

Coordinated Public Transit - Human Services Transportation Plan

South Central Tennessee Development District
(SCTDD): Bedford, Coffee, Franklin, Giles, Hickman,
Lawrence, Lewis, Lincoln, Marshall, Maury, Moore,
Perry, and Wayne Counties

Final Plan



Prepared for Tennessee
Department of Transportation

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INTRODUCTION

This plan updates the Coordinated Public Transit-Human Services Transportation Plan (CPT-HSTP) for counties that make up the South Central Tennessee Development District (SCTDD) service area, including, Bedford, Coffee, Franklin, Giles, Hickman, Lawrence, Lewis, Lincoln, Marshall, Maury, Moore, Perry, and Wayne Counties. The plan was made possible through funding provided by the Tennessee Department of Transportation, Office of Mobility and Accessible Transportation. The planning process involved active participation from the public and local agencies that provide transportation for the general public, older adults, and individuals with disabilities.

PURPOSE

On December 4, 2015, the Fixing America’s Surface Transportation (FAST) Act, was signed into law as reauthorization of surface transportation programs through Fiscal Year 2020. The FAST Act applied new program rules to all FTA funds and authorized transit programs for five years.

On November 15, 2021, the Infrastructure Investment and Jobs Act (IIJA) was enacted into law. The IIJA continues the policies set forth by the FAST Act and provides \$937 billion over five years from FY 2022 through 2026, including \$550 billion in new investments for all modes of transportation, including \$284 billion for the U.S. Department of Transportation, of which \$39 billion is dedicated to transit. The IIJA directs the U.S. Department of Transportation to apply the funding toward modernizing and making improvements. According to requirements of the IIJA, locally developed, CPT-HSTPs must be updated to reflect the changes established by the Act. The plans must identify the unmet transportation needs of older adults, individuals with disabilities, people with low incomes, and the general public. Plans must also identify a prioritized and coordinated plan for addressing the identified unmet needs and gaps.

Some human service agencies transport their clients with their vehicles, while others may also serve the general public or purchase transportation from another entity. Regardless of how services are provided, transportation providers and human service agencies are all searching for ways to economize, connect, increase productivity, and provide user-friendly access to critical services and community amenities. In an era of an increasing need and demand for affordable shared-ride transportation and limited availability of drivers and vehicles to provide such services, organizational partnerships must be explored and cost-saving measures must be made to best serve the State’s changing transportation demands. Interactive coordinated transportation planning at the local level provides the best opportunity to accomplish this objective.

RELEVANT FAST ACT PROGRAMS



Section 5310 Program: Enhanced Mobility for Seniors and Individuals with Disabilities

The program most significantly impacted by the plan update is the Section 5310 Program because participation in a locally developed CPT-HSTP is one of the eligibility requirements for Section 5310 Program funding.

The Section 5310 Program provides formula funding to States to assist public and private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate for meeting those needs. The Federal Transit Administration (FTA) apportions Section 5310 Program funds to direct recipients based on the population within the recipient service area. The Tennessee Department of Transportation (TDOT) Office of Transit administers the Section 5310 Program in Tennessee for small urban and rural areas. As the direct recipient, TDOT solicits applications and selects Section 5310 Program recipient projects for funding through a formula-based, competitive process.

In Tennessee, the program has historically been utilized for capital or “traditional” program purchases. Vehicle projects are restricted to wheelchair accessible replacement and expansion vehicles. In 2022, TDOT expanded the list of eligible projects to include Mobility Management. Mobility Management projects led by public transit agencies (current recipients of Federal Transit Administration Section 5307 or 5311 funds) are also eligible for funding. Mobility Management projects are intended to build coordination among existing transportation service providers with the result of expanding the availability of service. Additional information about the program may be found at <https://www.tn.gov/tdot/multimodal-transportation-resources/omat/5310-program.html>.

Section 5310 Program projects are eligible to receive an 80 percent Federal share if the 20 percent local match is secured. TDOT offers 10 percent toward the local match. The remaining local match may be derived from any combination of non-U.S. Department of Transportation Federal, State, or local resources.¹ The IIJA also allows the use of advertisement and concessions revenue as local match. Passenger fare revenue is not eligible as local match.

PLAN DEVELOPMENT METHODOLOGY

According to Federal Transit Administration (FTA) requirements, the coordinated plan must be developed and approved through a process that includes participation by older adults and individuals with disabilities. And, TDOT and FTA also encourage active participation in the planning process from representatives of public, private, and nonprofit organizations that provide or support transportation

¹ Projects awarded using COVID-19 Relief funding will be funded at 100% federal share and will not require local match. All other Section 5310 requirements apply, including the requirement that all grantees are responsible for the proper use, operating costs, and maintenance of all project equipment.

services and initiatives, and the general public. The methodology used in this plan includes efforts to identify these stakeholders and facilitate their participation in the planning process.

The fundamental element of the planning process is the identification and assessment of existing transportation resources and local/regional unmet transportation needs and gaps in service. This was accomplished by receiving input from the stakeholders noted above through virtual public meetings, telephone interviews, email conversations, and the completion of a public survey available online and printed upon request. Social Distancing protocols led to the decision to conduct virtual public engagement and outreach methods.

The CPT-HSTP incorporated the following planning elements:

1. Review of the previous regional coordination plan to develop a basis for evaluation and recommendations;
2. Evaluation of existing economic/demographic conditions in each county;
3. Survey of the general public. It must be noted that general public survey results are not statistically valid, but are intended to provide insight into the opinions of the local community. The survey also includes distribution to agencies that serve older adults and individuals with disabilities and their consumers. A statistically valid public survey was beyond the scope of this project. However, U.S. Census data is provided to accompany any conclusions drawn based on general public information;
4. Conduct two virtual meetings for stakeholders and the general public to solicit input on transportation needs, service gaps, goals, objectives, and implementation strategies to meet these deficiencies;
5. Update of the inventory of existing transportation services provided by public, private, and non-profit organizations;
6. Update of the summary of vehicle utilization to determine where vehicles can be better utilized to meet transportation needs;
7. Update of the assessment of unmet transportation needs and gaps in service obtained through meetings, interviews, and surveys;
8. Development of an updated implementation plan including current goals, strategies, responsible parties, and performance measures, including an open stakeholder process for prioritizing the strategies and goals; and
9. Adoption of the updated coordination plan by local authorities.

Prior Plan

PRIOR COORDINATED TRANSPORTATION PLAN

SCTDD REGIONAL COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN

Coordinated Human Service Transportation Plan

South Central Tennessee
Development District

Updated December 2015

The prior CPT-HSTP was completed by South Central Transportation Development District (SCTDD) in 2015. The plan was locally developed and included input from the public and non-profit transportation providers. The plan was designed to diminish gaps and lack of transportation as a barrier to self-sustainability for individuals with disabilities, people with low incomes, and older adults needing transportation to work, medical appointments, and day-to-day activities.

Coordinated Goals for meeting the identified needs are as follows:

- ◆ To increase public awareness of rural public transportation.
- ◆ To promote and continue coordination of transit services.
- ◆ To eliminate duplication of transit services.
- ◆ To increase affordable transportation availability to individuals with disabilities.
- ◆ To educate older adults and individuals with disabilities on how to use public transportation.

The plan identified the many coordinated transportation strategies that the SCTDD and its partner organizations have implemented to address needs. The gaps and unmet needs were identified as:

- ◆ Limited funding, limited grants, limited understanding of funding opportunities
- ◆ Funding sources for dedicated local match
- ◆ Scheduled work routes that cross county lines
- ◆ Dedicated work routes for individuals with disabilities
- ◆ Night transportation service
- ◆ Travel trainer
- ◆ Weekend transportation
- ◆ Deviated fixed routes in larger rural communities
- ◆ Holiday transportation for individuals with disabilities
- ◆ Columbia State routes service from surrounding communities
- ◆ Lack of coordination between agencies
- ◆ Funding for specialized transportation
- ◆ Expansion of routes and vehicle availability

Potential strategies were identified as:

- ◆ Work toward expanding hours and days of service
- ◆ Work toward deviated fixed routes

- ◆ Continue to consolidate funding programs: Reduce administrative overhead, single-rider trip costs and enhance the vehicle availability to better serve older adults, individuals with disabilities, and the general public
- ◆ Work toward educating local officials on the sources of match to all federal and state transit programs at SCTDD
- ◆ Work toward educating local governments and local officials that \$1.00 rides are not possible without coordination
- ◆ Coordinated human services funds are also used for match to capital programs for vehicle replacement and the local vehicle replacement program
- ◆ With proper planning, acquire information on unmet needs
- ◆ Prepare a competitive grant application process to acquire funding for mobility and travel training

TENNESSEE STATE PLAN ON AGING

The Tennessee State Plan on Aging, October 2021 through September 2025 was conducted by the Tennessee Commission on Aging and Disability (TCAD). The Plan on Aging and this CPT-HSTP share common themes in needs assessment results and goals. The TCAD is authorized by the Older Americans Act as the primary responsible party for the coordination of all State activities related to the Act. Activities include the development of comprehensive and coordinated systems for the delivery of supportive services for older Tennesseans. The plan is available at <https://www.tn.gov/content/dam/tn/aging/images/TN%20State%20Plan%20on%20Aging%202021%20-%202025.pdf>.

The plan outlines the state-funded grants, projects, and statewide programs available to older adults. The plan also outlines the results of a statewide needs assessment conducted to inform the goals and recommendations. The statewide needs assessment involved surveys of older adults and service providers and analysis of calls to the statewide Information and Assistance line.

Seven percent of the 833 older adult survey respondents indicated that lack of transportation keeps them from being more active in their community. One-third of the 231 participating direct service providers ranked transportation as the biggest unmet need for older adults. The service providers indicated that access to transportation, social support, and home and community-based services would improve the daily lives of older adults.

When service providers were asked to list the greatest barrier to improving the lives of older adults, 26 percent said that there are not enough services or organizations to address the unmet needs. While all 95 counties have public transportation, the need often exceeds capacity. More affordable, accessible, and flexible transportation services, including personalized door-through-door transportation, are needed.

Another 24 percent of service providers said that funding was the greatest barrier to addressing needs. Although Older Americans Act and other aging programs have seen increased support, funding remains a challenge. The service providers stated that in addition to limited available

funding, the restrictive rules and regulations, awareness of resources, and lack of communication between provider agencies are also challenges. In addition to the noted challenges, numerous state agencies have some responsibility and funding for providing aging and disability services in addition to TCAD. These agencies provide services and each faces unique challenges.

Fourteen (14) percent indicated that staffing shortages were the greatest barrier to expanding services. Staffing shortages were a more significant issue than in previous studies.

In 2019, 2.8 percent (or 2,009) of calls to the statewide Information and Assistance Line were regarding transportation. In 2020, 1.8 percent (or 1,409) of calls were with regard to transportation.

The plan includes the objective of leveraging Older Americans Act transportation funding to expand community transportation resources. In achieving this goal, TCAD seeks to collaborate with partner agencies to bolster existing transportation infrastructure using Older Americans Act funds. Each year, TCAD will update the Statewide Transportation Map to ensure better coordination of transportation programs, mobility options, and services for the aging and disability population.

TCAD established the goal of pursuing funding, strategies, and partnerships with community-based organizations, local governments, and others to advocate and reduce gaps in services identified in the statewide needs assessment. Some of the relevant objectives set under this goal include:

- ◆ Increasing public awareness and strategies to alleviate economic insecurity among older Tennesseans.
- ◆ Promoting livable communities for older Tennesseans.
- ◆ Developing partnerships and providing awareness and training to ensure that services are provided to older individuals and adults with disabilities in underserved communities.
- ◆ Working with partners, increase public awareness and strategies to alleviate social isolation among older Tennesseans and persons with disabilities.

TCAD also established the goal of ensuring that Tennesseans have access to information about aging issues, programs, and services in order to make informed decisions about living health and independent for as long as possible and about planning for their financial futures, healthcare access, and long-term care. Some of the relevant objectives under this goal include:

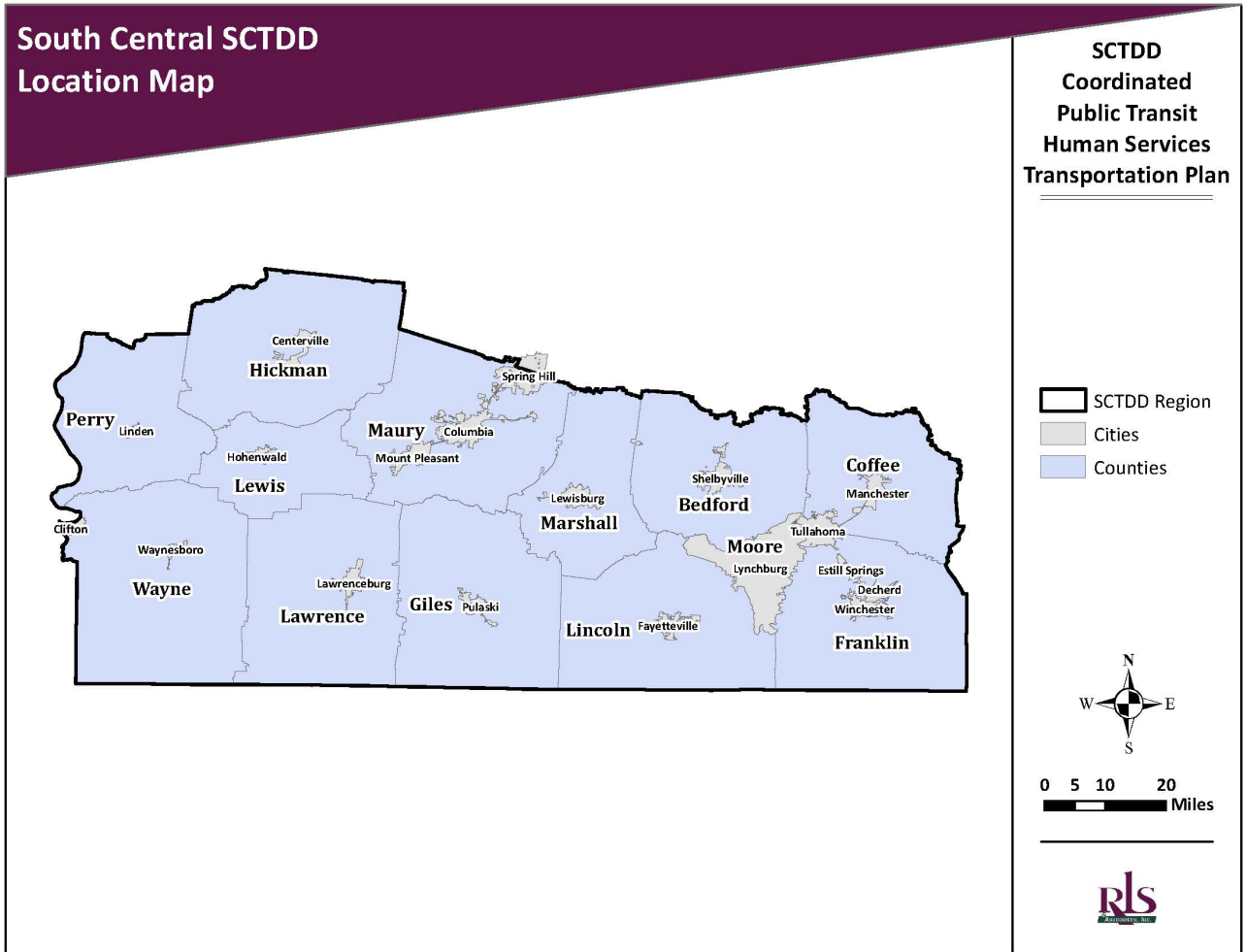
- ◆ Direct the attention of local and state key decision makers to the needs of seniors in Tennessee through increased communication and advocacy via publications and online resources.
- ◆ Oversee a resource mapping of all federal and state funding sources and funding streams as well as resources for nonprofit and other nongovernmental entities that support older adults.
- ◆ Expand the availability of relevant data for planning, program development, and advocacy.

Demographics

DEMOGRAPHIC ANALYSIS

Figure 1 depicts the region served by the South Central Tennessee Development District (SCTDD). The SCTDD provides multi-county public transportation through the South Central Area Transit Service (SCATS) and various human services programs throughout the region. The largest cities are Columbia, Shelbyville, and Lewisburg. In addition to the largest cities, there are smaller cities, towns, and villages as well as rural areas.

Figure 1: Location Map

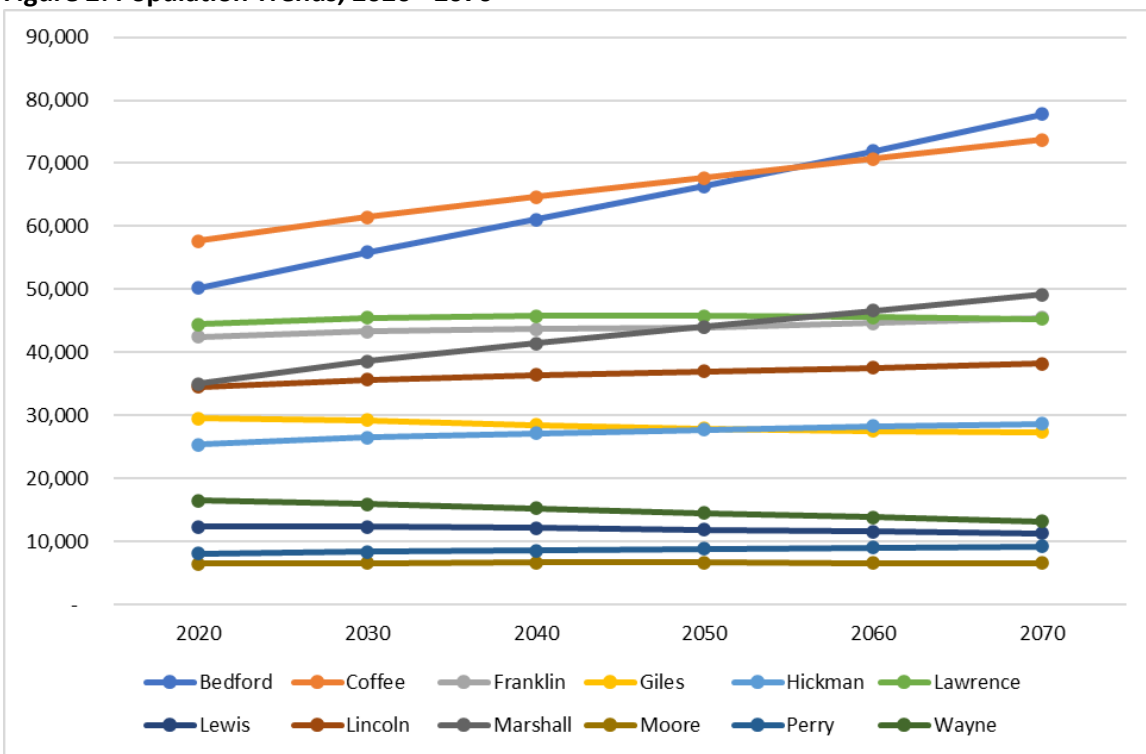


The demographics of an area are a strong indicator of demand for transportation service. Therefore, relevant demographic data were collected and summarized in this section. The data provided in this chapter was gathered from multiple sources including the U.S. Census Bureau’s 2019 American Community Survey (ACS) Five-Year Estimates, the State of Tennessee, and the Tennessee State Boyd Center. These sources are used to ensure that the most current and accurate information is presented. As a five-year estimate, the ACS data represent a percentage based on a national sample and does not represent a direct population count. Even though it is an estimate, the data is more current than the 2010 U.S. Census count which was the latest available data when this report was written.

