



The Upper Cumberland Human Resource Agency

Coordinated Human Service Transportation Plan

2015/2016

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Introduction:

The Human Services Transportation Coordination is a provision aimed to improve transportation services for persons with disabilities, older adults, individuals with lower incomes and the general public by ensuring that communities coordinate transportation resources provided through multiple federal programs. Coordination will enhance transportation access, minimize duplication of services and facilitate the most appropriate cost-effective transportation possible with available resources.

Requirements:

On July 6, 2012, President Obama signed into law the Moving Ahead for Progress in the 21st Century Act (MAP 21). Under MAP 21, we are required to establish a locally developed, coordinated public transit-human services transportation plan for all Federal Transit Administration (FTA) programs for underserved populations: The New Freedom (Section 5317) has been merged with the Elderly Individuals and Individuals with Disabilities (Section 5310). Job Access and Reverse Commute (JARC - Section 5316), has been merged in with the Rural Public Transportation Program (Section 5311). Projects selected for funding must be derived from a local coordinated plan. The provisions of MAP-21 aim to improve transportation services for persons with disabilities, older Americans, individuals with lower incomes and the general public at large. The provisions ensure that communities coordinate transportation resources provided through multiple Federal programs.

The coordinated plans are developed in a manner that allows the adoption and expansion of the plans to incorporate programs and initiatives specific to the region, while maintaining the uniform format. Plans are programmed for review and update every three (3) years from the date of publication. UCHRA takes their coordinated plan a step further and meets with local Advisory Boards in each of its fourteen (14) counties quarterly and assess the transportation needs of the region that provides annual updates to the plan.

The purpose of the Upper Cumberland Human Services Coordinated Transportation Plan is to identify methods to improve transportation services for persons with disabilities, senior citizens, low-income individuals and the general public. The plan will assist in the coordination between and among transit providers and human service agencies. The plan recommends strategies and identifies implementation priorities to improve the coordination of public transit and human service transportation in the Upper Cumberland Region.

Federal Transit Administration Funding Sources***Section 5310 – Enhanced Mobility of Seniors and Individuals with Disabilities Program:***

Title 49 U.S.C. 5310 authorizes the formula assistance program for the Enhanced Mobility of Seniors and Individuals with Disabilities Program and provides formula funding to states and designated recipients (recipients) to improve mobility for seniors and individuals with disabilities. Private, nonprofit agencies are eligible to receive

funding and must demonstrate that they coordinate services for elderly persons and persons with disabilities.

The goal of the Section 5310 program is to improve mobility for seniors and individuals with disabilities by removing barriers to transportation services and expanding the transportation mobility options available. Toward this goal, FTA provides financial assistance for transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities in all areas—large urbanized, small urbanized, and rural. The program requires coordination with other federally assisted programs and services in order to make the most efficient use of federal resources.

While the Section 5317 New Freedom Program was repealed under MAP-21, similar projects are eligible under the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Formula Program.

Section 5311 Non-Urbanized (Rural) Area Program:

The Division of Multimodal Transportation Resources provides administrative, operating and capital assistance to public transportation projects in other than urbanized areas. The program is designed to help meet the transportation needs of transit-dependent people and to enhance access to health care, shopping, education, employment, public services, and recreation; to assist in the maintenance, development, improvement and use of public transportation systems; to encourage and facilitate the most efficient use of all federal funds used to provide passenger transportation in non-urbanized areas through the coordination of programs and services; to assist in the development and support of intercity bus transportation; and to provide for the participation of private transportation providers in non-urbanized transportation through third party contract to the maximum extent feasible. The State's Section 5311 Program of Projects (POP) is included in the STIP that is submitted to the federal funding agencies annually.

The Planning Process:

The UCHRA Coordinated Transportation plan is developed through a process consisting of both a vertical component and a horizontal component. The vertical component includes identification of public transportation stakeholders, scheduling meetings with potential stakeholders and conducting the meetings with the stakeholders in the UCHRA planning process. The horizontal component of the planning process includes several parallel lines of effort for data gathering, needs assessment, deficiency areas analysis and for gaining insight from studies of coordination plans of other areas/regions.

