

Human Services Transportation Coordination Plan

(formerly)
Social Service
Coordination Plan

Lakeway Area Metropolitan Transportation Planning
Organization (LAMTPO)

January 11, 2007

Prepared by LAMTPO, in cooperation with the U.S. Department of
Transportation, Tennessee Department of Transportation, and the Federal
Transit Administration.

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INTRODUCTION

This is the first Social Service Coordination Plan for the Lakeway Area Metropolitan Transportation Planning Organization. Previous JARC funding in this region were used by the East Tennessee Human Resource Agency (ETHRA). Described within this document is the remarkable success that the JARC program has had within the LAMTPO area. However, the JARC program would not be successful without the funding partnerships with the Federal Transit Administration, Tennessee Department of Transportation (TDOT), and the State of Tennessee Department of Human Services. TDOT has shown support by providing significant matches to federal grants and the Tennessee Department of Human Services has also provided support through grant matching and purchasing transit tickets and passes.

Often it is assumed that everyone understands how to use public transportation. However, to some individuals, transportation can be confusing or intimidating. LAMTPO and ETHRA will look at various ways to improve educating and informing the general public about mass transit trips, instilling confidence in using public transportation. LAMTPO and ETHRA will reach out to the disabled community about the availability of the mass transit services. LAMTPO contracts with ETHRA, and ETHRA's vehicles are wheelchair accessible, so that they can guarantee those persons needing a lift would be picked up with a vehicles that can accommodate them. Under the original JARC initiatives, services are and still will be targeted towards low-income residents.

The New Freedom Initiative intent is to tear down the remaining barriers to equality for persons with disabilities through additional transportation services to assist persons with disabilities to reach jobs. The major goal of the Jobs Access and Reverse Commute (JARC) program is to increase access to jobs for welfare recipients and other low-income individuals. Persons with disabilities are disproportionately represented among low-income groups. The unemployment rate for Americans with disabilities hovers at around 70 percent. The lack of adequate transportation is a primary barrier to work for people with disabilities; one-third of people with disabilities report that transportation is a significant problem.

Local JARC recipients, LAMTPO and ETHRA already are responsive to many of the New Freedom initiative goals. LAMTPO and ETHRA are personally involved with the disabled community by not only providing transportation services but by being a partner in trying to solve mobility needs. The message behind the New Freedom Initiative is correct that the most common barrier to getting more persons with disabilities to work is the lack of transportation. The key to providing more transportation services revolves around securing funds through programs such as JARC that are vital to communities. However, just because a community has a service does not mean that everyone knows about the service that is provided.

NEW FREEDOM

President Bush announced the New Freedom Initiative on February 1, 2001, as part of a nationwide effort to remove barriers to community living for people with disabilities. Today, there are more than 54 million Americans living with a disability, representing a full 20 percent of the U.S. population. Almost half of these individuals have a severe disability affecting their ability to see, hear, walk or perform other basic functions of life. In addition, there are more than 25 million family caregivers and millions more who provide aid and assistance to people with disabilities.

The New Freedom Initiative is a comprehensive plan that represents an important step in working to ensure that all Americans have the opportunity to learn and develop skills, engage in productive work, make choices about their daily lives and participate fully in community life. The Initiative's goals are to:

- Increase access to assistive and universally designed technologies;
- Expand educational opportunities;
- Promote homeownership;
- Integrate Americans with disabilities into the workforce;
- Expand transportation options; and
- Promote full access to community life

Expanding Transportation Options

(Title V) Overview

Every American should have the opportunity to participate fully in society and engage in productive work. Unfortunately, millions of Americans with disabilities are locked out of the workplace because they are denied the tools and access necessary for success.

Transportation can be a particularly difficult barrier to work for Americans with disabilities. In 1997, the Director of Project Action stated that “access to transportation is often the critical factor in obtaining employment for the nation’s 25 million transit dependent people with disabilities.” Today, the lack of adequate transportation remains a primary barrier to work for people with disabilities: one-third of people with disabilities report that inadequate transportation is a significant problem.

Through formula grant programs and the enforcement of the ADA, the Federal Government has helped make our mass transit systems more accessible. More must be done, however, to test new transportation ideas and to increase access to alternate means of transportation, such as vans with specialty lifts, modified automobiles, and ride-share programs for those who cannot get to buses or other forms of mass transit.

On a daily basis, many non-profit groups and businesses are working hard to help people with disabilities live and work independently. These organizations often lack the funds to get people with disabilities to job interviews, to job training, and to work.

The Federal Government should support the development of innovative transportation initiatives and partner with local organizations to promote access to alternate methods of transportation.

Summary of Proposals

Promotes innovative transportation solutions for people with disabilities by funding pilot programs. The proposal provides funding for 10 pilot programs run by state or local governments in regional, urban, and rural areas. Pilot programs will be selected on the basis of the use of innovative approaches to developing transportation plans that serve people with disabilities. The Administration will work with Congress to evaluate the effectiveness of these pilot programs and encourage the expansion of successful initiatives.

Helps create a network of alternate transportation through community-based and other providers. The proposal will establish a competitive matching grant program to promote access to alternative methods of transportation. This dollar-for-dollar matching program will be open to community-based organizations that seek to integrate Americans with disabilities into the workforce. The funds will go toward the purchase and operation of specialty vans, assisting people with down payments or costs associated with accessible vehicles, and extending the use of existing transportation resources.

UNITED WE RIDE

What is “United We Ride?”

United We Ride is an interagency Federal national initiative that supports States and their localities in developing coordinated human service delivery systems. In addition to State coordination grants, United We Ride provides State and local agencies a transportation-coordination and planning self-assessment tool, help along the way, technical assistance, and other resources to help their communities succeed.

What is Human Service Transportation?

Human service transportation includes a broad range of transportation service options designed to meet the needs of transportation disadvantaged populations including older adults, disabled persons and/or those with lower income. Individuals have different needs and may require a set of different services depending on their abilities, their environment, and the options available in their community. Examples may include dial-a-ride (responding to individual door-to-door transportation requests), the use of bus tokens

and/or transit passes for fixed route scheduled services, accessing taxi vouchers and/or mileage reimbursement to volunteers or program participants

What Is Coordinated Transportation?

Coordinating individual human service transportation programs makes the most efficient use of limited transportation resources by avoiding duplication caused by overlapping individual program efforts and encouraging the use and sharing of existing community resources. In communities where coordination is made a priority, citizens benefit from more extensive service, lower costs and easier access to transportation. Coordination can improve overall mobility within a community, particularly when human service agencies are each providing transportation to their own clients. It works by eliminating the inefficiencies within disparate operations and service patterns that often result from a multiplicity of providers. Greater efficiency helps to stretch the limited (and often insufficient) funding and personnel resources of these agencies. When appropriately applied, coordination can lead to significant reductions of operating costs (per trip) for transportation providers. People in need of transportation also profit from enhanced transportation and higher quality services when operations are coordinated

What Are the Benefits of Coordinated Transportation?

- Greater access to funds is provided by:
 - Tapping a wider range of funding programs.
 - Accessing a greater variety of staff and facilities.
 - Employing more specialized and skilled staff.
- More cost-effective use of resources is created through:
 - Productivity increases.
 - Economies of scale.
 - Eliminating waste caused by duplicated efforts.
 - More centralized planning and management of resources.
- Greater productivities and efficiencies will:
 - Fill service gaps within communities by offering services to additional geographic areas and individuals within existing budgets.
 - Provide additional trips for community members, thus enhancing their quality of life.
 - Generate cost savings to some participating agencies in special forms of coordinated transportation service.
- More centralized management of existing resources results in greater visibility for transportation services:
 - To riders.
 - To agencies needing trips for their clients.
 - To the community.
 - To funding sources.
 - Reduced consumer confusion about how to access services.
 - Clear lines of authority.
 - More professional (comfortable, reliable, and safe) transportation services

How can I become involved in “United We Ride” efforts within my State and community?

- Public policies at the Federal, State, and local level can foster coordination through funding requirements, offering incentives for improvements in coordination, and requiring transportation and human service providers to demonstrate strategies and efforts to coordinate resources at the local level.
- Interested organizations and individuals can contact LAMTPO and/or TDOT to ascertain what plans and actions are being planned and implemented for human service transportation coordination at the State and local levels
- Locally, consumers should be actively involved in the planning and development of human service transportation services; including the development of policies and programs at all levels.
- Efforts to expand the availability and accessibility of transportation services should cut across age and disability boundaries and seek to include such rider groups as older adults, people with disabilities, and individuals with lower income

LAMTPO BACKGROUND

The Transportation Efficiency Act for the 21st Century of 1998 requires the formation of a MTPO (Metropolitan Transportation Planning Organization) for any urbanized area (UZA) with a population greater than 50,000, and generally with an overall population density of 1,000 people per square mile or more. MTPOs were created in order to ensure that existing and future expenditures for transportation projects and programs were based on a comprehensive, cooperative, and continuing (3-C) planning process. Federal funding for transportation projects and programs are channeled through this planning process. An MPO with planning boundaries and by-laws that include membership and voting structure should be established and designated by an agreement between local officials and the Governor.

