

JOHNSON CITY URBANIZED AREA COORDINATED PUBLIC TRANSIT- HUMAN SERVICES TRANSPORTATION PLAN



March 17, 2017



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**RESOLUTION OF THE EXECUTIVE BOARD OF THE JOHNSON CITY METROPOLITAN TRANSPORTATION
PLANNING ORGANIZATION (MTPO)**

**To Adopt the Johnson City Urbanized Area
Coordinated Public Transit-Human Services Transportation Plan**

WHEREAS, the Johnson City MTPO took the lead to update the Coordinated Public Transit-Human Services Transportation Plan in conjunction with the update to the Metropolitan Transportation Plan; and

WHEREAS, the Federal Transit Administration Section 5310 Program, "Enhanced Mobility for Seniors and Individuals with Disabilities, requires that eligible projects be included in a locally developed Coordinated Plan that identifies the transportation needs of individuals with disabilities, older adults, and people with low incomes, and strategies and priorities for meeting local needs; and

WHEREAS, local transportation service providers, human services agencies and the MPO worked together to: 1) assess the needs of the target population, 2) evaluate available services and current transportation providers, 3) identify gaps between current services and needs, and 4) to develop and prioritize strategies to address identified gaps; and

WHEREAS, The collaborative efforts of local transportation service providers, human service agencies and the MPO culminated in the production of a revised Coordinated Plan; and

WHEREAS, Local, state and federal government officials and the public were afforded an opportunity to comment on the aforementioned Coordinated Plan; and

NOW, THEREFORE, BE IT RESOLVED, that the Executive Board and Executive Staff of the Johnson City Metropolitan Transportation Planning Organization does hereby adopt the Johnson City Urbanized Area Coordinated Public Transit-Human Services Transportation Plan.



MTPO Executive Board, Chairperson

3-17-2017

Date



MTPO Executive Staff, Chairperson

17 MAR 2017

Date

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ACRONYM LIST

ACS	American Community Survey
ADA	Americans with Disabilities Act (ADA) of 1990
ADL	Activities of Daily Living
BHO	Behavioral Health Organizations
CDBG	Community Development Block Grant
CPTHSTP	Coordinated Public Transit-Human Services Transportation Plan
CSA	Community Services Agency
DAV	Disabled American Veterans
ETHRA	East Tennessee Human Resource Agency
ETSU	East Tennessee State University
FAST	Fixing America's Surface Transportation Act
FTA	Federal Transit Administration
FTAAA&D	First Tennessee Area Agency on Aging & Disability
FTHRA	First Tennessee Human Resource Agency
FY	Fiscal Year
GPS	Global Positioning System
IADL	Instrumental Activities of Daily Living
JARC	Job Access and Reverse Commute
JCT	Johnson City Transit
MAP-21	Moving Ahead for Progress in the 21st Century Act
MCO	Managed Care Organizations
MPO	Metropolitan Planning Organization
MTP	Metropolitan Transportation Plan
MTPO	Metropolitan Transportation Planning Organization
NET TRANS	Northeast Tennessee Rural Public Transit
OAA	Older Americans Act
SAFETEA-LU	Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users
TDHS	Tennessee Department of Human Services
TDOT	Tennessee Department of Transportation
TN	Tennessee
US	United States
UZA	Urbanized Area
VA	Veterans Administration

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1.0 INTRODUCTION

Coordinated Public Transit-Human Services Transportation Plans are developed by regions all over the country for multiple reasons. The plans improve the efficiency of the services offered, evaluate the system to identify gaps, and determine cost effective improvements that result in a better transit system. Coordination between transit systems, service providers, and other human services agencies is crucial in planning an efficient system focusing the services on the population in need of transit.

In 2005 the Safe, Accountable, Flexible, Efficient, Transportation Equity Act: A Legacy for Users (SAFETEA-LU) was signed into law and first established the requirement for a locally developed coordinated public transit-human services transportation plan for areas to be eligible to receive certain federal public transportation funding. In 2012, Moving Ahead for Progress in the 21st Century Act (MAP-21) was signed into law and retained the requirement of a coordinated public transit-human services transportation plan. On December 4, 2015, the Fixing America's Surface Transportation (FAST) Act was signed into law, becoming the nation's newest federal transportation legislation and retaining the requirement and provisions of the coordinated public transit-human services transportation plan for certain federal public transportation funding.

The provision for coordinated public transit-human services transportation plans aims to improve transportation services for persons with disabilities, older adults, and individuals with lower incomes. The desired outcome of the coordination is to improve transportation access, minimize duplicate services, and facilitate cost effective transportation with the available resources. This plan establishes a locally-developed, coordinated public transit-human services transportation plan for the Johnson City Urbanized Area for all Federal Transit Administration (FTA) human service transportation programs. It is important to note that the 5317 (New Freedom) program was combined with the 5310 (Mobility of Seniors and Individuals with Disabilities) program with the passing of the Moving Ahead for Progress in the 21st Century (MAP-21) legislation. Additionally, the 5316 (Job Access and Reverse Commute) program activities are now found in the 5307 (Urbanized Area Formula Funding) program. This plan was developed following federal transportation legislation guidelines including the participation by seniors, individuals with disabilities, people with low incomes, and representatives from public, private, and nonprofit transportation and human services providers, as well as other members of the public.

1.1 BACKGROUND

The Johnson City Urbanized Area (as depicted in Figure 1-1, page 1-4) is comprised of portions or entire corporate boundaries of Elizabethton, Johnson City, Bluff City, Watauga, Unicoi, and Jonesborough, as well as portions of Carter County, Washington County, Sullivan County, and Unicoi County.

According to the 2010 US Census, 120,415 people reside in the Johnson City Urbanized Area, which covers approximately 181 square miles. This is a 17% increase from the 2000 Census, which showed a population of 102,456 for the urbanized area. The largest city in the urbanized area is Johnson City, which represents over half of the urbanized area's population. Based on the 2014 American Community Survey (ACS) 5-year estimate data from the US Census Bureau, the estimated population for Johnson City is

64,614 people, which is an increase of approximately 4.6% from the 2010 population of 61,758. There are approximately 43 square miles of land area within the city limits.

Johnson City Transit (JCT) is the only urban transit service provider in the Johnson City Urbanized Area. The Johnson City Metropolitan Transportation Planning Organization (MTPO), in coordination with Johnson City Transit and other service providers, has undertaken the development of this Coordinated Public Transit-Human Services Transportation Plan for the Johnson City Urbanized Area. The purpose of the plan is to evaluate the transit services provided in the study area and determine the best approach to ensure the population, particularly the target population (low income, elderly, and disabled individuals), is being served in an efficient and holistic manner. A consultant, under contract with JCT and MTPO, conducted an evaluation of the services being provided versus those needed, with an emphasis on the target populations. Once transportation gaps were identified, recommendations for improved transportation service in the Johnson City Urbanized Area were developed with the assistance of stakeholder and public input.

JCT coordinates transit service in the area with other social service agencies such as Dawn of Hope, Frontier Health, and senior citizens centers, as well as with state agencies like Tennessee Department of Human Services. The type of coordination varies between agencies, depending on service areas and availability of vehicles.

Funding Sources

Projects funded with FTA Section 5310 grant funds are required to be selected through a competitive process and derived from a coordinated planning effort. Funds for this program are allocated by formula to states for operating assistance and capital costs of providing transportation services which meet the needs of elderly persons and persons with disabilities for whom mass transportation services are unavailable, insufficient, or inappropriate. Typically, these funds are used for the following types of projects:

- Buses and vans
- Wheelchair lifts, ramps, and securement devices
- Transit-related information technology systems including scheduling/routing/one-call systems
- Acquisition of transportation services under a contract, lease, or other arrangement
- Travel training
- Volunteer driver programs
- Constructing accessible paths to bus stops including curb cuts, sidewalks, accessible pedestrian signals, or other accessible features
- Improving signage or way-finding technology
- Incremental cost of providing same day service or door-to-door service
- Ride sharing or vanpooling programs
- Mobility management

A 20% and 50% local match is required for capital projects and operating assistance, respectively. Former New Freedom (Section 5317) activities, which provide additional service for the disabled, are now eligible under the Section 5310 program.

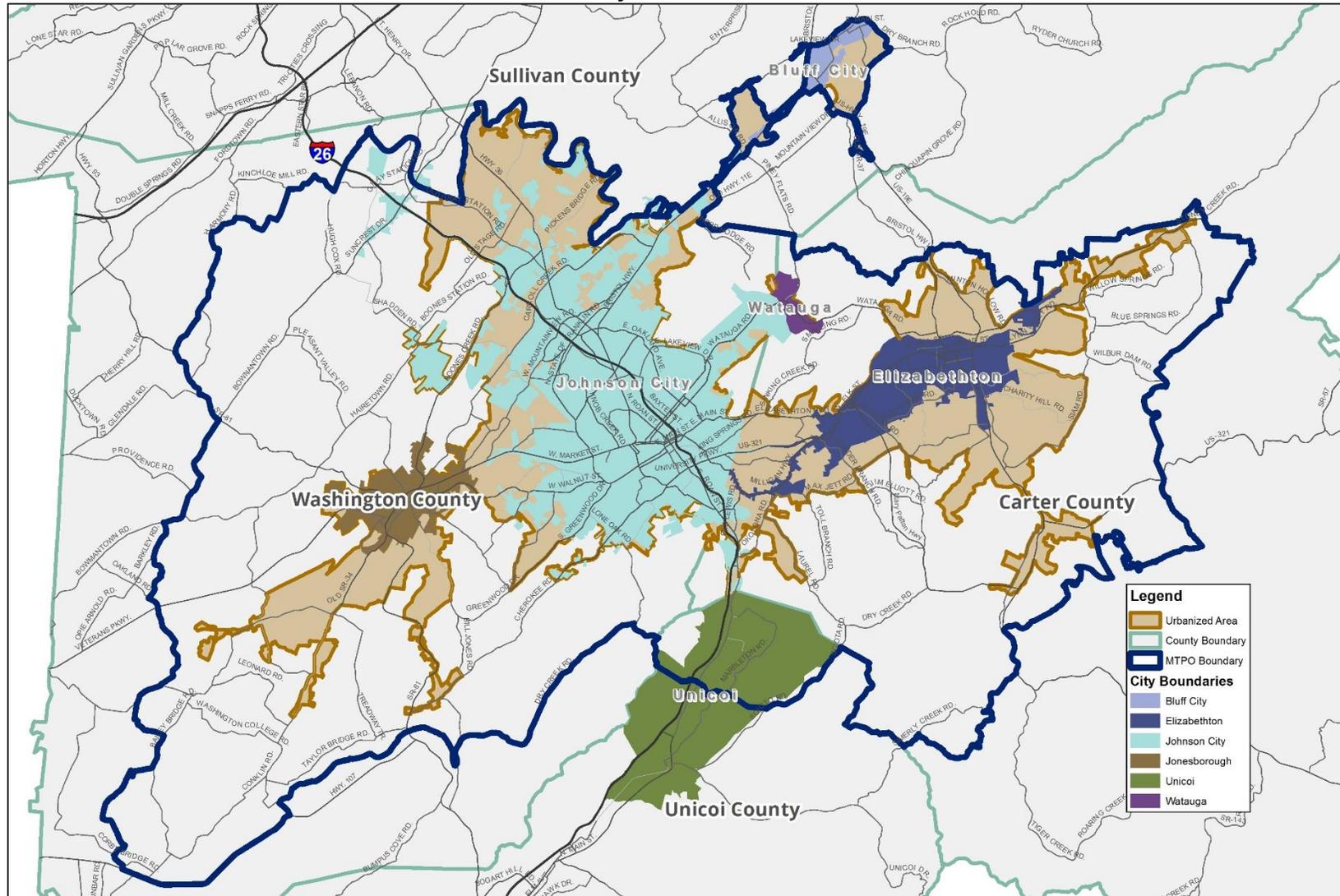
1.2 PLAN ELEMENTS

The Johnson City Urbanized Area Coordinated Public Transit-Human Services Transportation Plan (CPTHSTP) is organized into eight sections:

- 1.0 Introduction – an overview of the plan and planning requirements
- 2.0 Planning Area – a description of community demographics
- 3.0 Existing Transportation Services – current transportation services and areas served
- 4.0 Public and Stakeholder Input – outreach and involvement efforts during the planning effort with the public and stakeholders
- 5.0 Assessment of Needs/Service Gaps – an assessment of service needs and gaps
- 6.0 Transit Solutions/Strategies – solutions and strategies in meeting identified needs
- 7.0 Funding – a discussion of potential revenue source options
- 8.0 Next Steps/Implementation – actions in advancing solutions and strategies

A series of appendices are also included as part of the plan providing complete documentation of the public and stakeholder input process throughout the development of the coordinated transportation plan.

Figure 1-1
 Johnson City 2010 Urbanized Area



2.0 PLANNING AREA

The Johnson City region is situated near the borders of northeastern Tennessee and northwestern North Carolina in an area commonly referred to as the Johnson City Metropolitan Statistical Area. The Johnson City Urbanized Area is one of three urban areas in the Tri-Cities region and covers portions of Washington, Carter, Sullivan and Unicoi counties and portions of or the entire municipalities of Johnson City, Elizabethton, Jonesborough, Watauga, Bluff City, and Unicoi.

This section describes the community structure of the Johnson City MTPO area with a specific focus on population and community demographics within the urbanized area of Johnson City and the greater Johnson City region (comprised of Washington, Carter, Sullivan, and Unicoi counties) for the purposes of improved transportation services for older adults, persons with disabilities, and individuals with lower incomes.

2.1 POPULATION

The total population of the Johnson City Urbanized Area in 2000 was 102,456. In 2010, the urbanized area had grown to 120,415 people with the largest amount of growth occurring in Washington County. By 2045, the urbanized area is projected to have 145,523 persons, which is approximately a 21% increase over the 2010 population count. This forecast is based on the assumption that the same proportion of people from the four counties lives within the urbanized area. Table 2-1 depicts recent population trends and projections for the urbanized area.

**Table 2-1
 Johnson City Urbanized Area Total Population (2010-2045)**

	2010	2015	2045	Absolute Change (2015-2045)	% Change (2015-2045)
Johnson City Urbanized Area	120,415	122,461	145,523	23,063	19%
Carter County	57,381	58,066	69,138	11,072	19%
Sullivan County	156,856	157,366	166,896	9,530	6%
Unicoi County	18,291	18,144	18,823	679	4%
Washington County	123,310	128,307	175,179	46,872	37%

Sources: US Census, Woods & Poole Economics, Inc.

2.2 OLDER ADULTS

Another trend in the Johnson City Urbanized Area that has continued to increase over time and is projected to continue to increase is the number of persons aged 65 and older. In 1990, nearly all four counties in the Johnson City region had an average of less than 15% persons aged 65 and older. Today that number is closer to 20%, and by 2045 it is expected that approximately 26% of the 4-county population will be aged 65 and older, with Unicoi and Sullivan Counties having 30% and 28% of their populations 65 and older, respectively. Table 2-2, on the following page, depicts these changing age demographics within the Johnson City Urbanized Area.

**Table 2-2
 Population Aged 65 and Over Trends in the 4-County Region (1990-2045)**

Population Aged 65 and Over						
	1990	2010	2015	2045	Change (1990-2015)	Change (2015-2045)
Carter County	7,860	9,842	11,606	17,266	3,746	5,660
Sullivan County	20,559	29,362	32,833	46,214	12,274	13,381
Unicoi County	2,877	3,609	4,061	5,600	1,184	1,539
Washington County	12,910	18,907	22,099	36,037	9,189	13,938
Percent of Population Aged 65 and Over						
	1990	2010	2015	2045	Change (1990-2015)	Change (2015-2045)
Carter County	15%	17%	20%	25%	5%	5%
Sullivan County	14%	19%	21%	28%	7%	7%
Unicoi County	17%	20%	22%	30%	5%	7%
Washington County	14%	15%	17%	21%	3%	3%

Source: US Census, Woods & Poole Economics, Inc.

Providing transportation options within the urbanized area will require higher levels of investments in walking, biking, and transit services over time in meeting the needs of this growing population group. Equally important will be housing placement in relation to other uses (e.g. grocery stores, medical, recreation, etc.) to reduce transportation costs and provide mobility independence.

Figure 2-1 illustrates the areas within the Johnson City Urbanized Area with the highest concentration of persons 65 and over based on 2014 American Community Survey (ACS) 5-year estimate data from the US Census Bureau.

2.3 PERSONS WITH DISABILITIES

Table 2-3 shows the number of persons who have a disability for each of the four counties within the Johnson City region. These percentages are provided at a county-level and are based on the number of people who reported having difficulty with one or more of the following disability types: hearing, vision, cognitive, ambulatory, self-care, and independent living.

**Table 2-3
 Population with Disabilities in the 4-County Region - 2015**

	Percent of Population with Disability
Carter County	22%
Sullivan County	20%
Unicoi County	24%
Washington County	16%
Tennessee	15%

Source: ACS 5-Year Estimate, US Census, 2014

Figure 2-2 illustrates the census block groups within the urbanized area with the highest concentration of households containing a person with a disability.