POPULATION PROJECTIONS

The Tennessee State Data Center, using data from the Boyd Center for Business and Economic Research, projects that the SCTDD region’s population will grow by 63,367 people between 2020 and 2070, an estimated increase of 17 percent. Figure 2 shows the population trends between 2020 and 2070 for each county. As indicated in Figure 2, Bedford and Coffee Counties are projected to experience the largest increase in population while the other counties in the region are projected to experience smaller changes. Giles, Lewis, and Wayne County’s populations are projected to decrease while the population in each other county will increase.

Figure 2: Population Trends, 2020 - 2070



OLDER ADULT POPULATION

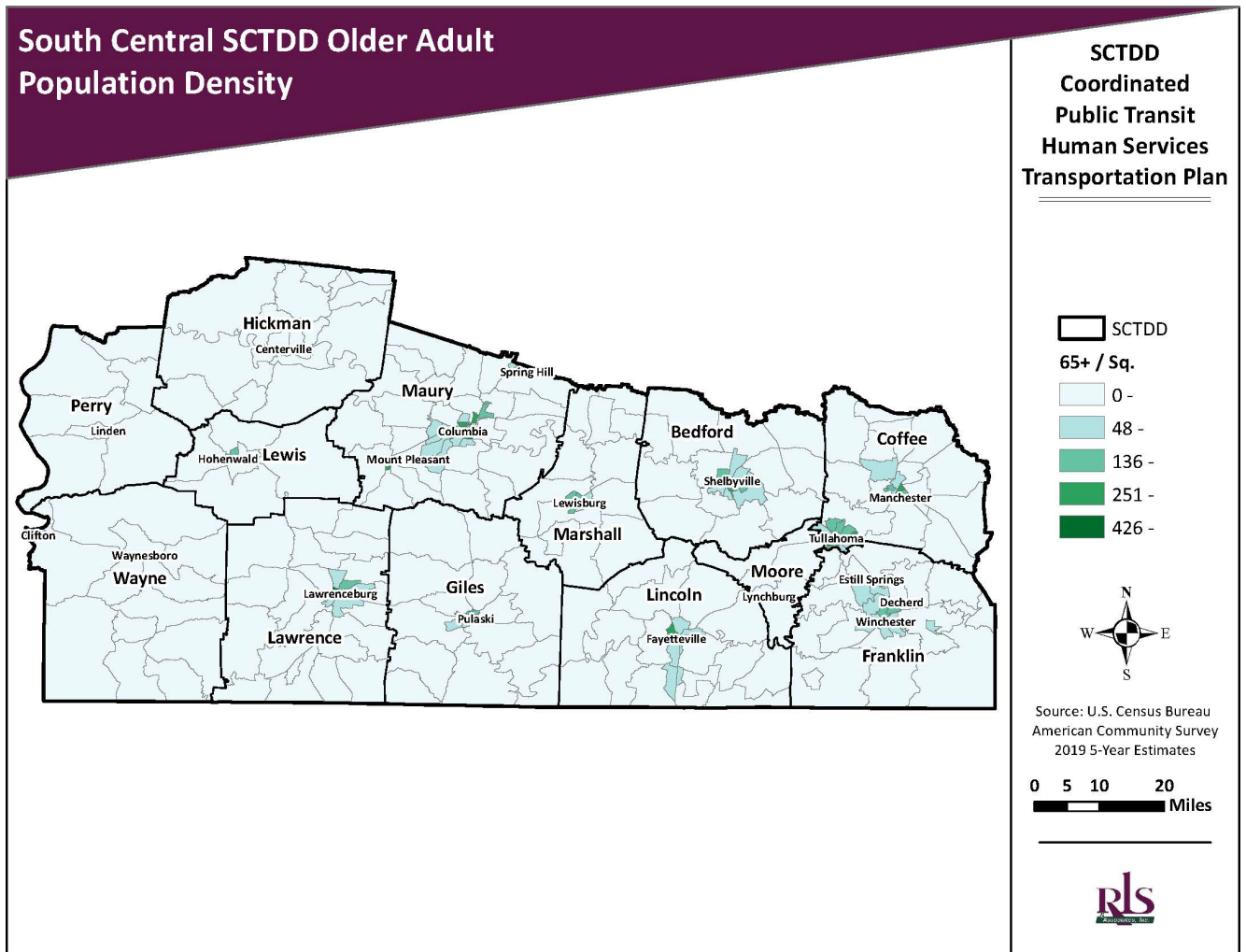
Older adults are most likely to use passenger transportation services when they are unable to drive themselves or choose not to drive. This may include self-imposed limitations including driving at night and trips to more distant destinations. Older adults also may live on a limited retirement income and, therefore, public or agency sponsored transportation services are a more economical alternative to owning a vehicle. For these reasons, the population of older adults in an area is an indicator of potential transit demand.

There is a trend occurring in the United States relating to the aging of the population. People primarily born during the post-WWII “baby boom,” era defined by the Census Bureau as persons born

from 1946 through 1964 are over the age of 65 and are more likely to need an alternative to driving personal vehicles. Further, the Administration on Aging (U.S. Department of Health and Human Services) reports that, based on a comprehensive survey of older adults, longevity is increasing and individuals in this category are younger and healthier than in all previously measured times in our history. Quality of life issues and an individual’s desire to live independently will put increasing pressure on existing transit services to provide mobility to this population. As older adults live longer and remain independent, the potential need to provide public transit is greatly increased.

The larger cities in the region, such as Columbia, Shelbyville, Manchester, and Fayetteville, have higher densities of older adults living there (Figure 3) compared to the smaller cities and rural areas. These areas, signified by the dark green shading, have upwards of 733 older adults living there per square mile. Higher densities of the older adult population are an indication that transportation services offered there will have more riders compared to areas that have less density. However, it is important to note that the demand from rural areas with lower densities also exists but it is more widely dispersed.

Figure 3: Older Adult Population Density



INDIVIDUALS WITH DISABILITIES

Enumeration of the population with disabilities in any community presents challenges. First, there is a complex and lengthy definition of a person with a disability in the Americans with Disabilities Act implementing regulations (49 CFR Part 37.3). This definition, when applied to transportation services applications, is designed to permit a functional approach to disability determination rather than a strict categorical definition. In a functional approach, the mere presence of a condition that is typically thought to be disabling gives way to consideration of an individual's abilities to perform various life functions. In short, an individual's capabilities, rather than the mere presence of a medical condition, determine transportation disability.

The U.S. Census offers no method of identifying individuals as having a transportation-related disability. The best available data for the SCTDD region is available through the 2019 ACS Five-Year Estimates of disability for the non-institutionalized population. Figure 4 provides a comparison of the population count of individuals with disabilities in each county within the region. All of the counties have higher percentages of residents with disabilities than the statewide average for Tennessee (15.4 percent), except for Bedford, Moore, and Marshall Counties. It is also important to note when considering how to allocate transportation resources in each area, that Moore, Perry, and Lewis have the smallest total population. Coffee and Marshall Counties have the highest total population.

Figure 4: Disability Incidence by County

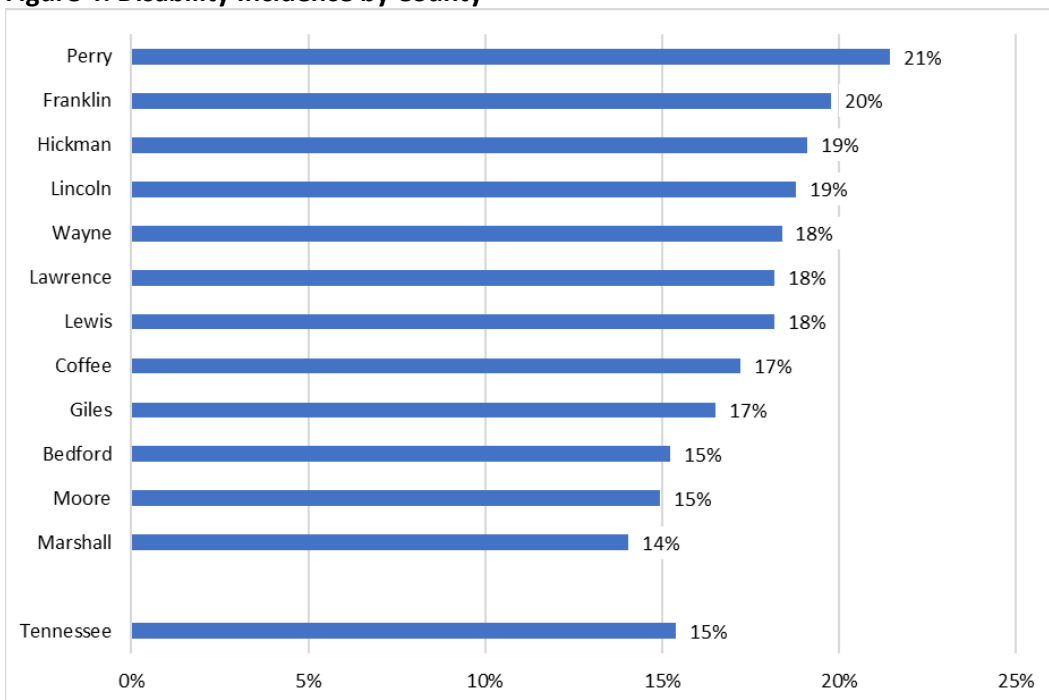
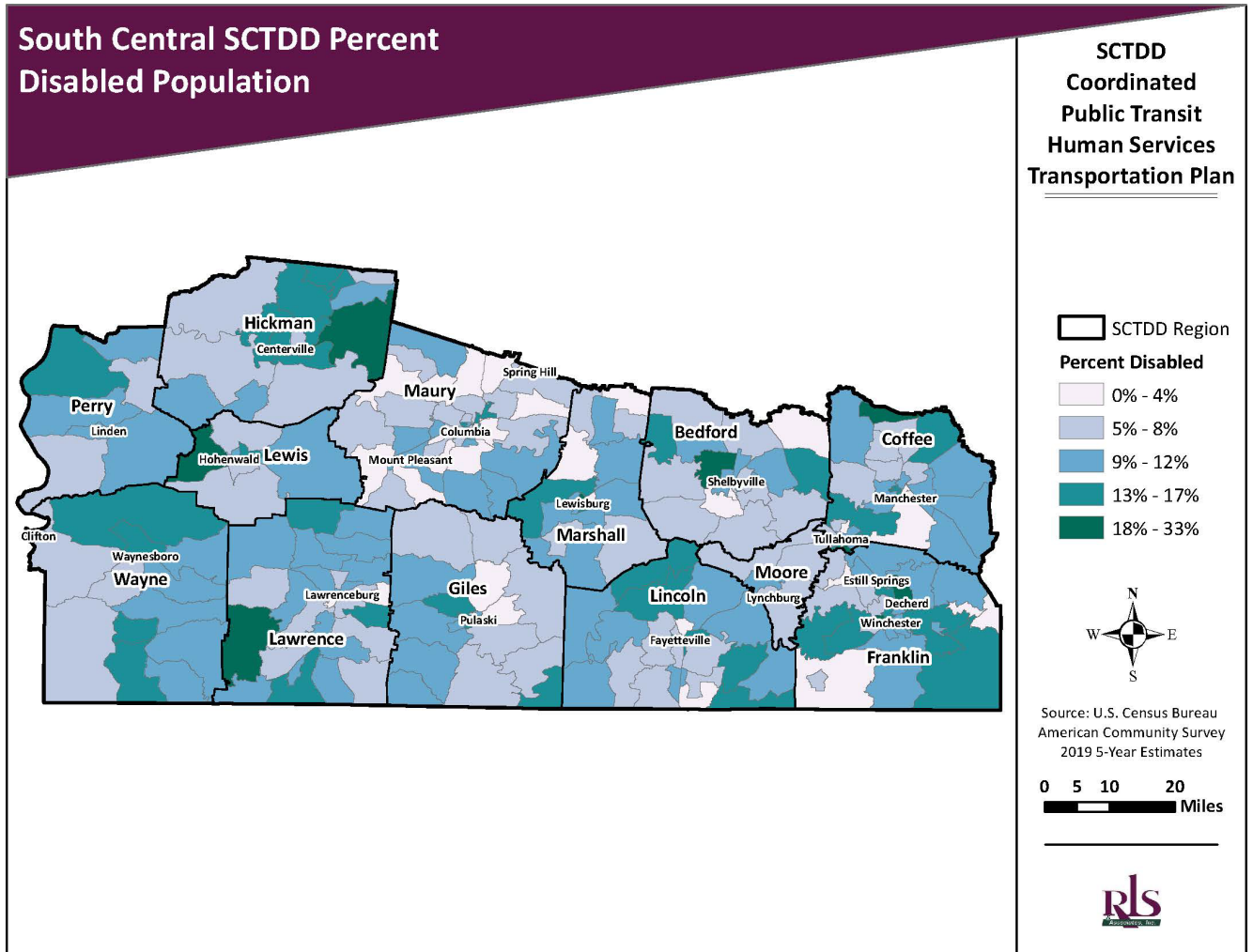


Figure 5 shows the geographic distribution of individuals with disabilities throughout the region, where it can be seen that the areas of higher density (18 – 33 percent) are concentrated more in the

rural areas of the region. This distribution is different from the older adult population densities which were highest in the larger cities.

Figure 5: Disability Incidence by County



HOUSEHOLD INCOME

About 37 percent of households in the region as a whole earn less than \$35,000 annually. Roughly 12 percent of households earned between \$25,000 and \$34,999. About 18 percent earned between \$10,000 and \$24,999 and seven percent earned less than \$10,000 per year, (Figure 6). The median household income for each area is shown in Table 1. All of the counties in the SCTDD region have median household incomes lower than that of the State of Tennessee (\$53,320) except Moore County at \$57,708.

Figure 6: Household Income Ranges

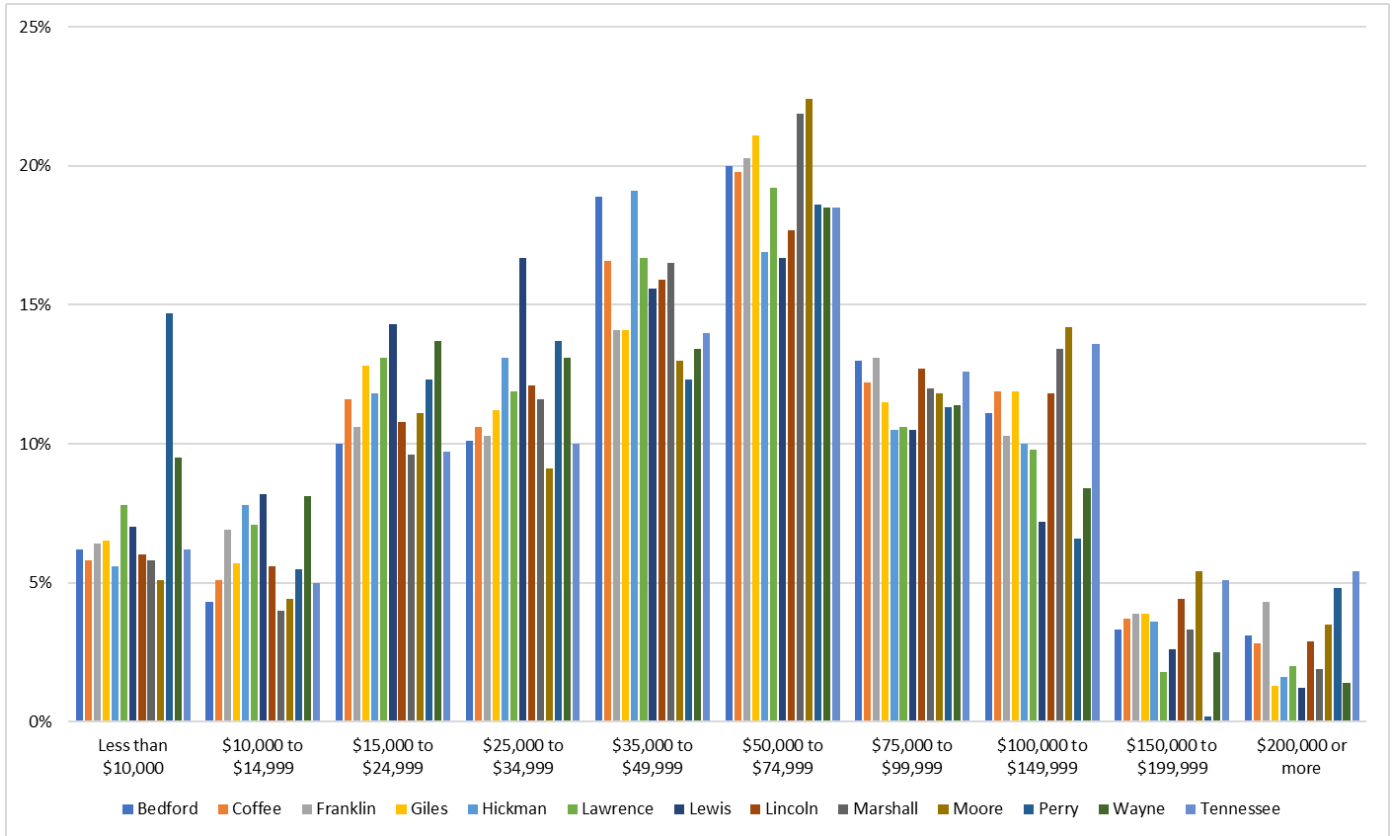


Table 1: Median Household Income

County	Income
Bedford	\$ 50,415
Coffee	\$ 50,351
Franklin	\$ 51,585
Giles	\$ 49,614
Hickman	\$ 43,596
Lawrence	\$ 43,614
Lewis	\$ 37,277
Lincoln	\$ 49,485
Marshall	\$ 53,197
Moore	\$ 57,708
Perry	\$ 41,034
Wayne	\$ 41,427
Tennessee	\$ 53,320

POVERTY STATUS

Figure 7 illustrates the percentages of households in each county that are living below the poverty level. Franklin County has the highest percentage of households in poverty at 25 percent, while Hickman County has the lowest at 10 percent, which is slightly lower than that of the State of Tennessee (14 percent).