Demographic Areas:

The Upper Cumberland Human Resource Agency provides services in fourteen (14) counties of the Upper Cumberland Region. The counties served are Cannon, Clay, Cumberland, DeKalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Van Buren, Warren and White.

Growth Indicators:

The Upper Cumberland regions population in the 2010 census was 338,158. This was an increase of only 33,160 or a 10.9% increase in just ten years. In comparisons to the

1980 census the regions total population was only 241,605. The growth of some 97,000 new citizens over the last 30 years can be attributed to a larger retirement sector moving to a state income tax free state. Further growth indicators show native residents do not leave the state upon reaching retirement age; they become silverware seniors choosing to spend their golden years in their home community. These two growth indicators among the aging population are most evident in the Upper Cumberland region. The aging population of Upper Cumberland residents over the age of 55 reached 104,692 at the time of the 2010 census. The education levels of the Upper Cumberland region fall below both the State of Tennessee average of high school graduates at 82.5 % or 1,387,505, and national average of 85%.

Education:

The UCHRA regional population holds only 76.1% with a High school diploma or 94,993; of that number only 19,488 obtained a B.A. or 13.7 percent compared to the Tennessee average of 22.7 percent and the national average of 27.9 of the current population.

Income/Poverty Rates/Labor:

The regions median household income was \$34,882. The individual poverty rate was 20% across the UCHRA region. The UCHRA region has a labor force of 159,290 with an unemployment rate of 9.5% due to current economic down turns. The labor force has grown by 11,420 over the last ten years. However, the unemployment rate has risen from 4.8 in 2000 to 9.5% current standing.

Commuting Characteristics:

The average commuting characteristics between years, 2006-2010 provide an insight into our public transit needs across our region. 132,800 workers surveyed at the time of the 2010 census 69.75% worked in the county of residence. While 30.3% commuted on a daily bases the average commuting time was 25.1 minutes. The UCHRA commuting time in minutes is higher than the state of Tennessee average of 23.9 minutes. However, the UCHRA region is in line with the National average of 25.2 minutes. The demographics, social and economics standards comprised within the above data provide a vital insight into where we are as a region. Where we are heading providing key indicators to the problems we may all be faced with in public transportation in the years ahead. Proper planning will help us meet our difficulties with a coordinated effort among all public transit providers, and in turn help we better serve the people of the Upper Cumberland region.

Stakeholders:

Stakeholder involvement is the key to successful Human Services Transportation planning. Engaging the appropriate organizations and individuals in planning efforts is critical to identifying the needs of the target population, the needs of the community/region, the transportation services available and the identification of new solutions. Stakeholders for the Coordinated Public Transit Human Services Transportation Plan include representatives of public, private and nonprofit transportation and human services providers and participation by the public that can

identify the transportation needs of individuals with disabilities, older adults and individuals with limited incomes.

Identification of Stakeholders:

The Stakeholders for the Coordinated Public Transit Human Services were identified by contacting the agencies that use state or federal funds for transportation, Human Service Agencies, non-profit agencies, private transportation providers and the public.

The stakeholders are as follows:

A Cheap Taxi
Ace Taxi Cab service
Affordable Cab
A Taxi Cab
Bethesda Health Care
Board of Probation & Parole
Celina Health & Rehabilitation Center
Clark's Taxi Cab Service
Chance Residential Center for Girls
Community Tennessee Rehabilitation Centers and Vocational Rehabilitation
Cookeville Area Transit System (CATS)
Cookeville Cancer Center
Cookeville Housing Authority
Cookeville Regional Medical Center
Cookeville Rescue Mission
Cookeville Taxi Cabs
Cumberland Mountain School Youth Impact
Cumberland River North Hospital
Department of Human Services
Generations
Genesis House
Goodwill Industries
Hill Toppers
Indian Mound Residential Center for Boys
Kidney Foundation
Life Care of Crossville
Life Care of Sparta
Livingston Vocational
Mabry Health Care
Master Health Care Center
Moody's Transportation
New Freedoms
NHC of Putnam County
NHC of White County
Overton County Nursing Home
Pacesetters