Figure 2-1
 Persons 65 and Over by Census Block Group

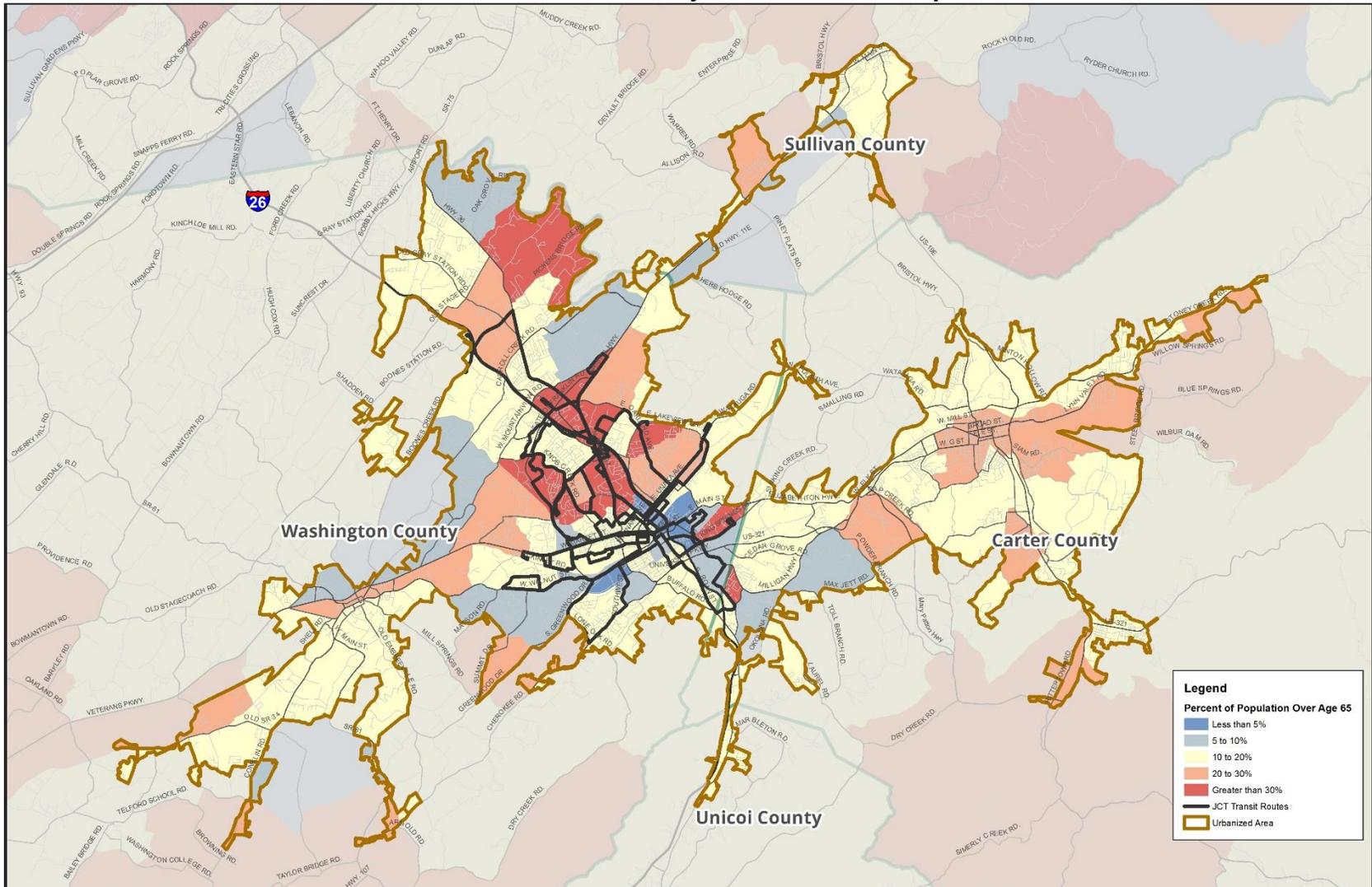
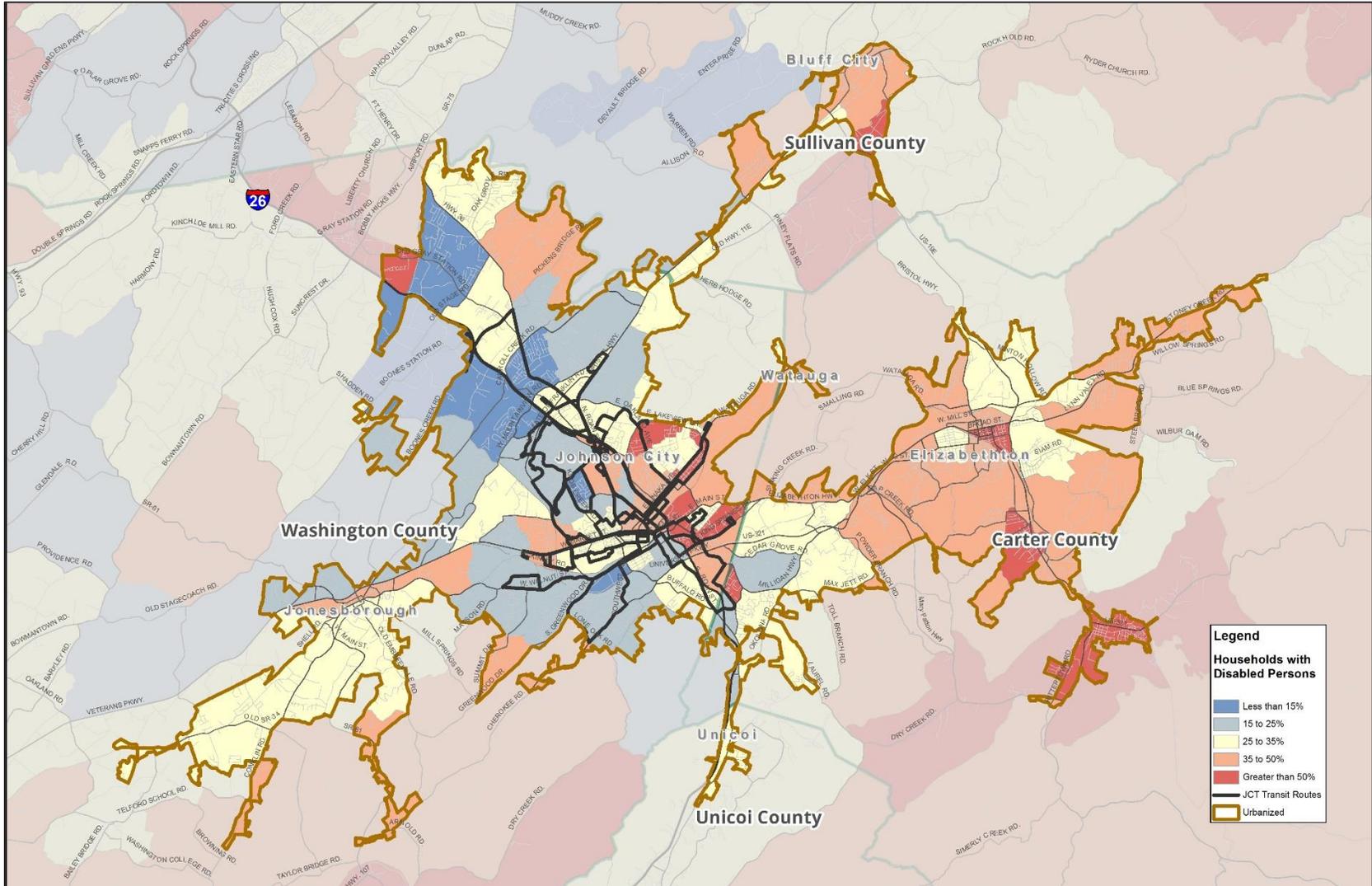


Figure 2-2
Households with Disabled Persons by Census Block Group



2.4 PERSONS LIVING BELOW POVERTY

Table 2-4 depicts the poverty levels of households within the 4-county area of the Johnson City region, based on 2014 American Community Survey (ACS) 5-year estimate data from the US Census Bureau. Of these counties, Carter County has the highest percentage, with approximately 11% of households classified as at or below poverty thresholds based on household size. None of the four counties exceed the statewide average of 12%.

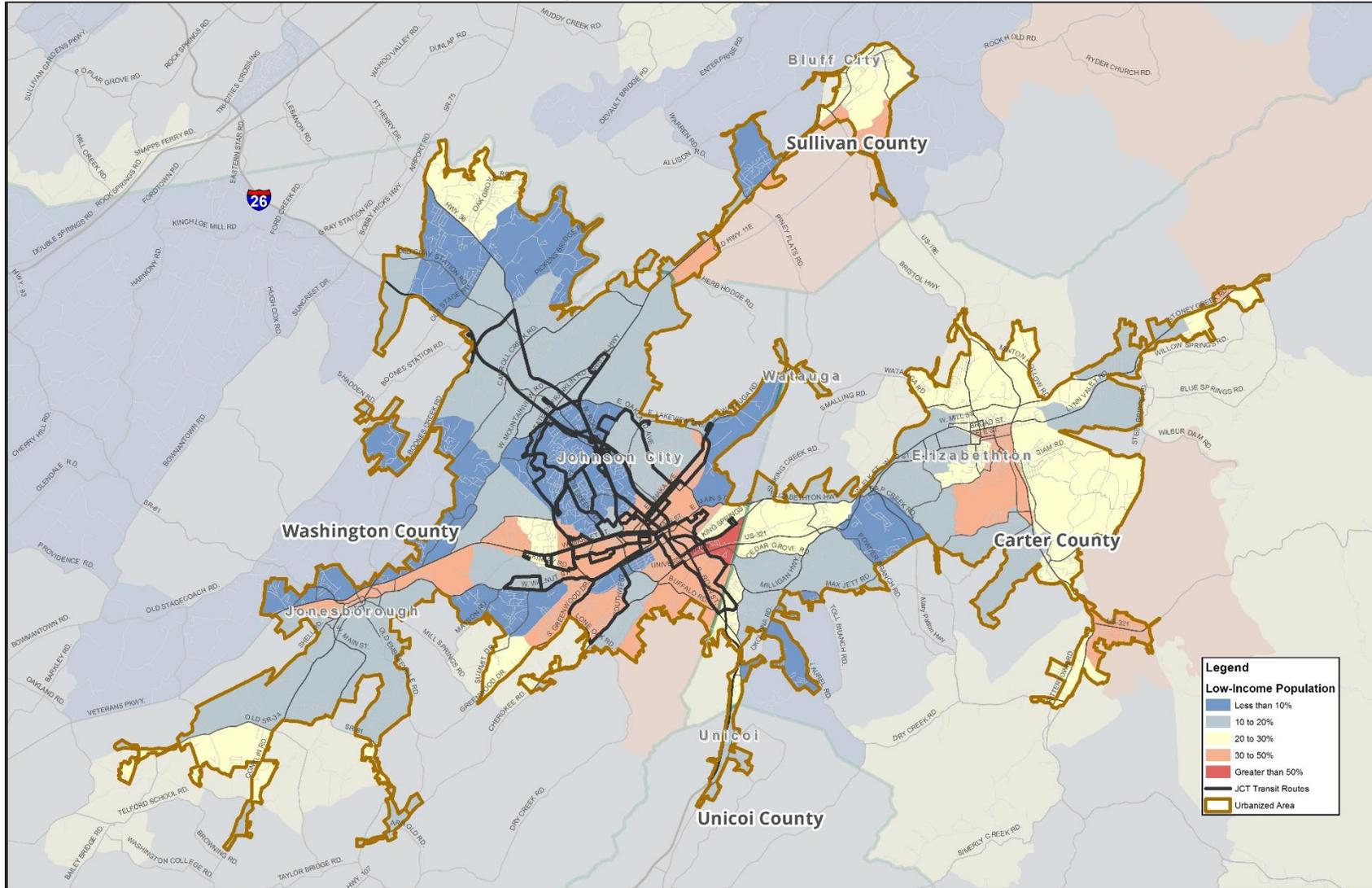
Table 2-4
Households below Poverty Thresholds in the 4-County Region - 2015

	% Poverty Level
Carter County	11%
Sullivan County	9%
Unicoi County	10%
Washington County	7%
Tennessee	12%

Source: ACS 5-Year Estimate, US Census, 2014

Figure 2-3 illustrates the areas within the urbanized area with the highest concentration of households below poverty based on 2014 American Community Survey (ACS) 5-year estimate data from the US Census Bureau.

Figure 2-3
Households Living Below Poverty by Census Block Group



2.5 HOUSEHOLDS WITHOUT ACCESS TO A VEHICLE

Access to a vehicle is a prime indicator of one’s dependence and/or need for public transportation services. The percent of households without access to a vehicle in the 4-county Johnson City region ranges from 5% to just under 6%. Table 2-5 depicts the percent of households for each county in the region without access to an automobile.

Table 2-5
Households without Access to a Vehicle in the 4-County Region - 2015

	% Zero Autos
Carter County	4.7%
Sullivan County	5.5%
Unicoi County	5.4%
Washington County	5.2%
Tennessee	6.4%

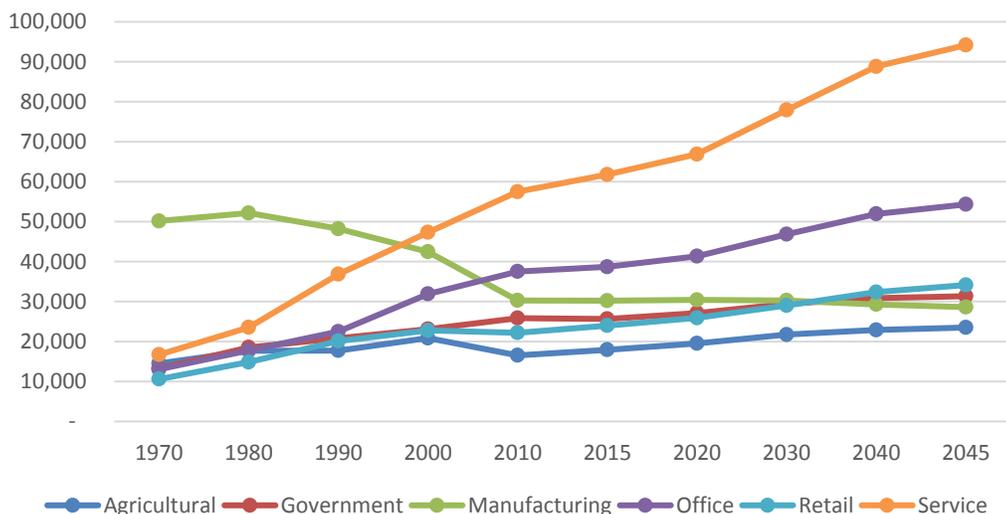
Source: ACS 5-Year Estimate, US Census, 2014

Figure 2-5 illustrates the areas within the Johnson City Urbanized Area with the highest concentration of households without availability of an automobile based on 2014 American Community Survey (ACS) 5-year estimate data from the US Census Bureau.

2.6 EMPLOYMENT

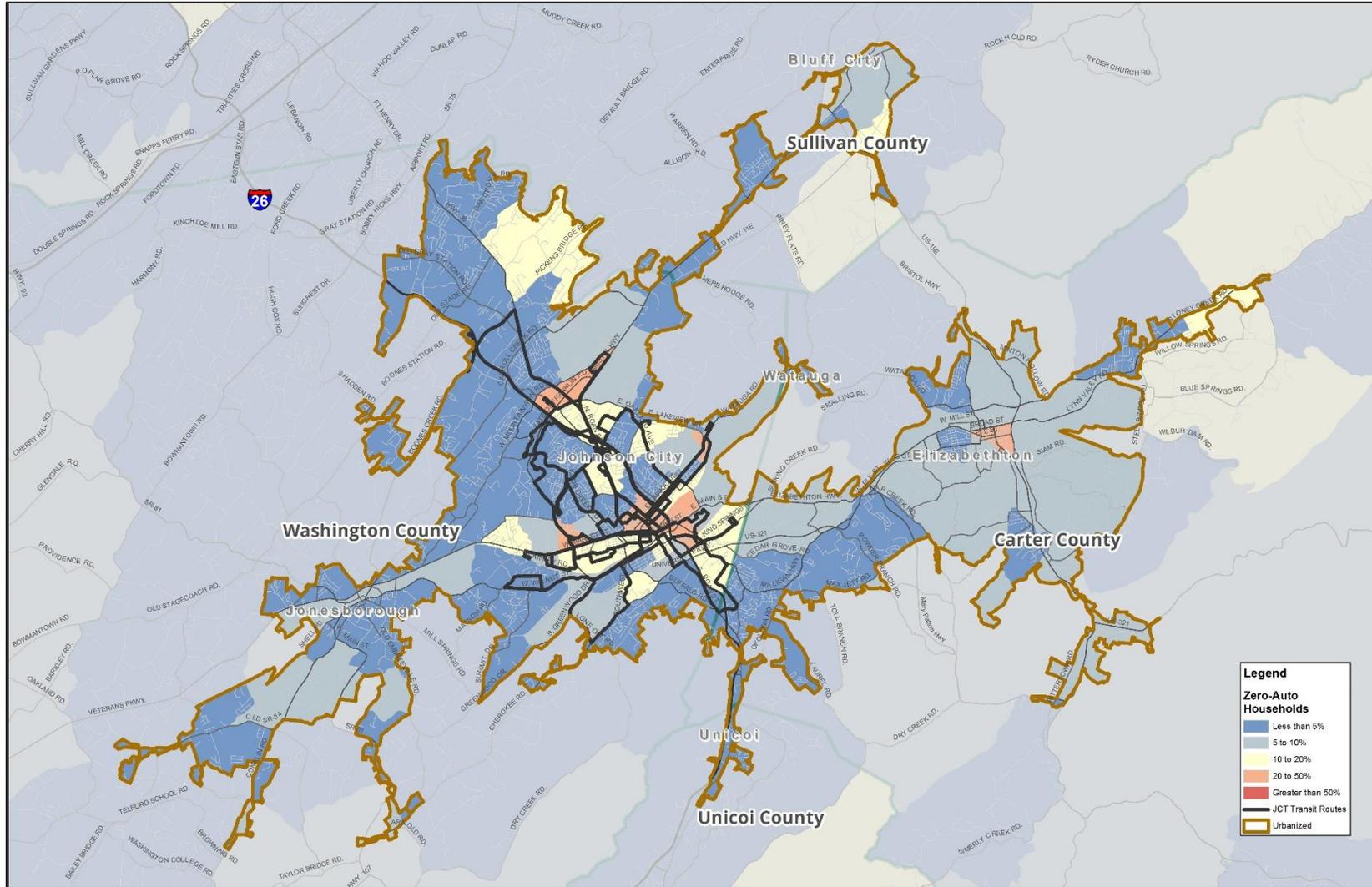
Employment conditions within the Johnson City Urbanized Area, much like in many communities in the southeast, have seen dramatic changes over the last several decades relative to the number and types of jobs that make up the local economy. Figure 2-4 illustrates the change in the number of jobs and types of jobs within Washington, Carter, and Unicoi Counties from 1970 to 2045 for the employment sectors of retail, service, and manufacturing. At a county level, employment within the urbanized area and in Sullivan County is minimal.

Figure 2-4
Employment Trends (1970-2045)



Source: Woods & Poole Economics, Inc.

Figure 2-5
Households without Access to a Vehicle by Census Block Group



Today, the service employment sector (which includes medical, food and restaurants, entertainment, and education) accounts for approximately 30% of the jobs within the four counties that comprise the Johnson City region, while manufacturing and industrial employment accounts for approximately 15% of all jobs in these same four counties. Over the next 30 years, employment in the 4-county region is projected to reach approximately 266,000. Of the region’s employment, the majority is located within the Johnson City Urbanized Area. Table 2-6 and Figure 2-6 illustrate employment trends and forecasts within the urbanized area, including employment concentrations.

**Table 2-6
 Johnson City Urbanized Area Total Employment (2015-2045)**

County	Years		Absolute Change 2015-2045	Percent Change 2015-2045
	2015	2045		
Johnson City Urbanized Area	74,726	100,306	25,580	34%
Carter County	20,768	28,042	7,274	35%
Sullivan County	92,763	110,967	18,204	20%
Unicoi County	7,216	8,179	963	13%
Washington County	77,450	118,854	41,404	53%

Sources: US Census, Woods & Poole Economics, Inc.