Figure 7: Household Poverty Status by County

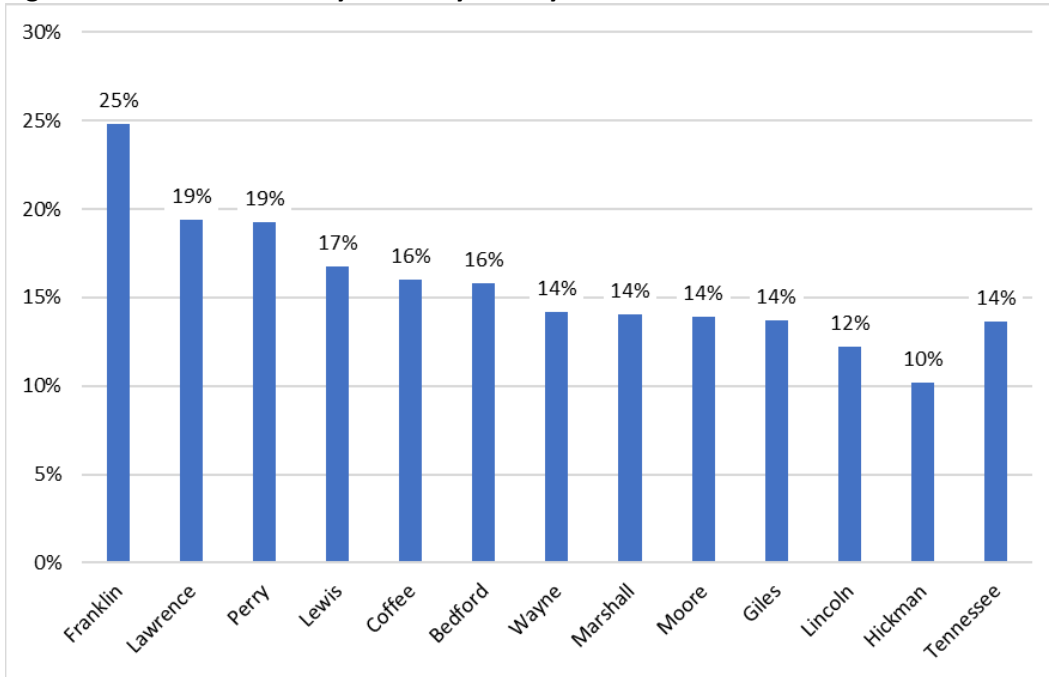
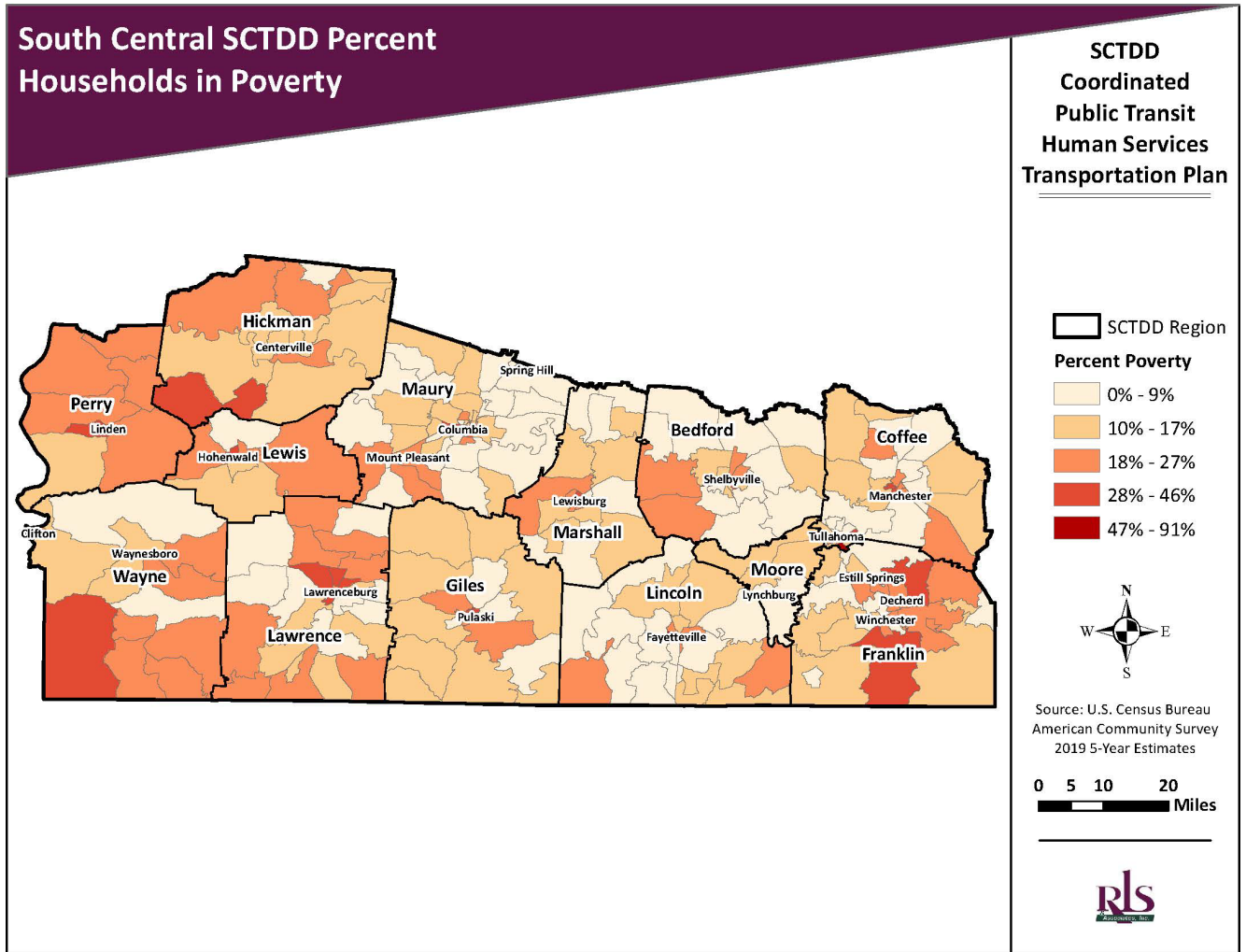


Figure 8 then shows the geographic distribution of these households. Areas with a higher density of households in poverty, which are in dark red and range from 47 to 91 percent of households in those areas, can be found in every county. These areas include, but are not limited to, sections of Tullahoma and Lawrenceburg.

Figure 8: Household Poverty Status



ZERO VEHICLE HOUSEHOLDS

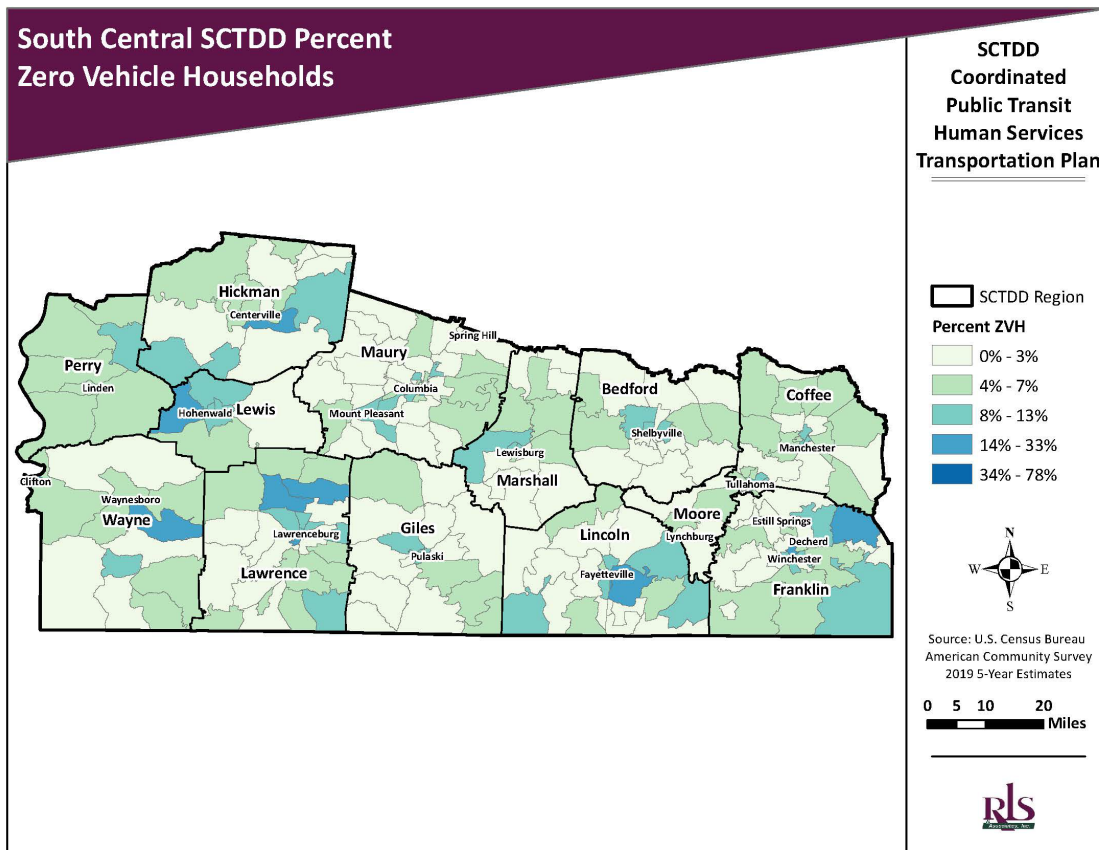
The number of vehicles available to a housing unit also is used as an indicator of demand for transit service because, in Tennessee, personal automobiles and shared-ride transportation services are the most common modes of transportation. There are 6,485 households (five percent) in the Region that have no available vehicle. Table 2 lists the number and percent of zero-vehicle households per county.

Table 2: Zero Vehicle Households by County

County	ZVH	Households	Percent ZVH
Bedford	750	17,029	4%
Coffee	833	21,646	4%
Franklin	742	16,326	5%
Giles	416	11,904	3%
Hickman	364	8,636	4%
Lawrence	975	15,960	6%
Lewis	357	4,715	8%
Lincoln	1,051	13,548	8%
Marshall	438	12,324	4%
Moore	55	2,592	2%
Perry	151	3,073	5%
Wayne	353	5,764	6%
Tennessee	149,286	2,654,737	6%

Figure 9 shows the total percentages of households with no vehicle available by Census block group. Several block groups, including areas in Lawrenceburg, Fayetteville, Winchester, Hohenwald, and Centerville, have between 34 and 78 percent of households with no vehicle available.

Figure 9: Zero Vehicle Households



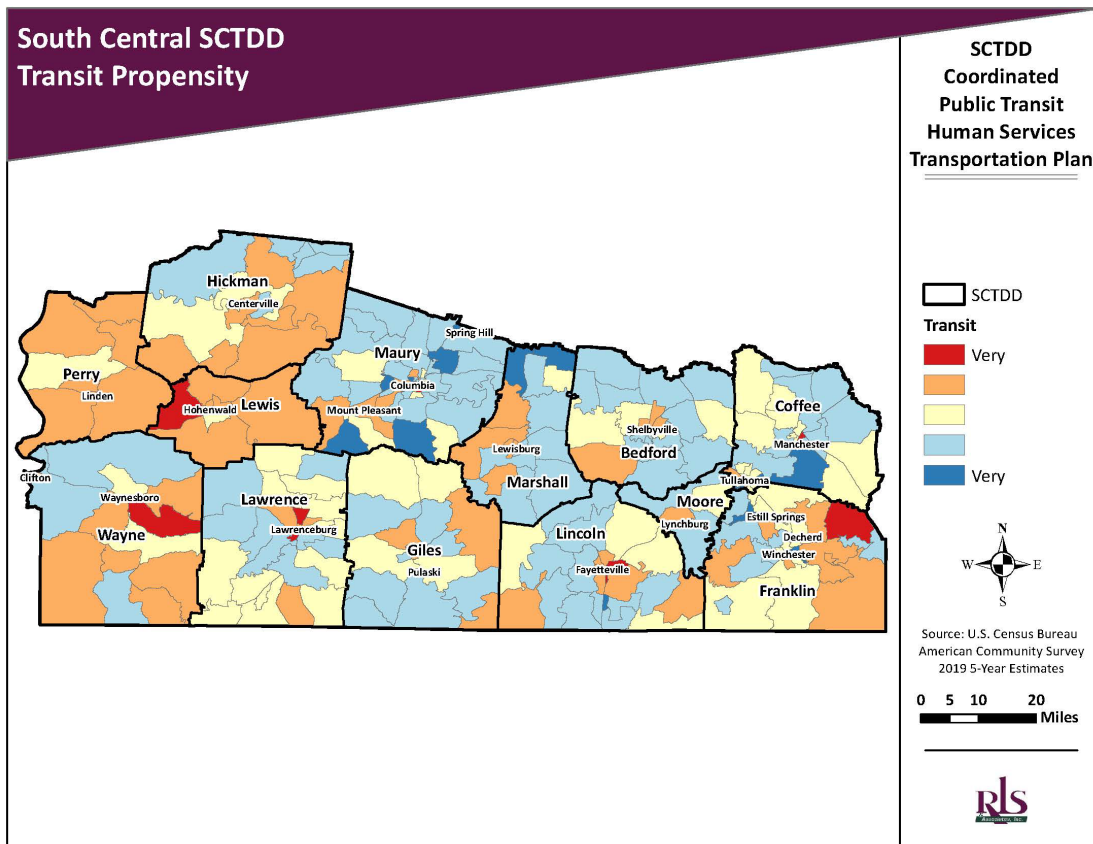
TRANSIT PROPENSITY

One method of projecting the level of demand that is likely to come from different geographic areas is called transit propensity. Transit propensity is a measure of the likelihood that a local population will use transit service, were it available to them, taking into account their demographic characteristics. The model was derived through research completed on transit trip generation. The result is an estimate of the relative propensity for transit per census block group.

To calculate transit propensity, U.S. Census Bureau’s American Community Survey 5-Year Estimates data was gathered at the block group level for the entire SCTDD region. The data included: the total population, total households, households below the poverty level, number of persons age 60 and older, and the number of households with zero vehicles available.

Figure 10 offers a comparative depiction of transit propensity throughout the region. The areas with the darkest shading have the strongest likelihood of demand. However, it must be noted that “Very low” and “Low” values do not indicate a lack of need, but a level of need that is below the mean (average) value for the study area. Areas of low and very low demand are sometimes the most expensive to serve because passengers and destinations are spread far apart and vehicles must travel longer distances with fewer riders. Figure 10 illustrates transit propensity throughout the SCTDD region.

Figure 10: Transit Propensity



SUMMARY

The demographic indicators of demand for transportation include population density, age, household income, zero-vehicle households, and the population of individuals with disabilities. Locations that rank highest among the indicators are likely to have higher potential demand for transportation services.

The larger cities in the region, such as Columbia, Shelbyville, Manchester, and Fayetteville, have upwards of 733 older adults living there per square mile. Higher densities of the older adult population are an indication that transportation services offered there will have more riders compared to areas that have less density. However, it is important to note that the demand from rural areas with lower densities also exists but it is more widely dispersed.

Individuals with disabilities live throughout the region in both urban and rural areas.

Providers

TRANSPORTATION PROVIDER INVENTORY

This chapter provides a list of transportation providers operating in Region II. Human service transportation provides rides to specific segments of the population, such as older adults, individuals with disabilities, people with low incomes, or veterans. Many human service transportation agencies are social services organizations that provide transportation as an ancillary service to their clients only. Some human service transportation and non-emergency medical transportation (NEMT) providers are regional, offering service in multiple counties.

Basic information about the transportation providers is listed below. Public transit providers are listed first, followed by the Region's senior services and other human service transportation providers. Appendix C includes each provider's mission, transportation service type, contact information, service area, days and hours of service, and eligibility requirements. Sources of this information include the Tennessee Department of Transportation, TN Commission on Aging & Disability, and SCTDD.