In May 2002, the United States Census Bureau designated portions of Morristown, Jefferson City, White Pine, and Hamblen and Jefferson Counties as an urbanized area. The population within this urbanized area is 54,368, and the total land area within this designated urbanized area is 45.41 square miles. Table 1 and Table 2 shown on the next page, lists the total population and the population percentages within the urbanized area for Morristown, Jefferson City, White Pine, Hamblen County and Jefferson County.

TABLE 1. 2000 U.S CENSUS POPULATION FIGURES

PLACE	TOTAL POPULATION
Morristown	24,965
Hamblen County	58,128
Jefferson City	7,760
White Pine	1,997
Jefferson County	44,294
<u>TOTAL (Hamblen & Jefferson Counties)</u>	102,422

TABLE 2. URBANIZED AREA POPULATION FIGURES

PLACE	POPULATION Within Urbanized Area	PERCENTAGE Within Urbanized Area
Morristown	24,743	45
Hamblen County	18,605	34
Jefferson City	7,369	14
White Pine	1,967	4
Jefferson County	1,684	3
TOTAL	54,368	100

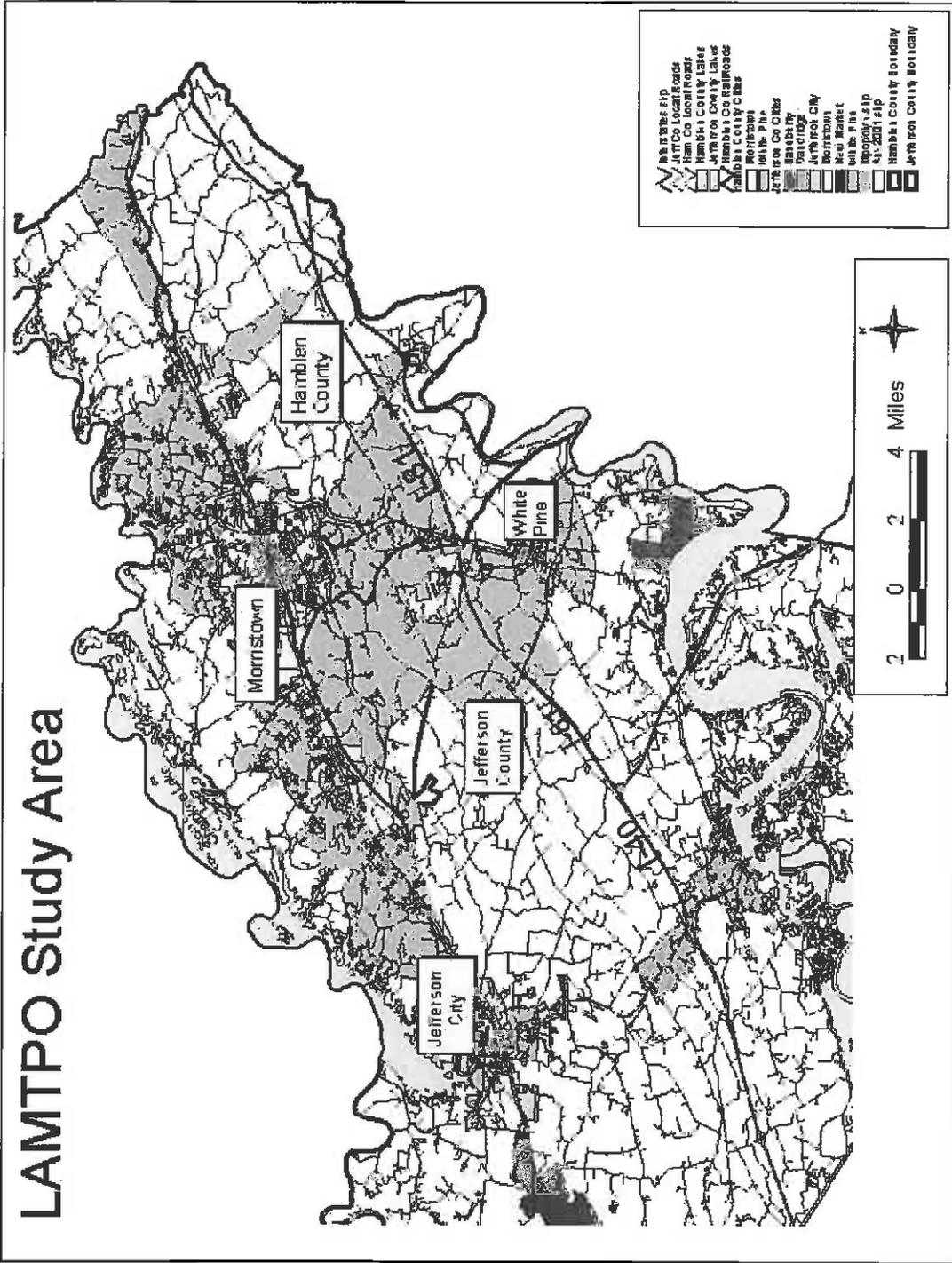
Table 3, shown below, lists the amount of land area, in square miles, within Hamblen and Jefferson Counties, respectively. The information for these three tables was based on the 2000 U.S. Census.

TABLE 3. AMOUNT OF LAND WITHIN THE URBANIZED AREA

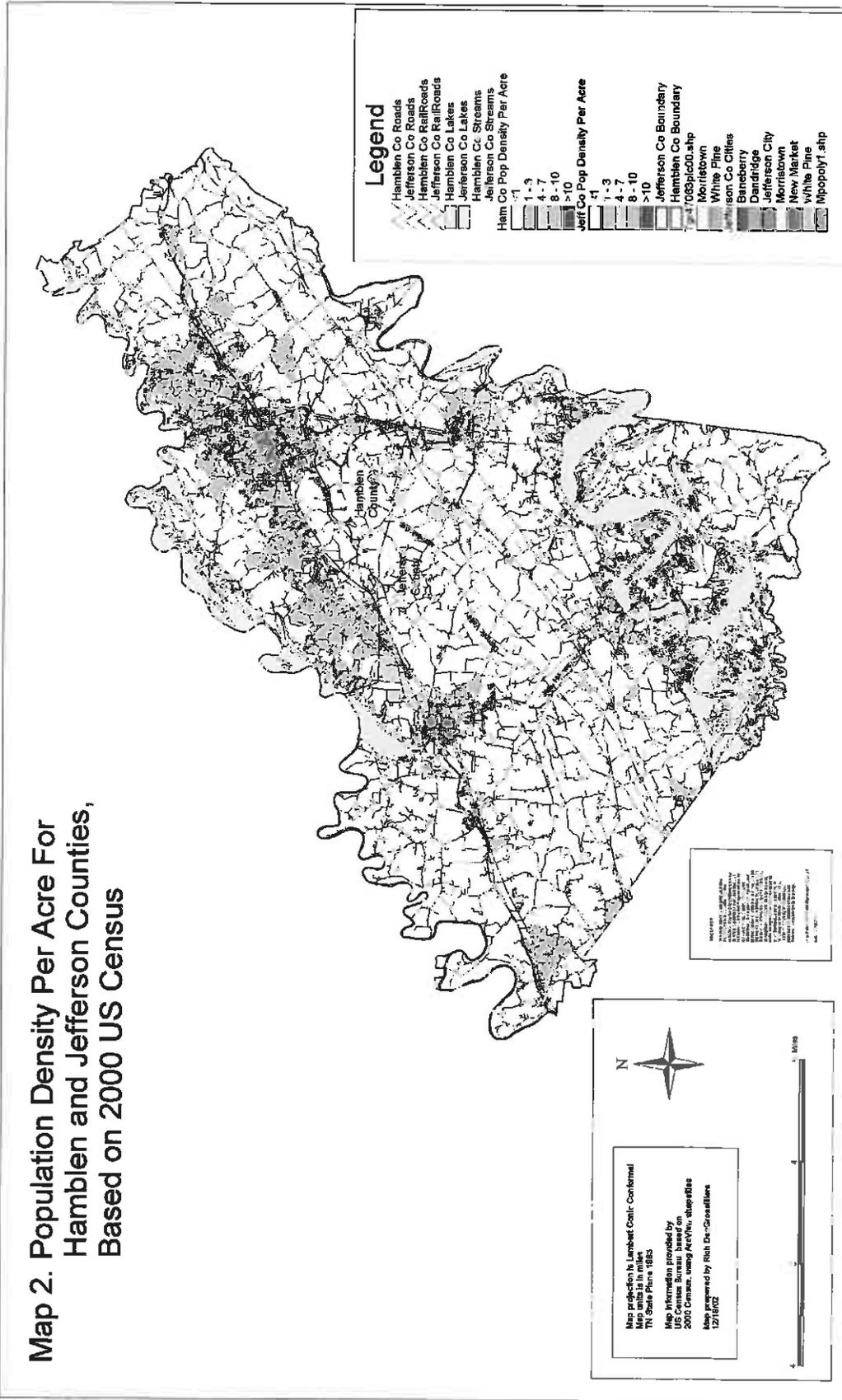
1. Hamblen County 37.79 square miles
2. Jefferson County 7.62 square miles

Map 1, shown on the next page, illustrates the urbanized and study area boundaries for LAMTPO as defined by the U.S. Census Bureau in May 2002. **Map 2**, shown on page 9, illustrates the population densities (people per acre) for all of Hamblen and Jefferson Counties, based on the 2000 U.S. Census. This map outlines the LAMTPO urbanized area and a portion of the Newport, TN urbanized cluster (consisting of one census block within Jefferson County), as defined by the United States Census Bureau, May 2002.