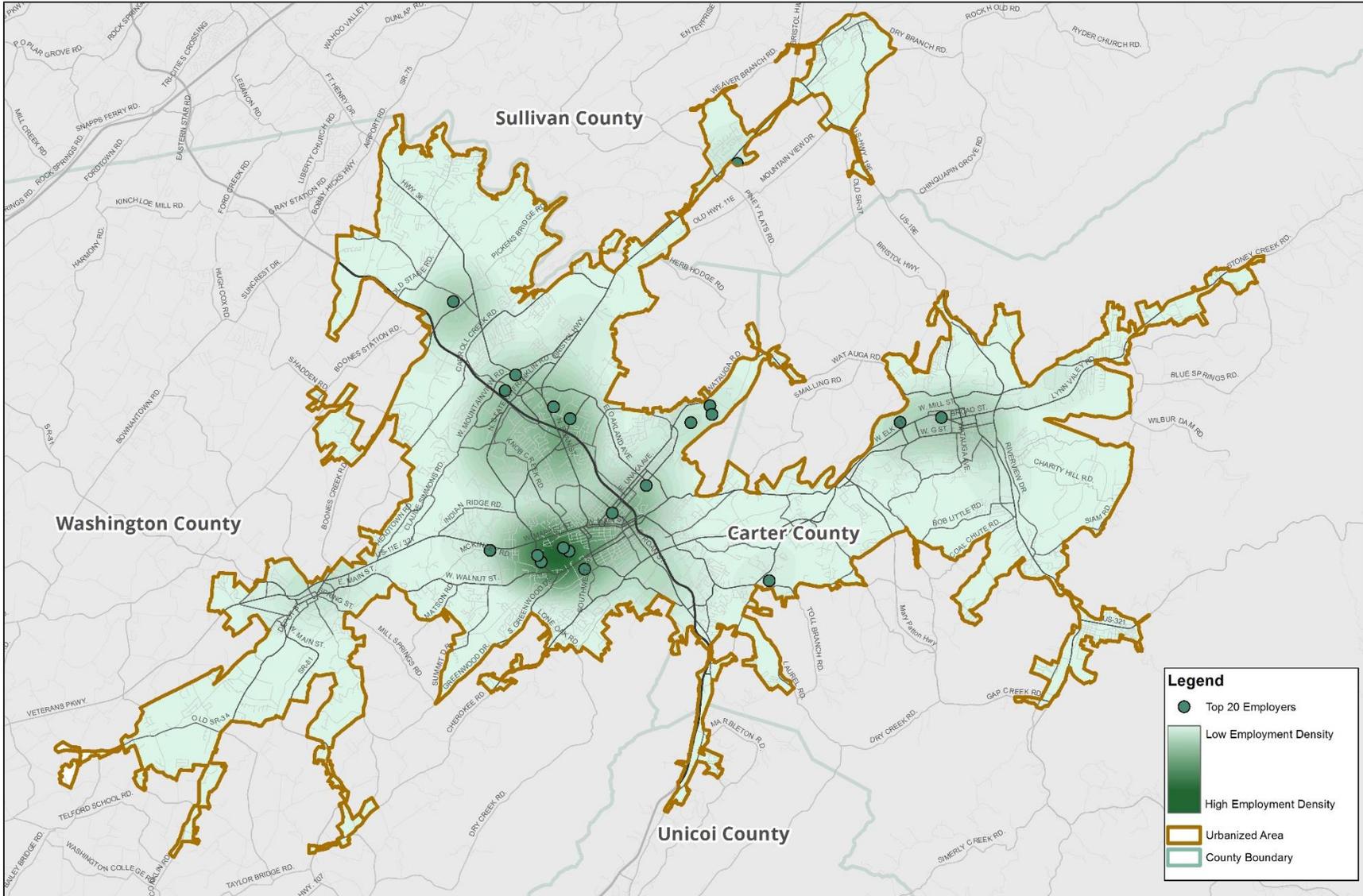
Table 2-7 identifies the twenty largest employers (in terms of number of employees) within the Johnson City Urbanized Area. These employers account for nearly 27% of all jobs (or approximately 20,000 jobs) within the Johnson City Urbanized Area.

**Table 2-7
 20 Largest Employers**

Employer	County	No. of Employees
Mountain States Health Alliance	Washington	3,500
East Tennessee State University	Washington	2,370
Citi Commerce Solutions	Washington	2,078
VA Medical Center – Mountain Home	Washington	1,800
Advanced Call Center Tech	Washington	1,500
Frontier Health	Washington	1,200
American Water Heater Company	Washington	1,100
Doctor’s Assisted Wellness	Washington	646
Vein Co	Washington	646
Aeronautical Accessories	Sullivan	600
TPI Corporation	Washington	500
Summer’s Taylor Inc.	Carter	470
AT&T Wireless	Washington	450
Kennametal Inc.	Washington	403
Milligan College	Carter	400
Walmart Supercenter	Washington	370
Harris Wood	Washington	365
Walmart Supercenter	Carter	335
Walmart Supercenter	Washington	335
Century Link Customer Care Center	Washington	330

Source: InfoGroup

Figure 2-6
Major Employment Concentrations within the Urbanized Area - 2015



3.0 EXISTING TRANSPORTATION SERVICES

The following section describes current transportation services provided and areas served within the Johnson City Urbanized Area.

3.1 PUBLIC TRANSPORTATION PROVIDERS

The Johnson City Urbanized Area is served by two main public transportation entities, Johnson City Transit (JCT) and Northeast Tennessee Rural Public Transit (NET Trans). JCT serves the City of Johnson City, while NET Trans serves a larger geographic area outside the urbanized area.

Johnson City Transit (JCT)

Johnson City Transit System (JCT) began operations in 1979 as the first new municipal transit system in Tennessee since World War II. The Johnson City Transit Center, located at 137 West Market Street in downtown Johnson City, was built in 1986, as a rehab and major expansion of the existing Greyhound Bus Lines terminal. JCT operations are centered around the Transit Center, which serves not only as a transfer point for JCT patrons, but also for patrons of Greyhound Bus Lines and local taxi companies.

JCT operates fixed route service (including BUCSHOT service on/around ETSU campus) and demand-response service (including paratransit service for individuals with disabilities and Job Access service) within Johnson City corporate limits. All major commercial and institutional facilities in Johnson City are served by the JCT fixed route, including East Tennessee State University, the Mountain Home Veterans Administration Center, hospitals, shopping malls and centers, and government offices. In addition, the major residential neighborhoods and group housing complexes are served. All fixed route buses are lift-equipped (or equipped with ramps) to meet the needs of clients with special needs.

JCT operates eight buses on 15 fixed routes in the City. Ten of JCT's 15 fixed routes are approximately 30 minutes in length, and one bus services each route once per hour. Four fixed routes are approximately 45 minutes in length, and one bus services each route once per hour and a half. One fixed route is approximately 60 minutes in length. All JCT fixed routes begin and end at the Transit Center with the exception of the evening service. JCT's fixed route services operate Monday through Friday from 6:15 a.m. to 6:15 p.m. and on Saturday from 8:15 a.m. to 5:15 p.m. A separate evening service runs Monday through Friday from 6:15 p.m. to 11:00 p.m. as well. JCT does not operate on Sundays or major holidays. Fixed route base fare is \$1.00. Seniors (age 65 and over), children (grades K-5), and individuals with disabilities or with Medicare cards pay a half-fare of 50 cents. Children under the age of five ride free. Discounted multi-ride passes are available. Transfers are free.

In addition to the 15 fixed routes, the East Tennessee State University (ETSU) campus area is served by the JCT BUCSHOT fixed routes, which is open to the public. The BUCSHOT service began in August 2003 through a contractual agreement between JCT and ETSU. The BUCSHOT provides shuttle service on the ETSU campus and adjacent housing areas and serves to connect with the other JCT fixed route services via various stops throughout the campus area. BUCSHOT is provided during ETSU Fall and Spring semesters with varying loops around campus that have 15 to 20 minute headways and

run from 7:30 a.m. to 5:00 p.m., Monday through Friday. BUCSHOT service also includes an evening route that operates on fixed-route schedule from 5:00 p.m. until 10:45 p.m., Monday through Friday, and call-in Safe Voyage service, which is available from 10:45 p.m. until midnight, Monday through Friday. ETSU students, faculty, and staff, as well as the public, ride the BUCSHOT for free. ETSU students, faculty, and staff may also ride the entire JCT fixed route bus system for free with a valid ETSU I.D.

JCT also provides a curb-to-curb demand-response transportation service for the mobility impaired in Johnson City. The "XTRA" service is provided for those unable to use the regular fixed route service. Riders are required to give 24 hour notice of requested trip. XTRA hours of operation are the same as for fixed route services. The JCT "XTRA" service area is the corporate city limits of Johnson City, TN, or $\frac{3}{4}$ mile from a JCT fixed route, whichever provides furthest service to the JCT patron. The fare for XTRA is \$2.00 per one-way trip if the trip is located with $\frac{3}{4}$ mile of the fixed route service area. Buses for XTRA are equipped with wheelchair lifts, grab rails, and low steps.

JCT operates a Job Access service to "bridge the transportation gap" between low-income individuals, welfare recipients, and disabled individuals and their places of employment and/or employment-related activities. Job Access service is provided within the corporate limits and is provided as a supplemental service to the fixed route system. Job Access riders whose origin (residence) or destination (place of employment or employment-related service) is on the JCT fixed route service, and whose trip is during fixed route operating hours, ride the fixed route to the JCT Transit Center, where they are picked up by a Job Access demand response vehicle to complete the portion of their trip which is not on the fixed route. Job Access riders whose trips are outside fixed route operating hours, or who have trips with both origin and destination outside the fixed route service area, ride in a Job Access demand response vehicle during the entire trip.

Job Access service is available from 5:30 a.m. until midnight, Monday through Saturday (excluding holidays). Reservations must be made at least two days in advance of a Job Access demand response trip. Job Access service is provided using small buses or vans, which are also equipped with wheelchair lifts (or ramps), grab-rails, and low steps to accommodate riders with special needs. The Job Access fare is \$2.50 per one-way trip.

Figure 3-1 and Figure 3-2 illustrate the JCT fixed route system map for daytime and evening routes, respectively, and Table 3-1 provides JCT ridership trends over the last five years for both fixed route and demand response services. Even though Table 3-1 shows that the overall trend for JCT ridership has decreased slightly, the regular fixed route trips, when excluding BUCSHOT trips, are increasing. JCT BUCSHOT ridership has decreased due to decreased service hours on campus and overall change in the State funding formula. Demand Response trips are also increasing, with a slight decrease shown in FY 2013.

**Table 3-1
 JCT Fixed Route & Demand Response Ridership (2011-2016)**

Fiscal Year (FY)	Fixed Route			Demand Response		
	Trips	Absolute Change	Percent Change	Trips	Absolute Change	Percent Change
FY 2011	603,804	-	-	40,032		-
FY 2012	666,639	62,835	10%	45,564	5,532	14%
FY 2013	690,611	23,972	4%	42,458	-3,106	-7%
FY 2014	677,227	-13,384	-2%	45,708	3,250	8%
FY 2015	613,656	-63,571	-9%	47,507	1,799	4%
FY 2016	607,247	-6,409	-1%	47,405	-102	0%

Source: JCT, MTPO

Figure 3-1
 JCT Daytime Transit Routes

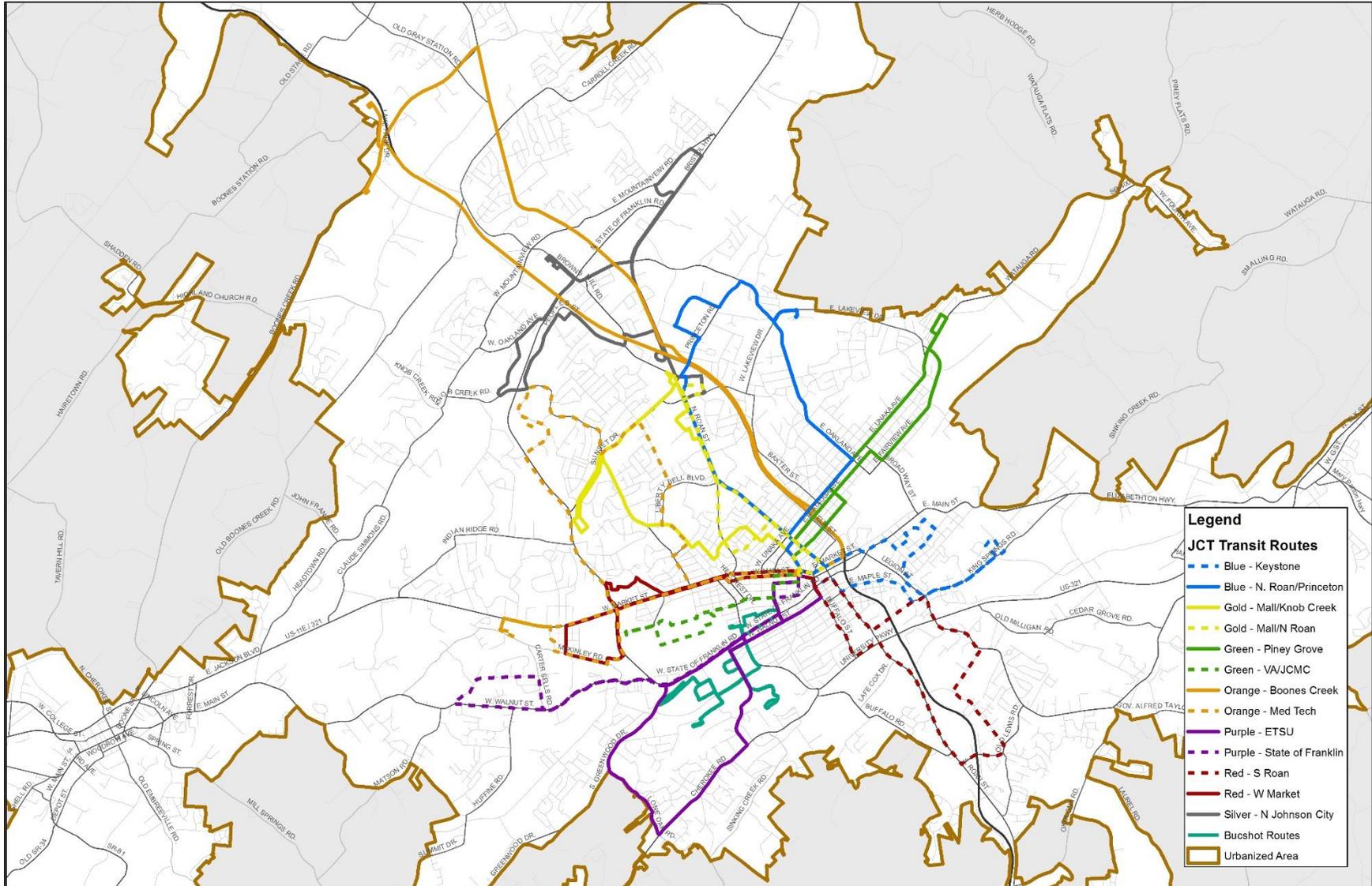
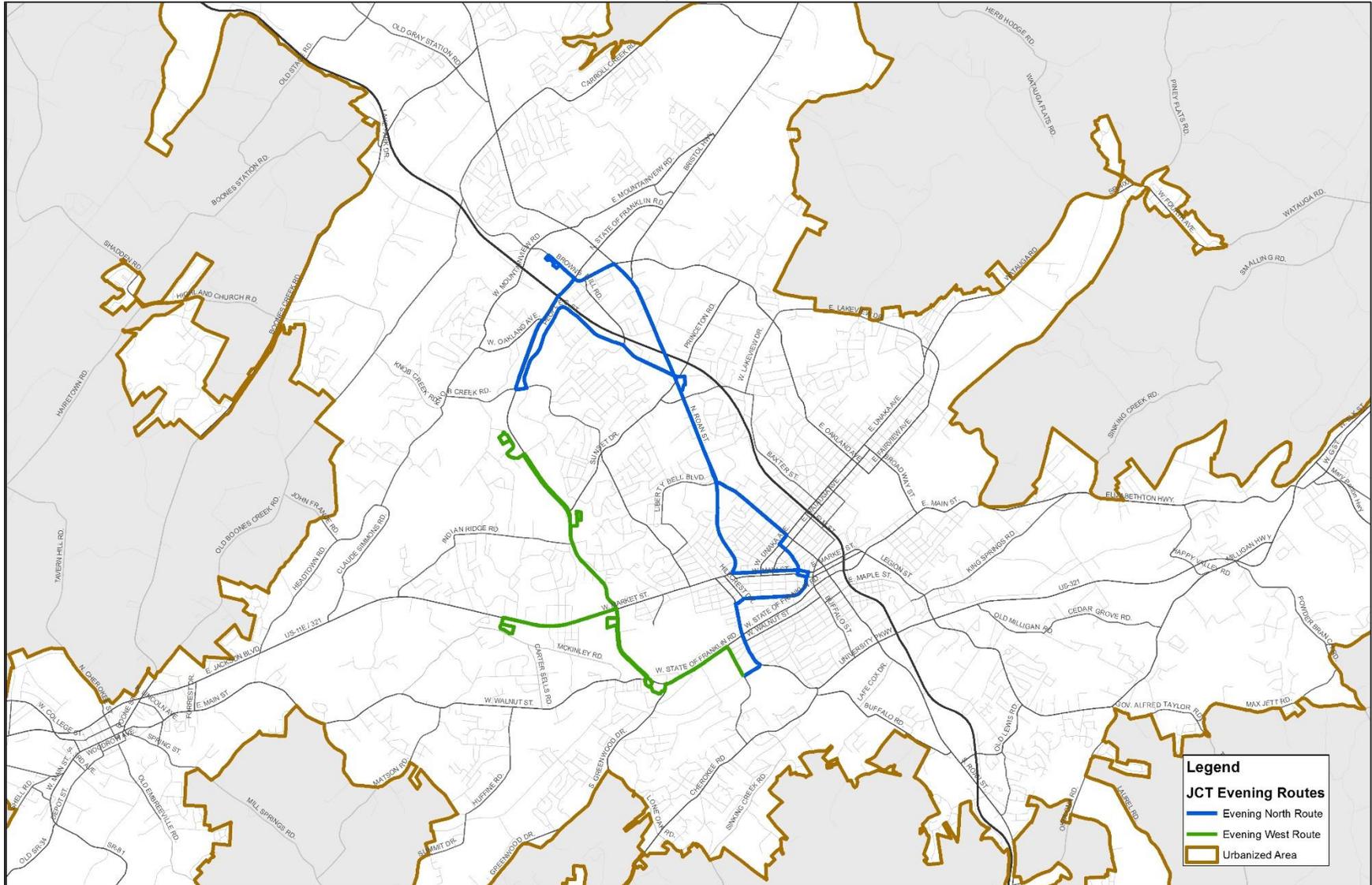


Figure 3-2
JCT Evening Transit Routes



NET Trans (Northeast Tennessee Rural Public Transit)

NET Trans (Northeast Tennessee Rural Public Transit) is the service provider of First Tennessee Human Resource Agency (FTHRA) with services to an eight-county region outside of JCT service area, including Washington, Carter, Unicoi, and Sullivan counties. NET Trans does not provide services when a trip origination and destination are within the Johnson City Urbanized Area, but rather provides service to and from the urbanized area when a trip is needed from or to rural areas that NET Trans serves. Since NET Trans serves a larger geography within the 8-county region, NET Trans has its own coordinated public transit-human services transportation plan.

