organizations are not eligible sub-recipients for other Section 5307 funds, private nonprofit organizations may receive funding for job access and reverse commute projects as a sub-recipient of an FTA designated recipient or direct recipient.

A job access and reverse commute project is defined in 49 U.S.C. 5302(9) as:

“a transportation project to finance the planning, capital and operating costs that support the development and maintenance of transportation services designed to transport welfare recipients and eligible low income individuals to and from jobs and activities related to their employment, including transportation projects that facilitate the provision of public transportation services from urbanized areas and rural areas to suburban employment locations.” Consistent with this definition, job access and reverse commute projects may include operating assistance in a large UZA, where operating assistance is otherwise not an eligible expense. Operating assistance for eligible job access and reverse commute projects is not limited by the “100 bus” special rule for operating assistance established by MAP-21 under 5307(a)(2).

In order for a job access and reverse commute project to receive funding under Section 5307, it must meet the following requirements:

a. **New and Existing Services.** Eligible job access and reverse commute projects must provide for the development or maintenance of eligible job access and reverse commute services. Recipients may not reclassify existing public transportation services that have not received funding under the former Section 5316 program as job access and reverse commute services in order to qualify for operating assistance. In order to be eligible as a job access and reverse commute project, a proposed project must qualify as either a “development project” or “maintenance project” as follows:

(1) **Development Projects.** “Development of transportation services” means new projects that meet the statutory definition and were not in service as of the date MAP-21 became effective October 1, 2012. This includes projects that expand the service area or hours of operation for an existing service. Projects for the development of new qualifying job access and reverse commute projects must be identified as such in the recipient’s program of projects (POP).

(2) **Maintenance Projects.** “Maintenance of transportation services” means projects that continue and maintain job access and reverse commute projects and services that received funding under the former Section 5316 program.

b. **Reverse Commute Projects.** Reverse commute projects are a category of job access and reverse commute projects that provide transportation services from urbanized and rural areas to suburban employment locations. Generally, these services increase the capacity of public transportation services operating in the reverse direction of existing peak services. Reverse commute projects may only qualify as job access and reverse commute projects under Section

5307 if they meet all other requirements, including having been designed to transport welfare recipients and eligible low-income individuals to and from jobs and employment related activities.

c. Welfare Recipients and Eligible Low-Income Individuals. Projects funded as “job access and reverse commute projects” must be designed to provide transportation for welfare recipients and eligible low-income individuals. The term “low-income individual” is defined as an individual whose family income is at or below 150 percent of the poverty line, as that term is defined in Section 673(2) of the Community Services Block Grant Act (42 U.S.C. 9902(2)), including any revision required by that Section, for a family of the size involved. Projects that serve the general public without specific route or design characteristics intended to respond to the needs of these populations may not be eligible as job access and reverse commute project. However, job access and reverse commute projects do not need to be designed exclusively for these populations.

d. Planning and Program Development. In order for an entity to receive Section 5307 funding for a job access and reverse commute project, the project must be identified by the recipient as a job access and reverse commute project in the recipient’s POP, which must be made available for public review and comment. In addition, FTA encourages recipients to ensure that projects meet the employment-related transportation needs of welfare recipients and low income individuals, either by deriving such projects from a locally coordinated public transportation/human services planning process that involves low-income communities and their stakeholders, or by an alternative process that engages low income community stakeholders in the identification and development of the project.

e. Eligible Projects. Projects that comply with the requirements above may include, but are not limited to:

- (1) Late-night and weekend service;
- (2) Guaranteed ride home service;
- (3) Shuttle service;
- (4) Expanding fixed route public transit routes, including hours of service or coverage;
- (5) Demand-responsive van service;
- (6) Ridesharing and carpooling activities;
- (7) Transit-related aspects of bicycling (e.g., adding bicycle racks to vehicles to support individuals that bicycle a portion of their commute, providing secure bicycle parking at transit stations, or infrastructure and operating expenses for bicycle sharing programs in the vicinity of transit stations, not including the acquisition of bicycles);
- (8) Promotion, through marketing efforts, of the: (i) use of transit by low-income individuals and welfare recipients with nontraditional work schedules; (ii) use of transit voucher program by appropriate agencies for welfare recipients and other low-income individuals; (iii) development of employer-provided transportation such as shuttles, ridesharing, carpooling; or (iv) use of transit pass programs and benefits under Section 132 of the Internal Revenue Code of 1986;
- (9) Supporting the administration and expenses related to voucher programs. This activity is intended to supplement existing transportation services by expanding the number of providers available or the number of passengers receiving transportation services. Vouchers can be used as an administrative mechanism for payment to providers of alternative transportation services. Job access and reverse commute projects can provide vouchers to low-income individuals to purchase rides, including (i) mileage reimbursement as part of a volunteer driver program, (ii) a taxi trip, or (iii) trips provided by a human service agency. Providers of transportation can then submit the voucher to the FTA recipient or sub-recipient administering the project for payment based on predetermined rates or contractual arrangements. Transit passes for use on fixed route or Americans with Disabilities Act of 1990 (ADA) complementary paratransit service are not eligible. Vouchers are an operational expense which requires a 50 percent local match;