LAMTPO Study Area



**Map 2. Population Density Per Acre For
Hamblen and Jefferson Counties,
Based on 2000 US Census**



Title VI Assessment

All state agencies that receive federal money to develop and implement plans are required to follow the Title VI regulations of the Civil rights Act of 1964. The Act ensures that no person, on the grounds of race, color, or national origin, be excluded in the participation in, be denied the benefits of, or be subjected to discrimination under any program receiving federal financial assistance.

It is important to recognize the presence of the rising Hispanic population in the LAMTPO study area. Monitoring the growth of the Hispanic population, as well as other ethnic groups is necessary because once the percentage reaches 5%, it will become necessary to comply with Executive Order 13166, which requires “improved access to services for persons Limited English Proficiency (LEP).” Federal departments and agencies are required to extend financial assistance to develop programs and provide oral and written services in languages other than English. Table 4 shows the US Census Block Groups have a minority percentage that is greater than 5 percent. Hamblen County has 22 Block Groups with a Hispanic Population greater than 5 %, while there is only one block group (STFID 470890703003) within Jefferson County with a Hispanic population greater than 5%, based on the 2000 US Census.

**Table 4. 2000 US Census Block Groups with Minority Ethnic Composition
>= 5 percent**

STFID	total2	HISPANIC	NOT HISP	POP 1	WHITE	BLACK	AM IND	ASIAN	PAC ISLAN	OTHER	HISP PCT
470631001001	1915	240	1675	1664	1572	64	9	6	4	9	13
470631001002	911	144	767	757	606	148	2	1	0	0	16
470631001003	1512	89	1423	1412	1336	71	1	4	0	0	6
470631001004	689	71	618	613	584	21	1	4	2	1	10
470631001005	752	35	717	710	638	71	1	0	0	0	5
470631002001	740	129	611	611	577	28	0	1	5	0	17
470631002004	873	172	701	689	634	53	0	1	0	1	20
470631002005	986	121	865	851	732	110	1	8	0	0	12
470631003001	1422	97	1325	1301	1149	139	8	1	0	4	7
470631003002	1346	168	1178	1154	1008	132	3	9	1	1	12
470631004001	848	58	790	779	703	73	0	2	0	1	7
470631004002	1062	126	936	926	676	227	4	1	0	18	12
470631004003	1032	93	939	924	713	198	0	13	0	0	9
470631004004	932	98	834	820	661	142	6	4	0	7	11
470631005001	1573	141	1432	1423	1369	43	3	6	2	0	9
470631006004	1129	144	985	981	931	38	2	8	2	0	13
470631007004	929	68	861	838	819	18	0	0	0	1	7
470631007005	1435	88	1347	1343	1322	17	1	1	0	2	6
470631008001	2039	279	1760	1725	1647	62	0	15	0	1	14
470631009001	1702	432	1270	1256	1145	71	2	30	1	7	25
470631009002	1201	58	1143	1141	1118	10	2	10	0	1	5
470631012001	711	44	667	662	652	2	6	2	0	0	6
470890703003	1780	81	1699	1679	1551	97	7	20	1	3	5

Title VI Census Block Groups
based on 2000 US Census,
Block Group Information

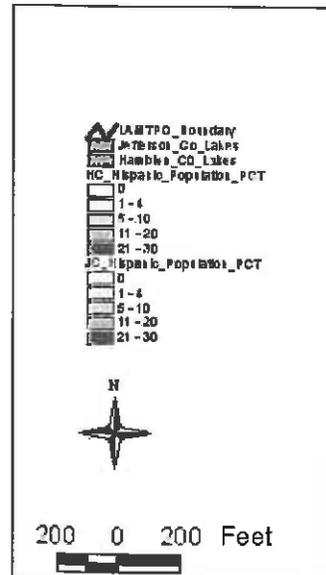
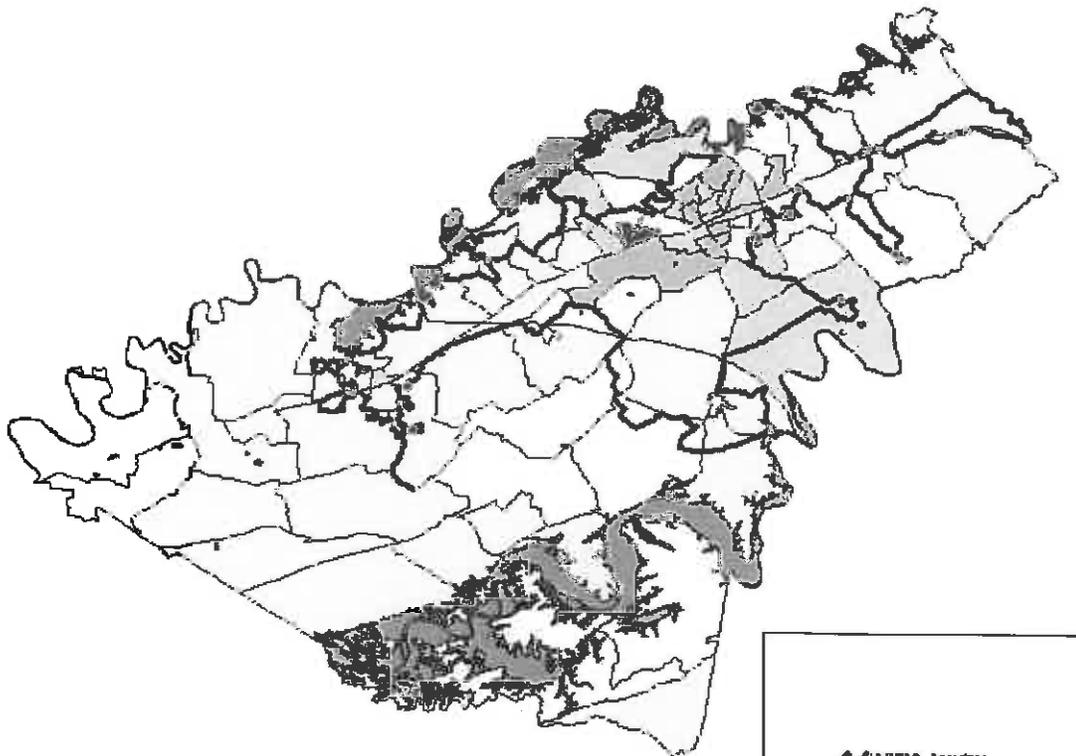


Table 5. Census Block Groups in Hamblen County with Total Population and people 65 years of age and older, based on the 2000 US Census