NET Trans has built a quality rural public transportation program using local, state, and federal dollars. They primarily use 15-passenger, lift-equipped vans and generally operate on routes and schedules dictated by the needs of patrons. Operating hours are Monday through Friday, between the hours of 6:00 am and 6:00 pm, excluding holidays, and fares are zone-based, ranging from \$2.00 to \$12.00 per one-way trip. NET Trans provided approximately 168,000 trips in 2016, running over 3 million miles.

In addition to providing the general public transportation in the non-urbanized area, NET Trans also provides Families First Transportation and Job Access service. The Families First Program is funded through the Tennessee Department of Human Services and provides transportation to and from work and required classes for eligible clients. The Job Access Program provides transportation to and from work and work-related activities (child care centers) for eligible clients. The service is especially designed to link rural areas with job opportunities. The program can accommodate shift work and weekends.

Table 3-2 provides NET Trans ridership trends over the last five years for demand response services. NET Trans briefly offered a fixed route service as a pilot project starting in 2011, but it was discontinued in 2014.

**Table 3-2
 NET Trans Fixed Route & Demand Response Ridership (2011-2016)**

Fiscal Year (FY)	Demand Response Passengers	Absolute Change	Percent Change	Service Miles	Absolute Change	Percent Change
FY 2011	163,202	-	-	3,661,716	-	-
FY 2012	159,186	-4,016	-2%	3,049,267	-612,449	-17%
FY 2013	147,975	-11,211	-7%	3,773,178	723,911	24%
FY 2014	152,405	4,430	3%	2,493,597	-1,279,581	-34%
FY 2015	156,757	4,352	3%	3,233,207	739,610	30%
FY 2016	167,921	11,164	7%	3,239,612	6,405	0%

Source: NET Trans, MTPO

3.2 HUMAN SERVICES TRANSPORTATION PROVIDERS

Dawn of Hope

The Dawn of Hope is an agency serving adults with intellectual and developmental disabilities within five counties in Northeast Tennessee through Developmental, Vocational, and Residential services. The service area includes Carter, Greene, Sullivan, Washington, and Unicoi Counties. The Developmental Program is located within the City of Johnson City and strives to give individuals the tools to be productive members of society. Vocational Services include employment opportunities within a sheltered environment, facility based services with contract work within Johnson City, and job placement within the community. The Residential Services program includes homes for supported living and home settings for living with foster families.

Transportation is a support service provided by Dawn of Hope for clients in the aforementioned services. Dawn of Hope operates approximately 10 vehicles within the Dawn of Hope service area in fixed route and demand response services. Transportation is available from 6:00 a.m. to 5:00 p.m. Monday through Friday. The Dawn of Hope is a Section 5310 recipient of the Tennessee Department of Transportation.

Frontier Health

Frontier Health is a private, non-profit organization providing behavior health services in eight counties in Northeast Tennessee and four counties in Southwest Virginia. The agency's service area includes the Johnson City Urbanized Area. Services include behavioral health services, offering treatment for mental health, co-occurring, and substance abuse problems, recovery and vocational rehabilitation, and developmental and intellectual disabilities services. Facilities include outpatient treatment programs, residential facilities, a drop-in facility, transitional living services, and a psychiatric rehabilitation program. Several Frontier Health facilities are located within Johnson City.

Frontier Health operates 162 vehicles in serving Northeast Tennessee and Southwest Virginia. In addition to operating vehicles to transport from individual homes, the agency also stations vehicles at agency-run group homes for transportation availability 24 hours a day, seven days a week. Frontier Health is a Section 5310 recipient of the Tennessee Department of Transportation.

Since 2004 Frontier Health has purchased monthly bus passes from JCT for clients. The program has been very successful for clients within the JCT service area, and it is anticipated that the program will be expanded statewide to other urban areas with fixed route systems.

Johnson City Senior Citizens Center

The Johnson City Senior Citizens Center is a community focal point for senior services, resource information, volunteer programs, etc., designed to improve the quality of life for adults 50+. The Center provides transportation to senior citizens who reside in Johnson City and whose residence is one or more blocks away from the JCT bus routes. Special transportation is also provided for some volunteer services and grocery shopping from several senior housing sites.

As feasible, clients utilize JCT fixed route and demand response services. The center operates 15 vehicles for services unavailable or not feasible with JCT (outside walking

distance, outside service area, outside operating hours, etc.). The Center receives funding through state grants.

Jonesborough Senior Center

The new Jonesborough Senior Center opened in December 2015 with improvements to ADA accommodations that the previous center did not offer. The senior center offers a variety of activities, programs, and fitness classes for members over the age of 50. The senior center receives grant funds from the First Tennessee Area Agency on Aging and Disability (FTAAA&D) to purchase NET Trans tickets so that members needing that service are transported to the senior center Monday through Friday at no cost to them. Additionally, the senior center directly provides transportation services to members residing in Washington, Greene, and Sullivan Counties through the use of two organizational vehicles.

Elizabethton Senior Center

The Elizabethton Senior Center, in association with the First Tennessee Area Agency on Aging and Disability (FTAAA&D), provides a variety of services for seniors in the area. Though they currently do not provide transportation services to their members, the center will likely consider providing these services as it grows and the need arises.

Tennessee Department of Human Services

The Tennessee Department of Human Services (DHS) is the state agency which determines eligibility and serves Vocational Rehabilitation and TennCare clients within the Johnson City Urbanized Area via services provided by the Washington County office in Johnson City and the Carter County office in Elizabethton. These programs provide transportation for eligible clients to various services/activities through contracting arrangements.

The Medicaid program was developed in 1965 and is jointly funded between the federal and state governments. The program is for states to provide adequate medical care to eligible individuals. The State of Tennessee initiated a new health care plan in 1994 to provide coverage to Medicaid eligible clients, as well as those who were uninsured or uninsurable under the plan named TennCare. Transportation is provided as a support service under the plan.

TennCare Transportation

TennCare is the health care reform program in Tennessee which replaced the Medicaid program in Tennessee. It serves primarily low-income, pregnant women; children; and persons with disabilities through contracts with managed care organizations (MCOs). Federal Medicaid law requires states to provide “necessary transportation [for enrollees] to and from providers.” In Tennessee, the MCOs, as part of their contracts, are responsible for ensuring that enrollees have reasonable access to care. Service is provided for both emergency and non-emergency medical transportation for eligible TennCare clients. Contracts require that MCOs comply with a variety of standards that help ensure that enrollees receive transportation, whether through a transportation broker, through the direct provision of service, or via public transit.

There are four MCOs that cover the East Tennessee region of the State: AMERIGROUP, BlueCare, TennCareSelect, and United Healthcare Community Plan. BlueCare and TennCareSelect utilize Southeastrans Inc., a private transportation management company, as their transportation broker for non-emergency transportation.

United Healthcare Community Plan utilizes East Tennessee Human Resource Agency (ETHRA) to coordinate its TennCare transportation service needs. United Healthcare TennCare trips in the MTPO area received via ETHRA are given to NET Trans.

Upper East Tennessee Human Development Agency

The Upper East Tennessee Human Development Agency operates the Head Start Program in the eight counties of Northeast Tennessee. The Head Start program is a federally funded comprehensive development program for at risk pre-school children and families. At risk three and four year olds participate in the program for preparation for entering kindergarten. The agency provides transportation for all Head Start children to and from the Head Start Centers, Monday through Friday from 6:00 a.m. to 4:00 p.m.

Washington County Community Residential Services

Washington County Community Residential Services is a private, non-profit agency providing services for individuals with intellectual and/or developmental disabilities within six counties in northeast Tennessee. Daily living assistance is provided to individuals in home settings within the City of Johnson City and within the county. Mini-vans are used to provide transportation to medical appointments, shopping, and social activities. The agency receives state funding from the Tennessee Department of Intellectual and Developmental Disabilities, the TennCare-Home and Community Based Waiver Program.

Mountain Home Veterans Affairs (VA) Medical Center

Mountain Home VA Medical Center, located in Johnson City, includes a 384-bed acute care hospital, a 114-bed intermediate care unit, a 120-bed nursing care unit and a 150-bed domicile providing services to more than 170,000 veterans living in a 41-county area of Tennessee, Virginia, Kentucky, and North Carolina. Mountain Home VA Medical Center offers a wide range of services including primary care, long-term/rehabilitation care, surgery, psychiatric and substance abuse care, residential care, and acute hospital care. The Disabled American Veterans (DAV), a non-profit organization, coordinates a comprehensive network of volunteers who provide veterans free rides to and from the VA medical facility.

3.3 PRIVATE TRANSPORTATION PROVIDERS

Greyhound

Greyhound Lines, Inc. provides intercity bus service within the Johnson City Urbanized Area, with four (4) daily arrivals and departures from the Greyhound passenger station at the JCT Transit Center, connecting with the Greyhound national route system. The buses arriving to and departing from the Johnson City station are reportedly all full. Greyhound service is provided seven days per week and on holidays.

Taxi Companies

Within the urban area there are four primary taxicab companies: W.W. Cab, Reliable Taxi, Doe River Taxi, and L & L Taxi. All companies are located within the urbanized area and have access to the Transit Center, with a designated bay for taxis. These companies provide traditional taxicab services to individuals throughout Johnson City and the region.

App-Based Ridesharing/Ridesourcing Services

In recent years, advances in information and communication technology have enabled new services that provide a wide variety of real-time and demand-responsive trips. Companies such as Lyft and Uber have emerged, offering smartphone applications to link riders with community drivers. Passengers request a ride from a private passenger vehicle through the mobile application, which then communicates the passenger's location to drivers via GPS. These apps charge a distance variable fare that the passenger pays electronically (via their phone) upon completion of the trip.

While these ridesharing services are often available in large cities, they are beginning to emerge in smaller cities including Johnson City. In June 2015, Tennessee lawmakers passed a bill helping pave the way for transportation network companies, which the state defines as businesses that use digital networks to connect riders to individual driver services. Currently, Uber is the only available app-based ridesharing service in the Johnson City region.

3.4 OTHER TRANSPORTATION PROVIDERS

Assisted Living and Independent Living Communities

There are a number of assisted living communities within the corporate limits of Johnson City. These facilities house individuals wishing to remain as independent as possible for as long as feasible. Each assisted living facility owns one or two vans and provides transportation for doctor appointments and group outings.

4.0 PUBLIC & STAKEHOLDER PARTICIPATION

A key element in the development of the Johnson City Urbanized Area Coordinated Public Transit-Human Services Transportation Plan was public and stakeholder engagement. Three levels of engagement were used in soliciting public and stakeholder input:

- Stakeholder and Public Meetings
- A Providers Questionnaire for Stakeholders
- An Online Survey for the Public

The following section describes these engagement efforts and input received from stakeholders and the public.

4.1 STAKEHOLDER AND PUBLIC MEETINGS

Stakeholder and public meetings were held at JCT both at the beginning stage of the development of the plan and near the latter portion of the plan development process. Two joint stakeholder and public meetings were held, the first meeting was held November 10, 2016 and the second meeting was held December 13, 2016. Both meetings were advertised with notices placed in the newspaper, as well as online at JCT's website. Lastly, individual letters of invitation were sent to stakeholders in the region. In total, over 100 transportation and human service providers were invited.

To encourage and facilitate attendance at the meetings, the following initiatives were undertaken:

- scheduled both stakeholder/public meetings near the lunch hour, and provided complimentary box lunches to attendees at both meetings
- held both stakeholder/public meetings during operating hours for JCT fixed route and demand response services
- both stakeholder/public meetings were held at the Transit Center, which is an accessible building and is on the JCT fixed route.

Good participation occurred at these meetings with 22 individuals attending both the first and second stakeholder meetings. Figure 4-1 and Figure 4-2 illustrate those in attendance at the meetings and the high level of success in participant engagement in the plan update.

Participants at the first meeting were provided an overview of JCT and NET Trans services offered, as well as an overview of the requirements for a coordinated plan. After this overview, participants at the meeting were asked to complete a stakeholder survey outlining any transportation services provided by their organization, transportation gaps, and an identification of opportunities for increased coordination. Results from the survey are summarized in Section 4.2. The second meeting utilized these findings, as well as data presented in Section 5.0, and obtained input from the stakeholders to assist with the establishment of transit solutions and strategies developed in this coordination plan (see Section 6.0). Specifically, meeting participants were asked to prioritize each strategy using a pairwise comparison procedure. This process allowed for the examination of each strategy as it relates to all other proposed strategies.

Appendix I contains complete documentation of the stakeholder and public meeting process including the stakeholder invitation list, invitation letters, public meeting notice advertisements, meeting posting on the MTPO's website, and meeting sign-in sheets.

**Figure 4-1
Stakeholder and Public Meeting Participation (Meeting #1)**



Figure 4-2
Stakeholder and Public Meeting Participation (Meeting #2)



4.2 PROVIDERS SURVEY

To best assess the provision of public transit and human service transportation services within the four counties comprising the Johnson City region, a 17-question survey was developed and administered to participants at the first stakeholder and public meeting. Questions ranged from transportation services, if any, provided by the stakeholder's organization to what would improve transportation services through the four counties and specifically within the Johnson City Urbanized Area. In total 20 surveys were completed by 19 different organizations.

Summary findings from the survey include:

- Eight of the 19 organizations surveyed directly provide transportation services to their clients
- Of the organizations directly providing transportation services, over 300 vehicles are in operation providing services in the region's four counties. The three largest operators beyond JCT are Frontier Health, NET Trans, and the Johnson City Senior Center.
- Seven of the 19 organizations provide transit tickets or passes to their clients for transportation services
- The two largest populations being served by the 19 organizations are disabled seniors and those that are developmentally disabled.
- The two largest trip purposes being served are trips for medical and mental health and school and training.

A copy of the stakeholder survey instrument is contained in Appendix II.

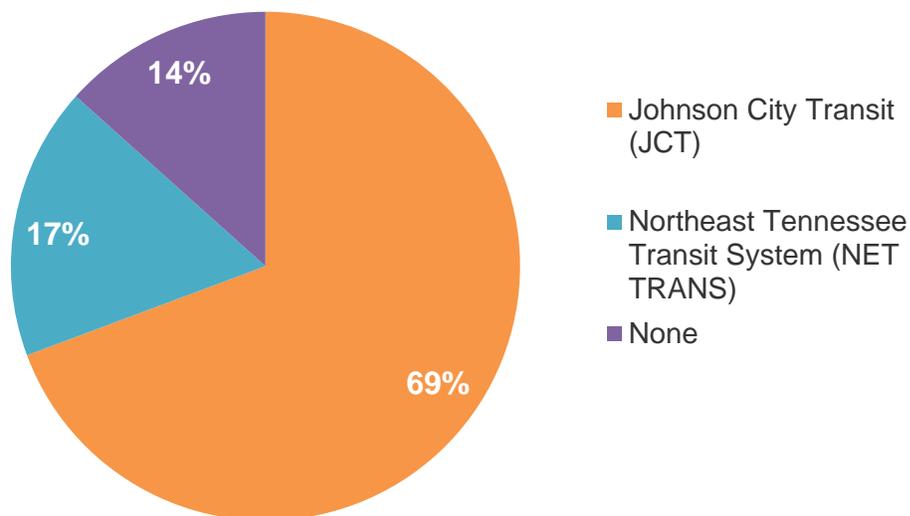
4.3 ONLINE PUBLIC SURVEY

Public input was also obtained during the development of this coordinated public transit-human services transportation plan through the use of a public online survey. An online public survey (posted on the MTPO and JCT websites) was established exclusively for the development of the coordinated plan. The survey included a set of public transportation questions, which resulted in over 65 participants. Additionally, information about the available surveys was tweeted to the 624 followers of the Johnson City MTPO and JCT, and it was also sent as a text to 400 users of JCT text alert system.

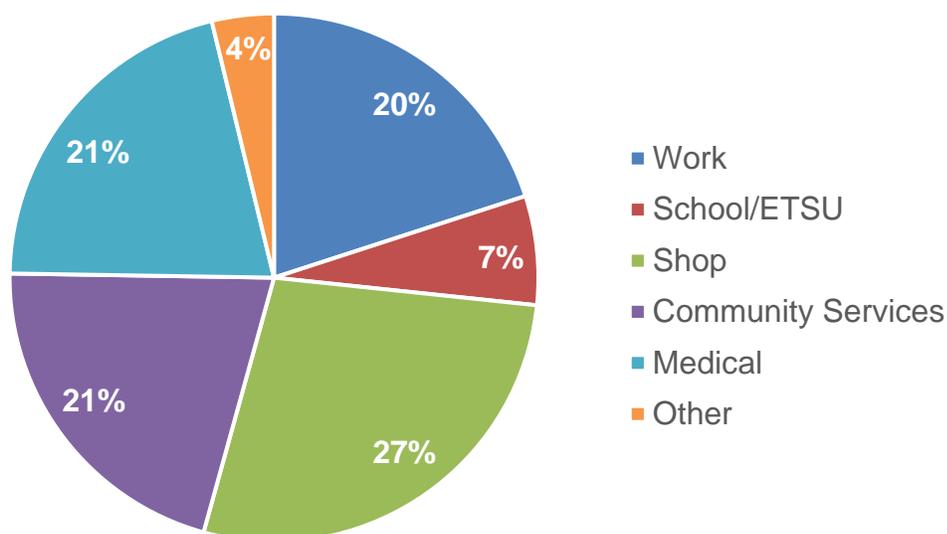
Figure 4-3 illustrates several key findings from the public survey.