- (10) Supporting local car loan programs that assist individuals in purchasing and maintaining vehicles for shared rides, including the provision of capital loan guarantees for such car loan programs, provided the Federal interest in the loan guarantee fund is maintained and the funds continue to be used for subsequent loan guarantees or are returned to the government upon the release of funds from each guarantee;
- (11) Implementing intelligent transportation systems (ITS), including customer trip information technology, vehicle position monitoring systems, or geographic information systems (GIS) software;
- (12) Integrating automated regional public transit and human service transportation information, scheduling, and dispatch functions;
- (13) Subsidizing the costs associated with adding reverse commute bus, train, carpool van routes or service from urbanized and nonurbanized areas to suburban workplaces;
- (14) Subsidizing the purchase or lease by a private nonprofit organization or public agency of a van or bus dedicated to shuttling employees from their residences to a suburban workplace;
- (15) Otherwise facilitating the provision of public transportation service to suburban employment opportunities; and
- (16) Supporting mobility management and coordination programs among public transportation providers and other human service agencies providing transportation. Mobility management techniques may enhance transportation access for populations beyond those serviced by one agency or organization within a community. For example, under mobility management, a private nonprofit agency could receive job access and reverse commute funding to support the administrative costs of sharing services it provides to its own clientele with other low-income individuals and coordinate usage of vehicles with other private nonprofits, but not the operating costs of the service. As described under "Capital Projects," mobility management is intended to build coordination among existing public transportation providers and other transportation service providers with the result of expanding the availability of service.

Replaced Jan. 16, 2014

### **Summary of Federal Requirements Associated with the Development of a Coordinated Public Transit Human Services Transportation Plan**

From Federal Register Vol. 71, No. 50 Wednesday, March 15, 2006  
Elderly Individuals & Individuals With Disabilities, Job Access & Reverse Commute, New Freedom Programs, & Coordinated Public Transit Human Services Transportation Plans.

The following reviews certain sections of the federal register of which some rulemaking is final while other sections are still under comment.

The fundamental message is that under SAFETEA-LU funding for - New Freedom, Job Access & Reverse Commute, and Elderly Individuals and Individuals with Disabilities programs, require that projects selected be derived from a locally developed, coordinated public transit human services transportation plan. And, that plan must be developed through a process that includes representatives of public, private, and nonprofit transportation and human services providers and participation by the public.

A coordinated plan is defined as a unified comprehensive strategy for public transportation service delivery that identifies the transportation needs to individuals with disabilities, older adults, and individuals with limited incomes; lays out strategies for meeting those needs; and prioritizes services. Coordinated plans should seek to maximize local programs collective coverage by minimizing duplication of services. In addition, FTA proposes that a coordinated plan should incorporate activities offered under other programs sponsored by Federal, State, and local agencies.

While SAFETEA-LU does not specify the required elements of a coordinated plan, FTA recommends drawing on the United We Ride initiative and framework. FTA also recommends the plan include the following elements:

- Assessment of transportation needs for individuals who are disabled, older adults, and persons with low incomes;
- Inventory of available services that identifies areas of redundant service and gaps in service;
- Strategies to address the identified gaps in service;
- Identification of coordination actions to eliminate or reduce duplication in services and strategies from more efficient utilization of resources; and
- Prioritization of implementation strategies.

A good faith outreach effort needs to occur in developing the plan. FTA recommends including area transportation planning agencies, transit riders and potential riders, non-profit transportation providers, other government agencies that administer health, employment, or other support programs, non-profit organizations, advocacy organizations, security and emergency management, community based organizations, job training and placement organizations, and elected officials among others.

FTA proposes that the coordinated plan follow the update cycles for metropolitan plans (every four years in air quality non-attainment areas). SAFETEA-LU requires the initial plan be in place for FY 2007 funding. This requirement allows time for the development of a coordinated plan and permits projects to be funded under the New Freedom and the Elderly Individuals and Individuals with Disabilities programs in FY 2006 even if a coordinated plan is not yet in place. FTA encourages designated recipients to conduct coordinated planning activities and consultation with planning partners before the selection of FY 2006 projects.

With Job Access & Reverse Commute programs, however, there is no delay in the requirement that projects be derived from a coordinated plan, since a similar requirement was in place under TEA-21. For areas that previously received JARC funding, the previously required JARC plan may satisfy the coordinated planning requirement for FY 2006. In areas with no current JARC plan, for FY 2006, the planning partners should at a minimum be consulted about projects.