Prospect, Inc
Reliable Transportation
Repay Management INC.
Ryan White
Shelby's Cab Company
Short Cab Company Taxi Service
Shuttle on Schedule (SOS)
Signature Healthcare of Fentress County
Southeast Transport: TN Care Select
Standing Stone Health Care
Tennessee Emergency Management
Tennessee Technological University
Tennessee Commission on Aging and Disability Upper Cumberland AAAD
Tennessee Services for the Blind and Visually Impaired
Tennessee Housing Development Agency
Tennessee Department of Human Services
Tennessee Department of Intellectual and Developmental Disabilities
Tennessee Department of Children's Services
Tennessee Department of Environment and Conservation
Tennessee Department of Labor and Workforce Development
Tennessee Department of Veteran Affairs
Tennessee County Veterans Service Officers
Upper Cumberland Career Center
Upper Cumberland Development District (UCDD)
Upper Cumberland Human Resource Agency (UCHRA)
Upper Cumberland Tourism Association
Van Buren Head Start
Van Buren County Regional Health Department
Wyndridge Health and Rehab Center

Senior Centers:

Cannon County Senior Citizens
Clay County Senior Center
Cumberland County Senior Centers
DeKalb Senior Citizens Centers
Fentress County Senior Center
Jackson County Senior Citizens Centers
Macon County Senior Citizen Center
Overton County Senior Citizen Center
Byrdstown Senior Center
Putnam County Senior Centers
Smith County Senior Citizens Center
Van Buren County Senior Center
McMinnville-Warren County Senior Center
Sparta/White County Senior Center

School Districts:

Cannon County Board of Education
Clay County Board of Education
Cumberland County Board of Education
DeKalb County Board of Education
Fentress County Board of Education
Jackson County Board of Education
Macon County Board of Education
Overton County Board of Education
Picket County Board of Education
Putnam County Board of Education
Smith County Board of Education
Van Buren County Board of Education
Warren County Board of Education
White County Board of Education

UCHRA Advisory Boards – Total: 210 Members:

Cannon County

Neal Applebaum
John Barker
James Barrett
Tracy Coppinger
Andrea Fox
Daisy Gannon
Mike Gannon - *
Tonya Gannon
Karen Hale
Lois Larimer
Danielle Moseley
Erin Nichols
Tina Norris
Patricia Sissom
Tim Spry

Total: 15

DeKalb County

Carrie Baker
Tracy Coppinger
Lois Duke
Mike Foster
Karen Hale

Clay County

Paula Boone
Cindy Cherry
Jayne Donaldson
Sandra Grace
Mary Hatcher
Willie Kerr
Jane Miller - *
Lori Neely
Ray Norris
Dale Reagan
Pandora Reagan
Amanda Spivey
Bobby Westmoreland
Sandra Wix
Doug Young

Total: 15

Fentress County

Gertie Campbell
Vicki Crooks
Michael Cross
Sharon Ellis
Amanda Hicks

Cumberland County

Kenneth Carey
Norm Dukes
Mickey Eldridge
Christina Findley
Peggy Houston
James Mayberry
Lori Neely
Mike Phillips - *
Karen Roper
Jerry Young
Melinda Young

Total: 11

Jackson County

Alice Barlow
Joe Barlow
John Cason
Beverly Chalman-
Warden
Pat Clinard

Dwight Mathis
Jimmy Poss
Michael Railling
Jennifer Sherwood
Tim Stribling - *
Harrell Tolbert
Suzanne Williams