Figure 4-3
Key Public Survey Findings

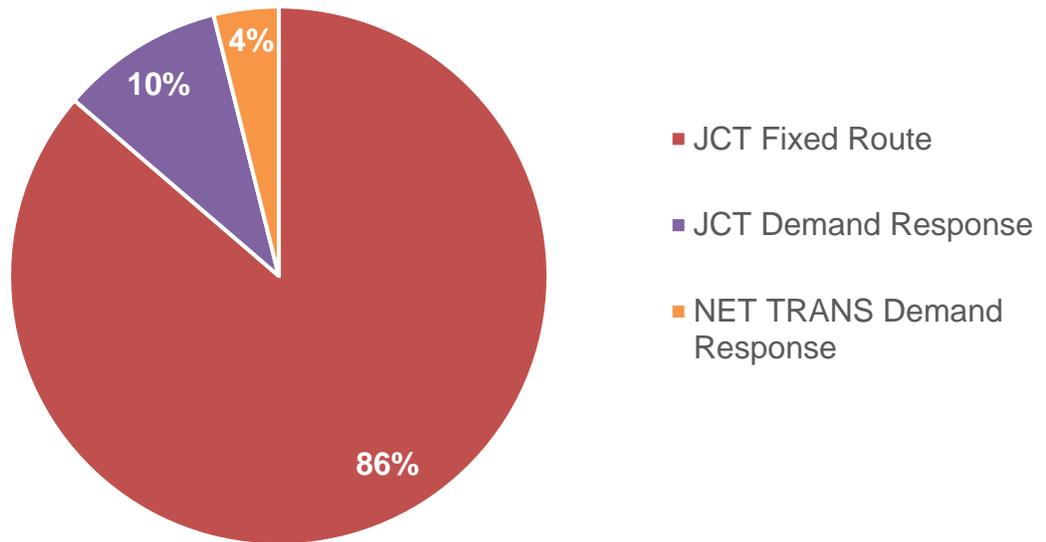
Have you used public transportation bus services in the Johnson City region?



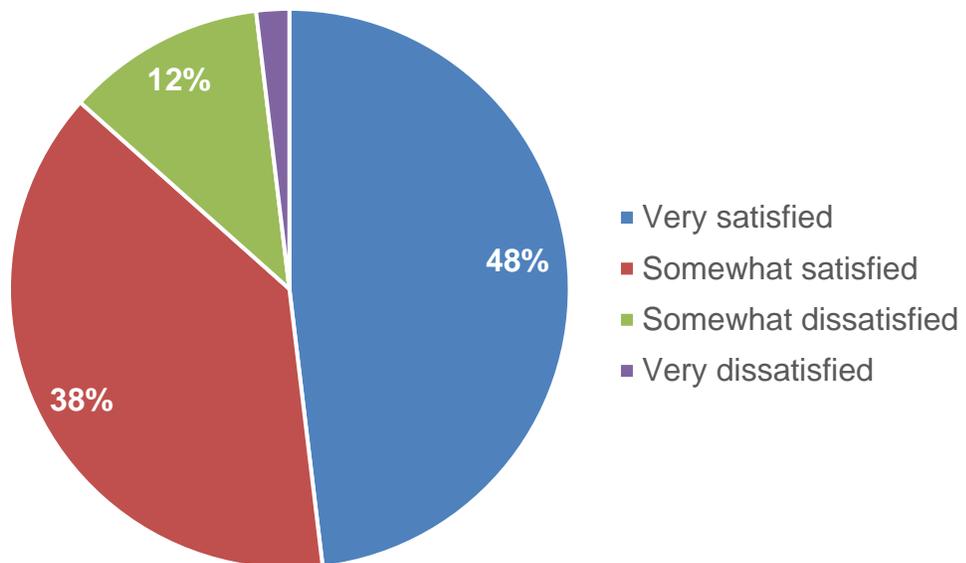
What is the main reason you use the transit service? (select all that apply)



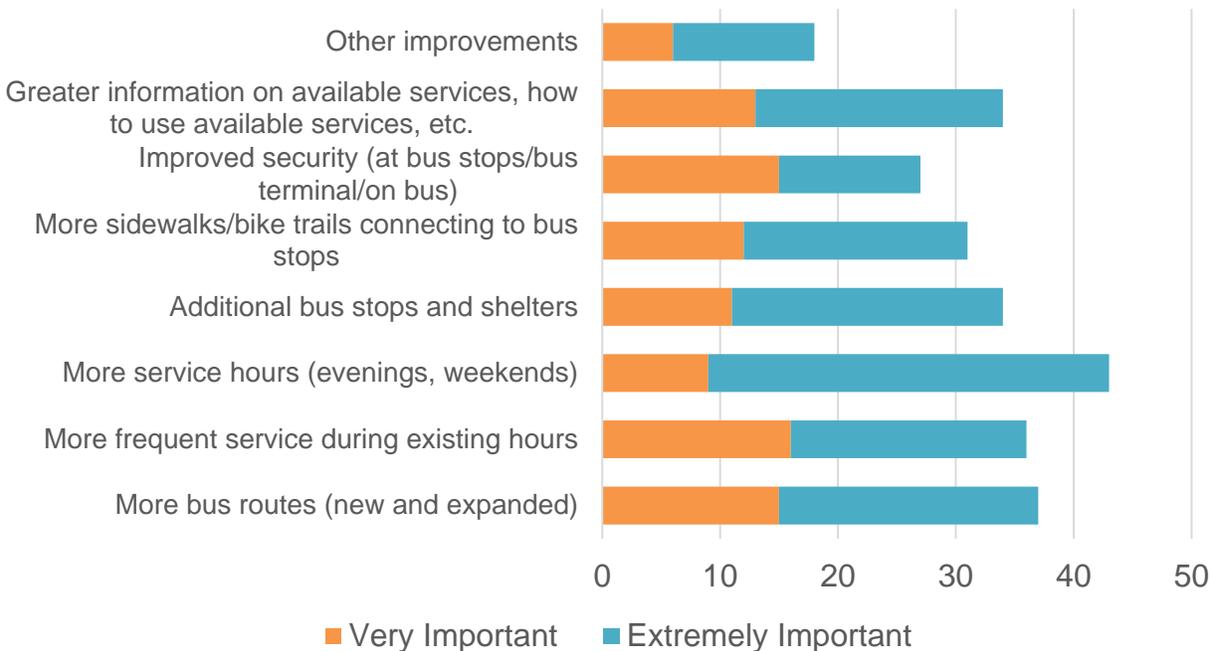
Do you mainly use Johnson City Transit fixed route service or demand response service?



Overall, how satisfied are you with the transit service?



How important are the following in addressing the Region's transportation needs?



Much like the stakeholder input, the public expressed a desire for extended service hours (nights and weekends) and more routes. A copy of the public survey instrument is contained in Appendix III.

5.0 ASSESSMENT OF NEEDS/SERVICE GAPS

This section provides an assessment of need for transportation services looking at service gaps between population concentrations of older adults, persons with disabilities, and individuals with lower incomes and existing transit services.

5.1 OLDER ADULTS

Figure 5-1 illustrates the concentration of older persons within the plan area, the location of government, health care, and human service agencies, and existing transit services. As illustrated in the figure, a large amount of existing routes provide service to areas of high older adult populations. However, there are a few locations within the plan area for which key destinations are not on an existing fixed route service. This may indicate a potential gap in service, specifically for portions of Johnson City, Elizabethton, and Jonesborough.

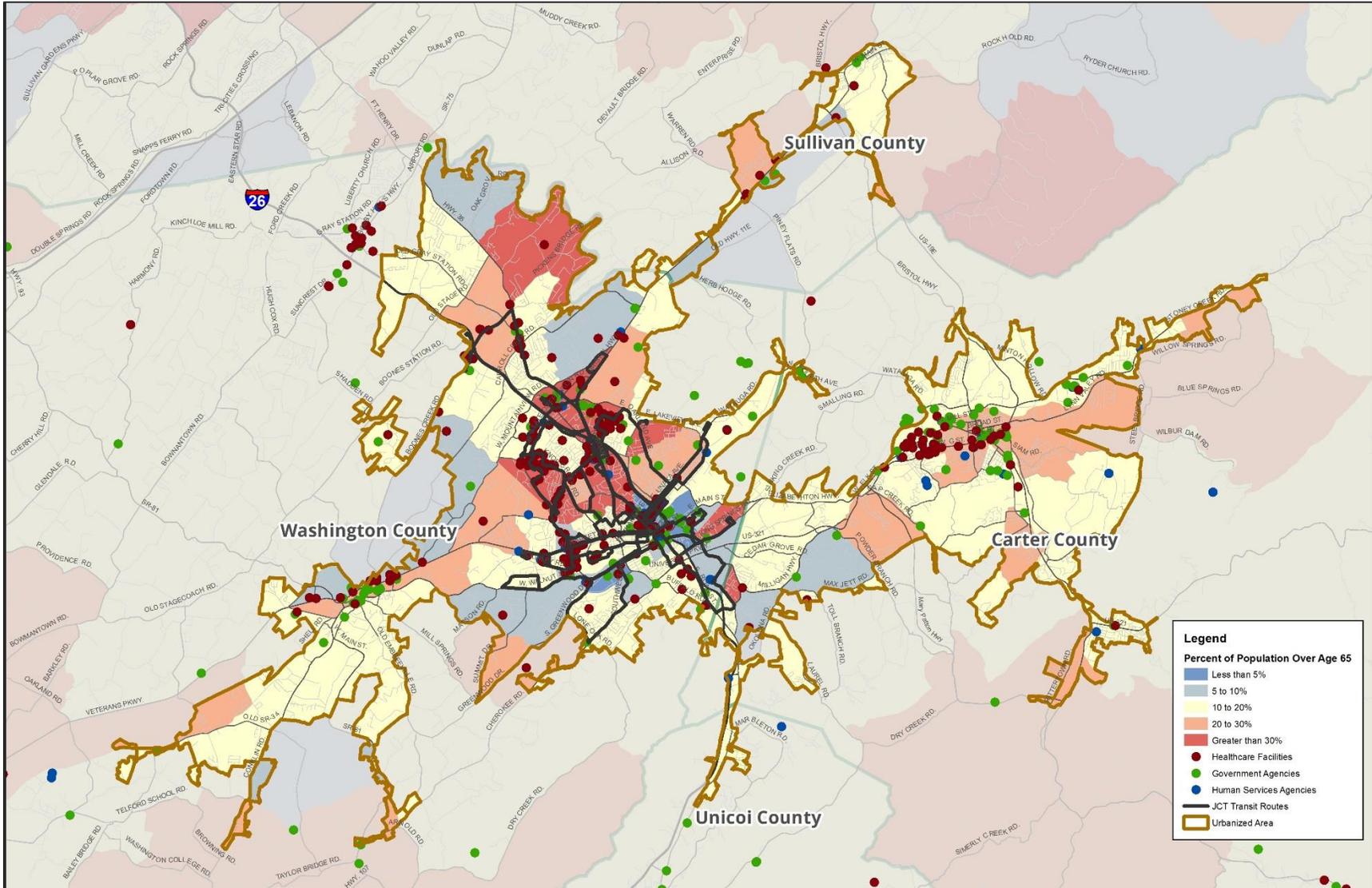
5.2 PERSONS WITH DISABILITIES

Figure 5-2 illustrates the concentration of persons with disabilities within the plan area, the location of government, health care, and human service agencies, and existing transit services. As illustrated in the figure, a large amount of existing routes provide service to areas of high disabled adult populations. However, there are a few locations within the plan area for which key destinations are not linked to high concentrations of disabled persons by an existing fixed route service. This may indicate a potential gap in service.

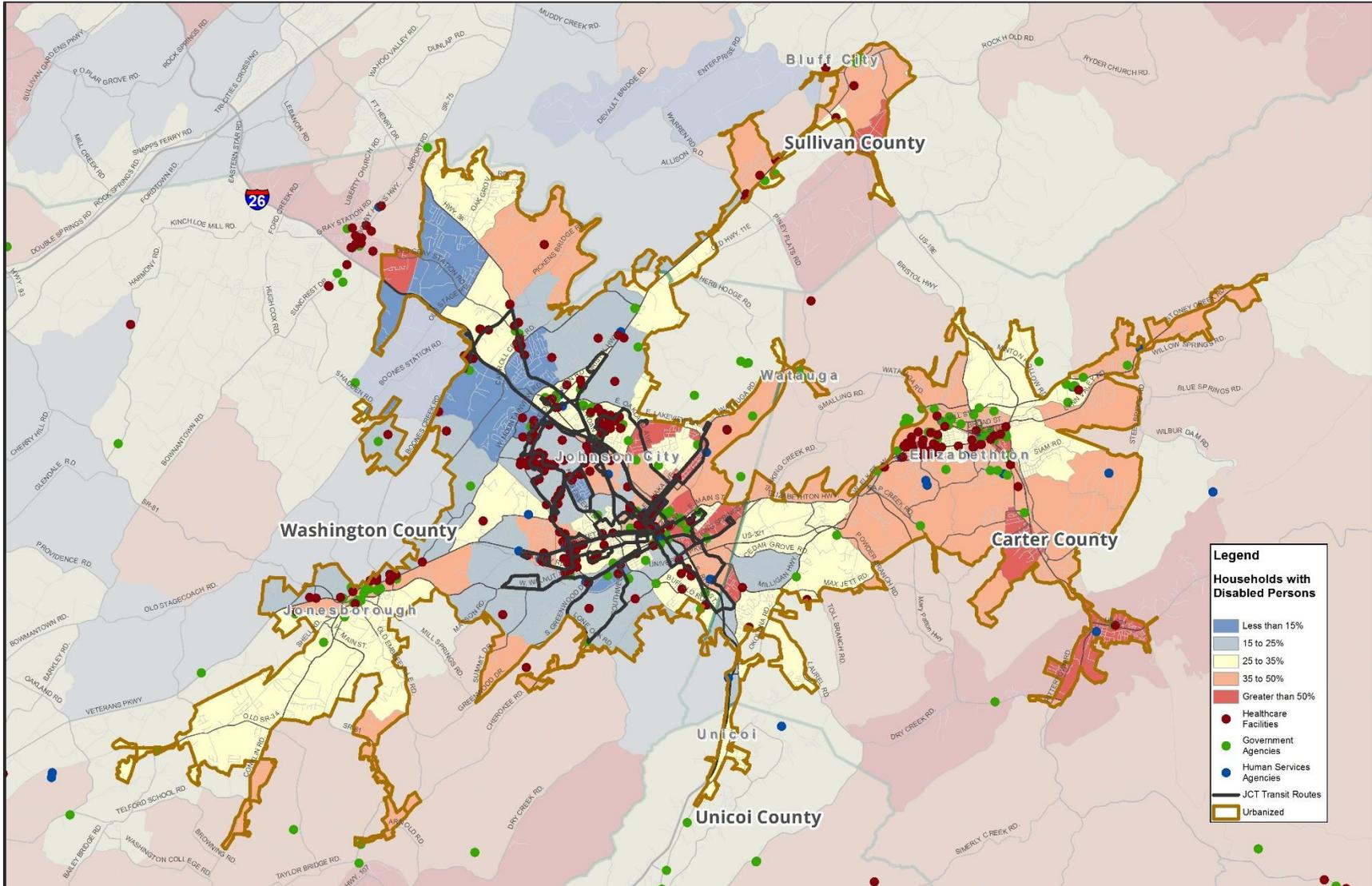
5.3 PERSONS LIVING BELOW POVERTY

Figure 5-3 through Figure 5-5 illustrate the concentration of persons living below poverty relative to child care facilities, major employment centers, education and training facilities, and the presence of existing fixed route transit service. As illustrated in these figures, a large amount of existing routes provide service to these areas. However, there are a few locations within the plan area for which key destinations are not on an existing fixed route service. This may indicate a potential gap in service.