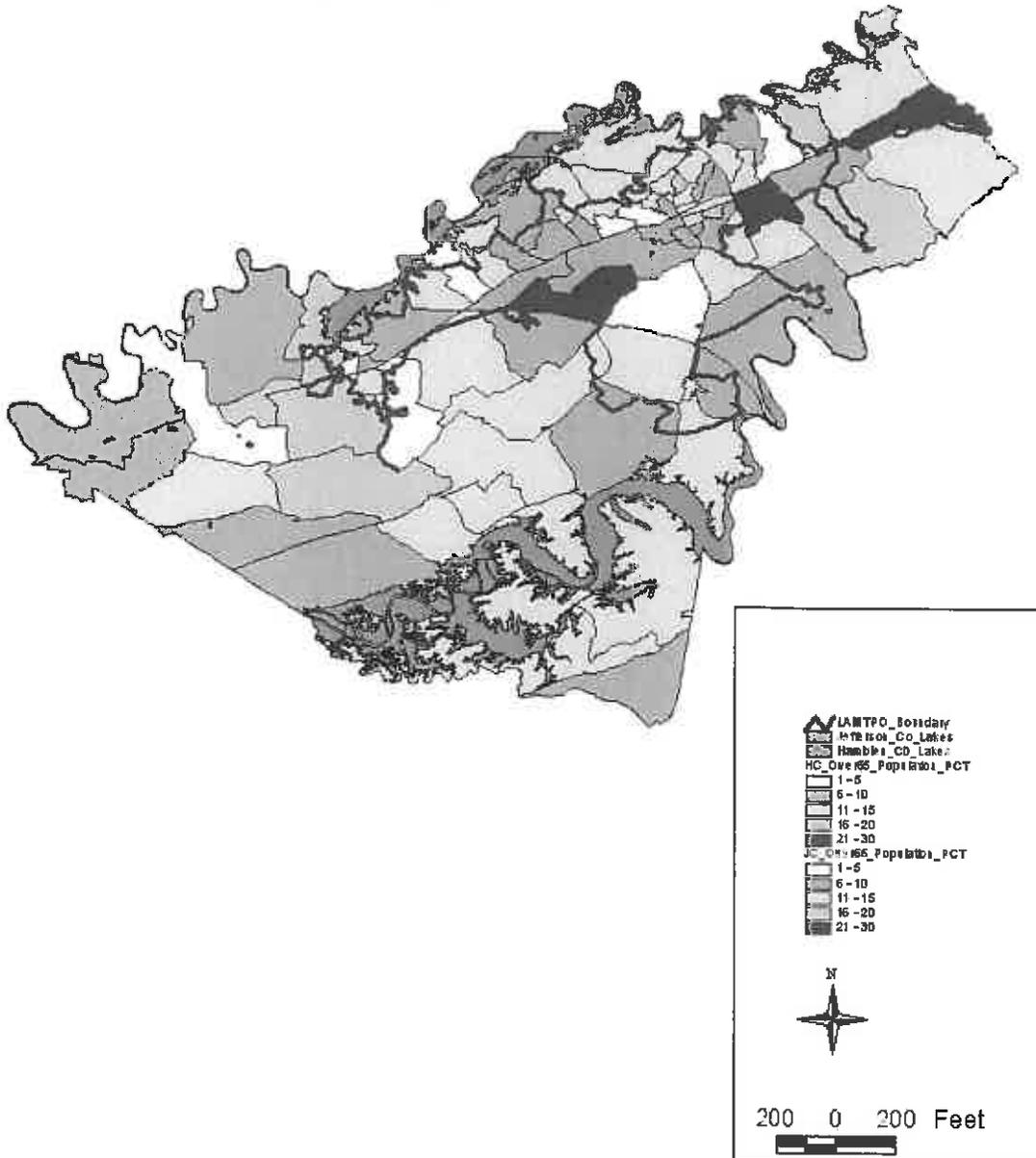
STFID	65OVER	65OV_PCT	TOTAL_Pop
470631001001	216	11	1915
470631001002	70	8	911
470631001003	136	9	1512
470631001004	86	12	689
470631001005	98	13	752
470631002001	82	11	740
470631002002	164	17	946
470631002003	142	9	1561
470631002004	88	10	873
470631002005	114	12	986
470631003001	118	8	1422
470631003002	120	9	1346
470631004001	136	16	848
470631004002	118	11	1062
470631004003	152	15	1032
470631004004	62	7	932
470631005001	238	15	1573
470631005002	112	13	847
470631005003	200	15	1374
470631006001	194	18	1106
470631006002	98	5	1898
470631006003	108	6	1691
470631006004	164	15	1129
470631006005	126	12	1021
470631007001	130	8	1638
470631007002	178	30	594
470631007003	148	12	1219
470631007004	124	13	929
470631007005	94	7	1435
470631008001	202	10	2039
470631008002	52	3	1531
470631009001	92	5	1702
470631009002	112	9	1201
470631009003	170	10	1782
470631010001	156	14	1088
470631010002	150	21	722
470631010003	218	13	1622
470631010004	188	18	1060
470631011001	164	21	783
470631011002	84	9	900
470631011003	90	5	1707
470631011004	148	12	1262
470631012001	110	15	711

STFID	65OVER	65OV_PCT	TOTAL Pop
470631012002	114	7	1668
470631012003	114	6	1994
470631012004	188	12	1622

Table 6. Census Block Groups in Jefferson County with Total Population and people 65 years of age and older, based on the 2000 US Census

STFID	65 and Over	65OVR_PCT	TOTAL
470890701001	104	14	743
470890701002	126	10	1288
470890701003	244	13	1889
470890701004	118	10	1209
470890701005	124	12	1024
470890702001	124	10	1244
470890702002	112	13	877
470890702003	178	11	1655
470890703001	96	6	1499
470890703002	178	13	1333
470890703003	142	8	1780
470890703004	22	2	1092
470890703005	248	17	1461
470890704001	146	9	1665
470890704002	160	16	1014
470890704003	54	5	991
470890705001	136	12	1146
470890705002	104	8	1382
470890705003	210	10	2139
470890706001	140	15	952
470890706002	90	5	1934
470890706003	292	20	1447
470890707001	132	15	889
470890707002	210	11	1899
470890707003	196	14	1444
470890707004	172	13	1371
470890708001	220	16	1418
470890708002	80	8	1046
470890708003	252	9	2797
470890709001	174	13	1391
470890709002	246	15	1688
470890709003	56	10	587

Percentage of Population over
the age of 65 years,
based on 2000 US Census,
Block Group Information



Economics within Morristown and Hamblen County has changed from primarily agriculture in its beginnings to a manufacturing/industrialized county since 1950 to present. Manufacturing is the largest employer in which 9,727 or 40.4 percent of the labor force was employed (ETDD, 1995, pp.5-8). According to the 1990 Tennessee Directory of Manufacturers, there were 103 manufacturing firms in Hamblen County (ETDD, 1995, pp. 5-8). Morristown had 94 manufacturing firms, or 91%, within the county (ETDD, 1995, pp. 5-8).

The median family income within the county was \$27,325, while Tennessee State's mean family income was \$29,546 (based on 1989 data) (ETDD, 1995, pp.5-8). The 1998 per capita income for Hamblen County and seven surrounding counties are shown in Table 7.

Table 7. 1998 Per Capita Income for Eight East Tennessee Counties

County	Per Capita Income
Claiborne	\$17,010
Cocke	\$16,975
Grainger	\$16,328
Greene	\$20,846
Hamblen	\$22,913
Hancock	\$12,813
Hawkins	\$18,703
Jefferson	\$17,868

Source: East Tennessee Development District, 1998

The next two tables shown on the next page forecasts the additional employment within the LAMTPO area, and the socio-economic data through the year 2030, respectively.

**Additional Employment
(2030)**

	Hamblen County	Study Area Jefferson County
Manufacturing	4166	---
Transportation, Communications ,Public Utilities, mining	1875	346
Wholesale Trade	738	24
Retail	3,766	529
Services	4,772	695
Trade, Finance Insurance	678	114
Government	1,436	266
Total	17,431	1,974

**Change in Socio-Economic Data
2000-2030***

			Change in			
	2000 Population	2030 Population	Population	Household	Labor Force	Vehicle Ownership
Hamblen County						
- Morristown	25,064	34,891	9,827	3,853	4,443	7,205
- Unincorporated	33,309	47,434	14,125	5,247	6,019	9,816
- Total	58,373	82,325	23,952	9,100	10,462	17,021
Jefferson County						
- Jefferson City	7,668	10,864	3,196	1,367	1,623	2,597
- White Pine	1,973	2,871	898	384	456	730
- Unincorporated	10,606	16,531	5,925	2,534	3,010	4,815
- Baneberry	362	611	249	107	127	203
- Total	20,609	30,877	10,268	4,392	5,216	8,345
Study Area	78,982	113,202	34,220	13,492	15,678	25,366

STAKEHOLDER OUTREACH

Staff had obtained a listing of potential stakeholders from TDOT and by checking the local phone books. After obtaining 52 addresses, staff sent out a letter (see appendix A) with a survey/ questionnaire staff had received from TDOT personnel to each of the potential stakeholders. 52 letters with surveys/ questionnaires went out, however, only 8 people had responded. Staff had sent out another letter with the questionnaire/ survey back to the potential stakeholders that had not responded the first time around. In Appendix A, there is a spreadsheet that summarizes the responses from the survey/ questionnaire.

There is some coordination between some groups, but there is not complete coordination by all the stakeholders identified in Appendix A. The rationale why there wasn't coordination among the various agencies varies, from not knowing what one agency does or their specific needs, or the perception that some agencies may or may/not have any services that may be of use to other agencies, etc.

Self-Assessment Survey Results

The response for the Self-Assessment letter was low, however, the results were fairly common from the responses that did come in. In the first section, Making Things Happen By Working Together, there was a majority response of 62.5% that believe we Need to Begin the process, followed by Needs action or Needs Significant Action both received 15% of the responses.

The second category Taking Stock of Community Needs and Moving Forward, a majority stated that the process Needs To Begin. This percentage rate was 6.25%, followed by Additional info at 16.25%

The third category was Putting Customers First. 67.5% of the responses were for the process Needs to Begin, 15% stated that additional information is needed. 10% of the responses were Needs Action, while another 7.5% stated that Significant action was needed.

The fourth category is Adapting Funding for Greater Mobility. 75% stated that the process Needs to Begin, while 12.5 % stated that this process Needs Action. The remaining 12.5% was split between needs Significant Action and Additional Information is Needed.

The final category was Moving People Efficiently. The largest response was for the Process to Begin. 15.625% was that it Needs Action, while the remaining 6.25% stated Additional Information was Needed.

In general, the overall Self-Assessment for transportation mobility within the LAMTPO area is for the process to begin. The only comments that were received is that LAMTPO had started a mass transit survey to understand the transportation needs in the area.

The other comment was that the only transit provider within this area currently is the East Tennessee Human Resources Agency (ETHRA). LAMTPO will pursue additional studies/ surveys to determine how much mass transit services are needed within the LAMTPO study area. A copy of the Self-Assessment Tool spreadsheet is within the appendix.

Social Service Coordination Plan Committee

The newly formed Social Service Coordination Plan Committee is a subcommittee of LAMTPO. They will meet on a regular basis to discuss operational issues, performance, and communications to assist in an efficient provision of services. Personnel, including but not limited to, from the listing in Appendix A are invited and encourage to be a part of the Social Services Coordination Committee.