Total: 12

Macon County

Brownie Barton
Stacey Brawner
Regina Cassetty
Terri Dunn
Brenda Hiett
Lori Jones
Steve Jones - *
Debbie Mason
Phillip Matthews

Amy Phelps

Tracey Powell
Michael Railling
Pat Sutton
Kathy Thompson

Total: 14

Putnam County

Lisa Bumbalough
Pam Ealey
Maxine Frasier
Melissa Garrett

Janice Lillard
Gina Mullinix
Lori Neely
Kathy Perdue
Gary Peters
Jodi Smith
Leann Smith
Ryan Smith
Rhonda Tate
Wanda Thompkins - *
Bob Washburn
Carol Watson

Total: 17

Overton County

Christina Carr
Ben Danner
Dian Dillon
Jim Evans
Craig Green
Myra Hargis
Curtis Hayes
Stacy Hinds
Shirley Hunley
Cynthia Julian-
Simmons
Bruce Ledford
Tim McGill
Bill Needham - *
Lori Neely
Judith Nevins
JJ Oakley
Stephanie Presley
Rita Reagan-Underhill
Susan Robbins
Marty Smith
Terry Webb

Total: 21

Smith County

Elaine Baker
Larry Bradford - *
Debbie Bush
Jacky Carver, Jr.

Terri Dunn
Joan Halfacre
Angela Hassler
Bobby Kinnaird
Diane Martin
Terry Montgomery
Margie Stafford
Everette Vanhooser
Becky Williams
Troy York - *

Total: 15

Pickett County

James Brown
Linda Crouch
Richard Daniel
Jamie Edwards
Diane Elder
Sam Gibson
Lori Neely
Ivan Raley
Billy Robbins - *

Lana Rossi

Total: 10

Van Buren County

Kathryn Bryant
Eddie Carter
Cheryl Cole
Tracy Coppinger

George Halford
Angela Hassler
Patt Judd
Dina Martin
Jim Martin - *
Ken Masters
Randy Porter
Sam Sallee
Marianne Silvers
Jean Smith
Kay Walker
Opless Walker
Charles Womack
Katie Woodard

Total: 18

Warren County

Sue Anderson
Carrie Baker
Carl Bouldin
Mike Bouldin
Sam Boyd
Mike Corley
Kevin Dunlap
Andrea Fox
Edwin Grissom
Karen Hale
Jimmy Haley
Dickie Hillis
Ivey Hillis - *
Amanda Jones
John Pelham
Justin Walling
Herschel Wells, Sr.
David Wideman
Bill Zechman

Total: 19

Donnie Dennis
Terri Dunn
Milton Gibbs
Michael Nesbitt
C. D. Poindexter
Michael Railling
Ann Sanders
Virginia Smith
Jimmy Wheeler
Carol Wilmore

Total: 14

White County

Paul Bailey
Sandy Daniels
Cathy Farley
Andrea Fox
Karen Hale
Sylvia Kennedy
James Leftwich
Geeta McMillian - *
Rich Morgan
Denny Wayne
Robinson
Sheila Robinson
John Sergio
Cheryl Sullivan
Larry Thompson
Jeff Young

Total: 15

Karen Hale
Karla Hillis
Shirley Hitchcock
Don Hollingsworth
Joan Moffitt
Mickey Robinson
Sheila Robinson
Karen Roper
Greg Wilson
Don Woodlee - *

Total: 14

* - Chairperson

Assessment of Transportation Needs:

After careful review of all stake holder survey's a qualitative analysis was performed to determine the value of the identified needs. Furthermore, a quantitative analysis' was formulated to determine outcomes based on a priority assessment in a narrative form of high, medium and low priorities. A committee formulated the quantitative analysis by

ranking using a mean average formula, then tabulated the ranking accordingly. The findings of the analysis are listed below in the following order high, medium and low.