Figure 5-1
 Persons 65 and Over, Key Destinations, & Transit Services



**Figure 5-2
 Persons with Disabilities, Key Destinations, & Transit Services**



**Figure 5-3
 Persons Living Below Poverty, Child Care Facilities, & Transit Services**

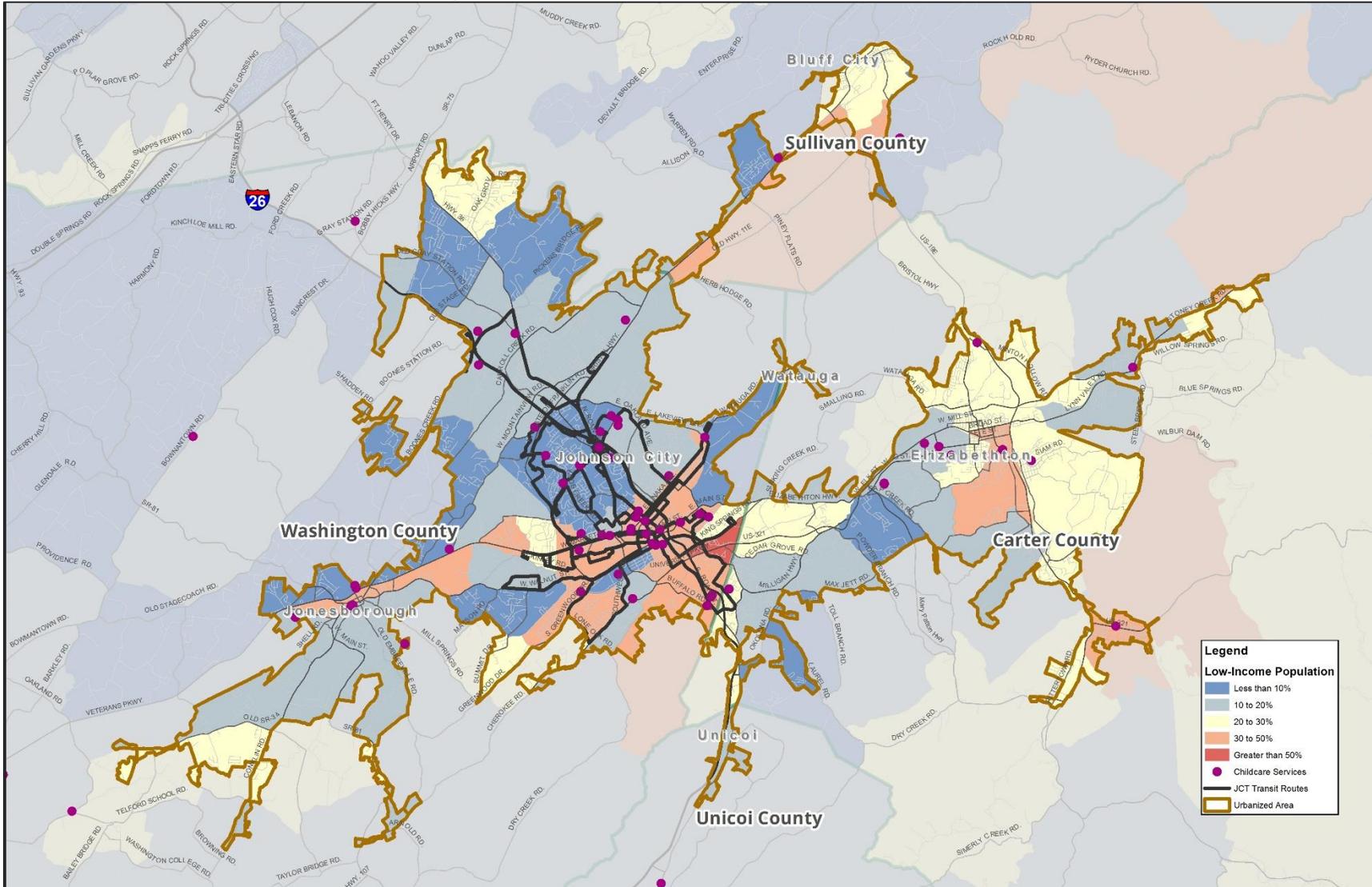
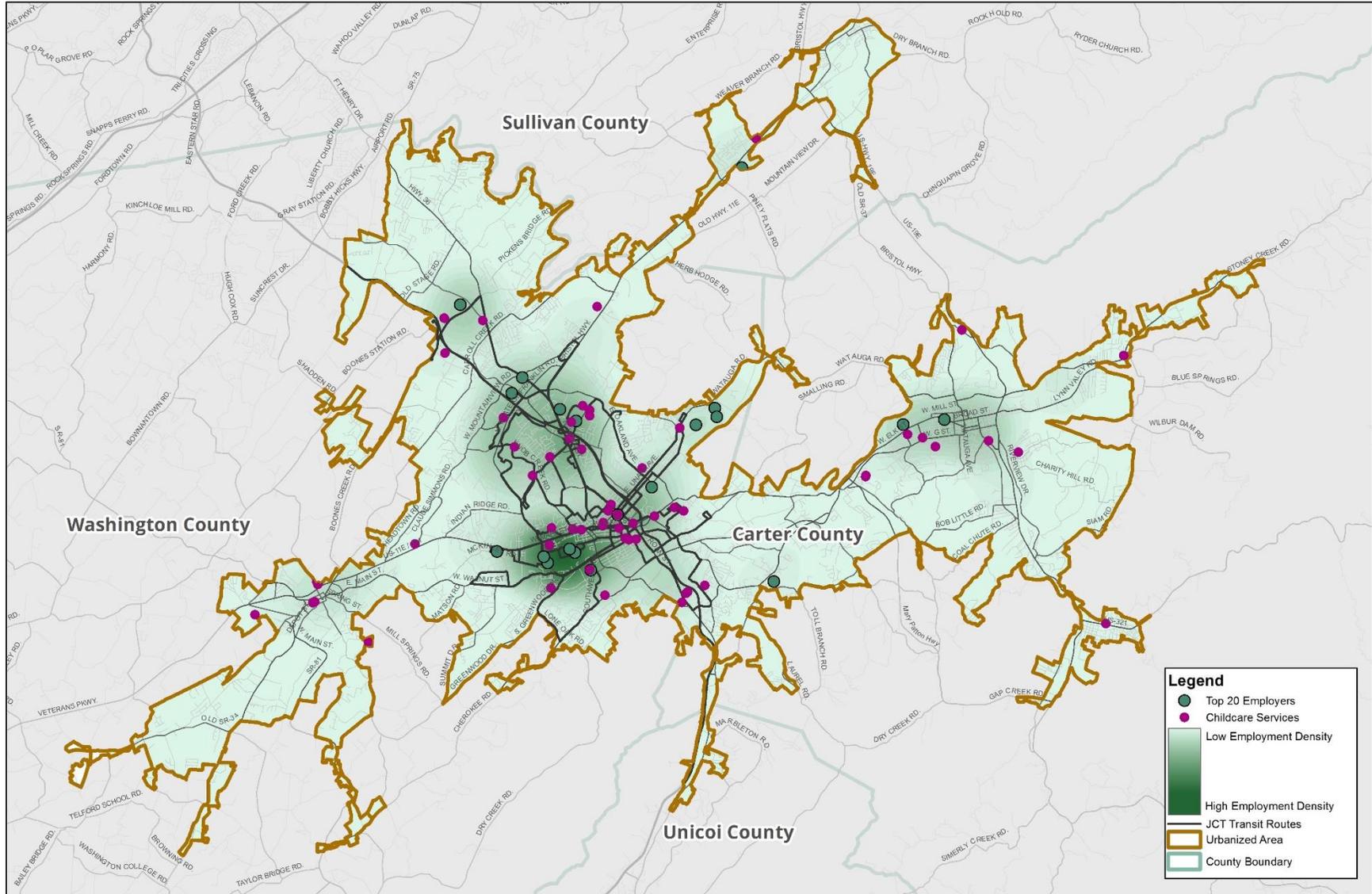
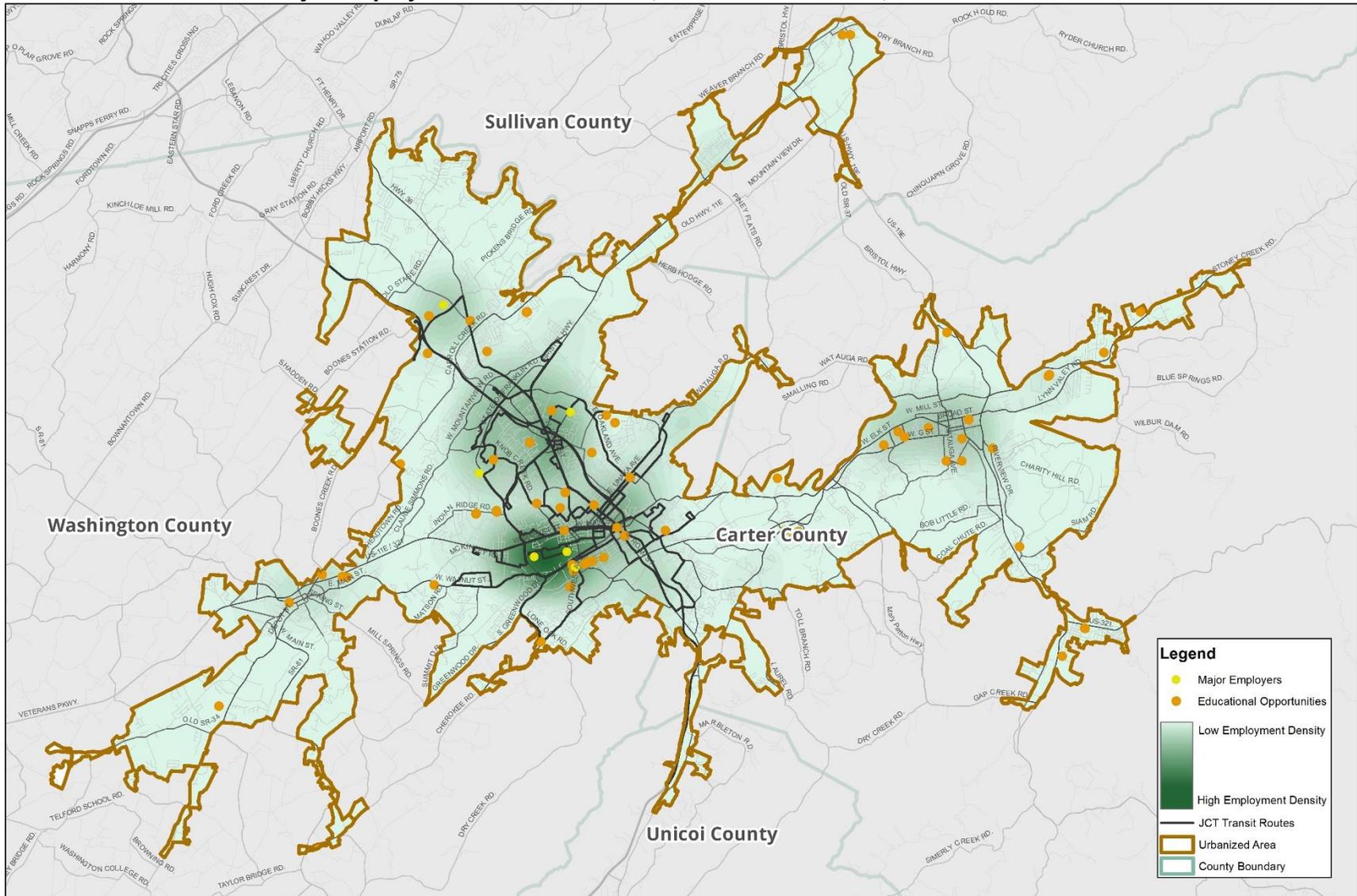


Figure 5-4
Major Employment Concentrations, Child Care Facilities, & Transit Services



**Figure 5-5
 Major Employment Concentrations, Education Facilities, & Transit Services**



6.0 TRANSIT SOLUTIONS/STRATEGIES

Through input by stakeholders and the public, three areas were identified as priority in addressing service gaps and unmet needs within the coordinated plan area. Various stakeholders who work directly with clients on a daily basis provided insight on needs and potential future strategies for providing solutions.

The communication among service providers/human resource agencies during the plan process formed a base for improving mobility and access in the urbanized area for older adults, people with disabilities, and individuals with limited incomes.

A key theme in addressing service gaps and unmet needs was the provision of an expanded service area and expanded service hours. While public and human services transportation is primarily provided on weekdays and meets the needs for healthcare, grocery shopping, etc., customers oftentimes desire service in evenings and on weekends for cultural or recreational activities. Increasing service area and hours enhances the number of people who can be served and gives customers more choices of when and where they may travel, improving quality of life.

Table 6-1 provides a summary of strategies and priorities for meeting transportation needs within the study area. Priority of each strategy was determined based on the aforementioned pairwise ranking that stakeholders conducted in the second stakeholder meeting. This process allowed each participant to rank each strategy against similar strategies to determine the priorities of each individual and, in turn, the whole group. It should be noted that strategies were only compared against strategies of similar type. Therefore, the ranked priority only applies to each strategy grouping.

Each grouping was formed by a collection of strategies with a similar goal. The first grouping consists of those strategies associated with expansion of services within the Johnson City Urbanized Area. These strategies primarily relate to the provision of services above and beyond what is currently provided. The top three priorities for this grouping, as seen in Table 6-1, include providing increased evening service, same-day service for ADA clients, and increased evening service for ADA clients. As an example, increasing evening service might entail providing evening transit service in other geographical areas or later in the evening. Same-day service for ADA clients would afford ADA clients the ability to call and schedule a ride on the same day that they need this service. In contrast, they currently must call 24 hours in advance. Increased evening service for ADA clients would likely entail providing evening service for ADA clients in addition to the existing North and West evening routes.

The second grouping consists of strategies related to information and awareness of transit services. The top three priorities in this grouping, as seen in Table 6-1, all revolve around increasing outreach to the public and enhancing coordination between transit providers. In terms of increased outreach, strategies could include activities such as targeted advertising of existing services to disadvantaged populations, marketing and public education related to new services as they are made available, assisting riders with initial eligibility and registration requirements if they exist, etc. Coordination between providers could include simple activities such as routine communication among transit providers in the region as a means of ensuring the needs of residents are being met.

The third grouping includes strategies not applicable to the other two groupings and primarily relates to other investments that help facilitate an efficient and usable transit system. The top three strategies in this area, as seen in Table 6-1, are increased rider assistance, first-mile/last-mile improvements, and service to outlying areas within the urbanized area. Increased rider assistance could represent a variety of activities. For instance, this could include assisting new riders with choosing the best service for their needs, assisting riders with navigating the transit system, training drivers to provide assistance to disabled passengers, or providing personal assistance to ADA clients or others with mobility needs. The term first-mile/last-mile primarily relates to the portions of a trip prior to the transit pickup and after the transit drop off. Connections between transit service and a person's trip origin and destination can often be unsafe or inaccessible. Improvements to first-mile/last-mile connections could include investments in sidewalks and curb ramps near bus stops to increase access and improve safety for all riders, as an example. Currently, there are pockets of residents within the Johnson City Urbanized Area that are not served by JCT fixed routes. Increasing service to outlying areas within the urbanized areas could include investing in additional transit services to reach areas such as Elizabethton, Watauga, Jonesborough, or Bluff City.

**Table 6-1
 Strategies and Priorities for Meeting Transportation Needs**

Topic	Strategies	Rank	Total Points
Service Expansions	Increased evening service	1	74
	Same-day service for ADA clients	2	72
	Increased evening service for ADA clients	3	68
	More frequent service	4	65
	Geographic service expansions within the Urbanized Area	5	55
	Sunday service	6	35
	Special event service	7	32
Topic	Strategies	Rank	Total Points
Information and Awareness	Increase Targeted Outreach Related to Available Services	1	55
	Increase General Public Outreach Related to Available Services	2	54
	Increase Coordination Between Providers	3	44
	Increase Awareness of Transit Benefits in Community	4	42
	Increase Technology Use	5	41
	Educate Community Leaders on Transit Needs	6	30
Topic	Strategies	Rank	Total Points
Other Investment Alternatives	Increased rider assistance	1	69
	First-mile / last-mile improvements (sidewalks, curb ramps, etc.)	2	59
	Service to outlying areas within urbanized area	3	46
	Bus stop amenities	4	42
	Service to other urban areas in the region	5	36
	Newer transit vehicles	6	34

7.0 FUNDING SOURCES

This section provides a summary of common funding sources used for the provision of public transit and human service transportation. This summary is not intended to list every possible source of funds. Transportation services are typically funded through fares, donations, contract services, advertising, governmental funds/grants, and charitable grants.

Fares

Public transportation systems primarily set fares low to encourage patronage and usually are subsidized through federal, state, and local funding. A goal is to recover a certain percentage of operating costs via fare box revenue depending on the subsidization available.

Donations

Some transportation providers may not charge a fare for rides; however, it may be indicated that donations will be accepted. Agencies operating with Title III funds, as described in the Older Americans Act (OAA), are not permitted to charge senior citizens a fare, thus, donations may be requested.

Contract Services

For existing transportation providers, contracts to provide transportation service to organizations who do not provide transportation to their clients may be a funding source. Because the organizations may not have capital equipment and transportation is a support service, existing transportation providers can often provide more efficient and cost-effective service. The full cost of providing the transportation should be recovered when rates are set.

Grants

Grants are a primary income source for many transportation providers. Many organizations serving economically-dependent customers may heavily rely on grant funding to operate their service. The following sources of grant funds are some of the major funding programs, which have varying eligibility requirements from program to program. For example, some providers will not be eligible for some of the funding sources discussed; however, an agency receiving such funding may use that funding for contracting purposes with the providers.

Federal Transit Administration

Under authority of the Moving Ahead for Progress in the 21st Century Act of 2012 (MAP-21), the Federal Transit Administration (FTA), an operating administration within the US Department of Transportation, supports public transportation by issuing grants to eligible recipients for planning, vehicle purchases, facilities, and operations. (Note: MAP-21 calls for a number of FTA funding programs to be merged and/or consolidated into other existing FTA programs. The FAST Act, which was signed into law in December of 2015, continues the precedent set by MAP-21 in terms of funding program consolidation and activities. The FAST Act's 5-year allocation of transit dollars includes funding for new competitive grant programs for buses and bus facilities, innovative transportation coordination, workforce training, and public transportation research activities. The funding categories presented herein reflect current programs. Readers of this Plan

should refer to FTA's website for the most up-to-date information on these federal transit programs).

Urbanized Area Formula Grants (FTA Section 5307) - Section 5307 grants are awarded to designated recipients (a public body with legal authority to receive and dispense Federal funds) in an urbanized area with a population of 50,000 or more for public transportation activities for planning projects, capital projects, and operating expenses (small urban areas and large urban areas who operate less than 100 vehicles in peak service). (Note: Johnson City is a small urban area.) Within the Johnson City Urbanized Area, the City of Johnson City is the designated recipient for Section 5307 funds. Capital equipment is funded at 80% with a 20% local match requirement. However, ADA compliant rolling stock is funded at 92.5% with a 7.5% matching requirement. Operating assistance is provided at 50% of the net operating expenses. MAP-21 consolidated Section 5316 Job Access and Reverse Commute funds, which were used to address the unique transportation challenges faced by welfare recipients and low-income persons seeking to obtain and maintain employment, into the Section 5307 funding program.

Enhanced Mobility of Seniors and Individuals with Disabilities (FTA Section 5310) - Section 5310 grants provide formula funding for capital expenses of private, nonprofit groups to help meet the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. The State agency assures that local applicants and proposed projects are eligible and comply with federal requirements. Funds become available to be administered by the State and allocated to individual sub recipients. As such, the State determines if the grant can be used for capital or operating, as grantees are subrecipients to the state. Under MAP-21, the program was modified to include projects previously eligible under the former Section 5317 New Freedom program designed to assist individuals with disabilities. The federal share of eligible capital costs may not exceed 80% and 50% for operating assistance. The 10% that is eligible to fund program administrative costs including administration, planning, and technical assistance may be funded at 100% federal share.

Formula Grants for Rural Areas (FTA Section 5311) - Section 5311 formula funding is provided to states to support public transportation in areas of less than 50,000 population. Funds are available for transportation systems providing rural, general public transportation. Funding is available for capital, planning, and operating assistance. The federal share is 80% for capital projects, 50% for operating assistance, and 80% for ADA non-fixed route paratransit service. NET Trans is a recipient of these funds for the services they offer. It should be noted that Section 5311 (f) requires each state to expend at least 15% of its annual 5311 apportionment to develop and support intercity bus transportation unless the governor certifies that these needs are being met.

Bus and Bus Facilities (FTA Section 5339) - Section 5339 provides funds to replace, rehabilitate, and purchase buses and related equipment and to construct bus-related facilities, including technological changes and innovations to modify low or no emission vehicles or facilities. Funding is provided through formula allocations and competitive grants. Projects are funded up to 80% of the net project costs, unless grant recipient requests lower federal percentage.

Other Funding

Area Agency on Aging & Disability

The First Tennessee Area Agency on Aging & Disability (FTAAA&D), a service of the First Tennessee Development District, identifies community and social service needs to assure availability for persons 60 years of age or older. The FTAAA&D receives funding from the Tennessee Commission on Aging and Disability for Title III Older Americans Act Funds and State Funds for various services. Transportation is one service provided through senior centers. Seniors may call the center 24 hours in advance for transportation to the senior center and for intermediate stops at pharmacies, grocery stores, etc.