MASS TRANSIT SERVICES

Currently, LAMTPO has a contract with East Tennessee Human Resources Agency (ETHRA) to provide mass transit services. As part of the contract, ETHRA must meet all applicable Title VI, as well as any other federal requirements, in order to run the services in the LAMTPO study area. It is anticipated that mass transit service will continue in the LAMTPO study, whether it will be ETHRA or LAMTPO running its own transit service, all Title VI and other federal requirements will be in place. An example will be having brochures or pamphlets written in English and Spanish to tell of the various mass transit service, cost to ride mass transit, etc.

ETHRA Public Transit provides door to door, non-emergency transportation service including accessibility to persons with disabilities. This service is demand response, and to schedule a ride a person must call at least 24-hours in advance of when the ride is needed. ETHRA will still continue its demand response service in the non-urbanized sections of Hamblen and Jefferson counties. Some church groups may provide services for their church members. With the new MTPO being established in the Morristown, Jefferson City, and White Pine area, new transit funding is available that was not there before. LAMTPO contracted with Wilbur Smith Associates to do a Mass Transit Feasibility Study within the LAMTPO study area, and it was completed in February 2005. The study gave three options, which were:

1. Continue the demand response system that ETHRA currently has in place
2. Have 2 fixed route services within the corporate boundaries of Morristown, and
3. Have a combination of the first two options.

When these options were brought to the TAC and the Executive Board, the TAC and Executive Board had discussed these options over, and they did not want a fixed route service that was limited within the corporate boundaries of Morristown.

A variety of factors – improvements in health care, more community services, the diffusion of jobs away from the central city, and 24-hr. businesses – are generating new

travel needs for people who rely on transit for their basic mobility. Within the LAMTPO region, the number of elderly, disabled, and individuals and families without a vehicle or only one vehicle is increasing. The Lakeway Area MTPO will evaluate alternative programs to address the needs of the transit dependent, and will work with local transportation providers towards implementing those programs that are feasible and appropriate. Some of these programs include, but are not limited to, Job Access, Reverse Commute, Families First, TennCare, and various other health care programs

LAMTPO will be working closely with TDOT to try to continue the mass transit study and to determine the best possible solution for mass transit services in the LAMTPO area. Further investigation into the mass transit study include:

1. Determine what is the most cost effective way of servicing the mass transit needs in the LAMTPO area
2. Determining whether fixed route, deviated fixed route, or demand response would better serve the area
3. Determine the number of vehicles to service the area
4. Determine the best routes to serve the people in the area
5. Determine potential funding sources to support the mass transit services.

The table below shows a breakdown of mass transit expenses, for 2006-2030. It should be noted that: Projects that will occur between the years 2005 through 2009, the outyear is 2009, for projects to occur between 2010 through 2014, the out-year is 2014; for projects that occur between 2015-2020, the out-year is 2020; and for projects to occur between 2021-2030, the out-year is 2030. The cost estimates were based on the existing contract between ETHRA and LAMTPO.

Table 11. Projected Mass Transit Expenses 2005-2030

Funding Type	Federal/ State	Local	Total	Out-Year
5307 / local	\$288,000	\$72,000	\$360,000	2009
5307 / local	\$144,000	\$36,000	\$180,000	2009
5307 / local	\$1,244,976	\$414,992	\$1,659,968	2009
5307 / local	\$1,275,000	\$425,000	\$1,700,000	2014
5307 / local	\$320,000	\$80,000	\$400,000	2020
5307 / local	\$1,350,000	\$450,000	\$1,800,000	2020
5307 / local	\$336,000	\$84,000	\$420,000	2030
5307 / local	\$1,500,000	\$500,000	\$2,000,000	2030
Contract Trips (Jobs Access, Families First, Health Care, etc)	\$750,000	\$250,000	\$1,000,000	2009
Contract Trips (Jobs Access, Families First, Health Care, etc)	\$750,000	\$250,000	\$1,000,000	2014

Contract Trips (Jobs Access, Families First, Health Care, etc)	\$900,000	\$300,000	\$1,200,000	2020
Contract Trips (Jobs Access, Families First, Health Care, etc)	\$1,500,000	\$500,000	\$2,000,000	2030

JOBS ACCESS AND REVERSE COMMUTE

The Access to Jobs Program provides competitive grants to local governments and non-profit organizations to develop transportation services to connect welfare recipients and low-income persons to employment and support services.

The purpose of this grant program is to develop transportation services designed to transport welfare recipients and low income individuals to and from jobs and to develop transportation services for residents of urban centers and rural and suburban areas to suburban employment opportunities. Emphasis is placed on projects that use mass transportation services.

Grants may finance capital projects and operating costs of equipment, facilities, and associated capital maintenance items related to providing access to jobs; promote use of transit by workers with nontraditional work schedules; promote use by appropriate agencies of transit vouchers for welfare recipients and eligible low income individuals; and promote use of employer-provided transportation including the transit pass benefit program.

This is the first Jobs Access Reverse Commute grant for the Lakeway Area Metropolitan Transportation Planning Organization (LAMTPO). Previous JARC funding within Hamblen and Jefferson counties had gone directly to ETHRA, prior to LAMTPO being designated as an urbanized area. The FY2005 allocation is a total of \$174,200.00 (\$87,100 federal, \$43,550 TDOT, \$43,550.00 local). The FY2006 allocation has not been given out at the time of this writing, but it is anticipated to be the same as the FY2005 allocation.

The number of actual JARC trips within the LAMTPO study area was 12,685. This number is approximately ½ of the number that was originally scheduled. The rationale for the decline is because the decrease in local match., the number of vans running within the LAMTPO study has decreased, and that some riders had either found other types of transportation, such as driving their own vehicles.

Issues with Mass Transit within the LAMTPO Study Area

Prior to Morristown, Jefferson City, and White Pine were designated as an urbanized area, ETHRA was able to service all of Hamblen and Jefferson counties, including these three incorporated communities, using 5311 funding, and contract trips such as JARC, Families First, healthcare, etc. The local match could come from the fare box revenue, as well as from public/ private sources. However, none of the entities put up the local match for these services.

However, since the area was designated as an urbanized area in May 2002, based on the US Census, the area basically within the 3 cities and some portions of Hamblen and Jefferson counties, now must follow the guidelines of section 5307 funding. The hardest part is that now the fare box revenue cannot be used as part of the local match, and the five governing agencies of LAMTPO must come up with the local match. This has put a hardship on the various entities as they did not have to pay for this service beforehand. Because of this, the amount of services has declined within the LAMTPO study area. For instance, prior to the urbanized area designation, there were 10 ETHRA vans running within Morristown and Hamblen County. Since the designation of the urbanized area, there are a total of 8 vans, generally no more than 6 vans running at one time, within Morristown and Hamblen County. By having the various contract trips such as JARC, Families First, Healthcare trips, etc., additional trips can be made to service more people and to a wider area.

In examining the locations of persons who need job access assistance with the location of regional employers, one theme is evident. While there are few clusters of persons and jobs, for the most part both are spread out in distribution. From a transportation perspective this makes providing transportation services a challenge.

1. Transportation services need to be provided to most major employers and/or industrial parks within the region.
2. Transportation services need to be flexible to allow for convenient access to childcare facilities.
3. To maximize the amount of mass transit service to offset the higher costs of fuel.

Plan Recommendations

The following are recommendations to be reviewed, analyzed, and implemented:

1. To continue and expand the coordination process with various agencies, and local, state, and federal governments.
2. Provide transportation service to many industrial parks, where more skilled and higher paying jobs are located.

3. Provide a mix of services and vehicles that can provide a more efficient transportation service to rural residents or outlying job locations.
4. Analyze and evaluate the potential for providing transportation services later in the evening and at night that can accommodate the 2nd and 3rd shift workers at major employers.
5. Analyze and evaluate the need for transportation services seven-days-per-week to accommodate jobs that are available on the weekends.
6. Provide additional transportation services to areas where higher concentration of low-income or subsidized housing is located.
7. Provide marketing efforts that will include specific efforts to target persons who are disabled to inform them of the transportation options that are available.
8. Provide transportation information by personally meeting with disability advocacy groups.