Prior Identified Needs Met:

The prior coordinated transportation plan identified a list of thirty (30) individual needs across the Upper Cumberland region. Through the use of the coordinated transportation plan six (6) needs were met. These prior needs were as follows: a fixed route to Knoxville, North and South Fixed Feeder routes, a fixed Route V.A. Service to Murfreesboro and McMinnville, a transportation facility that provides a passenger area, Established Routes into Nashville from McMinnville and Celina and hand grips in minivans. These identified needs are today functional applications in our day to day operations of the Upper Cumberland Public Transit System. Through the dedication and hard work of staff members, stakeholders, local, State and Federal government components, yesterday's needs have become today's resources. In a collective and coordinated effort all stakeholders are working to meet the daily needs of the people we serve across the Upper Cumberland region.

List of Identified Needs:

Ability to pay for service in real time (Smart Cards)
ADA Equipment/Supplies (signage, training, etc.)
After hours Call Center, more availability after hours
After hours trips, Extended days of service
Automated Billing Invoice System
Build ridership on Establish Feeder Routes
Coordinate Funding to reduce cost of services
Coordination of all resources with the common goal to successfully transport individuals to various destinations (i.e. employment, medical appointments, recreation and shopping
Educate the public on our Public Transit System
Establish route for Jackson County Port
Establish Routes into Nashville from Celina and Lafayette
Extend CATS route to include DHS, Nashville Tech, Social Security Office and Algood Walmart
Fall Creek Falls (State Parks Transit Service)
Free transportation for Seniors
Free transportation to take people to work
Funding for Capital expenditures
Green Technology – convert UCHRA Transit System to a more energy efficient system using alternative fuel sources.
Improve ITS
Include transit services in community planning that creates livable communities
Larger vans and buses
Leasable ADA Vans
Maintenance Facility, office and training area and updated equipment
On Call Service for improved medical availability to better meet patient

needs
Park and Ride Lots
Provide Travel Host and Travel Training for disabled passengers
Rail Transit
Update Safety and Security Programs
More Schedule Public Transit connector routes
School Bus for Disabled
Senior Citizen Special Transportation Needs (i.e. Fairs, Field Trips and
Special Event Trips)
Special Transit Services
Stretcher Service
Update Driver Training Equipment, i.e., simulator
Vehicle Replacements/New Equipment – wheelchair accessible
Week-end, night, and holiday transportation services

HIGH PRIORITY IDENTIFIED NEEDS:

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

MEDIUM PRIORITY IDENTIFIED NEEDS:

After hours Call Center, more availability after hours
Build ridership on Establish Feeder Routes
Green Technology – convert UCHRA Transit System to a more energy efficient system using alternative fuel sources.
Leasable ADA Vans
Provide Travel Host and Travel Training for disabled passengers
More scheduled public transit connector routes
Special Transit Services
Update Driver Training Equipment, i.e., simulator
Week-end, night, and holiday transportation services
Larger Vans and Buses
School Bus for Disabled
After hours trips, Extended days of service
Free transportation to take people to work
Educate the public on our Public Transit System

LOW PRIORITY IDENTIFIED NEEDS:

Ability to pay for service in real time (Smart Cards)
Establish route For Jackson County Port
Fall Creek Falls (State Parks Transit Service)

Park and Ride Lots
Rail Transit
Stretcher Service

Implementation of the Coordinated Transportation Plan:

The implementation of the Coordinated Transportation Plan begins where the plan started with the stakeholders. Stakeholder review is vital part of the Coordinated Transportation Plan. Through this process, UCHRA can better identify alternative resources through the network of local Advisory Board meetings across the 14 county regions. In the survey process, the gaps in services were identified as High, Medium or Low priority needs and listed within the plan.

UCHRA will be working with all Advisory Boards and the Stakeholders to better meet the needs of the region as a whole. We will, through a coordinated effort, work to accomplish the identified needs. The Coordinated Transportation Plan provides all stakeholders with a map to lead our region through adversity to an efficient and transparent future in public transportation across the Upper Cumberland Region.