The Governor must designate a local recipient for JARC and New Freedom Funds (not necessarily the urban area designated recipient). FTA will accept FY 2006 grant applications for JARC and New Freedom from the designated recipient for urbanized areas pending formal designation by the Governor. However, if the designated recipient will not be the same agency as the designated recipient for Section 5307 funds, the new recipient must be officially designated before applying for FY 2006 funds. It is required that for FY 2006 the designated recipient competitively select projects for funding under JARC and New Freedom. This process must be documented. The competitive process is separate from the planning process. Previously funded JARC projects may continue to receive funding. However, projects must be derived from the coordinated planning process, which means local areas will decide if previously funded JARC projects should be continued.

The competitive project selection process should:

- Assure greater inclusion at the onset of the coordinated planning process to allow private sector participation or participation by others who have not been involved in the MPO planning process to alleviate concerns about a level playing field;
- Provide transparency and document the coordinated planning process and the competitive selection process;
- Publish an announcement that lays out program requirements and the process for receiving funds;
- Conduct the competitive selection process in cooperation with the MPO to capitalize on the MPO's experience in project evaluation and selection;
- Rank projects using – peer review, third party review, best practices advice, or a panel of planning partners, and then publish a list of selected projects for each locale;

- Evaluate who should provide services and ensure fair and equitable competition by allowing communities to build on transit agencies' experiences with third party contracting for specialized services; and
- Additional criteria (suggested) should include selecting projects that (1) address gaps in current service provisions for targeted communities, (2) make use of available resources and leverage resources to the extent possible, (3) are considered for geographic distribution to encourage some level of diverse geographic disbursement, (4) coordinate with other Federal programs, (5) can be achieved with the given technical capacity of project sponsor, and (6) show evidence of broad solicitation for input.

It is the intent that FTA will propose some from of oversight and reporting requirements that will require evaluation of funded programs. However, at this time the requirements are not known.

Program summaries are below:

### **New Freedom Program**

Funding requirements state New Freedom Program funds can be used for new public transportation services and public transportation alternatives beyond those required by the ADA that assist individuals with disabilities with transportation. FTA proposed that "new public transportation services" and "public transportation alternatives beyond those required by ADA" be considered separate categories of service. Therefore, new service is not required to go beyond the ADA. Rather, it must simply be new service that is targeted toward people with disabilities; and meets the intent of the program by removing barriers to transportation. An example is fixed route service extended to serve a particular location identified as a need by the disability community. Projects must be derived from a locally developed public transit human service coordinated plan and determined based on a competitive selection process. Other activities eligible could include (but not limited to) purchase of vehicles, ride sharing, vanpooling, training, administration, and maintenance. Also, administering voucher and transit pass programs, volunteer driver and aid programs, mobility management, training for individual users on alternative options, corridor services providing access for populations beyond one agency or organization within a community. New Freedom funds are distributed through a formula based on population of persons with disabilities. For FY 2006, expected nationwide funding available is \$78 million, increasing to \$81 million in FY 2007, and continuing to rise slightly in subsequent years.

### **Job Access & Reverse Commute Programs**

In general, projects and expenses eligible for JARC funding must relate to the development and maintenance of transportation services designed to transport welfare recipients and eligible low-income individuals to and from jobs and activities related to their employment. Under TEA-21, JARC funds could only be used for "new and expanded" services. The "maintenance of transportation services" language in SAFETEA-LU suggest that not only continuing JARC projects could be funded, but also existing projects that meet the intent of the program but were previously funded under other programs (this interpretation is still under review by FTA). Examples of other eligible projects include (but not limited to): late-night and weekend service, guaranteed ride home service, shuttle service, expanding fixed-route transit routes, demand response van service, ridesharing and carpooling activities, bicycling, local car loan programs, and promotion and marketing. Starting in FY 2006, JARC will be distributed based on a formula instead of being a discretionary program. The formula is based on the number of low income persons. For FY 2006, nationwide funding is estimated at \$138 million, with an increase to \$144 million in FY 2007.

### **Section 5310 Elderly Individuals and Individuals with Disabilities**

Program funds are allocated by formula to the States for capital costs for providing services to the elderly and to persons with disabilities. States may sub-allocate funds to private non-profit organizations and to public agencies if they are designated to provide coordinated service. Increase coordination requirements begin in FY 2007 because projects must be in a locally developed human service transportation coordination plan. Allocation is based on number of elderly and persons with disabilities in each state. Total funding available nationwide is approximately \$112 million in FY 2006, \$117 million in FY 2007 and slight increase each year thereafter.