APPENDIX A

Stakeholder Listing

Name	Agency	Address 1	Address 2	City	St	Zip
President	Carson Newman College	1646 S. Russell Ave		Jefferson	TN	37760
President	Walters State Community College	500 S. Davy Crockett Pkwy		Morristown	TN	37813
Director	Hamblen Co. Dept. of Education	210 E. Morris Blvd		Morristown	TN	37814
Director	Jefferson County Schools	114 Gay St	PO Box 190	Dandridge	TN	37725
Director	Social Security	3112 Millers Point Dr		Morristown	TN	37813
Barbara Simmons	Central Services	2450 Old Hwy 25E		Morristown	TN	37813
Barbara Simmons	Central Services	314 N. Cumberland St		Morristown	TN	37814
Director	CEASE	PO Box 3359		Morristown	TN	37815-3359
Director	Lakeway Regional Hospital	726 McFarland St		Morristown	TN	37814
Director	Morrisotwn-Hamblen Healthcare System	908 W. 4th North St		Morristown	TN	37814
Director	Jefferson County Chamber of Commerce	532 Patriot Dr		Jefferson City	TN	37760
Director	Jefferson County Chamber of Commerce	PO Box 890		Dandridge	TN	37725
Thom Robinson	Morristown Area Chamber of Commerce	825 W. 1st North St		Morristown	Tn	37814
Director	Jefferson City Library	1427 Russell Ave		Jefferson City	TN	37760
Director	Morristown-Hamblen Library	417 W. Main St		Morristown	TN	37814
Director	White Pine Library	1708 Main St		White Pine	TN	37890
Linda Dietrich	MATS	324 N. Hill St		Morristown	TN	37814
Director	Healthstar Physicians	420 W. Morris Blvd		Morristown	TN	37813
Director	Hamblen County EMS	511 W. 2nd North St		Morristown	TN	37814
Director	Hamblen County Health Dept.	331 W. Main St.		Morristown	TN	37814
Director	Veterans Service Center	511 W. 2nd North St		Morristown	TN	37814
Director	Hamblen County Human Services	2416 W. Andrew Johnson Hwy		Morristown	TN	37814
Director	TN Senior Benefits	2351 E. Morris Blvd		Morristown	TN	37813
Director	Childrens Services	1108 Gateway Service Park		Morristown	TN	37813
Director	Tennessee Technology Center	821 W. Louise Ave		Morristown	TN	37813
Director	Tennessee Community Assistance Corporation	740 E. Main St		Morristown	Tn	37814
Director	Jefferson County EMS	931 Industrial Park Rd		Dandridge	TN	37725
Director	Jefferson County Health Dept.	931 Industrial Park Rd		Dandridge	TN	37725
Director	Jefferson County Technology Center	201 W. Dumphlin Valley Rd		Dandridge	TN	37725
Director	Jefferson City Senior Citizens Center	807 W. Jefferson St		Jefferson City	TN	37760
Director	Jefferson City Community Center	1247 N Hwy 92		Jefferson City	TN	37760
Director	Jefferson County Family Resource Center	341 W. Broadway		Jefferson City	TN	37660
Director	Jefferson County Office on Aging	1427 Russell Ave		Jefferson City	TN	37760
Director	St. Mary's Hospital	110 Hospital Dr		Jefferson City	TN	37760

Director	Jefferson City Housing Authority	942 E. Ellis St		Jefferson City, Tn 37760
Marilyn Medley	Morristown Housing Authority	600 Sulphur Springs Rd		Morristown, TN 37813
Director	Morristown Senior Citizens Center	841 Lincoln Ave		Morristown, TN 37813
Director	Douglas Cherokee Economic Authority	534 E. 1st North St		Morristown, Tn 37814
Gordon Acuff	ETHRA	9111 Cross Park Dr, Suite D-100		Knoxville, TN 37923
Director	Children Services Dept.	1050 S. Hwy 92		Dandridge, Tn 37725
Director	Human Services Dept.	Hwy 92		Dandridge, TN 37725
Director	Darby House	249 E. Broadway		Jefferson City, TN 37760
Director	Regency Retirement Village	739 E. 2nd North St		Morristown, TN 37814
Kelsey Finch	TDOT - Title VI Program	Region One	7345 Region Lane	Knoxville, TN 37914
Deborah Fleming	TDOT	James K Polk Bldg-Suite 900		Nashville, TN 37243
Jim Ladieu	TDOT	James K Polk Bldg- Suite 1800		Nashville, TN 37243
Bill Hayes	TDOT	James K Polk Bldg- Suite 1800		Nashville, TN 37243
Jim Crumley	City of Morristown	100 W. 1st North St		Morristown, TN 37814
John Johnson	City of Jefferson City	P.O. Box 530		Jefferson City, TN 37760-0530
Todd Ellis	Town of White Pine	1548 Main St,	PO Box 66	White Pine, TN 37890-0066
Attn: Rosie Freeman	Reach Out Incorporated	P.O. Box 731		Morristown Tn. 37815
Attn: Sam Puckett	Rural Medical Services	P. O. Box 99		Parrottsville Tn. 37821

Appendix B

Letter Requesting Completion of Self-Assessment Tools

Lakeway Area Metropolitan Transportation Planning Organization (LAMTPO)
Morristown, TN – Jefferson City, TN – White Pine, TN – Hamblen County, TN – Jefferson County, TN

September 6, 2006

Name
Company Name
Address
City, State, Zip

RE: Social Service Self-Assessment Tools

Dear Sir or Madam:

In August of 2005, Congress passed the Safe, Accountable, Flexible, Efficient, Transportation Equity Act: A legacy for Users (SAFETEA-LU), reauthorizing the surface transportation act. As part of this reauthorization, grantees under the New Freedom Initiative, Job Access and Reverse Commute (JARC) and Elderly Disabled Transportation Program (5310) must meet certain requirements in order to receive funding for fiscal 2007 (beginning 10/01/06) and beyond.

One of the SAFETEA-LU requirements is that projects from the programs listed above must be part of a “locally developed coordinated public transit-social services transportation plan. This plan is required to be developed through a process that includes representatives of public, private, and non-profit transportation services, social services providers and the general public.

To initiate the process of developing a locally developed coordinated public transit-social services transportation plan, Lakeway Area Metropolitan Transportation Planning Organization (LAMTPO) would appreciate your assistance in completing the enclosed survey. We encourage you to duplicate the survey to share with others within your agency and the community. The Self-Assessment Tool for Communities, will assess the level of coordination between transportation programs, identify areas for improvement and assist in the development of an action plan for developing strategies and steps for improving coordination efforts. *Please note for each question within the Self-Assessment Tool for Communities, please answer with one of the following:*

1. Needs to Begin
2. Needs Significant Action
3. Needs Action
4. Done Well
5. Need More Information

Please return the completed survey to Rich DesGroseilliers, MTPO Coordinator, 100 W. 1st North St., Morristown, TN 37814.

If you have any questions, please feel free to contact me. Thank you for your time and assistance.

Sincerely,

Rich DesGroseilliers
MTPO Coordinator
100 W. 1st North St.
Morristown, TN 37814
423-581-6277
423-585-4679 (fax)
richd@mymorristown.com

Self Assessment Tools

Agency Name	
Contact Person	
Agency Street Address	
City State, Zip Code	
Phone Number	
Fax Number	
E-Mail Address	

	Section/ Category	Needs to Begin	Needs Significant Action	Needs Action	Done Well	Need More Info
1	Making Things Happen By Working Together					
	Have leaders and organizations define the need for change and articulated a new vision for the delivery of coordinated transportation services					
	Is a governing framework in place together providers, agencies, and consumers? Are there clear guidelines that all embrace?					
	Does the governing framework cover the entire community and maintain strong relationships with neighboring communities and state agencies?					
	Is there sustained support from coordinated transportation planning among officials, agency, administration, and other community leaders?					
	Is there positive momentum? Is there growing interest and commitment to coordinating human service transportation trips and maximizing resources?					
	Comments					
2	Taking Stock of Community Needs and Moving Forward					
	Is there an inventory of community transportation resources and programs that fund transportation services?					
	Is there a process for identifying duplication of services, underused assets, and service gaps?					
	Are the specific transportation system needs of various targets populations well documented?					
	Has the use of technology in the transportation system been assessed to determine whether investment in transportation technology may improve services and/ or reduce costs?					
	Are transportation line items included in the annual budgets for all human service programs that provide transportation services?					
	Have transportation users and other stakeholders participated in the community transportation assessment process?					
	Is there a strategic plan with a clear mission and goals? Are the assessment results used to development a set of realistic actions that improve coordination?					
	Is clear data systematically gathered on core performance issues such as cost per delivered trip, rider-ship, and on time performance? Is the data systematically analyzed to determine how costs can be lowered and performance improved?					
	Is the plan for human services transportation coordination linked to and supported by other state and local plans such as the Regional Transportation Plan (LRTP) or the State Transportation Improvement Plan (STIP)?					
	Is data being collected on the benefits of coordination? Are the results communicated strategically?					
	Comments					

	Section/ Category	Needs to Begin	Needs Significant Action	Needs Action	Done Well	Need More Info
3	Putting Customers First					
	Does the transportation system have an array of user-friendly and accessible information sources?					
	Are travel training and consumer education programs available on an on-going basis?					
	Is there a seamless payment system that supports user-friendly services and promotes customer choices of the most cost-effective service?					
	Are customer's ideas and concerns at each step of the coordination process? Is customer satisfaction data collected regularly?					
	Are marketing and communications programs used to build awareness and encourage greater use of the services?					
	Comments					
4	Adapting Funding for Greater Mobility					
	Is there a strategy for systematic tracking of financial data across programs?					
	Is there an automated billing system in place that supports the seamless payment system and other contracting mechanisms?					
	Comments					
5	Moving People Efficiently					
	Has an arrangement among diverse transportation providers been created to offer flexible services that are seamless to customers?					
	Are support services coordinated to lower costs and ease management burdens?					
	Is there a centralized dispatch system to handle requests for transportation services from agencies and individuals?					
	Have facilities been located to promote safe, seamless, and cost effective transportation services?					
	Comments					