TennCare Transportation

In 1994, the State of Tennessee began a new health care reform program called TennCare - essentially to replace the State's federal Medicaid program. It extended coverage to uninsured and uninsurable persons who were not eligible for Medicaid. It serves primarily low-income, pregnant women; children; and persons with disabilities through contracts with managed care organizations (MCOs). TennCare's service delivery network is comprised of physical health, behavioral health, pharmacy, dental benefits, and transportation services (both emergency and non-emergency) for enrollees.

Federal Medicaid law requires states to provide "necessary transportation [for enrollees] to and from providers." In Tennessee, the MCOs, as part of their contracts, are responsible for ensuring that enrollees have reasonable access to care. For some enrollees, transportation is a benefit that is necessary to access the services they need. Contracts require that MCOs comply with a variety of standards that help ensure that enrollees receive transportation, whether through a transportation broker, through the direct provision of service, or via public transit.

There may be other funding opportunities or programs beyond those listed in this document. As an example, such funding could include dollars allocated for use by veterans and veteran service organizations. Additionally, stakeholder input alluded to the possibility of using Community Development Block Grant (CDBG) Program funds for improvements related to transit access such as sidewalks. There is also the possibility of receiving additional funding from TDOT to support transit investments. Such funding types should be explored for use in funding future transit investments.

8.0 NEXT STEPS/IMPLEMENTATION

This plan has been prepared to fulfill federal transportation planning requirements that projects selected for funding under the Section 5310 program be derived from a locally developed, coordinated public transit-human services transportation plan, and that the plan be developed through a process that includes the participation by seniors, individuals with disabilities, people with low incomes, and representatives from public, private, and nonprofit transportation and human services providers, as well as other members of the public.

“Projects competitively selected for funding shall be derived from a coordinated plan that minimally includes the following elements at a level consistent with available resources and the complexity of the local institutional environment:

- *An assessment of available services that identifies current transportation providers (public, private, and nonprofit);*
- *An assessment of transportation needs for individuals with disabilities, seniors, and persons with limited incomes. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service;*
- *Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery; and*
- *Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.* (FTA C 9070.1G, effective 7/7/2014)

The MTPO and the region’s transportation service providers will build upon the stakeholder/public collaboration and input received through the process of developing this plan to cyclically review and revise the list of transportation gaps, potential strategies (including prioritization), and to discuss other possible opportunities to enhance and coordinate transportation service in the Johnson City Urbanized Area. Advisory Committee meetings will be held annually. Organizations that should be included in the Advisory Committee include, but are not limited to, the Johnson City MTPO, Johnson City Transit, the First Tennessee Area Agency on Aging and Disability, Frontier Health, Dawn of Hope, the Tennessee Department of Human Services, and the Johnson City Housing Authority. Stakeholder/public meetings and plan updates will follow, at a minimum, the update cycle for the Metropolitan Transportation Plan (MTP) for the Johnson City MTPO.

Appendix I: Documentation of Public & Stakeholder Outreach



**JOHNSON CITY URBANIZED AREA
COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN**

Stakeholder Invitation List

Stakeholders	Stakeholders	Stakeholders
AARP, Washington County Chapter #2266	Frontier Healthcare	Southern Appalachian Ronald McDonald House
Agape Nursing and Rehabilitation Center	Good Samaritan Ministries, Inc.	Superior Home Health
Alliance for Business & Training	Greyhound Bus Lines	TEIS - Tennessee Department of Education
American Red Cross, Northeast Chapter	Haven of Mercy Rescue Mission	Tennessee Career Center – Johnson City (Veterans Service)
Appalachian Christian Village	Hermitage Health Center	Tennessee Community Services Agency
ARC of Washington County	Hillview Health Center	Tennessee Department of Human Services
ARC of Washington County	Interfaith Hospitality Network of Greater Johnson City	Tennessee Department of Human Services - Services for the Blind and Visually Impaired
Asbury Center at Johnson City	Ivy Hall Nursing Home	Tennessee Department of Human Services - Services for the Blind and Visually Impaired
Asbury Place at Johnson City	James H. and Cecile C. Quillen Rehabilitation Hospital	Tennessee Department of Human Services: Division of Rehabilitation Services
Carter County Neighborhood Service Center	James H. Quillen Veterans Affairs Medical Center at Mountain Home	Tennessee Department of Labor and Workforce Development
Carver Head Start Center	Johnson City Community Development, c/o Johnson City Housing Authority	Tennessee Department of Labor and Workforce Development - Veteran's Employment Representative
Colonial Hill Retirement Center	Johnson City Housing Authority	Tennessee Department of Labor and Workforce Development, Employment and Training Division
Communication Center for the Deaf and Hard of Hearing	Johnson City Housing Authority	Tennessee Dept. of Probation and Parole
Community Health Agency	Johnson City Housing Authority - Children First Development Center	Tennessee Families First (Washington County)
Cornerstone Assisted Living South	Johnson City Medical Center - Quillen Center for Rehabilitative Medicine	Tennessee Vocational Rehabilitation Center (Washington County)
Cornerstone Village	Johnson City Metropolitan Transportation Planning Organization	The Haven of Mercy
Dawn of Hope	Johnson City Senior House	The Waters of Johnson City (previously the Christian Care Center of Johnson City)
Department of Youth Development	Johnson City Seniors' Center	TN Dept of Human Services, Protective Services
Dept. of Labor and Workforce Development	Johnson City Seniors' Center	Trinity Taxi
Emergency Management Agency of Johnson City/Washington County	Johnson City Veterans Center #0701	University of Tennessee Connections for Disability and Employment
ETSU Adult Commuter & Transfer Services	Johnson City/Washington County Economic Development Board	Upper East Tennessee Human Development Agency
ETSU Auxiliary Services	Johnson City/Washington County/Unicoi County Adult Education Office	Upper East Tennessee Human Development Agency - Head Start
ETSU Faculty Senate	Johnson City/Washington County/Unicoi County Adult Education Office - English As A Second Language	Upper East Tennessee Human Development Agency - Senior Community Service Employment Program
ETSU Johnson City Downtown Clinic	Jonesboro Area Senior Center	VA Rehab Services
ETSU Johnson City Downtown Clinic	Lakebridge Healthcare	Veteran's Administration - Dept of Social Work
ETSU Johnson City Downtown Clinic/Day Center	Life Care Center of Elizabethton	Veterans Administration Medical Center
ETSU Language and Culture Resource Center	Medical Center Hospice - Johnson City Medical Center	Volunteer Blind Industries Inc
ETSU Migrant Education	Mountain States Health Alliance	Washington County Community Residential Services, Inc - Core Services of Northeast Tennessee
ETSU Parking Services	NAACP, Branch Unit 5594	Washington County Dept. of Human Services-County Office
First Tennessee Development District	Neighborhood Service Center	Washington County Economic Development Council
First Tennessee Development District - Rural Planning	NET Trans (First Tennessee Human Resource Agency)	Washington County Health Department
First Tennessee Human Resource Agency - Adult Day Services	NHC HealthCare	Washington County Neighborhood Service Center
First TN Area Agency on Aging and Disability	Northeast Tennessee Regional Health Office	Watauga Behavioral Health Services
Franklin Woods Community Hospital	Northside Hospital	Watauga Children & Youth Services
Frontier Health	Rehab Plus	Wellington Place of Johnson City
Frontier Health - Fairview Associates of Johnson City	Salvation Army	Wellmont Urgent Care and Wellworks
Frontier Health - Victory Center	Social Security Administration - Johnson City	WW Cab Company



Stakeholder Invitation Letters



137 West Market Street
Johnson City, TN 37604-6213
(423) 434-6272 Fax: (423) 434-6287
Website: <http://www.jcmpo.org>

"Representing the Town of Bluff City, City of Elizabethton, City of Johnson City, Town of Jonesborough,
portion of the Town of Unicoi, and portions of Carter, Sullivan, and Washington Counties"

October 21, 2016

**Re: Johnson City Urbanized Area Coordinated Public Transit-Human Services Transportation Plan
Workshop Luncheon**

Dear Stakeholder:

Your assistance is needed. Johnson City Transit (JCT) and the Johnson City Metropolitan Transportation Planning Organization (MTPO) invite you to attend a luncheon meeting for stakeholders to participate in the update of the *Johnson City Urbanized Area Coordinated Public Transit-Human Services Transportation Plan*, which was last updated in 2012. The meeting is scheduled for **Thursday, November 10, 2016, at 11:30 a.m.** at the Johnson City Transit Center - Training Room, 137 W. Market Street, Johnson City. (Lunch will be provided to meeting attendees.)

The meeting will include a brief presentation of JCT's current public transit services and stakeholders completing a survey of human services, transportation coordination services, and unmet needs. Staff and our consultant will assist stakeholders with completing the survey during the meeting. Stakeholders include representatives of public, private, and nonprofit transportation and human services providers (representing seniors, individuals with disabilities, and people with low incomes), and the general public.

The updated *Johnson City Urbanized Area Coordinated Public Transit-Human Services Transportation Plan* will be submitted by JCT and the MTPO to the Tennessee Department of Transportation, and will be made available to review by the Federal Transit Administration. This plan allows the Johnson City Urbanized Area to remain eligible to apply for certain federal transit funds under 49 U.S.C. for enhanced mobility of seniors and individuals with disabilities and public transit services to jobs and job-related services (child care; job training) for low-income individuals, individuals with disabilities, and welfare recipients.

Please **RSVP to this meeting invitation by November 3rd**, so that we may finalize lunch arrangements, by calling or emailing:

- Mary Butler at 423.434.6277 or marybutler@jcmpo.org

We look forward to seeing you at the stakeholders' meeting on **Thursday, November 10, 2016, at 11:30 a.m.**

Sincerely,

A handwritten signature in blue ink, appearing to read "Glenn Berry".

Glenn Berry
Executive Secretary
Johnson City Metropolitan Transportation Planning Organization



**JOHNSON CITY URBANIZED AREA
COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN**



137 West Market Street
Johnson City, TN 37604-6213
(423) 434-6272 Fax: (423) 434-6287
Website: <http://www.jcmtpo.org>

"Representing the Town of Bluff City, City of Elizabethton, City of Johnson City, Town of Jonesborough,
portion of the Town of Unicoi, and portions of Carter, Sullivan, and Washington Counties"

Dear Stakeholder:

Thank you again to all that were able to make yesterday's stakeholder meeting on updating the Johnson City Urbanized Area Coordinated Public Transit-Human Services Transportation Plan.

A number of folks asked if they could complete their stakeholder survey online. Here is the web address for the **Online Stakeholder Survey** - www.surveymonkey.com/r/RegionalStakeholders.

If you completed the survey at the meeting and handed it in, no further action is needed of you on the stakeholder survey. Thank you for your participation.

Lastly, at the meeting we mentioned that we have a general public online survey available. This survey is intended for those that are current users of JCT or NET TRANS. Please feel free to share this survey link with your clients and/or those that you think would like to share their ideas and thoughts on transit solutions for our community. Here is the web address for the **Online Public Survey** - www.surveymonkey.com/r/RegionalTransitStudy.

Thank you again for all your help on this important effort.

Sincerely,

A handwritten signature in blue ink that reads "Glenn Berry".

Glenn Berry
Transportation Planning Coordinator

JOHNSON CITY URBANIZED AREA COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN



137 West Market Street
Johnson City, TN 37604-6213
(423) 434-6272 Fax: (423) 434-6287
Website: <http://www.jcmpo.org>

"Representing the Town of Bluff City, City of Elizabethton, City of Johnson City, Town of Jonesborough,
portion of the Town of Unicoi, and portions of Carter, Sullivan, and Washington Counties"

Dear Stakeholder:

We are sorry we missed you at yesterday's stakeholder meeting on updating the Johnson City Urbanized Area Coordinated Public Transit-Human Services Transportation Plan.

We value your input and want to make sure that we are able to incorporate your comments and needs into the update of the Johnson City Urbanized Area Coordinated Public Transit-Human Services Transportation Plan. This Plan is important as it allows the Johnson City Urbanized Area to remain eligible to apply for certain federal transit funds under 49 U.S.C. for enhanced mobility of seniors and individuals with disabilities and public transit services to jobs and job-related services (child care; job training) for low-income individuals, individuals with disabilities, and welfare recipients.

If you were unable to attend the stakeholder meeting but still want to provide us your input, we have two means to allow for you to do so:

- **Stakeholder Survey** - We have set up an online survey for stakeholders in the region to respond to so that we can better understand transportation and human services that are currently provided in the region. Stakeholders include representatives of public, private, and nonprofit transportation and human services providers (representing seniors, individuals with disabilities, and people with low incomes). Please take a moment to complete the stakeholder survey - www.surveymonkey.com/r/RegionalStakeholders.
- **Public Survey** - We also have a general public online survey available. This survey is intended for those that are current users of JCT or NET TRANS. Please feel free to share this survey link with your clients and/or those that you think would like to share their ideas and thoughts on transit solutions for our community. The public survey is available at www.surveymonkey.com/r/RegionalTransitStudy.

Thank you again for your help on this important effort.

Sincerely,

A handwritten signature in black ink, appearing to read "Glenn Berry".

Glenn Berry
Transportation Planning Coordinator

**JOHNSON CITY URBANIZED AREA
COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN**



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Johnson City, TN 37604-6213
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"Representing the Town of Bluff City, City of Elizabethton, City of Johnson City, Town of Jonesborough,
portion of the Town of Unicoi, and portions of Carter, Sullivan, and Washington Counties"

November 21, 2016

**Re: Johnson City Urbanized Area Coordinated Public Transit-Human Services Transportation Plan
Second & Final Workshop Luncheon**

Dear Stakeholder:

Thank you again to all that were able to make our first stakeholder meeting on updating the Johnson City Urbanized Area Coordinated Public Transit-Human Services Transportation Plan.

Your assistance is needed once again. You are invited to our second and final meeting as part of the update to the plan which is scheduled for **Tuesday, December 13, 2016, at 11:30 a.m.** at the Johnson City Transit Center - Training Room, 137 W. Market Street, Johnson City. Lunch will be provided to meeting attendees.

The purpose of the second meeting will be to share findings from the stakeholder and public surveys, review detailed demographic and other data as it relates to needs and service gaps, and from this, establish solutions and strategies that can guide future transit grant funding decisions within the Johnson City Urbanized Area.

Please RSVP to this meeting invitation by December 6th, so that we may finalize lunch arrangements, by calling or emailing:

- Mary Butler at 423.434.6277 or marybutler@jcmpo.org

We look forward to seeing you at the second stakeholders' meeting on **Tuesday, December 13, 2016, at 11:30 a.m.**

Sincerely,

A handwritten signature in blue ink, appearing to read "Glenn Berry".

Glenn Berry
Executive Secretary
Johnson City Metropolitan Transportation Planning Organization



Public Notice Advertisements and Affidavit of Publication

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Johnson City, TN 37604
AFFIDAVIT OF PUBLICATION

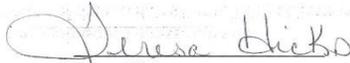
AD# 1333437

DATES: 11-3-2016

PUBLIC NOTICE
Coordinado de Servicios Humanos del Tránsito de la Zona Plano para lo Urbanizada de Johnson City. Una vez completado, el plan será sometido al Departamento de Transporte de Tennessee y la Administración Federal de Tránsito, para permitir agencias de tránsito a seguir siendo elegible para solicitar ciertos fondos federales de tránsito bajo 49 USC para la mejora de la movilidad de las personas mayores y las personas con discapacidad y los servicios de transporte público a puestos de trabajo y servicios relacionados con el trabajo (cuidado de niños, capacitación para el trabajo) para las personas de bajos ingresos, personas con discapacidad, y los receptores de asistencia social. En contacto con Mary Butler a las Johnson City MTPD (423.434.6277) por 4 de noviembre de 2016, para ordenar servicios especiales (ej.: lenguaje de señas; interpretación) requeridos durante esta reunión. Los edificio es accesible para la ADA.

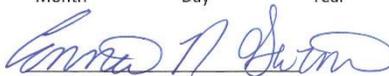
State of Tennessee)
Carter County)
Washington County)

Teresa Hicks makes the oath that she is a Representative of The Johnson City Press, a daily newspaper published in Johnson City, in said County and State, and that the advertisement was published in said paper for 1 insertion (s) commencing on 11-3-2016 and ending on 11-3-2016.


Teresa Hicks

Sworn to and Subscribed before me this 11 3 2016
Month Day Year




Connie N. Guinn
Notary Public

My commission expires on 03/28/2017

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**JOHNSON CITY URBANIZED AREA
COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN**

JOHNSON CITY PRESS
204 W. Main Street
Johnson City, TN 37604
AFFIDAVIT OF PUBLICATION

AD# 1333437

DATES: 11-3-2016

PUBLIC NOTICE
A public meeting will be held at the Johnson City Transit Center, 137 W. Market St., Johnson City, TN, at 11:30 a.m., on Thursday, November 10, 2016, to discuss the update of the Johnson City Urbanized Area Coordinated Public Transit-Human Services Transportation Plan. Upon completion, the plan will be submitted to the Tennessee Department of Transportation and the Federal Transit Administration, to enable transit agencies to continue to be eligible to apply for certain federal transit funds under 49 U.S.C. for enhanced mobility of seniors and individuals with disabilities and public transit services to jobs and job-related services (child care, job training) for low-income individuals, individuals with disabilities, and welfare recipients. Contact Mary Butler at Johnson City MTPO (423.434.6277) by November 4, 2016, to arrange for special services (e.g. signing; interpreting) required during this meeting. The Transit Center is an ADA Accessible building.

State of Tennessee)
Carter County)
Washington County)

Teresa Hicks makes the oath that she is the publisher of the
daily newspaper published in Johnson City, Tennessee, and that
advertisement was published in said newspaper on 11-3-2016 and ends on

AVISO PÚBLICO
Una reunión pública se llevará a cabo en el Centro de Tránsito de JCT, 137 W. Market St., Johnson City, TN, a las 11:30 horas, el jueves 10 de noviembre de 2016, para discutir actualización de las Transporte Coordinado de Servicios Humanos del Tránsito de la Zona Plano para lo Urbanizada de Johnson City. Una vez completado, el plan será sometido al Departamento de Transporte de Tennessee y la Administración Federal de Tránsito, para permitir agencias de tránsito a seguir siendo elegible para solicitar ciertos fondos federales de tránsito bajo 49 USC para la mejora de la movilidad de las personas mayores y las personas con discapacidad y los servicios de transporte público a puestos de trabajo y servicios relacionados con el trabajo (cuidado de niños; capacitación para el trabajo) para las personas de bajos ingresos, personas con discapacidad, y los receptores de asistencia social. En contacto con Mary Butler a las Johnson City MTPO (423.434.6277) por 4 de noviembre de 2016, para ordenar servicios especiales (ej.: lenguaje de señas; interpretación) requeridos durante esta reunión. Los edificio es accesible de la ADA.