Public Transit – Open to the general public

- ◆ South Central Area Transit Service (SCATS)

Human Service Agencies and/or Senior Services – Open to a segment of the population based on eligibility criteria

- ◆ Giles County Senior Citizens, Inc.
- ◆ Lewis County Senior Center
- ◆ Buffalo Valley Rehabilitation (transportation assistance available)
- ◆ Moore County Senior Citizens, Inc.
- ◆ MyRide Bedford County
- ◆ South Central Transportation Development District (SCTDD)

Private Transportation Services

- ◆ ADC Cab Company- Coffee County
- ◆ Brown's Cab Service- Coffee County
- ◆ Statum Cab of Winchester- Franklin County
- ◆ City Cab Co- Giles County

Non-Emergency Medical Transportation (NEMT)

- ◆ Moore Care Ambulance Service, LLC- Lawrence County

Veterans Transportation

- ◆ Disables American Veterans Vans and other Veteran Shuttle Services

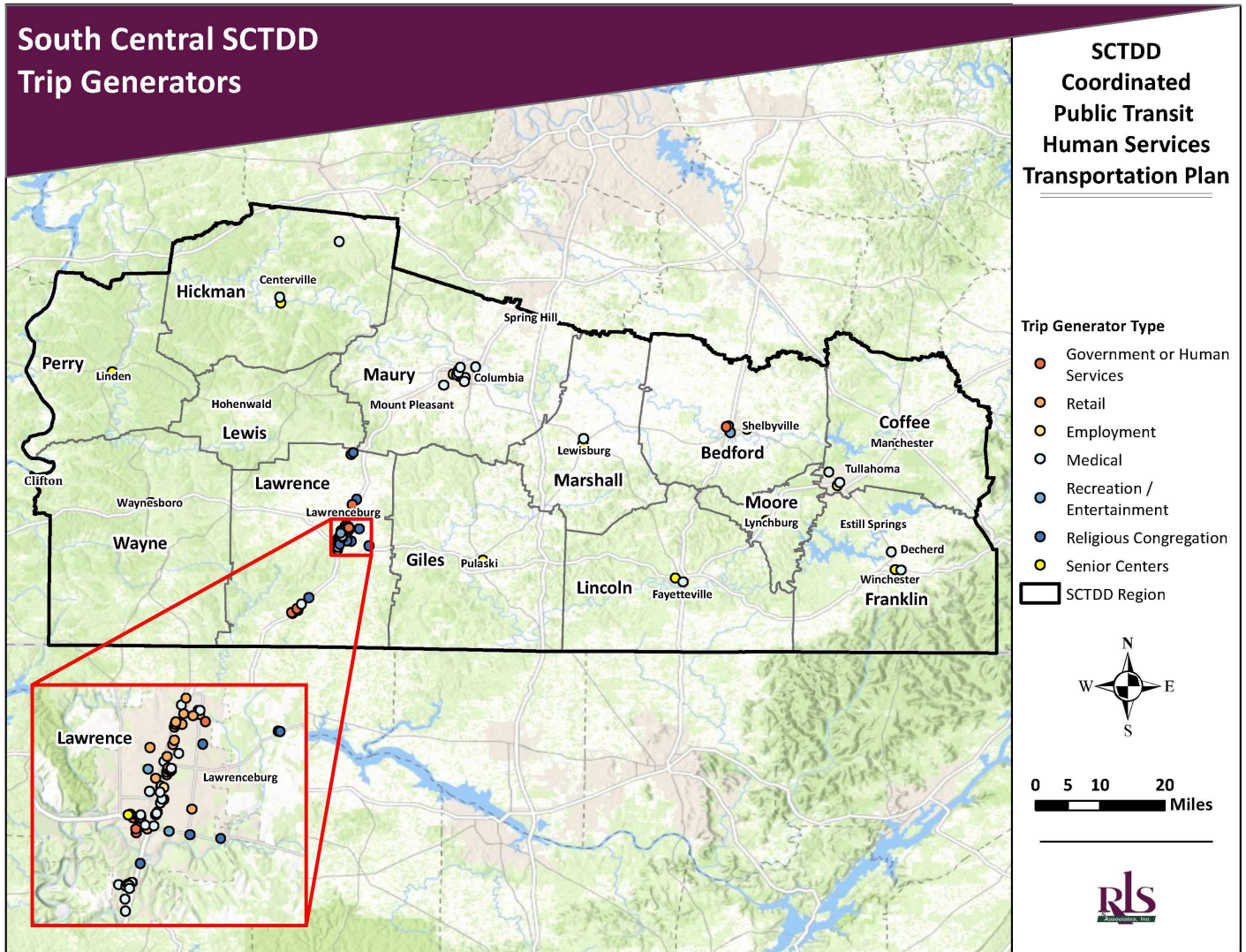
MAJOR TRIP GENERATORS

Major trip generators are destinations frequently served by the public, human service agencies, and/or senior transportation providers, such as medical facilities, nutrition sites, apartment complexes, senior centers, employers, shopping facilities, and recreation venues. Each transportation provider and human service agency that participated in the coordinated transportation plan was asked to provide a list of the top destinations it serves or is requested to serve. Additional research was conducted by the consulting team to identify key destinations in the area. Figure 11 depicts the location of major trip generators throughout the region. As illustrated in the map, most trip generators are located in the Lawrenceburg and Columbia areas. Several trip generator groupings are also in Winchester and Shelbyville. Throughout the more rural areas in the region, major trip generators are less common and area usually in the towns of each county.

It is important to understand that while many of the major trip generators are located in these towns and cities, the individuals needing a ride to and from those destinations often do not live within walking distance and need transportation to access them. Transportation providers are challenged by providing effective and efficient transportation to a large service area that has a relatively low population density. Therefore, individuals that live beyond the public transit bus route service areas may have less access to public, private, or human service agency transportation options.

In addition, the hours of operation for rural transportation services are sometimes not as extensive as those of the shopping centers, employers, or other major destinations. Furthermore, rural transportation providers may not cross jurisdictional lines (i.e., county boundaries). Limited hours and service area boundaries further limit a person's access to major destinations. Therefore, access to services is limited both geographically and temporally. The table in Figure 12 outlines the hours of operation for the public and human service agency transportation providers.

Figure 11: Trip Generators



Inventory

TRANSPORTATION PROVIDER INVENTORY

This chapter provides a description of public transit, senior, and non-profit/human services transportation provider that operates or fund transportation in each county of the Region. Private transportation services are included where information was obtainable. The inventory of private providers is not comprehensive. Human service transportation provides rides to specific segments of the population, such as individuals with disabilities, people with low incomes, or veterans. Some human service transportation providers are regional, offering service in multiple counties.

Transportation providers are listed by the county where they operate transportation services within the SCTDD region. Service provided in multiple counties by SCTDD is listed in the regional or multi-county service section.

This section lists each provider’s mission, transportation service type, contact information, service area, days and hours of service, and eligibility requirements.

REGIONAL OR MULTI-COUNTY SERVICE

South Central Tennessee Development District (SCTDD)	
Transportation Service Type	Public Transportation, Demand Response
Other Services Provided/Agency Mission	The South Central Area Transit Service (SCATS) provides curb-to-curb transportation and, multi-county, fixed route services starting and ending in various county locations.
Contact Information	www.Sctdd.org/transportation/ for contact information for each county’s service
Hours	Generally, 6AM-6PM M-F but varies by county
Service Area	The Connection and SCATS routes include fixed route services that originate and terminate in Lawrenceburg, Perry, and Lincoln Counties. Curb-to-curb transportation is provided in Bedford, Coffee, Franklin, Giles, Hickman, Lawrence, Lewis, Lincoln, Marshall, Maury, Moore, Perry, and Wayne Counties. The Mule Town Trolley serves the Columbia, TN area.
Eligibility Requirements	The general public, including seniors and individuals with disabilities
Website	https://www.sctdd.org/transportation/

Disabled American Veterans	
Transportation Service Type	Transportation for veterans to medical centers and clinics.
Other Services Provided/Agency Mission	Services to support veterans
Contact Information	Contact the hospital service coordinator who serves your county. Nashville VA Medical Center phone number is 615-873-7090
Hours	Varies based on appointment times
Service Area	The area is determined by the medical center that the individual plans to visit
Eligibility Requirements	Veterans
Website	https://www.va.gov/tennessee-valley-health-care/dav-vans-transportation-for-veterans/#local-transportation-options

COFFEE COUNTY

ADC Cab Company	
Transportation Service Type	Taxi
Other Services Provided/Agency Mission	None
Contact Information	(931) 461-0232
Hours	Varies
Service Area	Coffee County
Eligibility Requirements	None

Brown's Cab Service	
Transportation Service Type	Taxi
Other Services Provided/Agency Mission	None
Contact Information	(931) 728-7392
Hours	Varies
Service Area	Coffee County
Eligibility Requirements	None

FRANKLIN COUNTY**Statum Cab of Winchester**

Transportation Service Type	Taxi
Other Services Provided/Agency Mission	None
Contact Information	(931) 967-0044
Hours	Varies
Service Area	Franklin County
Eligibility Requirements	None

GILES COUNTY**City Cab Co**

Transportation Service Type	Taxi
Other Services Provided/Agency Mission	None
Contact Information	(931) 363-6600
Hours	Varies
Service Area	Giles County
Eligibility Requirements	None

LAWRENCE COUNTY**Moore Care Ambulance Service, LLC**

Transportation Service Type	Ambulance Services
Other Services Provided/Agency Mission	None
Contact Information	(931)766-1500
Hours	Varies
Service Area	Lawrenceburg and surrounding areas
Eligibility Requirements	None

LEWIS COUNTY

Lewis County Senior Citizens	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Services for Older Adults
Contact Information	(931) 796-5558, lew-dispatch@scats.sctdd.org
Hours	Monday - Friday
Service Area	Lewis County
Eligibility Requirements	Residents of Lewis County, including Seniors 60+ and Adults with Disabilities
Website	https://www.sctdd.org/transportation/

Buffalo Valley, Inc.	
Transportation Service Type	Financial assistance for transportation
Other Services Provided/Agency Mission	Alcohol and substance abuse treatment
Contact Information	1 (800) 447-2766
Hours	Varies
Service Area	Lewis County
Eligibility Requirements	Program participants
Website	https://www.buffalovalley.org

MOORE COUNTY

Moore County Senior Citizens	
Transportation Service Type	Transportation for Older Adults
Other Services Provided/Agency Mission	Services for Older Adults
Contact Information	(931) 759-7317
Hours	Monday - Friday
Service Area	Moore County
Eligibility Requirements	Residents of Moore County, including Seniors 60+ and Individuals with Disabilities

Needs

NEEDS ASSESSMENT

The assessment of unmet transportation needs for older adults, individuals with disabilities, people with low incomes, and the general public was conducted through a four-step process as outlined below.

COMPARATIVE ASSESSMENT OF SUPPLY AND DEMAND FOR SERVICES

The inventory and operating characteristics of transportation services available in each county and throughout the region were compared with transit needs identified through the demographic assessment. The comparative assessment was then refined through stakeholder interviews.

Key destinations such as medical offices, hospitals, and employers also generate demand for transportation services. Key destinations generate demand during their hours of operation. Therefore, it is important to compare not only where transportation services are available, but also when they operate. For example, available transportation options supporting shift work may not be available in certain areas.

Throughout the region, major trip generators are highly concentrated in the larger communities. Survey results and public meeting input supports the fact that local rural residents often travel to the larger communities in their counties of residence or neighboring counties for shopping, medical purposes, and employment.

KEY STAKEHOLDER INTERVIEWS

Stakeholders for the plan include agencies that provide transportation in and around the county. Stakeholder interviews included phone calls, emails, and an online survey conducted as part of the Statewide Mobility Strategic Plan (2021). A list of organizations included in the interviews is provided here.

- ◆ South Central Transportation Development District
- ◆ Bedford County Public Transportation
- ◆ Coffee County Public Transportation
- ◆ Franklin County Public Transportation
- ◆ Giles County Senior Citizens Center
- ◆ Hickman County Public Transportation
- ◆ Lawrence County Public Transportation
- ◆ Lewis County Public Transportation
- ◆ Lewis County Senior Citizens Center
- ◆ Lincoln County Public Transportation
- ◆ Marshall County Public Transportation
- ◆ Moore County Public Transportation
- ◆ Moore Care

- ◆ Moore County Senior Citizens Center
- ◆ Perry County Public Transportation
- ◆ Wayne County Public Transportation

The participating stakeholders each described the services that they provide as well as the way clients travel when the agency is not the transportation provider. Stakeholders identified the network of existing services and the process people use to schedule rides. Unmet needs are included in the summary section of this chapter. The inventory of transportation provider stakeholders may not be comprehensive of all services available. Attempts were made to involve additional providers. Where information was available online, it was included in the plan.

STAKEHOLDER AND PUBLIC MEETINGS

Two virtual meetings were facilitated with stakeholders from the study area. Meetings were attended by transportation providers, organizations serving older adults and individuals with disabilities, and agencies serving people with low incomes. The meeting first meeting (April 2023) was open to participation from interested riders and clients of the stakeholder organizations. The general public along with all stakeholders were invited to attend the second meeting (September 2023).

The purpose of the first stakeholder meeting was to introduce the planning process and explore unmet transportation needs and gaps in services. The group discussion focused on goals from the previous Coordinated Plan and the progress made toward reaching those goals. The group also discussed the range of existing transportation options available in the area.

The second meeting was facilitated to discuss potential coordinated transportation goals and strategies that could be implemented to address the identified unmet needs. The participants were invited to assign priorities to the suggested goals and strategies. The stakeholder priority ratings are reflected in this plan.

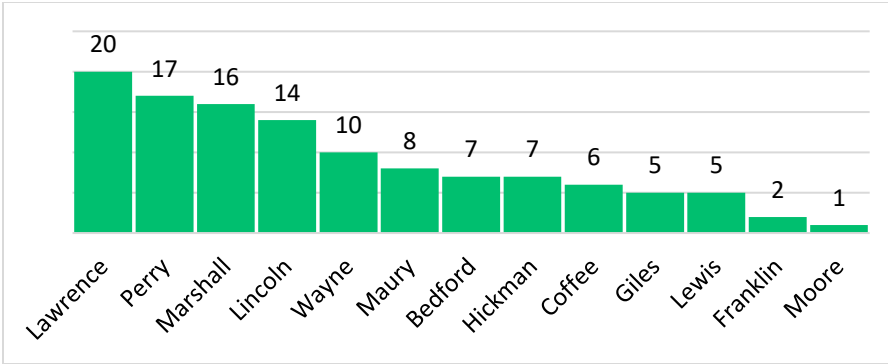
PUBLIC SURVEY

The public survey was advertised in local newspapers, on the project website, and local stakeholders were invited to post a flyer announcing the survey for their clients, guests, and peer agencies. It was available in English and Spanish languages. Paper distribution of the survey was offered upon request, and no requests were received. The survey was open for 90 days.

There were 118 responses. A summary of responses is provided below.

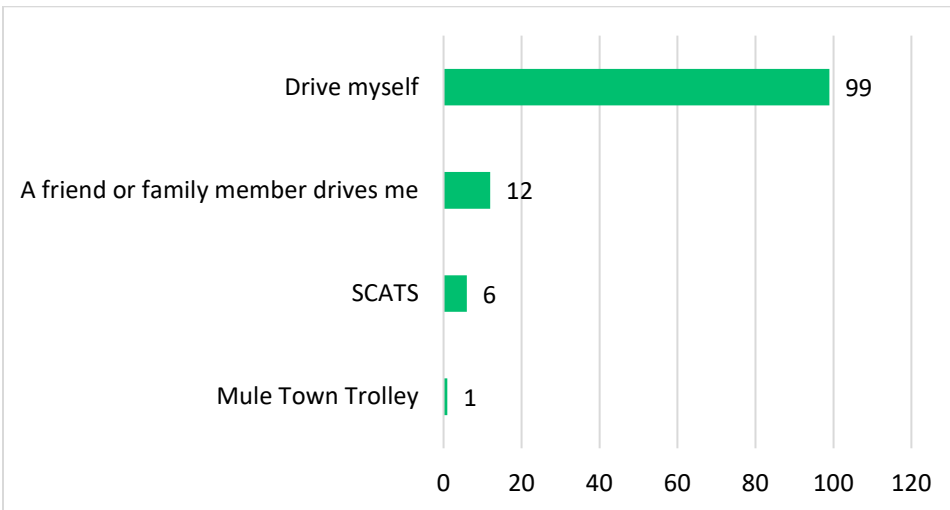
County Where Survey Participants Live

The top respondent areas included: Lawrence, Perry, Marshall, Lincoln, and Wayne Counties.



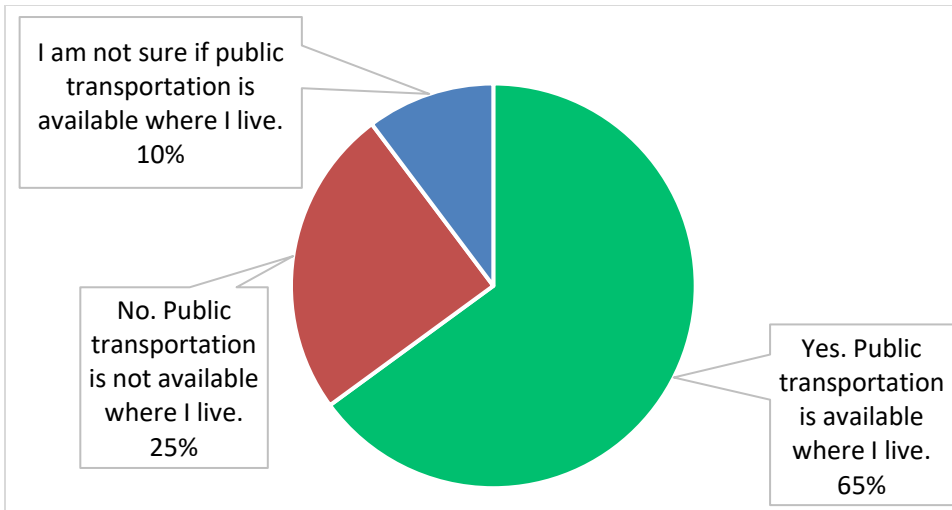
Primary Method of Daily Transportation

Most survey participants indicated they drive themselves to desired destinations daily. Receiving a ride from a friend or family member, SCATS, and Mule Town Trolley was also included in the responses.



Awareness of agencies or organizations providing public transportation

Participants were asked if they are aware of public transportation in their area. A majority of them were aware of an option and further detailed those options in the other survey responses. Survey responses did indicate that 35 percent of respondents do not have service options or are unaware of services in their area.



Counties where respondents indicated they are unsure or find no public transportation included:

County	Percent of Responses Per County Unaware of Transportation Options
Lawrence	58% (11 of 19)
Lincoln	50% (7 of 14)
Marshall	31% (5 of 16)
Wayne	40% (4 of 10)
Coffee	66% (4 of 6)
Bedford	43% (3 of 7)

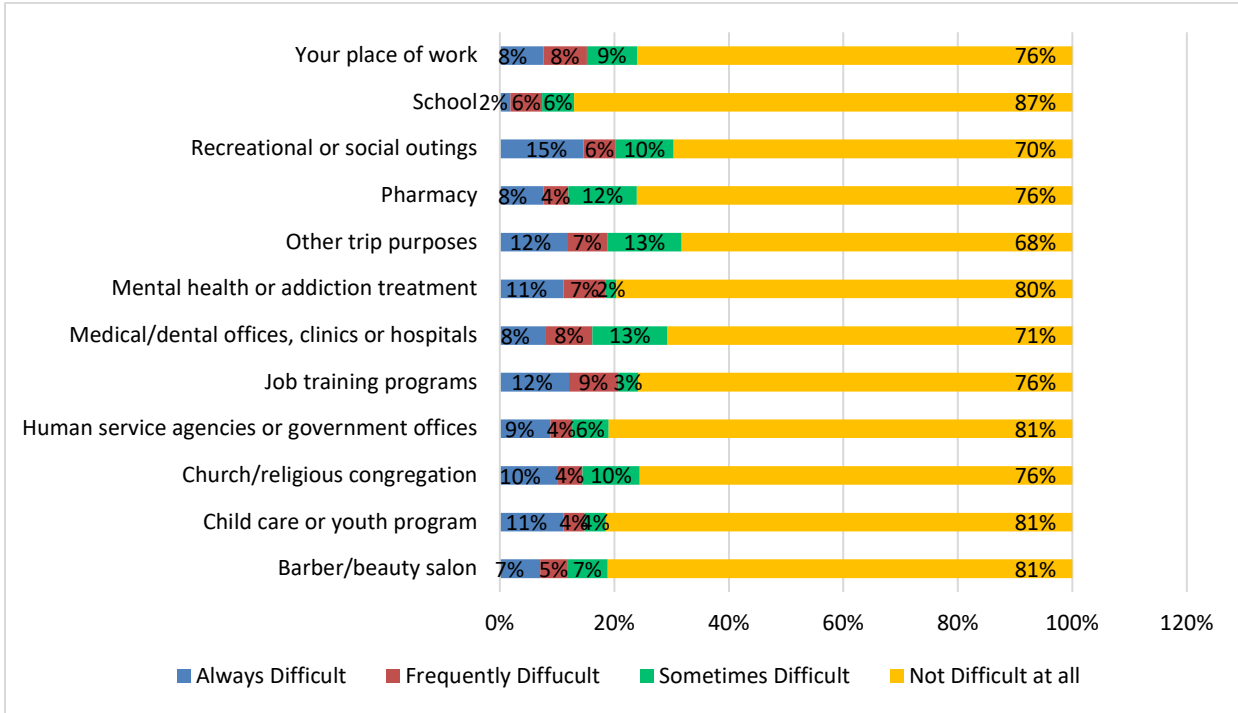
Raising awareness of public transportation services is key to ensuring the public can fulfill this critical daily need. Of the 118 survey participants, 107 people responded with public transportation options available for their use. Contributors were able to list more than one transportation option.