Section/ Category	Needs to Begin	Needs Significant Action	Needs Action	Done Well	Need More Info	sum	Needs to Begin Ave	Needs Significant Action Ave	Needs Action Ave	Done Well Ave	Need More Info Ave
1 Making Things Happen By Working Together	25	6	6	1	2	40	62.5	15	15	2.5	5
Have leaders and organizations define the need for change and articulated a new vision for the delivery of coordinated transportation services	6		2			8	75		25		
Is a governing framework in place together providers, agencies, and consumers? Are there clear guidelines that all embrace?	5	1	1	1		8	62.5	12.5	12.5	12.5	
Does the governing framework cover the entire community and maintain strong relationships with neighboring communities and state agencies?	6	1	1			8	75	12.5	12.5	0	
Is there sustained support from coordinated transportation planning among officials, agency, administration, and other community leaders?	4	2	1		1	8	50	25	12.5	0	12.5
Is there positive momentum? Is there growing interest and commitment to coordinating human service transportation trips and maximizing resources?	4	2	1		1	8	50	25	12.5	0	12.5
Comments											
2 Making Stock of Community Needs and Moving Forward	53	4	8	3	13	89	66.25	5	10	1.5	16.25
Is there an inventory of community transportation resources and programs that fund transportation services?	3	2		1	2	8	37.5	25	0	12.5	25
Is there a process for identifying duplication of services, underused assets, and service gaps?	6				2	8	75	0	0	0	25
Are the specific transportation system needs of various targets populations well documented?	5	1	1		1	8	62.5	12.5	12.5	0	12.5
Has the use of technology in the transportation system been assessed to determine whether investment in transportation technology may improve services and or reduce costs?	6		1		1	8	75	0	12.5	0	12.5
Are transportation line items included in the annual budgets for all human service programs that provide transportation services?	3	1	1	1	2	8	37.5	12.5	12.5	12.5	25

Section/ Category	Needs to Begin	Needs Significant Action	Needs Action	Done Well	Need More Info	sum	Needs to Begin Ave	Needs Significant Action Ave	Needs Action Ave	Done Well Ave	Need More Info Ave
Have transportation users and other stakeholders participated in the community transportation assessment process?	7		1			8	87.5	0	12.5	0	0
Is there a strategic plan with a clear mission and goals? Are the assessment results used to development a set of realistic actions that improve coordination?	7		1			8	87.5	0	12.5	0	0
Is clear data systematically gathered on core performance issues such as cost per delivered trip, rider-ship, and on time performance? Is the data systematically analyzed to determine how costs can be lowered and performance improved?	6		1		1	8	75	0	12.5	0	12.5
Is the plan for human services transportation coordination linked to and supported by other state and local plans such as the Regional Transportation Plan (LRTP) or the State Transportation Improvement Plan (STIP)?	4		1		3	8	50	0	12.5	0	37.5
Is data being collected on the benefits of coordination? Are the results communicated strategically?	6		1		1	8	75	0	12.5	0	12.5
Comments											
3 Planning, Customer Service	27	3	4	0	6	40	67.5	7.5	14	0	15
Does the transportation system have an array of user-friendly and accessible information sources?	5	1	1		1	8	62.5	12.5	12.5	0	12.5
Are travel training and consumer education programs available on an on-going basis?	5	1	1		1	8	62.5	12.5	12.5	0	12.5
Is there a seamless payment system that supports user-friendly services and promotes customer choices of the most cost-effective service?	5	1			2	8	62.5	12.5	0	0	25
Are customer's ideas and concerns at each step of the coordination process? Is customer satisfaction data collected regularly?	6		1		1	8	75	0	12.5	0	12.5
Are marketing and communications programs used to build awareness and encourage greater use of the services?	6		1		1	8	75	0	12.5	0	12.5
Comments											

Section/ Category	Needs to Begin	Needs Significant Action	Needs Action	Done Well	Need More Info	sum	Needs to Begin_Ave	Needs Significant Action_Ave	Needs Action_Ave	Done Well_Ave	Need More Info_Ave
4 Adapting Funding for Current Programs	12	1	2	0	1	10	75	6.25	12.5	0	6.25
Is there a strategy for systematic tracking of financial data across programs?	6	1	1			8	75	12.5	12.5	0	0
Is there an automated billing system in place that supports the seamless payment system and other contracting mechanisms?	6		1		1	8	75	0	12.5	0	12.5
Comments											
5 Moving People Efficiently	25	0	5	0	2	32	78.125	0	15.625	0	6.25
Has an arrangement among diverse transportation providers been created to offer flexible services that are seamless to customers?	7		1			8	87.5	0	12.5	0	0
Are support services coordinated to lower costs and ease management burdens?	7		1			8	87.5	0	12.5	0	0
Is there a centralized dispatch system to handle requests for transportation services from agencies and individuals?	6		1		1	8	75	0	12.5	0	12.5
Have facilities been located to promote safe, seamless, and cost effective transportation services?	5		2		1	8	62.5	0	25	0	12.5
Comments											

APPENDIX C

ETHRA'S

JOBS ACCESS AND REVERSE COMMUTE PLAN

- I.
- II. **JOB ACCESS AND REVERSE COMMUTE PLAN**
 - III.
 - IV.
 - V.
 - VI.
 - VII.
 - VIII. **Submitted to**
 - IX.
 - X.
 - XI.
- XII. **TENNESSEE DEPARTMENT OF TRANSPORTATION**
- XIII. **OFFICE OF PUBLIC TRANSPORTATION**
- XIV. **JAMES K. POLK BUILDING, SUITE 1800**
- XV. **NASHVILLE, TENNESSEE 37243-0325**
 - XVI.
 - XVII.
 - XVIII.
 - XIX. **By**
 - XX.
 - XXI.
 - XXII.
- XXIII. **EAST TENNESSEE HUMAN RESOURCE AGENCY**
- XXIV. **9111 CROSS PARK DRIVE, D-100**
KNOXVILLE, TN 37923
 - XXV.
 - XXVI.
 - XXVII. **September, 2006**
 - XXVIII.
 - XXIX.

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ATTACHMENT A: County Demographics

XXX. Project Summary

Insufficient transportation for the low-income and the unemployed has long been a major problem. Large number of persons have been left out or had to drop out of the work force due to lack of transportation. To address this problem the U.S. Department of Transportation's Federal Transit Administration has established a grant program, entitled Job Access and Reverse Commute (JARC).

ETHRA Transportation has, under JARC, implemented new services and/or expanded existing transportation services in order to fill transportation gaps for welfare recipients and low income individuals in its service area. This area includes the following counties: Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Loudon, Monroe, Morgan, Roane, Scott, Sevier and Union.

The first step in developing a transportation plan is to identify the distribution of welfare recipients and low-income people. Attachment A has the demographic breakdown for each of the 15 counties served by ETHRA. Next is the matter of identifying the potential employers. The task then becomes one of matching the existing or newly proposed transportation service with the low income/welfare recipients and the employers. Every attempt has been made to coordinate existing rural transportation resources with new and innovative methods.

ETHRA Transportation in consultation with, Department of Human Services, JTPA, Employment Security and local businesses and industries, has establish a coordinated network of transportation resources to address the needs of the low-income and/or welfare recipients. In meeting these needs, employment support services such as training, and childcare have been taken into consideration. To neglect this service would negate greatly the value of transportation to and from work.

ETHRA Transportation also recognizes the transportation problems of persons with disabilities. Working with the local Vocational Rehabilitation Centers as well as the State Mental Retardation Centers, ETHRA has addressed the mobility needs of this population in reaching employment sites and support activities.

In summary, ETHRA Transportation has two goals under Job Access:

1. Provide transportation services in the rural areas to assist welfare recipients and low-income individuals employment opportunities.
2. Increase collaboration among the transportation providers, social service agencies, employers, and the affected individuals.

Total funds requested from the FTA Job Access and Reverse Commute Funds by the East Tennessee Human Resource Agency are:

Budget FY 06-08	Administrative	\$ 30,000
	Operating	\$220,000
	Total Budget	<hr/> \$280,000

ACCESS TO JOBS
BUDGET

XXXI. AGENCY NAME: ETHRA TRANSPORTATION

XXXII. GRANT PERIOD: 2006-2008

XXXIII.

TOTAL BUDGET INCLUDING STATE AND LOCAL

XXXIV.

XXXV. ADMINISTRATION YEARLY
BUDGET

1. Salary	\$ 35,000
2. Fringe Benefits	\$ 10,150
3. Indirect Cost (Overload)	\$ 8,127
4. Travel	\$ 6,723

TOTAL ADMINISTRATION EXPENDITURES
\$ 60,000

OPERATING

1. Driver Salaries/Wages	\$ 200,000
2. Other Salaries/Wages	\$ 28,000
3. Fringe Benefits	\$ 66,120
4. Indirect	\$ 52,942
5. Fuel	\$ 53,000
6. Oil	\$ 500
7. Insurance	\$ 20,000
8. Leases/Rentals	- 0 -
9. Contracted/Purchased Service	\$ 5,000
10. Marketing	\$ 5,000

11. Maintenance	\$ 6,000
12. Other Direct Expenses	\$ 3,438

Miscellaneous/Services

TOTAL OPERATING EXPENDITURES	\$440,000
TOTAL EXPENDITURES	\$500,000

Project Narrative

I. Coordinated Human Services \Transportation Planning Process.

Providing transportation in the rural counties of Tennessee is a challenge. It has taken the best of planning efforts of transportation providers, employers, social service agencies, and employees. Each of these groups has brought a different perspective to the planning process. ETHRA Transportation is vitally interested in the input of these other groups in developing and refining the regional transportation plan.