Teresa Hicks

Sworn to and Subscribed before me this 11 3 2016
Month Day Year



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**JOHNSON CITY URBANIZED AREA
COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN**

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204 W. Main Street
Johnson City, TN 37604
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AD# 1338448

DATES: 12-5-2016

PUBLIC NOTICE
JCT, 137 W. Market St., Johnson City, TN, a las 11:30 horas, el martes 13 de diciembre de 2016, para discutir actualización de las Transporte Coordinado de Servicios Humanos del Tránsito de la Zona Plano para lo Urbanizada de Johnson City. Una vez completado, el plan será sometido al Departamento de Transporte de Tennessee y la Administración Federal de Tránsito, para permitir que los organismos seguir siendo elegible para solicitar ciertos fondos federales de tránsito bajo 49 USC para la mejora de la movilidad de las personas mayores y las personas con discapacidad

State of Tennessee)
Carter County)
Washington County)

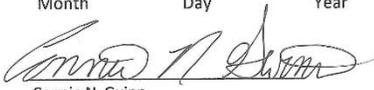
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Teresa Hicks

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Connie N. Guinn
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COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN

JOHNSON CITY PRESS
204 W. Main Street
Johnson City, TN 37604
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AD# 1338448

DATES: 12-5-2016

PUBLIC NOTICE

A public meeting will be held at the JCT Transit Center, 137 W. Market St., Johnson City, TN, at 11:30 a.m., on Tuesday, December 15, 2016, to discuss the update of the Johnson City Urbanized Area Coordinated Public Transit-Human Services Transportation Plan. Upon completion, the plan will be submitted to the Tennessee Department of Transportation and the Federal Transit Administration, to enable agencies to continue to be eligible to apply for certain federal transit funds under 49 U.S.C. for enhanced mobility of seniors and individuals with disabilities and public transit services to jobs and job-related services (child care; job training) for low-income individuals, individuals with disabilities, and welfare recipients. Contact Mary Butler at Johnson City MTPO (423.434.6277) by December 7, 2016, to arrange for special services (ex: signing; interpreting) required during this meeting. The JCT Transit Center is an ADA Accessible building.

AVISO PÚBLICO

Una reunión pública se llevará a cabo en el Centro de Tránsito de JCT, 137 W. Market St., Johnson City, TN, a las 11:30 horas, el martes 15 de diciembre de 2016, para discutir actualización de las Transporte Coordinado de Servicios Humanos del Tránsito de la Zona Plano para lo Urbanizada de Johnson City. Una vez completado, el plan será sometido al Departamento de Transporte de Tennessee y la Administración Federal de Tránsito, para permitir que los organismos seguir siendo elegible para solicitar ciertos fondos federales de tránsito bajo 49 USC para la mejora de la movilidad de las personas mayores y las personas con discapacidad y los servicios de transporte público a puestos de trabajo y servicios relacionados con el trabajo (cuidado de niños; capacitación para el trabajo) para las personas de bajos ingresos, personas con discapacidad, y los receptores de asistencia social. En contacto con Mary Butler a las Johnson City MTPO (423.434.6277) por 7 de diciembre de 2016, para ordenar servicios especiales (ej.: lenguaje de señas; interpretación) requeridos durante esta reunión. Los JCT edificio es accesible de la ADA.

State of Tennessee)
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Notary Public

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JOHNSON CITY URBANIZED AREA COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN

The screenshot shows the Johnson City Transit website. At the top is the JCT logo and a search bar. Below the logo is a navigation menu with links for HOME, GENERAL INFO, SERVICES, DEMAND RESPONSE, NEWS, DOCUMENTS, and CONTACT. The main content area features a large blue speech bubble with a checkmark and the word "SURVEY". To the right is a section titled "Join JCT Text Alerts" with a form for Name and Cell Number (US Only), a checkbox for "I agree to Privacy Policy & Terms and Conditions", and a "Submit" button. Below the survey announcement are three service categories: "Trip Planner" (Plan your next trip using Google Trip Planner), "General Info" (View routes, schedules, and operational hours), and "Bucshot" (Get the latest info on Bucshot service). At the bottom of the page is a footer with contact information and a copyright notice: "© Copyright 2016 Johnson City Transit | 137 West Market Street Johnson City, TN 37604".

The screenshot shows a Twitter post from Johnson City MTPO (@JohnsonCityMTPO). The tweet text reads: "The Johnson City MTPO wants your input on public transit in the region - please take a survey to tell us your ideas. [surveymonkey.com/r/RegionalTran...](https://www.surveymonkey.com/r/RegionalTran...)". Below the text is a large blue speech bubble with a checkmark and the word "SURVEY". The tweet has 2 retweets and 1 like. The background shows a blurred image of a bus and a portion of the Johnson City Transit profile page.



Sign-In Sheets

Johnson City Urbanized Area Coordinated Public Transit – Human Services Coordinated Plan
Stakeholders Workshop
Thursday, November 10, 2016 at 11:30 a.m.
Johnson City Transit Center, Training Room
Sign in Sheet

Name	Organization	Email	Phone
Mary Butler	Johnson City MTPD	marybutler@jcmtpo.org	434-6277
Kimberly Marcus	ETSU Parking Services	marcus@etsu.edu	439-5650
Michelle Bradburn	TDOT OCT Region 1	michelle.bradburn@tn.gov	805-544-0211
Kayla Ferguson	RPM Transportation	kayla.ferguson@rpmtraffic.net	615-370-8410
Chris Craig	1st TN RPO	ccraig@ftdd.org	423-722-5091
Jim Jaynes	Upper East TN Human Dev	jaynes@uehda.org	423-453-8401
Chad Bruckman	TDOT	chad.bruckman@tn.gov	423-779-4546
Genie Quinn	FTDD	quinn@ftaad.org	423-779-5111
Jeff Rawles	JCT	rawles@johnsoncitytransit.org	434-6270
Eric Combs	Cornston Village	ecombs@cornstonvillage.org	232-8225
154d Osburne	JCT	bosborne@johnsoncitytransit.org	423-434-6269
HAREN KING	SSA	HAREN.KING@SSA.GOV	866-881-4439
Christen Minnick	Washington Co. Health Dept.	christen.minnick@tn.gov	975-7927
Candace Gump	ETHRA	cgump@fthra.org	461-8206
Lisa Evans	JCT	levans@johnsoncitytransit.org	434-6268
Preston Elliott	RPMT transportation	prestonelliott@rpmtransportation.net	615-370-8410

JOHNSON CITY URBANIZED AREA
COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN

Johnson City Urbanized Area Coordinated Public Transit – Human Services Transportation Plan
Stakeholders Workshop
Tuesday, December 13, 2016 at 11:30 a.m.
Johnson City Transit Center, Training Room
Sign in Sheet

<u>Name</u>	<u>Organization</u>	<u>Email</u>	<u>Phone</u>
Mary Butler	Johnson City MTPD	m.butler@jcmtpd.org	434-6277
Glen Beas	Johnson City MTPD	glenbeas@jcmtpd.org	434-6272
Christen Minnick	Washington Co. Health Dept.	christen.minnick@tn.gov	423-975-7927
Kimberly Marcus	ETSU Parking	MARCUS@ETSU.EDU	423-439-5650
Roger Blakeley	City of Johnson City Seniors	Rblakeley@johnsoncitytn.org	423-483-4219
Deb Foyle	City of Johnson City Seniors	DFoyle@johnsoncitytn.org	423-481-6231
Sherry Trent	Johnson City Housing Auth	sherry@jchousing.org	423-232-4784
Norman Bradley	ETSU Parking Services	BradleyN@ETSU.EDU	423-479-5656
Ken Sheppard	DAV 9	ilouann@aol.com	423-218-7262
Willie Farmer	DAV 9	//	423-783-5598
Jeff Rowles	JCT	jeffrowles@johnsoncitytransit.org	434-4270
Cherie Craig	1st TN DD RPO	ccraig@fhd.org	423-722-5091
Bradley Spivey	Johnson City Transit	bradspivey@johnsoncitytransit.org	423-434-6269
Loise Evans	Johnson City Transit	levans@johnsoncitytransit.org	423-434-6268
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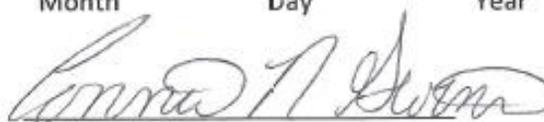
State of Tennessee)
Carter County)
Washington County)

Teresa Hicks makes the oath that she is a Representative of The Johnson City Press, a daily newspaper published in Johnson City, in said County and State, and that the advertisement was published in said paper for 1 insertion (s) commencing on 3-9-2017 and ending on 3-9-2017.


Teresa Hicks

Sworn to and Subscribed before me this 3 9 2017
Month Day Year




Connie N. Guinn
Notary Public

My commission expires on 03/28/2017

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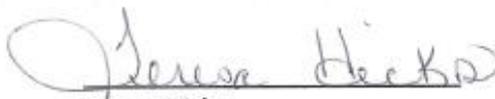
State of Tennessee)
Carter County)
Washington County)

Teresa Hicks makes the oath
daily newspaper published in
advertisement was published

3-9-2017 and ending on 3-9-2017

Notice of Public Meeting
The Executive Board and Executive Staff of the Johnson City Metropolitan Transportation Planning Organization will meet Friday, March 17, 2017 at 10:30 a.m. in the Jones Meeting Room at the Johnson City Public Library, 100 West Millard St. Johnson City, TN, which is ADA accessible. The Board will consider adopting the Coordinated Public Transit-Human Services Transportation Plan and an amendment to the FY 2017-2018 UPWP. The public is invited to attend. Complete agenda is available at www.jcmapo.org. To request special accommodations, please call 434-6272 or email jcmapo@jcmapo.org.

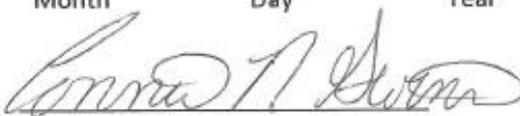
Convocatoria de la Junta Pública
El Estado Mayor General y del Consejo Ejecutivo de la Organización de Planificación Johnson City Metropolitana de Transporte se reunirán jueves, 17 de de marzo de 2017 a las 10:30 a.m. de Jones en la Biblioteca Pública de Johnson City, 100 West Millard St. Johnson City, TN, que es ADA accesible. La Junta considerará la adopción de la Transit-Servicios Humanos Plan de Transporte Público Coordinado y una modificación del año fiscal 2017-2018 UPWP. El público está invitado a asistir. La agenda completa se encuentra disponible en www.jcmapo.org. Para solicitar acomodaciones especiales, por favor llame al 434-6272 o por correo electrónico jcmapo@jcmapo.org.


Teresa Hicks

Sworn to and Subscribed before me this 3 9 2017

Month Day Year




Connie N. Guinn
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Appendix II: Stakeholder Survey





Coordinated Public Transit-Human Services Transportation Plan
for the Johnson City Region
Stakeholder Meeting 11/10/16

Stakeholder Survey

Johnson City Transit (JCT) and the Johnson City Metropolitan Transportation Planning Organization (MTPO) are working together to develop a Coordinated Public Transit-Human Services Transportation Plan for the Urbanized Area of Johnson City. The plan responds to federal requirements and establishes the framework for improved transportation services for several vulnerable populations: the elderly, persons with disabilities, and persons of low-income status.

As a part of this study we are conducting a survey to better understand transportation services that are currently provided in the area. Your participation in this survey is much appreciated.

1. Tell us about your agency or organization

Name of Agency or Organization:

Your Name:

Address:

City, State, Zip:

Email Address:

2. Does your agency/organization receive federal/state funds for providing transportation?

- Yes
 No

If yes, please briefly describe

3. Does your agency fund/sponsor transportation services, and if so, which type of transportation services?
(Check all that apply)

- Contract transportation services with another agency/organization
- Provide transit tickets or passes to clientele
- Provide taxi script/vouchers to clientele
- Broker transportation services by volunteers with privately owned vehicles
- None

If you contract for transportation services, who do you contract with?

4. Does your agency/organization directly provide transportation services?

- Yes
- No



Coordinated Public Transit-Human Services Transportation Plan
for the Johnson City Region
Stakeholder Meeting 11/10/16

Providers of Transportation Services

5. Please describe your general service area.
(Example City of Johnson City or all of Washington County, Etc.)

6. When do you provide transportation?
(Provide Days of Week (Ex. Monday - Friday) and Start - End Times (Ex. 8 am - 4 pm))

7. What services do you provide? (Check all that apply)

- Fixed-Route
- Program Transportation
- Demand Response (Paratransit)
- Medicaid Medical Transportation
- Other (please specify)



8. How many vehicles do you have and what is the total seating capacity of all vehicles?

	Vehicles (#)	Seats (Total of All)	Wheelchair Seating (Total All)
Organization Vehicles	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
Volunteer Vehicles	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
Wheelchair/Lift-equipped Vehicles	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
Spare Vehicles	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>

9. How many drivers do you have?

Number of Drivers	
Paid	<input type="text" value=""/>
Volunteer	<input type="text" value=""/>



Coordinated Public Transit-Human Services Transportation Plan
for the Johnson City Region
Stakeholder Meeting 11/10/16

Rider/Client Info

10. Approximately how many trips per year does your agency provide/fund for your clients?

11. Please classify your riders/clients with respect to the following:
(Approximate % - sum of all should total 100%)

Seniors Not Disabled

Senior and Disabled

Developmentally Disabled

Other Disabled

Recovering Substance Abusers

Life Sustaining Patients (e.g. kidney dialysis)

No disability



12. What are the trip purposes of the transportation services provided:
(Approximate % - sum of all should total 100%)

Medical/Mental Health	<input type="text"/>
Life Sustaining Medical (e.g. kidney dialysis)	<input type="text"/>
Work	<input type="text"/>
School/Training	<input type="text"/>
Shopping Groceries Only	<input type="text"/>
Shopping Other	<input type="text"/>
Recreation	<input type="text"/>
Nutrition/Wellness Programs	<input type="text"/>
Senior Center/Adult Daycare	<input type="text"/>
Religious	<input type="text"/>
Volunteer Activities	<input type="text"/>
Connect to Fixed-Route Transit	<input type="text"/>
Other	<input type="text"/>

13. What are your top 4 destinations served?

Destination #1	<input type="text"/>
Destination #2	<input type="text"/>
Destination #3	<input type="text"/>
Destination #4	<input type="text"/>



Coordinated Public Transit-Human Services Transportation Plan
for the Johnson City Region
Stakeholder Meeting 11/10/16

Other Questions

14. What, if anything, is constraining the provision of transportation services to those who require them?

15. What would you improve to provide more/better transportation services?

16. Do you have any other additional comments?

Appendix III: Public Survey





**Public Input Survey on Transit Services in
the Region**

Your Input Is Needed

The purpose of this survey is for residents and others within the Johnson City region (Johnson City, Elizabethton, Jonesborough, Washington County, Carter County, and Unicoi County) to share their ideas and thoughts on transit solutions for our community. Results of the survey along with other data and information will be used to develop future public transportation recommendations in the Johnson City region.

This survey should take about 5 minutes to complete and your responses to all questions are important to us. Thank you in advance for your valuable time in completing this important survey.

* Have you used public transportation services (bus service) in the Johnson City region? Please check all that apply.

- Johnson City Transit (JCT) - BUCSHOT, XTRA
- Northeast Tennessee Transit System (NET TRANS)
- None



Public Input Survey on Transit Services in the Region

Usage of Transit Services

How often do you use these transit services?

	Daily	Once a week	Once a month	4 to 8 times per year	1 to 2 times per year	Never
Johnson City Transit (JCT)	<input type="radio"/>					
NET TRANS	<input type="radio"/>					

What is the main reason you use the transit service?
 (Select all that apply)

- Work
- School/ETSU
- Shop
- Community Services (social security, library, city hall, etc.)
- Medical
- Other (please specify)

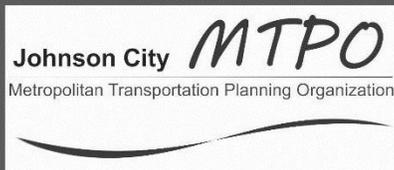
Do you mainly use Johnson City Transit (JCT) fixed route service or demand response service (JCT ADA service, Job Access, or NET TRANS)?

- JCT Fixed Route
- JCT Demand Response
- NET TRANS Demand Response

Overall, how satisfied are you with the transit service?

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied





Public Input Survey on Transit Services in the Region

Priorities for the Transit System

Transit Improvements

How important are the following in addressing the Region's transportation needs?

	Not Important	Somewhat Important	Important	Very Important	Extremely Important
More bus routes (new and expanded)	<input type="radio"/>				
More frequent service during existing hours	<input type="radio"/>				
More service hours (evenings, weekends)	<input type="radio"/>				
Additional bus stops and shelters	<input type="radio"/>				
More sidewalks/bike trails connecting to bus stops	<input type="radio"/>				
Improved security (at bus stops/bus terminal/on bus)	<input type="radio"/>				
Greater information on available services, how to use available services, etc.	<input type="radio"/>				
Other improvements	<input type="radio"/>				

(please specify)

What do you think is the greatest strength of the transit service?

What do you think would make the system a better transit service?





Public Input Survey on Transit Services in
the Region

Demographics

What is your gender?

- Female
- Male

What is your age?

- 15 or under
- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 or over

Do you consider yourself to be:

- White (Caucasian)
- Black (African-American)
- Hispanic
- Asian
- Other



Public Input Survey on Transit Services in the Region

Household and Trip Characteristics

How many people are in your household, including yourself?

- 1
- 2
- 3
- 4 or More

How many vehicles in operating condition do you have at your home?

- None
- 1 vehicle
- 2 vehicles
- 3 or more vehicles

From where you live how far do you travel to: work, school, or grocery store? (One-Way Distance)

	Less than 1 Mile	1 to 2 Miles	2 to 3 Miles	3 to 4 Miles	4 to 5 Miles	More than 5 Miles
Work	<input type="radio"/>					
School	<input type="radio"/>					
Grocery Store	<input type="radio"/>					

How do you usually get to work, school, or the grocery store?

	Drive Alone	Carpool	Walk	Bike	JCT / NET TRANS Bus	School Bus	Other	N/A
Work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>				
School	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>				
Grocery Store	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>				



Public Input Survey on Transit Services in
the Region

* How did you hear about this study and survey? (Select all that apply)

- Newspaper
- Television
- Social Media
- Website
- Radio
- Friend/Family Member
- Utility Bill
- Another Public Meeting
- Other (please specify)



**Public Input Survey on Transit Services in
the Region**

Thank you for completing the survey.

Click "done" so that your responses can be recorded.