The predominant response of 64 percent of participants included SCATS as the transportation system where they live. Other transportation options listed in the survey include the Mule Town Trolley, MyRide TN, BlueCare-TennCare Medical Transportation Service, Community Clinic of Shelbyville and Bedford County, various county senior citizen centers, and county veteran service agencies. It should be noted that 10 percent of participants noted they are not aware of the agencies or organizations providing transportation in their area. This level of awareness indicates that public education is important to ensure people know where to look for a ride when they need a transportation option.

Difficulty Level of Getting Transportation to Destinations

As indicated in the following chart, most respondents indicated that they do not have difficulty getting transportation to the following services and programs. However, it is also important to indicate that in each category, more than 12 percent of the respondents always or frequently have difficulty getting to the services they need. Another four to 13 percent in each category sometimes

have difficulty. This result indicates that existing transportation resources are meeting the needs of the majority of respondents, but there are gaps in access to work, school, or other purposes for as much as 25 percent of the respondents.



Improvements Needed to Sidewalks, Curb Ramps, and Crosswalks

Survey participants were asked where and what improvements would need to be made to their area to use public transportation more often or more easily accessible. The suggested improvements and locations mentioned by the survey take county of residence are listed below.

County	Improvement
Bedford	<ul style="list-style-type: none"> • Ramps in more locations • Shelbyville needs improvements similar to Columbia. Mentioned a trolley with specific stops to the town square, Walmart, Courthouse, etc.
Coffee	<ul style="list-style-type: none"> • Pedestrian improvements are needed closer to grocery stores and shopping, near and around the interstate • The intersection along Jackson Street near Hardee’s and Zaxby’s needs a crosswalk and sidewalks. Dangerous to cross • Rural areas where sidewalks and crosswalks may not help, not a walkable county
Franklin	<ul style="list-style-type: none"> • No feedback provided
Giles	<ul style="list-style-type: none"> • More safe sidewalks • Satisfied with the Pulaski sidewalks recently upgraded in downtown • A desire for a public bus station or cab drivers

County	Improvement
Hickman	<ul style="list-style-type: none"> Rural areas where sidewalks and crosswalks may not help, not a walkable county Include improvements in the Lyles community Along Highway 100 and Highway 46
Lawrence	<ul style="list-style-type: none"> Added improvements in front of grocery stores and shopping plazas Mahr Avenue to get to SCATS At the railroad crossing on Highway 43 Lawrenceburg, Loretto, Summertown, Leoma
Lewis	<ul style="list-style-type: none"> No feedback provided
Lincoln	<ul style="list-style-type: none"> Crosswalks and sidewalks across Elk River on Huntsville Highway, especially near busy intersections, allow access to stores (Walmart mentioned multiple times) and restaurants More improvements on Highway 431 and Highway 64 (Fayetteville, TN) More visible public transportation in rural areas, notice improvements being made in Fayetteville, but not in rural areas
Marshall	<ul style="list-style-type: none"> Lack of sidewalks, crosswalks, and curb ramps in many areas of Lewisburg A gap in crosswalks between Ellington Bypass at East Commerce intersection (near McDonald's) to Lewisburg Square Crosswalk west of Acres Shopping Center Sidewalks to connect West Commerce to Cornersville Highway
Moore	<ul style="list-style-type: none"> No feedback provided
Perry	<ul style="list-style-type: none"> Improvements in the cities and towns of the county Bus stops in Linden, TN Highway 13 and Mill Street, sidewalks to the Dollar General, in front of the high school
Wayne	<ul style="list-style-type: none"> Many rural areas in Wayne County make sidewalks irrelevant, but would be appreciated

Time of Day a Ride is Needed, but Not Available

The survey participants were asked to identify the times of day when rides were needed, but not available to them during weekdays, Saturdays and Sundays. The majority of respondents need a ride between the hours of 6:00 AM to 6:00 PM. A significant portion of those respondents needs a ride in the morning hours of 6:00 AM - 10:00 AM. A secondary timeframe where rides are needed is Saturday and Sunday from 10:00 AM - 2:00 PM.

Time of Day	Weekday		Saturday		Sunday	
	38 Responses		32 Responses		30 Responses	
4:00 - 6:00 AM	4	11%	2	6%	1	3%
6:00 - 10:00 AM	20	53%	10	31%	16	53%
10:00 AM - 2:00 PM	15	39%	22	69%	21	70%
2:00 - 6:00 PM	10	26%	11	34%	8	27%

6:00 PM - Midnight	9	24%	10	31%	7	23%
Midnight - 4:00 AM	9	24%	7	22%	4	13%
Other (please specify)	4	11%	2	6%	3	10%

Highlights from the data indicate people need a ride at the following times:

- ◆ 37% of survey respondents from Lawrence County need a ride, but do not have it from 6:00 AM to 10:00 AM on weekdays, respondents in Marshall and Bedford Counties also need transportation during these hours.
- ◆ On Saturdays from 10:00 AM to 2:00 PM, responses indicated people need a ride but are unable to find one in Lincoln, Marshall, Petty, and Wayne Counties
- ◆ On Sundays from 10:00 AM to 2:00 PM, survey responses showed people cannot find a ride in Bedford, Lincoln and Lawrence Counties

Need to Travel Outside Home County

Survey responses indicate that 64 percent of all survey participants travel outside their county of residence for medical-related destinations. Twenty-seven (27) percent of survey participants travel outside their county of residence for work. The following chart illustrates the incidence of wanting to go outside their county of residence for work and medical appointments:

County of Residence	Work Purposes	Medical Purposes
Perry	7	14
Lawrence	5	10
Lincoln	4	10
Marshall	4	10
Hickman	3	4
Coffee	2	5
Wayne	2	7
Franklin	1	1
Giles	1	2
Moore	0	1
Bedford	0	4
Lewis	0	2

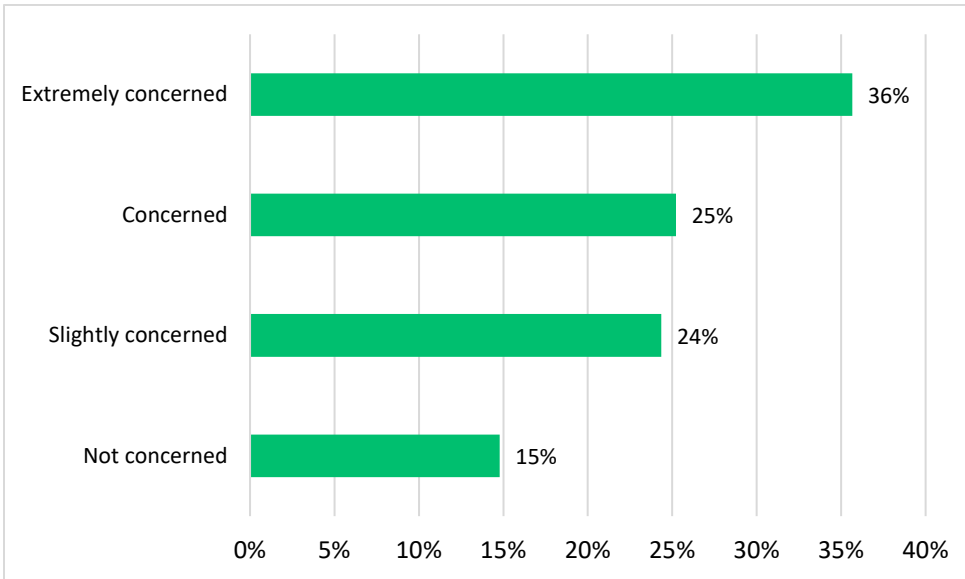
The largest proportion of survey participants reside in Perry, Lincoln, Marshall, Lawrence, and Coffee Counties and need to travel outside the county for medical treatment or other reasons. Respondents from Bedford, Hickman, Giles, Lewis, Franklin, and Moore Counties usually access locations within the county they live in.

Listed below is the location of the survey participants' county of residence in relation to where they need to travel for job opportunities.

Home County of Participant	Location of Job
Franklin County	Coffee County
Lawrence County	Spring Hill, Columbia, or Pulaski
Lawrence County	Industrial Park
Lewis County	Columbia
Lincoln County	Bedford County, Marshall County, and Lincoln County
Lincoln County	All locations on Huntsville Hwy just pass the Elk River Bridge
Marshall County	Both job parks
Perry County	Dickson
Perry County	Hickman, Dickson, Spring Hill, Maury

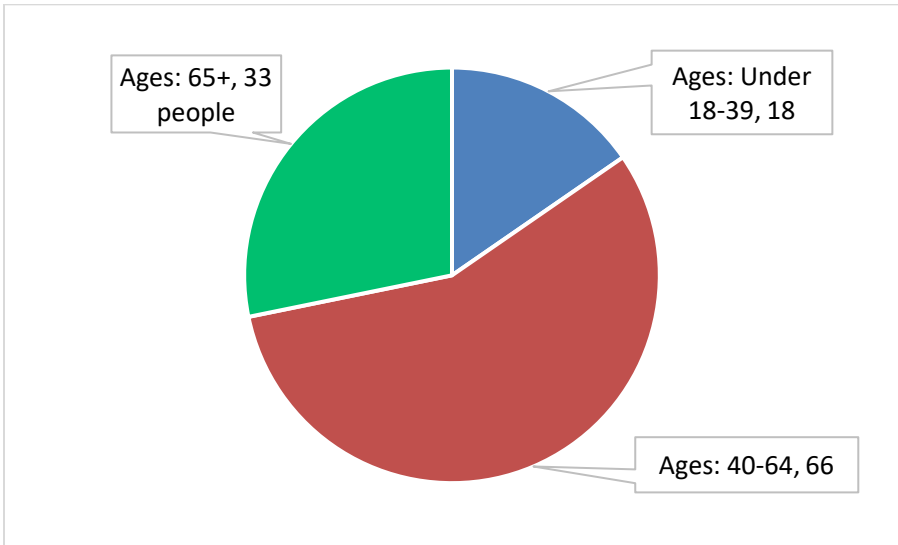
Level of Concern for Friends or Family Members' Future Need for Access to Public Transportation

Approximately 85 percent of survey respondents are concerned that a friend or family member will need transportation in the future and not have access to it. Many of the concerns relate to family members who are aging in place and will need transportation if or when they are unable to drive. Similar concerns are often expressed by aging parents or caretakers who provide transportation for individuals with disabilities.



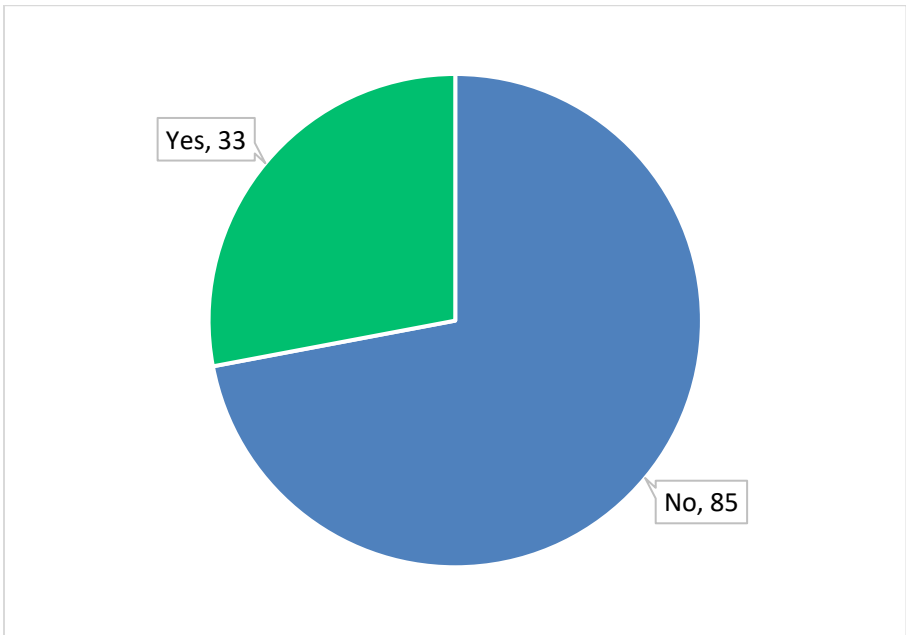
Age Group of Survey Participants

Thirty-three of the respondents to the transportation needs survey were age 65 or older. Sixty-six respondents were between the ages of 40 and 64. Eighteen respondents were between the age of 18 and 39.



Use of Mobility Device for Survey Participants or Someone in their Household

Thirty-three (33) survey participants either use a mobility device or live with someone who uses a mobility device.



SUMMARY

Public transportation is available in all Tennessee Counties. However, survey results indicate that 40 percent to 66 percent of the survey respondents from each county were not aware of it in their county of residence. This result is consistent with statewide results and an indication that outreach efforts should be enhanced to inform and education people about transportation that is available to them for work, school, medical appointments, social activities, and all other purposes.

The individuals who indicated that they have difficulty getting to some locations, most often said that getting to child care or youth programs, job training, religious activities, and social activities are the biggest challenges.

The majority of respondents need a ride between the hours of 6:00 AM to 6:00 PM on weekdays. A secondary timeframe where rides are needed is Saturday and Sunday from 10:00 AM - 2:00 PM. Approximately 64 percent of survey respondents travel outside of their home county for medical appointments. Twenty-seven percent of respondents need to travel outside of their home county for employment. Therefore, transportation needs may involve long-distance trips which are more time-consuming and expensive than local trips.

Finally, pedestrian infrastructure was noted as presenting a barrier to accessing buses or walking in the communities.

Approximately 85 percent of respondents are concerned that they or a family member will need transportation assistance in the future and have no options.

Recommendations

RECOMMENDATIONS FOR COORDINATED TRANSPORTATION

GOALS

The unmet transportation needs and gaps that are identified in the previous chapters are synthesized into four areas and presented below in terms of goals. Each area of need is supported by the input provided by the local stakeholders and the general public. Stakeholders participated in a meeting or scored the goals through an online polling activity to prioritize them. During the prioritizing exercise, stakeholders ranked the top strategies within each goal. These rankings are not static, and they may change as different revenues or other factors evolve. However, they are intended as a guide to local stakeholders as the work in coordination to address the unmet needs and gaps in services for the target population groups.

This plan is not to be interpreted as an implementation plan, as agencies will need to adopt the strategies they can implement as funding opportunities are identified. The plan serves as supporting documentation to strengthen grant applications and solicitations for funding.

The goals, areas of need, strategies, and comparative costs associated with implementing each strategy are summarized below. The priority ranking of strategies given by the local stakeholders is also noted. The priorities indicate which strategies the stakeholders feel are the most important to achieve. Priorities do not necessarily reflect the order in which strategies will be implemented.

Goals Summary

Goal 1	Needs Addressed	Priority Ranking	Strategies	Comparative Costs
<p>Coordinate Outreach and Travel Training</p>	<p>Improves public awareness about transportation options and enhances outreach to older adults, individuals with disabilities, and people with low incomes who are looking for transportation</p>	<p>Medium</p>	<p>1.1 Improve transportation information available through 211 and TN Disability Pathfinder.</p>	<p>\$</p>
		<p>High</p>	<p>1.2 Establish a rural travel training program.</p>	<p>\$\$</p>
		<p>High</p>	<p>1.3 Develop handouts that offer passengers easy transportation guidance.</p>	<p>\$\$</p>
Goal 2	Needs Addressed	Priority Ranking	Strategies	Comparative Costs
<p>Recruit and train more drivers, including volunteer drivers</p>	<p>Travel across multiple counties; additional capacity during staffing/vehicle shortages</p>	<p>High</p>	<p>2.1 Create a coordinated approach to recruit drivers for the public, senior, volunteer, and human services transportation in all counties.</p>	<p>\$</p>

Goal 3	Needs Addressed	Priority Ranking	Strategies	Comparative Costs
Maintain and improve access to transportation for all	All needs are addressed within this goal	High	3.1 Replace and maintain vehicles through FTA/TDOT funding and local sources.	\$\$\$
		High	3.2 Expand transportation service for new hours, days.	\$\$\$\$
		High	3.3 Add same-day and on-demand service in designated zones.	\$\$\$\$
		Low	3.4 Develop a Bus Grant program to make long-distance trips more affordable for riders.	\$\$
Goal 4	Needs Addressed	Priority Ranking	Strategies	Comparative Costs
Actively coordinate regional transportation issues	All needs identified in the plan will be addressed through these strategies. Planning transportation services and actively engaging with local stakeholders who can identify funding, strategies, and partners will enable service to address needs	High	4.1 Establish and actively engage a Regional Transportation Advisory Board.	\$
		High	4.2 Mobility Managers champion advancements in coordinated transportation across the region.	\$\$
		High	4.3 Address pedestrian infrastructure issues that impact access to bus service, walking, and biking.	\$\$ to \$\$\$\$

The following pages provide a more detailed description of the goals and strategies. Each strategy includes a description of potential funding sources, important funding measures, parties responsible for leading or participating in implementation, and a suggested implementation timeline.

Implementation timelines are dependent on revenue streams and capacity of the responsible parties. Some top priorities may require more time to develop and plan and lower priorities may be implementable in a short timeline. For this reason, suggested implementation timelines are included in the descriptions following. The timelines for implementation are categories as follows:

- ◆ Ongoing — A strategy that is ongoing or repeats annually and does not have a specific start or end date.
- ◆ Short-Term — A strategy that could have any level of priority and can be implemented within 12 months to 18 months.
- ◆ Mid-Term — A strategy that could have any level of priority and may require multiple steps for implementation. Mid-Term strategies are targeted for implementation in 18 months to two years.
- ◆ Long-Term — A strategy that could have any level of priority and may require multiple steps and additional funding to implement and sustain. Long-Term strategies are targeted for implementation within two to four years, or longer.

GOAL 1 – COORDINATE OUTREACH AND TRAVEL TRAINING

Strategy 1.1: Improve Transportation Information Available through 211 and TN Pathfinder

Tennessee 211 is a centralized location for information about a range of available community resources, including transportation. Yet, the information about transportation services available in the 211 directory is extremely limited.