Specifically we will continue the following planning process:

1. Semi-annual meetings with the JARC Coordinator, Post Employment Counselor from DHS and a counselor from Families First program. Other representatives from DHS and Workforce will be encouraged to attend.
2. Periodic planning meetings with the JARC Coordinator and the Human Relations Directors from various employers in the region.
3. Semi-annual meetings with Directors of the various training centers of the vocational rehabilitation program and the JARC Coordinator, at the Voc Rehab offices.

The purpose of these meetings will be threefold:

- a. To determine the transportation need of each of these organizations.
- b. To establish transportation services for their clients or employees.
- c. To solve any problems that might be present in the current transportation service.

Many of the transportation needs are different from county to county or employer to employer. Therefore, the problems and/or expanded service needs will best be solved on an individual basis.

4. An annual meeting at the offices of ETHRA to include DHS counselors, Workforce counselors, Families First Counselors, Vocational Rehabilitation counselors, employers, employees, and ETHRA personnel. The purpose of this meeting will be to share the successes, problem solving, and brain storming the potential for improving the program.
5. Establish verbal and written surveys with a representative group of low-income employees from throughout the region. Their ideas, and suggestions will be critical to the creation of an effective transportation system.
6. Solicit the ideas, comments, and suggestions from various county officials. Their input would be used in the planning meetings of the employers, employees, social service workers and ETHRA.
7. Attendance, as often as possible, by the JARC Coordinator at the Family First Council meetings in each of the fifteen counties.

II. The Unmet Needs

While the specific needs for transportation for low-income\welfare recipients varies from county to county, there are some region wide needs that are shared by each county. These needs would be the same regardless of whether we are transporting them to training sites, employment sites, or day care centers.

As we continue to transport employees, there has been need to be expanded service in some of the counties we serve. The number of additional riders we can transport will vary from county to county. As our existing service in a county reaches capacity, we will need to add additional vans.

Two other needs that warrant considerable study are weekend service and service prior to 7:00 a.m. and after 6:00 p.m. There is a general feeling that this expanded service is needed but we would propose that DHS, Workforce, Social Service, and employers continue to work with us to document specifically these needs.

A fourth area of unmet need that is unique to the rural counties, is service to the very rural and remote area. Each county has these areas that require extensive time and\or mileage in order to be served.

III. Proposed Services To Meet the Unmet Needs

ETHRA has utilized our existing transportation system to provide transportation for low-income\welfare recipients in the counties we serve. Each county continues to be evaluated on an individual basis. Where possible, we have continued to add additional riders to our existing routes and schedules. Secondly, where feasible and where needs demand it, we have extended the hours of service. Thirdly, in counties where the

needs are the greatest, we have added additional vans. This has allowed us to not only extend the hours but also to establish additional routes.

There are other possible solutions to the need for expanded hours and\or weekend service. Part of the grant request is for funds for contract service. In some counties, it may be possible to sub-contract with private carriers to provide transportation for second or third shift workers and for weekend shifts. This would be possible only in a few of ETHRA's counties.

Another solution is to work with area businesses and industries to provide coordination of transportation needs so that car or vanpools might be created. For those working the same shifts and living in the same area, carpools could be the best solution.

IV. Requirements For New Service To Address Gaps

ETHRA has projected the funds needed for FY 2006-2008 to be \$500,000. This figure includes all administrative costs and all operating costs.

ETHRA currently provides services to 124 individuals in eleven counties and works with 59 entities either business or vocational rehabilitations work sites. These customers are provided with approximately 5,500 trips to worksites each month. These numbers do not include the ridership in the Lakeway area, which ETHRA served until January 2006. With the reduction in the Job Access And Reverse Commute Funds, ETHRA will have to reduce the number of individuals served by approximately 50 to 60 individuals. In addition, ETHRA currently has approximately 15 other individuals who have expressed a need for the service and are on a waiting list.

All of Tehran's trips have been during the hours of Monday through Friday, from 6:00 a.m. until 6:00 p.m. We have not received any specific requests from any agency to transport on

weekends or for second or third shift. Furthermore the riders have all been in the low-income category.

Monitoring performance is critical to providing the best possible service. ETHRA proposes several means by which it will gauge the efficiency and effectiveness of Job Access:

1. Job Access Coordinator will periodically ride the vans to observe routes and times of pick-up.
2. Surveys will be completed with the participants allowing them to evaluate the service.
3. Interviews with employers will be conducted to allow them to express their opinion of our service.
4. Semi-annual meetings with DHS, Workforce, Vocational Rehabilitation and other social service agencies will be conducted and the opportunity will be given to evaluate our performance.
5. Suggestions on how to improve the performance will be sought from participants, employers, social service agencies, and ETHRA employees.

More than fifty percent of ETHRA's vans are lift equipped which makes it possible for us to provide transportation service to the physically challenged. We also have made great effort to make Job Access available to the Vocational Rehabilitation Centers in our region. We are currently transporting clients that have been referred to us by Voc Rehab centers and other types of programs that serve disabled individuals.

The potential for Job Access in ETHRA's fifteen county region is great. According to the East Tennessee Development District there are approximately 24, 358 employers in our service area. There are in excess of 114,000 persons who are classified as low-income\welfare. When you consider both of these facts, it

is easy to see that there is a great potential for Job Access success.

To translate potential into reality, ETHRA has continued to look for new opportunities. We will continue to depend on our planning partners (social service agencies such as DHS, Workforce, and Voc-Rehab, employers, employees and county officials) to help us integrate new transportation services with existing needs. We will also look to these individuals to help us resolve budget issues and to determine ways to reduce the number served if this becomes necessary. Frequent meetings with each of these groups as well as our own evaluation will keep us informed and aware of where new service is most needed. The clients themselves may be our best source for discovering the ever-changing needs. ETHRA's intention will be to give them many opportunities to express their needs.

If funds are not continued and restored to the Job Access and Reverse Commute Program, individuals who in the past have moved their lives forward from depending on public assistance to being meaning members of the workforce will no longer have access to the transportation that allows them this new won success in life. For others who have vision and other impairments, the life they currently enjoy will be changed once again. Most likely, many of these individuals will be at home with no daily interaction with people.

Job Access provides that link between public and private that is needed for the support of all social service programs to be successful.

V. Variable Factors

A successful Job Access program utilizes a variety of approaches in providing transportation service. ETHRA Transportation, in addition to utilizing its existing vans and routes, has expanded our current service by adding additional vans in some counties. Additional approaches that we will examine will include volunteer van\car pools with different

employers, contract service with private carriers to provide transportation for second and third shift employees, and an ETHRA implemented van\car pool program.

A strong commitment from employers has greatly enhanced the success of JARC. To date, three different employers have made Job Access brochures available to their employees, and to survey their employees as to transportation needs. Additionally we will continue to propose adjusting work schedules when it will allow additional individuals to use services. Another commitment we will pursue is to allow ETHRA to meet with employees directly, to discuss the Job Access program as well as the possibility of creating car\van pools.

Transportation to work is as critical support service for employees. But it is not the only one. Childcare is a critical and maybe even more so to ensuring that low-income\welfare recipients obtain and retain jobs. ETHRA is committed to providing transportation for employee's children to local day care centers.

VI. Facilities and Equipment Committed

ETHRA Transportation's existing maintenance facility is utilized to maintain the fleet of vans. A regular maintenance schedule has been developed and implemented on each vehicle. Extensive records are maintained to insure that each vehicle is properly serviced.

In addition to ETHRA's maintenance facility, we use the existing training program to train each new driver and to provide in-service training for our current drivers. Topics for training include defensive driving, first aid, CPR, blood borne pathogens, drug and alcohol regulations and driver rules and regulations.

ETHRA Transportation also maintains a central office in Loudon, Tennessee. All the administrative and support staff

are available to assist with the JARC program as needed. ETHRA also has a central dispatching system in our Loudon office that will be used to schedule and dispatch our Job Access trips. This provides superior coordination with our other transportation services.

VII. Marketing

Programs such as Job Access require excellent marketing strategies. ETHRA has used a variety of methods in order to promote Job Access. Some of the methods are:

1. Surveys of employers and employees.
2. Brochures about Job Access distributed for employers, Employment Security offices, DHS offices, Workforce offices, One Stop Centers and other social service offices.
3. Advertisements placed in the local newspapers in ETHRA's fifteen county region.
4. Attendance at local job fairs.
5. Promotion with other programs within the agency that work with low-income persons. For example, Low-income energy assistance.
6. Speaking at meetings of Human Resource Directors and at groups such as Family First Council, and Interagency Councils.
7. Consultation with professional in the marketing field as to how we can improve our marketing efforts.

VIII. Proposed Time Schedule

SEE ATTACHED BAR CHART

BAR CHART