Tennessee Disability Pathfinder is a director of services, community calendar, and trainings for the disability community (Tnpathfinder.org). It is hosted by Vanderbilt Kennedy Center for Excellence in Developmental Disabilities and partners with TN Council on Developmental Disabilities. Individuals can search for information about transportation options and other resources or call and talk with a representative who will help connect them with available services.

A Mobility Manager would work with 211, TN Pathfinder, and the public, private, volunteer, and human service agency transportation providers to develop a standardized service inventory form that will be used to update 211 and TN Pathfinder. Transportation providers will update the information, and the Mobility Manager will ensure it is accurately provided to 211 and TN Pathfinder. The Mobility Manager will periodically check with transportation providers about updates. Transportation providers must also take the initiative to keep the Mobility Manager updated when changes to service occur.

The information available through 211 and TN Pathfinder should be standardized and should include, at a minimum:

- ◆ Name of the organization.
- ◆ Service area.
- ◆ Eligibility.
- ◆ Fare/Cost to ride.
- ◆ Link to an application for service.
- ◆ Phone number to contact the transportation provider and schedule a trip.
- ◆ The web address for the transportation services and vital documents about the services offered.
- ◆ Vehicle accessibility status.

Option: If the information necessary for transportation services is too robust and deemed inappropriate for 211 and TN Pathfinder, a new resource directory system for people looking for transportation services could be created. If the stand-alone resource is strictly available online, it can be created and maintained by the Mobility Manager and hosted on the provider, Regional Transportation Advisory Board, and agency or government websites. An example of such a resource is the Miami Valley Ride Finder (www.miamivalleyridefinder.org) site, which is maintained by the Regional Mobility Manager and Metropolitan Planning Organization for the Miami Valley in Dayton, Ohio.

Counties Included: All counties.

Responsible Parties: Public, human service agency, private, and nonprofit transportation providers (including agencies that purchase tickets or rides on behalf of eligible clients) and Mobility Manager.

Performance Measures:

- ◆ Updated and maintained 211 and TN Pathfinder directories of information.
- ◆ The number of transportation riders who learn about a provider from 211 or TN Pathfinder and call to schedule a ride or get additional information.
- ◆ The number of state agency and local government websites that list 211 and TN Pathfinder as a resource for information about transportation services.

Implementation Timeframe: One year.

Implementation Budget: Minimal expense for collecting the information and maintaining it.

Potential Grant Funding Sources: Updating the directory information is an activity that could be completed by the Mobility Manager and therefore partially funded through the Section 5310 program. The additional local match would be provided and shared by participating transportation providers, SCTDD, and/or other grants and funding resources such as the Older Americans Act. The 211 directory is funded by the United Way.

Strategy 1.2: Establish a Rural Travel Training Program

This travel training program is designed specifically to use rural communities' transportation services. It may range from instruction for completing applications and scheduling trips with volunteer driver programs to training on how to ride fixed routes, private taxis, or public demand response services. With various modes available, travel training will expand beyond the traditional public transit fixed routes.

Travel training will be provided by the mobility manager or a qualified representative trained by the mobility manager and all participating transportation providers.

Counties Included: All counties.

Responsible Parties: Mobility Manager and local transportation providers.

Performance Measures:

- ◆ The number of people receiving travel training in each county.
- ◆ Increase in ridership on public or other transportation services following travel training.
- ◆ Increase in customers reporting satisfaction with knowing how to use transportation.

Implementation Timeframe: Ongoing.

Implementation Budget: Travel training can be provided by the Mobility Manager or another trained employee. The training function will be part of the person’s job duties. Travel training will include printed materials, how-to videos, and labor costs for the skilled Mobility Manager/Trainer. Travel training budgets can range from \$500 to \$10,000 per year, depending on the scope.

Potential Grant Funding Sources: FTA Section 5310 funding provides up to 80% of the cost for a Mobility Manager to provide a travel training program. TDOT may provide up to 10% of the local match. The remaining 10% matching funds can be derived from non-FTA Federal dollars (e.g., Department of Health and Human Services, Aging, Title III-B of the Older Americans Act) and local funds or grants.

Strategy 1.3: “Trip Sheets” Develop Handouts that Offer Passengers Easy Transportation Guidance

Engagement with passengers might improve if passengers who participate in the travel training program are given a cheat sheet for maps and schedules of transportation providers in their service area or are offered “Trip Sheet” cards that explain how to travel between common destinations. Mobility Managers would create and print cards explaining each transit trip step. The passengers can keep the “Trip Sheets” with them as they travel to and from their destinations.

Counties Included: All counties.

Responsible Parties: Mobility Managers, senior centers, nonprofit and human service agencies. Other locations that distribute “Trip Sheets,” such as libraries, housing agencies, temporary employment agencies, or government offices, could also contribute to the development of “Trip Sheets.”

Performance Measures:

- ◆ The number of requests for information about how to get to a common destination satisfied with a “Trip Sheet.”
- ◆ Increase in ridership each year (presumably because new riders feel confident that they know how to travel from origin to destination).

- ◆ The number of “Trip Sheets” printed and distributed increases each quarter.

Implementation Timeframe: Immediate and ongoing.

Implementation Budget: Printing costs for a single “Trip Sheet” could range from \$1.00 per sheet to \$3.00 per sheet. The number of sheets printed will be based upon demand. Distribution will be completed by the Mobility Managers to the local agencies and organizations that are providing the “Trip Sheets” to customers.

Potential Grant Funding Sources: FTA Section 5310 funding provides up to 80% of the cost for a Mobility Manager to provide travel training, including the development of “Trip Ticks.” The remaining 20% matching funds may be derived from TDOT and non-FTA Federal dollars (e.g., Department of Health and Human Services, Aging, Title III-B of the Older Americans Act) and local funds or grants.

GOAL 2 – RECRUIT AND TRAIN DRIVERS, INCLUDING VOLUNTEERS

Strategy 2.1: Create a Coordinated Approach to Recruit Drivers for Public, Senior, and Human Services Transportation in All Counties.

The Mobility Manager or another designated leader will form a regional driver recruitment committee of human services or transportation program managers with volunteer and senior transportation services representation. The committee will develop a regional recruitment plan.

The committee will inventory providers to understand driver pay scales, qualification requirements, and agency hiring procedures. It will advertise positions through a collaborative recruitment campaign once per quarter.

Counties Included: All counties.

Responsible Parties: Managers and/or supervisors from the public, human service agencies, private and nonprofit transportation providers, and the Mobility Manager will coordinate activities and develop a standardized approach. Partnerships with Chambers of Commerce or non-profit organizations that focus on job development will be advantageous.

Performance Measures:

- ◆ Partnerships are developed and the group works together to develop coordinated recruitment tools. The partnerships can be between two agencies or all agencies.
- ◆ Number of shared recruitment activities developed and executed each year.
- ◆ Number of drivers recruited by all participants using the regional recruitment plan.
- ◆ Quality of driver applications received.
- ◆ Overall staff time spent on recruitment is reduced but recruitment activity levels increase or remain stable.

Implementation Timeframe: One year.

Implementation Budget: \$2,000 to \$10,000 depending upon the approach to recruitment and time dedicated to enhancing the driver recruitment efforts.

Potential Grant Funding Sources: Existing budgets for program administration will be shared to cover labor expenses involved with meeting and planning efforts. Direct expenses for printing and advertising will be included in existing budgets. If local policies allow, transportation providers could sell advertising space on vehicles or at stops (if applicable) to businesses in order to offset the cost of improved recruitment efforts.

GOAL 3 – MAINTAIN AND IMPROVE ACCESS TO TRANSPORTATION FOR ALL

Strategy 3.1: Replace and Maintain Vehicles through FTA/TDOT Funding and Local Sources

Transportation is a vital link between transit-disadvantaged individuals and health care, nutrition, employment, and good quality of life in each county and community. Maintaining services and appropriate capacity is critical for older adults, individuals with disabilities, and low-income people in the community. The FTA grant programs managed by TDOT provide the best leverage of local matching dollars in acquiring and maintaining a fleet of accessible vehicles.

The needs assessment indicated that while providers work to meet demand, riders sometimes cannot get a ride when needed.

Counties Included: All counties.

Responsible Parties: Representatives from each Section 5311 and Section 5310 recipient organizations.

Performance Measures:

- ◆ Tally of vehicles applied for and received in the region.
- ◆ Percentage of the fleet in the region accessible to individuals with disabilities.

Implementation Timeframe: Immediate and ongoing.

Implementation Budget: Varies based on agency needs.

Potential Grant Funding Sources: FTA Section 5310 funding provides up to 80% of the cost for a vehicle used primarily for service to individuals with disabilities and older adults. Other Federal and local funding sources apply for public vehicles. It is advantageous to demonstrate coordinated use of vehicles when applying for FTA grant funding.

Strategy 3.2: Expand Transportation Service for New Hours and Days.

There is a need to increase the level of service in certain areas or certain times of the day (i.e., early and mid-morning hours, evenings and weekends) so that public transportation becomes a viable alternative

for commuters, including those who need to stop at a childcare facility, access after-school activities, and attend appointments. This need creates a challenging quality of life situation for people who do not have access to a vehicle or choose not to drive.

Although they meet the basic needs of many who need access to medical appointments, shopping, or agency programs, transit services that only operate from early morning to late afternoon make evening/weekend work shifts and recreational activities out of reach for those who rely on transit. Furthermore, survey results indicated that some people are unable to get a ride when they need one during mid-morning hours because existing transportation services are fully booked.

Once staffing shortages are overcome, transportation providers are encouraged to consider expanding their hours and days of service to facilitate access to evening employment and socialization/recreation opportunities for youth, older adults, individuals with disabilities, and people with low incomes.

Capacity needs to be expanded to allow drivers to cover long distances and cross county lines, as that takes a vehicle out of service for local shared rides. This need may be addressed through coordination with human service agencies that may already be making the trip, private operators, or volunteer programs. If multiple people can share the ride, it becomes more cost-effective for the provider and the rider who may be paying a fare.

Counties Included: All counties.

Responsible Parties: Public transportation providers and potential contracted providers such as private operators, volunteer organizations, and non-profit programs.

Performance Measures:

- ◆ New hours and days of service are provided.
- ◆ Transfer points established.
- ◆ Services expanded across county lines.
- ◆ Ridership on expanded service.

Implementation Timeframe: Ongoing.

Implementation Budget: Varies based on agency needs.

Potential Grant Funding Sources: Service would need to be supported by appropriate revenue from grants or contributions from employers and regional medical facilities that benefit from expanded hours/days of operation. Public transportation is also eligible to continue receiving FTA funding for operating and capital costs.

Strategy 3.3: Adding Same-Day and On-Demand Service Capacity

Same-day and on-demand transportation would be a beneficial service to individual communities. Providers have multiple options to provide same-day or on-demand service, although all would require

new and additional funding to support the higher level of service. Same-day or on-demand service zones should be geographically “fenced” so that the area is small enough to accomplish multiple short-distance trips within an hour. For example, on-demand service could be available within a specific town or city.

- ◆ Providers may contract with taxis and private providers to provide same-day service.
- ◆ Providers could evaluate when vehicles are under-utilized, such as during off-peak hours, and advertise the availability of same-day/on-demand rides to fill in the downtime.
- ◆ Adopting upgraded scheduling and dispatching technology could simplify the process of scheduling same-day or on-demand trips.

Counties Included: All counties.

Responsible Parties: Representatives from each Section 5311 and Section 5310 recipient organization.

Performance Measures:

- ◆ A study is conducted to estimate demand and develop service area zones
- ◆ Increase in same-day or on-demand trips
- ◆ Reduction in trip denials in off-peak hours

Implementation Timeframe: Ongoing.

Implementation Budget: To be determined based on chosen service alternatives and provider costs.

Potential Grant Funding Sources: Section 5311 and local matching funds. Potential local revenue sources such as local governments, private employers, and hospitals/clinics that benefit from the expansion are potential partners to assist with local revenue.

Strategy 3.4: Develop a Bus Grant Program for Long-Distance Trips to Help Make the Fare More Affordable for the Passenger

The Bus Grant Program is a fund that provides free rides to clients of agencies, non-profit organizations, or employees of participating employers. The eligible program applicant organization (i.e., justice department/court probationary/reintegration programs, faith-based programs, senior services programs) would apply to the granting agency (i.e., SCTDD Public Transportation or a local city or town government) for an amount of money to cover free transportation for their clients. The granting agency would review grant applications and award them to the selected organization.

The transportation provider would be required to track ridership and use of the grant funds.

Counties Included: All counties and municipalities could participate in creating a fund for this program to make transportation more affordable for individuals with low incomes who need transportation.

Responsible Parties: Transportation providers would be responsible for managing the Bus Grant Program funds, tracking ridership, and providing the service or contracting with a third-party provider to operate the service.

Performance Measures:

- ◆ A program or municipality identifies and provides funds to support a Bus Grant Program
- ◆ Number of people who use and benefit from the free fares provided through the program to gain/maintain employment
- ◆ Number of transportation providers participating in the program and providing the trips to employment, medical treatment, or other identified destinations

Implementation Timeframe: Ongoing.

Implementation Budget: To be determined based on the level of service provided by the program. The Bus Grant Program could be designed to address a gap for a specific group (i.e., people re-entering the workforce after incarceration or a court sentence) or, if funding is provided, it could be expanded to serve other purposes such as people being released from the hospital after hours who need a ride home.

Potential Grant Funding Sources: Potential revenue sources such as local governments, private employers, and hospitals/clinics with customers/patients/employees who benefit from the program are potential funders. If the Bus Grant Program is used to provide rides outside of the existing service area or hours of operation, and the service provider is a public transit operator, all service hours and areas must be open to the public and advertised.

GOAL 4 – ACTIVELY COORDINATE REGIONAL TRANSPORTATION ISSUES

Strategy 4.1: Establish and Actively Engage a Regional Transportation Advisory Board

The basic framework for Regional Transportation Advisory Board was initiated with the implementation of the Office of Mobility and Accessible Transportation’s (OMAT’s) Strategic Plan. Under this recommended strategy, the HRA region will establish a Transportation Advisory Board with regional representatives. It is recommended that your Board will act as a regional Mobility Manager(s).

The Regional Transportation Advisory Board will consist of representatives of public, private, human service agencies, aging and disability services, veterans’ services, senior center, and intercity bus transportation providers. Other members of the Board should include organizations representing riders and potential riders, such as economic development offices, parks and recreation organizations, chambers of commerce, hospitals, nonprofit organizations, county and/or other local government officials, and major employers.

Membership, roles, and responsibilities on the Board should be defined in a Memorandum of Understanding (MOU).

Counties Included: All counties.

Responsible Parties: SCTDD and OMAT will work together to develop the structure. Other local partners will participate in the Board.

Performance Measures:

- ◆ Travel patterns compared to the locations of major trip generators (e.g., hospitals, industrial parks/major employers, residential areas, senior centers, recreation) are analyzed within the region to understand how the communities within the county are connected.
- ◆ The Regional Transportation Advisory Board is established with Memoranda of Understanding (MOU).
- ◆ Members of the Regional Council support the Mobility Manager by working together to implement goals, help identify partnerships, and help identify grants or other funding opportunities. Mobility Managers will lead the effort with advice from the Regional Councils and report to the OMAT regularly.
- ◆ The number of trips provided within the region and within the limits of existing resources (vehicles, drivers, funding) increases each year.
- ◆ The number of trips coordinated through passenger transfers, park-and-rides, shared-rides, or referrals increases yearly.
- ◆ Needs identified in the CPT-HSTP are addressed, or progress toward addressing those needs is demonstrated.

Implementation Timeframe: One year.

Implementation Budget: Minimal additional funding is required to support teleconferencing and travel expenses for the Board members and Mobility Manager.

Potential Grant Funding Sources: Organization and coordination of Regional Transportation Advisory Boards are eligible for funding as mobility management activities and could be partially funded through the Section 5310 program. In-kind contributions of time and expenses by participating agencies are an eligible local match for a portion of the Section 5310 program grant funding.

Strategy 4.2: Mobility Manager Champions Advancements in Coordinated Transportation Across the Region

The Regional Mobility Manager will report to the local hiring agency (SCTDD) and provide regular updates to the OMAT. The Mobility Manager’s duties will include advancing goals and strategies prioritized in the locally developed CPT-HSTP, facilitating the Regional Transportation Advisory Board, and coordinating with all organizations that serve older adults, individuals with disabilities, and individuals with low incomes. The Mobility Manager will develop programs to enhance access to transportation services and work toward strengthening the comprehensive transportation planning effort that is part of local and regional housing, economic development, and infrastructure plans for the entire region.

Counties Included: All counties.

Responsible Parties: SCTDD and OMAT will work together to develop the Mobility Manager job description, reporting requirements, and duties.

Performance Measures:

- ◆ Needs identified in the CPT-HSTP are addressed, or progress toward addressing those needs is demonstrated.
- ◆ The number of trips per hour and/or mile provided by participating agencies increases.
- ◆ Cost and trip-sharing agreements between agencies are achieved.
- ◆ Travel training programs for various transportation options are developed.
- ◆ The number of participants in travel training programs each year.
- ◆ The number of outreach/engagements where transportation or travel training information was shared with potential riders.
- ◆ Develop balanced representation on the Transportation Advisory Board across the region and different focus areas (planning, local governments, seniors, individuals with disabilities, housing, healthcare, economic development, volunteers, veterans, and more).
- ◆ Facilitate Regional Transportation Advisory Board meetings.

Implementation Timeframe: One year.

Implementation Budget: Annual estimated salary of \$55,000 to \$75,000 plus office space and associated indirect costs.

Potential Grant Funding Sources: The cost of a Mobility Manager is an eligible mobility management activity and could be funded through the Section 5310 program. In-kind contributions of time and expenses by participating agencies are an eligible local match for a portion of the Section 5310 program grant funding.

Strategy 4.3: Address Pedestrian Infrastructure Issues that Impact Access to Bus Service, Biking, and Walkability

Broken or incomplete sidewalks, no sidewalks, lack of curb cuts in important places, and crosswalks were indicated during the 2022 public survey and a previously conducted survey (2021) for the Tennessee Office of Mobility and Accessible Transportation (OMAT). Under this strategy, the Regional Transportation Advisory Board and Mobility Manager will work together to improve awareness among planning organizations and develop a plan to improve pedestrian infrastructure. The particular focus of this strategy is on improving access to public transportation (i.e., bus stops, waiting areas, etc.).

Counties Included: All counties.

Responsible Parties: SCTDD and OMAT will work together with the Regional Transportation Advisory Board representatives to identify areas of improvement and individual solutions.

Performance Measures:

- ◆ Regional Transportation Advisory Board works together to develop solutions.

- ◆ Number of pedestrian infrastructure improvements made that improve access to public transit or from a public transit stop to a desired destination (i.e., grocery stores).
- ◆ Long-range plan for pedestrian improvements includes projects that enhance access to public transit.

Implementation Timeframe: Implement within one year. Support is ongoing.

Implementation Budget: Dependent upon improvement costs.

Potential Grant Funding Sources: Federal and local funds for infrastructure improvement.

Appendix A

APPENDIX A: PROVIDER SERVICE CHARACTERISTICS SUMMARY

ORGANIZATIONAL CHARACTERISTICS

The table below provides a summary of the characteristics of the participating transportation providers. The rightmost column describes whether the provider is “open door” or “closed door.” Providers operate “closed door” service if transportation is provided to agency clients only. If transportation is open to the public or to a segment of the population (such as any older adults within the service area) without the requirement that the individual be an agency client, then the service is “open door.”

Agency	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (If Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit)	Are Vehicles Only Available for Human Service Agency Clients (Y/N) *
Regional or Multi-County				
South Central Tennessee Development District (SCTDD)	Yes	No	Public Non-Profit	No

Agency	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (If Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit)	Are Vehicles Only Available for Human Service Agency Clients (Y/N) *
Bedford County				
Bedford County Public Transportation	Yes	No	Public Non-Profit	No
Mullin’s Transportation Service	Yes	No	Private For-Profit	No

Agency	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (If Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit)	Are Vehicles Only Available for Human Service Agency Clients (Y/N) *
Coffee County				
ADC Cab Company	Yes	No	Public For-Profit	No
Brown's Cab Service	Yes	No	Public For-Profit	No
Coffee County Public Transportation	Yes	No	Public Non-Profit	No

Agency	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (If Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit)	Are Vehicles Only Available for Human Service Agency Clients (Y/N) *
Franklin County				
Franklin County Public Transportation	Yes	No	Public Non-Profit	No
Statum Cab of Winchester	Yes	No	Private For-Profit	No

Agency	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (If Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit)	Are Vehicles Only Available for Human Service Agency Clients (Y/N) *
Giles County				
City Cab Co	Yes	No	Private For-Profit	No
Giles County Senior Center	Yes	No	Public Non-Profit	No

Agency	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (If Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit)	Are Vehicles Only Available for Human Service Agency Clients (Y/N) *
Hickman County				
Hickman County Public Transportation	Yes	No	Public Non-Profit	No

Agency	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (If Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit)	Are Vehicles Only Available for Human Service Agency Clients (Y/N) *
Lawrence County				
Lawrence County Public Transportation	Yes	No	Public Non-Profit	No
Moore Care Ambulance Service, LLC	Yes	No	Public For-Profit	No

Agency	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (If Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit)	Are Vehicles Only Available for Human Service Agency Clients (Y/N) *
Lewis County				
Buffalo Valley Rehabilitation	Yes	No		No
Lewis County Senior Center	Yes	No	Public Non-Profit	No

Agency	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (If Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit)	Are Vehicles Only Available for Human Service Agency Clients (Y/N) *
Lincoln County				
Lincoln County Public Transportation	Yes	No	Public Non-Profit	No

Agency	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (If Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit)	Are Vehicles Only Available for Human Service Agency Clients (Y/N) *
Marshall County				
Marshall County Public Transportation	Yes	No	Public Non-Profit	No

Agency	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (If Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit)	Are Vehicles Only Available for Human Service Agency Clients (Y/N) *
Maury County				
Mule Town Trolley Service	Yes	No	Public Non-profit	No

Agency	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (If Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit)	Are Vehicles Only Available for Human Service Agency Clients (Y/N) *
Moore County				
Moore County Public Transportation	Yes	No	Public Non-Profit	No
Moore County Senior Citizens	Yes	No		No

Agency	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (If Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit)	Are Vehicles Only Available for Human Service Agency Clients (Y/N) *
Perry County				
Perry County Public Transportation	Yes	No	Public Non-Profit	No

Agency	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (If Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit)	Are Vehicles Only Available for Human Service Agency Clients (Y/N) *
Wayne County				
Wayne County Public Transportation	Yes	No	Public Non-Profit	No

FLEET, SERVICE, AND BUDGET CHARACTERISTICS

The following table provides data that describe the basic fleet, staffing, and financial characteristics of each transportation provider.

Agency	Accessible Vehicles?	Number of Vehicles in Daily Operation	Number of Vehicles in Total Fleet	Number and Type of Drivers	Annual Expenses	Items included in Annual Expenses
Regional or Multi-County						
South Central Tennessee Development District (SCTDD)	Yes (120)	120	120	180 Non CDL Drivers		

Agency	Accessible Vehicles?	Number of Vehicles in Daily Operation	Number of Vehicles in Total Fleet	Number and Type of Drivers	Annual Expenses	Items included in Annual Expenses
Giles County						
City Cab Co	Yes		10		\$715,677	
Giles County Senior Center	Yes	6	13	6 Non-CDL Drivers		

Agency	Accessible Vehicles?	Number of Vehicles in Daily Operation	Number of Vehicles in Total Fleet	Number and Type of Drivers	Annual Expenses	Items included in Annual Expenses
Lewis County						
Buffalo Valley Rehabilitation	Yes		10		\$715,677	

Agency	Accessible Vehicles?	Number of Vehicles in Daily Operation	Number of Vehicles in Total Fleet	Number and Type of Drivers	Annual Expenses	Items included in Annual Expenses
Maury County						
Mule Town Trolley Service	Yes	12	12	14 CDL Drivers		

TRIP SCHEDULING, FARES, AND RIDERSHIP INFORMATION

The following tables describe what trip purposes are allowed by each provider, the fares or donations that are paid by riders, and the process to request rides on each service (if applicable). Annual ridership was provided by most agencies. Some information was not available from non-profit or private transportation operators.

Agency	Trip Purposes Allowed	Fares or Donations	Ride Request Process	Annual One-Way Passenger Trips
South Central Tennessee Development District (SCTDD)	Any	Inside city limits, it is \$2 each way, and \$1 for additional stops. Trips outside of the city limits of the origin city are \$3 each way, and \$1 for additional stops.	48hr to 72hr notice recommended to ensure availability	2019-239,287 2020- 153,390 2021- 167,304

Agency	Trip Purposes Allowed	Fares or Donations	Ride Request Process
Bedford County Public Transportation	Residents of Bedford County, including Seniors 60+ and Adults with Disabilities	Trips within city limits: Stops \$2.00 each with additional stops \$1.00 each. Outside city limits: Stops: \$3.00 each with additional stops \$1.00 each.	All trip reservations must be made 24 hours in advance. To ensure availability, a 48-to-72-hour notice is recommended. To schedule a trip call: (931) 684-0019
Brown’s Cab Service	Any	Distance-based	(931) 728-7392
Coffee County Public Transportation	Residents of Coffee County, including Seniors 60+ and Adults with Disabilities	Trips within city limits: Stops \$2.00 each with additional stops \$1.00 each. Outside city limits: Stops: \$3.00 each with additional stops \$1.00 each.	All trip reservations must be made 24 hours in advance. To ensure availability a 48-to-72-hour notice is recommended. To schedule a trip call: (931) 455-1787
Franklin County Public Transportation	Residents of Franklin County, including Seniors 60+ and Adults with Disabilities	Trips within city limits: Stops \$2.00 each with additional stops \$1.00 each. Outside city limits: Stops: \$3.00 each way with additional stops \$1.00 each.	All trip reservations must be made 24 hours in advance. To ensure availability a 48-to-72-hour notice is recommended. To schedule a trip call: (931) 967-0741

Agency	Trip Purposes Allowed	Fares or Donations	Ride Request Process
Giles County Senior Center	Residents of Giles County, including Seniors 60+ and Adults with Disabilities	Trips within city limits: Stops \$2.00 each with additional stops \$1.00 each. Outside city limits: Stops: \$3.00 each way with additional stops \$1.00 each	All trip reservations must be made 24 hours in advance. To ensure availability a 48-to-72-hour notice is recommended. To schedule a trip call (931) 363-6610
Hickman County Public Transportation	Residents of Hickman County, including Seniors 60+ and Adults with Disabilities	Trips within city limits: Stops \$2.00 each with additional stops \$1.00 each. Outside city limits: Stops: \$3.00 each with additional stops \$1.00 each.	All trip reservations must be made 24 hours in advance. To ensure availability a 48-to-72-hour notice is recommended. To schedule a trip call: (931) 729-2115
Lawrence County Public Transportation	Residents of Lawrence County, including Seniors 60+ and Adults with Disabilities	Trips within city limits: Stops \$2.00 each with additional stops \$1.00 each. Outside city limits: Stops: \$3.00 each with additional stops \$1.00 each.	All trip reservations must be made 24 hours in advance. To ensure availability a 48-to-72-hour notice is recommended.
Lewis County Senior Center	Residents of Lewis County, including Seniors 60+ and Adults with Disabilities	Trips within city limits: Stops \$2.00 each with additional stops \$1.00 each. Outside city limits: Stops: \$3.00 each with additional stops \$1.00 each.	All trip reservations must be made by 10:00 am 24 hours in advance. To ensure availability a 48-to-72-hour notice is recommended. To schedule a trip call: (931) 796-5558
Lincoln County Public Transportation	Residents of Lincoln County, including Seniors 60+ and Adults with Disabilities	Trips within city limits: Stops \$2.00 each with additional stops \$1.00 each. Outside city limits: Stops: \$3.00 each with additional stops \$1.00 each.	All trip reservations must be made 24 hours in advance. To ensure availability a 48-to-72-hour notice is recommended. To schedule a trip call: (931) 433-7271
Marshall County Public Transportation	Residents of Marshall County, including Seniors 60+ and Adults with Disabilities	Trips within city limits: Stops \$2.00 each with additional stops \$1.00 each. Outside city limits: Stops: \$3.00 each with additional stops \$1.00 each.	All trip reservations must be made 24 hours in advance. To ensure availability a 48-to-72-hour notice is recommended. To schedule a trip call: (931) 359-1463

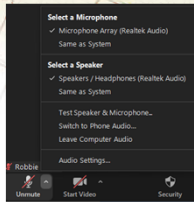
Agency	Trip Purposes Allowed	Fares or Donations	Ride Request Process
Mule Town Trolley Service	General Public	General Fares: Deviated Fixed Route Trolley/Connection Service, Adult: \$1.00 Children 6 and under with paying adult: FREE Passes: Single Day Pass: \$3.00 10 Ride Pass: \$10.00 30 Ride Pass: \$25.00	Not Applicable
Moore County Public Transportation	Residents of Moore County, including Seniors 60+ and Adults with Disabilities	Trips within city limits: Stops \$2.00 each with additional stops \$1.00 each. Outside city limits: Stops: \$3.00 each with additional stops \$1.00 each.	All trip reservations must be made 24 hours in advance. To ensure availability a 48-to-72-hour notice is recommended. To schedule a trip call: (931) 759-7433
Perry County Public Transportation	Residents of Perry County, including Seniors 60+ and Adults with Disabilities	Trips within city limits: \$2.00 for each stop. Outside city limits: \$3.00 each way and \$1.00 for additional stops.	All trip reservations must be made 48 hours in advance. To ensure availability a 48-to-72-hour notice is recommended. To schedule a trip call: (931) 589-5111
Wayne County Public Transportation	Residents of Wayne County, including Seniors 60+ and Adults with Disabilities	Trips within city limits: Stops \$2.00 each with additional stops \$1.00 each. Outside city limits: Stops: \$3.00 each with additional stops \$1.00 each.	All trip reservations must be made 24 hours in advance. To ensure availability a 48-to-72-hour notice is recommended. To schedule a trip call: (931) 722-3514

Coordinated Transportation Plan

Transportation for Older Adults, Individuals
with Disabilities, People with Low Incomes,
& General Public

April 26, 2022

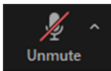




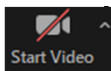
Welcome!

A few Zoom Tips:

Test or change your audio and video by clicking the ^ next to the Mute/Unmute button and selecting 'Audio Settings...'



This button shows you are muted. When you want to speak click here to unmute.



This button is your webcam. Click it if you want us to see you.



This button lets you see and type into the 'Chat' function.

Agenda

- ◆ Introductions
- ◆ Project Overview
- ◆ Discussion
 - Do You Need A Ride Sometimes and Not have One?
 - How Can We Solve Unmet Transportation Needs?
 - What Are Your Goals for Addressing Needs?
 - What Transportation Projects Are on the Horizon?

Introductions

- ◆ Please share a little about yourself!
 - What is your name?
 - Are you representing an organization today?
 - Do you, now or in the past, use public transportation?
 - If so, what do you like best about it?

Coordinated Plan Update

- ◆ Last Updated in 2015
- ◆ Current Planning Area Counties
 - Coffee
 - Franklin
 - Moore
 - Bedford
 - Lincoln
 - Marshall
 - Giles
 - Hickman
 - Maury
 - Lewis
 - Lawrence
 - Perry
 - Wayne



What Is A Coordinated Plan?

- ◆ Identifies Unmet Transportation Needs
- ◆ Prioritizes Goals and Strategies
- ◆ Outlines Opportunities for Collaboration
- ◆ Developed with a Local Focus including the Entire Region
- ◆ Adopted Locally

Section 5310 Funding

Projects in Grant Applications Must Be Included in the Coordinated Plan

- ◆ *Enhanced Mobility for Seniors and Individuals with Disabilities (49 U.S.C. Section 5310)*
- ◆ Provides Formula Funding to Improve Mobility for Seniors and Individuals with Disabilities
 - Removing Barriers to Transportation Service
 - Expanding Mobility Options

Section 5310 Funding

- ◆ Federal Share for Capital Projects this Year = **100%**
- ◆ Normal Federal Share for Capital Projects = **80%**
 - 10% Local match can come from other Federal (non-DOT) funds
 - TDOT provides 10% of the local match (after this year)

Section 5310 Funding

- ◆ Eligible Capital Grant Activities in TN
 - Vehicle Purchases
 - Eligible Entities include Non-Profit Organizations
 - Mobility Manager
 - Eligible Entities include Section 5311 and 5307 Subrecipients
 - Leads or Coordinates Efforts to Address Identified Unmet Transportation Needs and Challenges
 - Coordinates with Local and State Agencies

Other Potential Funding Sources

- ◆ “Fund Braiding:” Federal funds from one grant program can be used to fulfill the local match requirements of another Federal grant
 - Allowable for more than 67 Federal programs
 - Potentially as many as 130 Federal programs provide funding for human service transportation
 - Not available between all Federal programs. Consult the Federal Fund Braiding Guide:
<https://www.transit.dot.gov/regulations-and-programs/ccam/about/coordinating-council-access-and-mobility-ccam-federal-fund>

Transportation Public Survey

AVAILABLE in MAY 2022!!

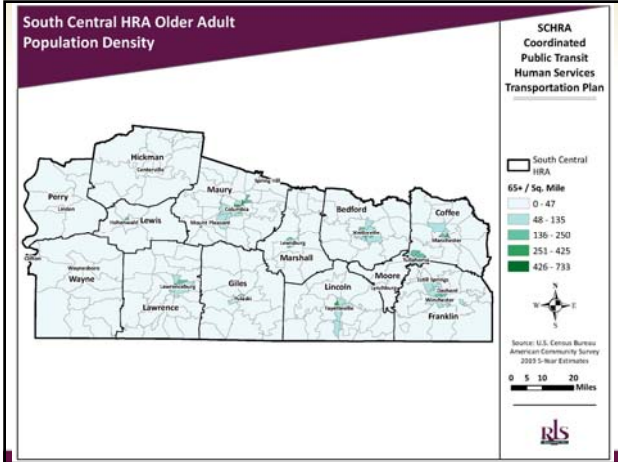
- ◆ We Need to Hear from You and Your Neighbors, Consumers, and Friends

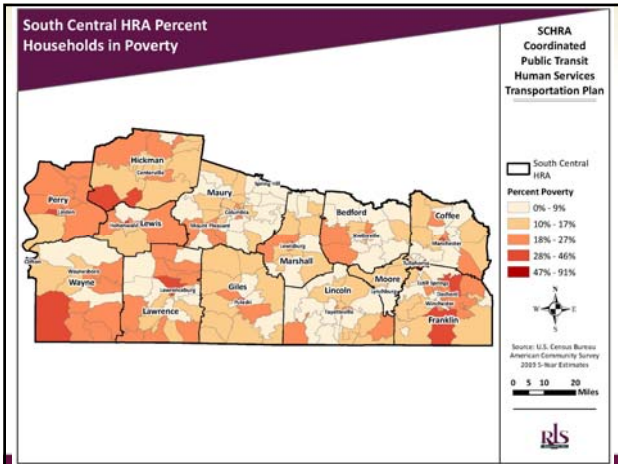
<https://www.tnmobilityplans.com/>

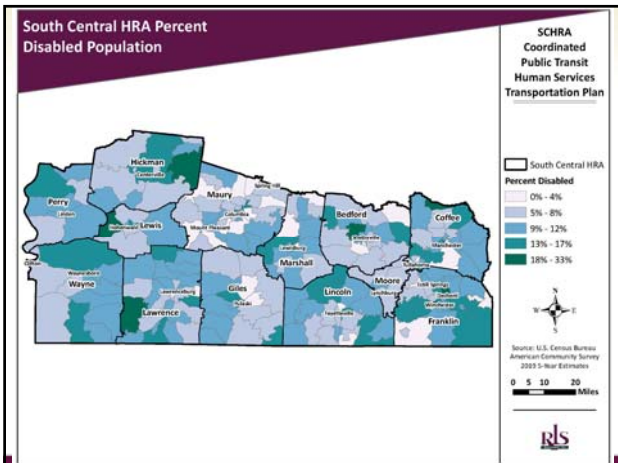
- Language Translation Available
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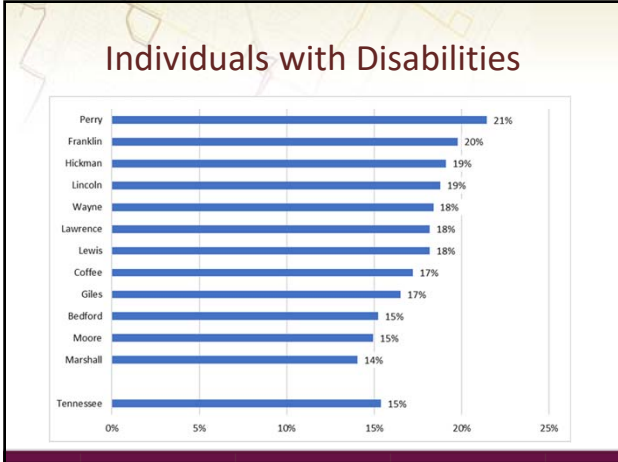
Needs Assessment

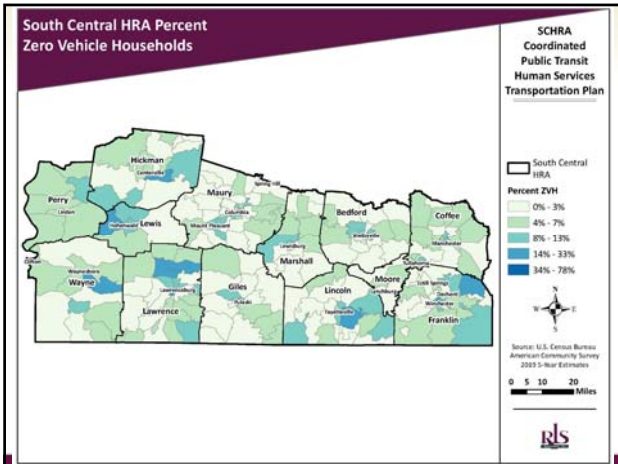
- ◆ Demographic and Socio-Economic Conditions
 - U.S. Census Data
 - Older Adults
 - Individuals with Disabilities
 - People with Low Incomes
 - Zero Vehicle Households

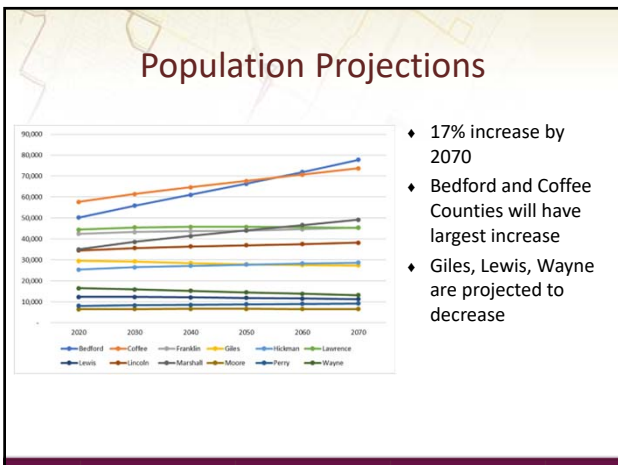












Do You Need A Ride?

What Transportation Needs do You or A Friend/Family Member Have?

- In 2015 Needs Included:
 - More Transportation for Older Adults
 - Job Access – Special Focus on Individuals with Disabilities
 - Holiday transportation services
 - Night Transportation services
 - More Available Vehicles
 - Travel Training

Discussion

- What Are Your Goals for Addressing Unmet Needs?
- What are Some of the Challenges You Face in Meeting these Goals?

Transportation Options

- ◆ Providers include ALL Public, Private, Non-Profit, Volunteer, Government, and Human Service Agency Programs
 - Participation is Not Limited to Organizations that Serve Older Adults and Individuals with Disabilities
 - Every Part of the Network of Services is Important

Transportation Providers

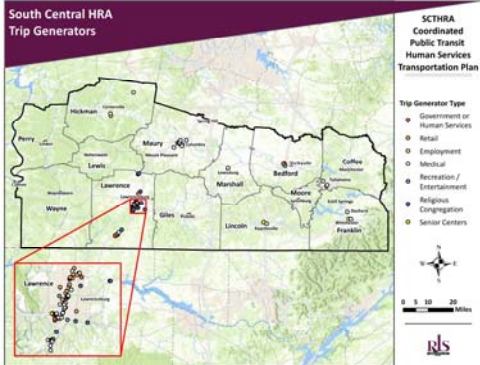
- ◆ Public Transit
- ◆ Human Service Agencies or Senior Services
- ◆ Intercity Transportation Services
- ◆ Private Transportation
- ◆ Non-Emergency Medical Transportation

Who Are We Missing?

Provider Inventory

- ◆ SCTDD
- ◆ Buffalo Valley Rehabilitation
- ◆ Lawrence County Senior Center
- ◆ MyRide Volunteer Transportation
- ◆ Mullins Transportation Service – Bedford County
- ◆ ADC Cab Company – Coffee County
- ◆ Brown’s Cab Service – Coffee County
- ◆ Statum Cab of Winchester – Franklin County
- ◆ City Cab – Giles County

Where are People Traveling To?



Discussion

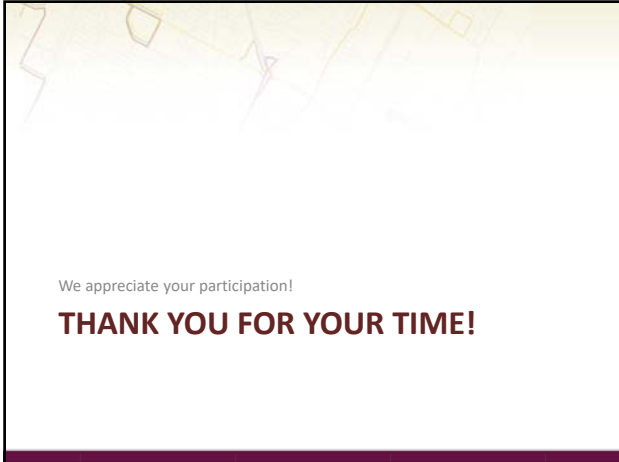
- What progress has been made since the last plan in 2015?
 - Beyond the disruption of the pandemic, what achievements can be discussed in the plans?

Discussion

- ◆ What plans and projects are on your horizon, or should be included in the plan?

Next Steps

- ◆ Continue the Needs Assessment and Analysis
 - Existing services inventory
 - Geographic and temporal gaps
 - Barriers
 - Vehicle availability
- ◆ Public Survey (May 2022)
- ◆ Develop Draft Coordinated Plan Goals & Strategies
- ◆ Prioritize Goals and Strategies
- ◆ Ongoing Work Toward Implementation





TDOT
South Central TDD
Stakeholder Public Meeting Notes
April 26, 2022
9:00 AM CT

In Attendance: Laura Brown, Jeannette Bloomfield (TDOT Office of Mobility/Accessible Trans), Emily Duchac (TDOT, Office of Mobility/Accessible Transportation), Samantha Deal (TDOT, Office of Mobility/Accessible Transportation), Sonia Miller (SCATS, Bedford Co.), Robin Rochelle (STDD Regional Coordinator My Ride Program for Seniors), Stephanie Anderson (Director Lawrence Co. Senior Center), Hickman County Senior Center, Terry Garcia, Richard Stewart, Jenny Green, Lucy Selowski STDD, SCATS in 13 different counties Lisa Cross – RPO at South Central Development District, long range planning department at TDOT working on multimodal applications Terry Thompson My Ride Murray County

Tammie Frazier

I was in on the web zoom but was unfortunately unable to speak.

I wanted to let you know that I work for SCTDD as the Director over the Mule Town Trolley in Maury County. This service is a deviated fixed route with 4 routes and 62 designated stops. At this time we run Monday – Friday

6A to 6P. For information call 931-379-2907, www.sctdd.org www.muletowntrolley.org

Thank you,

Tammie Frazier

SCTDD

931-379-2963

1. Process of this Plan
2. Coordinated Plan
 - a. ID transportation needs, prioritize goals and strategies (4-5 years), outline opportunities for collaboration, develop a local focus including entire region at all levels: city, county, region, Adopted locally
 - b. Purpose is to meet the Section 5310 Grant Application; projects must meet one of the needs in the Plan
 - i. FTA, TDOT
 - ii. Federal share / local share
 - iii. Grant activities in TN – vehicle purchases and mobility manager
 - iv. Federal fund braiding – website on transit.dot.gov – regulations and programs table
 1. Hoping to share some new ideas on funding and provide examples on what could be done for the future
 - c. Public Survey – www.tnmobilityplans.com – coming in May 2022, online and paper copy, QR code – if any stakeholders have feedback on what needs to be in survey, this public meeting an important place to do so

- d. Needs Assessment discussion –
 - i. density of people 65+; discussion on the resources needed to serve rural areas
 - ii. households in poverty
 - iii. Population that may have a disability
 - 1. Asked if people have local research/reports related to older adult or disabled population share those resources with RLS
 - iv. Zero vehicle households
 - v. Population projections and how it will impact the outcomes of the Plan
- 3. Do you need a ride?
 - a. The 2015 needs were:
 - i. More transportation for older adults
 - ii. Job Access – special focus on individuals with disabilities
 - iii. Holiday service
 - iv. Night service
 - v. More available vehicles
 - vi. Travel training
 - b. Ideas for continued or new needs
 - i. Weekend especially Sunday for Church (Lawrenceburg/Lawrence Co.; Ethridge, Loretto) (Stephanie Anderson)
 - ii. Stephanie Anderson – MyRide – Local hair appts, bank, grocery, medical; will help people pay for the rides, need to spread further awareness to people that it's available
 - iii. Information sharing – have people know the resource is there
 - iv. Robin Rochelle – More transportation for older adults needs to be more specific; in the fact that older adults can go on the public transportation but the clarification needs to be beyond the curb; programs that provides extra level of assistance for those older adults that can no longer navigate the public transportation, 10 counties that don't have a My Ride programs to help with that level of service
 - v. Terry – MyRide Murray – Not able to handle the medical appointments that are outside the service area; there is no referral or solution for people that cannot go to Franklin or Nashville; costs – private providers are cost prohibitive and rural counties do not have uber or lyft
 - 1. Public transportation can go to Murphy, Nashville, go outside the county, but for a person 60+ funding through older American age, but those under 60 do not have the resource; has to be the public transportation cost/fare
 - 2. Terry Garcia – public transportation; outside county trips for medical – demand is there daily, problem having drivers/vehicles
 - a. Asks people to make appts certain times of day so a vehicle can be designated and accommodated, give notice at 3 days or as soon as they know about their appt.
 - vi. Feedback on the job access grant or provider ensuring trips go to an employer, etc.
 - 1. Don't have a local funding to do it, but the rides are still happening during the day
 - 2. Any 3rd shift transportation options – group did not know if there were any available

- vii. Travel training – public transit tries to train riders if they call for a trip, just general information, nothing formalized
- c. What is the priority to handle first?
 - i. Having enough drivers and vehicles to handle ridership requests
 - 1. Would expanding hours of operation be a need? Stakeholders did not think so; 6 AM – 6 PM is ok, but it's the chunks of times that overlap
- d. Resources included in Plan – public, private, non-profit, volunteer, government, human service agency programs
- e. Add to provider inventory
 - i. Lawrenceburg Senior Center – does medical transportation
 - ii. MyRide
 - iii. Laura asked if they knew about any of the cab companies – no one responded
 - iv. Giles, Lewis, Moore Senior Centers do not provide actual transportation; they have the SCTDD transportation office there
 - v. Asked if anyone new could be included, let us know
- f. Progress has been made?
- g. What plans and projects are on the horizon?
 - i. Need for vehicles and drivers
- h. Next steps

**South Central
Tennessee Development District**





**Coordinated Public Transit-Human
Services Transportation Plan**

September 14, 2022
Prepared by: RLS & Associates, Inc.

Zoom Interactions

- ◆ Mute/Unmute
 - Please Keep Your Microphone “Muted”
 - Unmute Whenever You Want To Talk
- ◆ Chat
 - We will be Using the Chat Feature for Comments (Click on “Show Conversation”)
- ◆ Live Polling Options

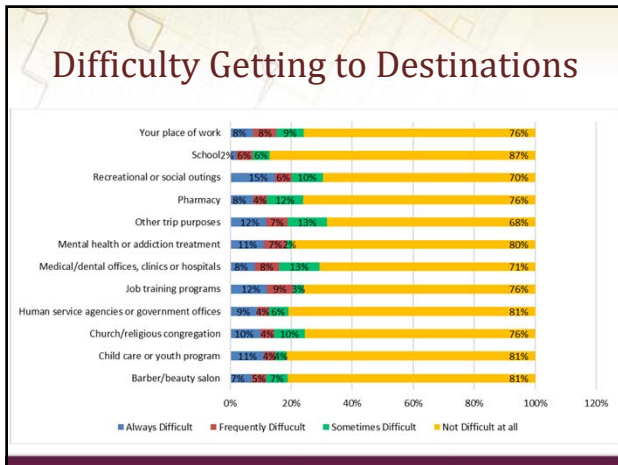
Agenda

-  Needs Assessment Review
-  Overview of Potential Funding Sources
-  Discuss and Prioritize Potential Strategies
-  Next Steps

Needs Assessment
INVENTORY OF EXISTING SERVICES

- ### Transportation Providers
- ◆ Multiple Modes of Transit Options
 - ◆ Different Eligibility Requirements
 - ◆ Wheelchair Accessible Vehicles
 - ◆ Various Daily Operating Hours
 - ◆ Public Transit
 - ◆ Open to the Public
 - ◆ Human Services Agencies and Senior Services
 - ◆ Limited Eligibility
 - ◆ Intercity Transportation
 - ◆ Open to the Public
 - ◆ Non-Emergency Medical
 - ◆ Based on Eligibility or Private Pay
 - ◆ Veterans
 - ◆ Limited Eligibility
 - ◆ Volunteers
 - ◆ Limited Eligibility

	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	0:00
Region of Multi-County																						
ECTDD																						
Bedford County																						
Bedford County Public Transportation	Weekdays																					
Mullins Transportation Service	Weekdays and Weekends																					
Coffee County																						
Coffee County Public Transportation	Weekdays																					
ADC Cab Company																						
Brown's Cab Service																						
Franklin County																						
Franklin County Public Transportation	Weekdays																					
Statum Cab of Winchester																						
Giles County																						
Giles County Senior Center	Weekdays																					
City Cab Co.																						
Hickman County																						
Hickman County Public Transportation	Weekdays																					
Lawrence County																						
Lawrence County Public Transportation	Weekdays																					
Moore Care Ambulance Service, LLC																						
Eligible Riders Only																						
General Public Service																						



Time of Day Ride is Needed but Not Available

Time of Day	Weekday		Saturday		Sunday	
	Count	Percentage	Count	Percentage	Count	Percentage
4:00 - 6:00 AM	4	11%	2	6%	1	3%
6:00 - 10:00 AM	20	53%	10	31%	16	53%
10:00 AM - 2:00 PM	15	39%	22	69%	21	70%
2:00 - 6:00 PM	10	26%	11	34%	8	27%
6:00 PM - Midnight	9	24%	10	31%	7	23%
Midnight - 4:00 AM	9	24%	7	22%	4	13%
Other (please specify)	4	11%	2	6%	3	10%

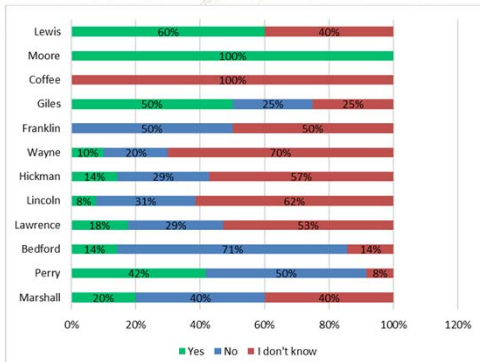
Need to Travel Outside of Home County

County of Residence	Work Purposes	Medical Purposes
Perry	7	14
Lawrence	5	10
Lincoln	4	10
Marshall	4	10
Hickman	3	4
Coffee	2	5
Wayne	2	7
Franklin	1	1
Giles	1	2
Moore	0	1
Bedford	0	4
Lewis	0	2

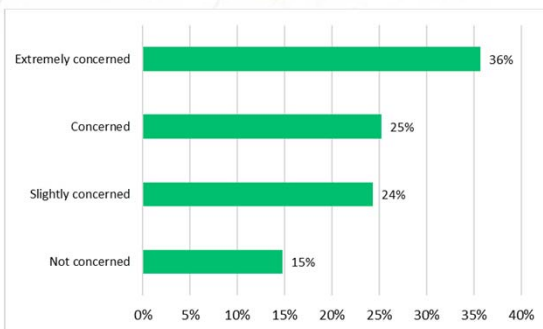
County-to-County Transportation

Participant lives in:	Location need access to for job:
Franklin County	Coffee County
Lawrence County	Spring Hill, Columbia or Pulaski
Lawrence County	Industrial Park
Lewis County	Columbia
Lincoln County	Bedford County, Marshall County and Lincoln County
Lincoln County	All locations on Huntsville Hwy just pass the Elk River Bridge
Marshall County	Both job parks
Perry County	Dickson
Perry County	Hickman, Dickson, Spring Hill, Maury

Awareness



Concern About the Future



Summary of Needs

- ◆ Travel Across Multiple Counties
- ◆ Build Awareness of Transportation
- ◆ Pedestrian Infrastructure Improvements
- ◆ Capacity to Meet Demand at Peak Hours
- ◆ Expanded Days/Hours of Service
- ◆ Access to Jobs
- ◆ Staffing/Driver Shortages
- ◆ Vehicle Supply Chain Shortages

Identifying and Prioritizing

GOALS & STRATEGIES FOR POTENTIAL SOLUTIONS

Potential Funding Sources Overview

- ◆ FTA Section 5310 Program: *Enhanced Mobility for Seniors and Individuals with Disabilities*
 - Federal Share for capital projects = 80%
 - Local match can come from other Federal (non-DOT) funds
 - TDOT may provide up to 10% of the capital match
- ◆ Eligible **Capital** Grant Activities in Tennessee
 - Vehicle purchases
 - Mobility Manager

Potential Funding Sources Overview

- ◆ Potential Local Match
 - **Fund Braiding:** Federal funds from one grant program can be used to fulfill the local match requirements of another Federal grant
 - Allowable for more than 70 Federal programs
 - Potentially as many as 130 Federal programs provide funding for human service transportation
 - Not available between all Federal programs. Consult the Federal Fund Braiding Guide: <https://www.transit.dot.gov/regulations-and-programs/ccam/about/COORDINATING-COUNCIL-ACCESS-AND-MOBILITY-CCAM-FEDERAL-FUND>

Discussion about Goal & Strategies

- ◆ Polling Activity
 - After Discussing Each Strategy – Rate as a:
 - High Priority
 - Medium Priority
 - Low Priority
- ◆ Evaluation Criteria
 - Community Impact
 - Addresses Needs
 - Range of Benefits
 - Financial
 - Estimated Costs
 - Potential Availability of Funding
 - Implementation
 - Timeframe
 - Challenges
 - Possibilities

Goal 1 – Coordinate Outreach & Travel Training

Strategy 1.1: Improve Transportation Information Available Through 211 and TN Disability Pathfinder

- ◆ \$
- ◆ Potential Funding Sources
 - FTA Section 5310 (80%) for Mobility Management
 - Local Match (10% State and 10% Local)
- ◆ Advantages
 - Helpful to New and Potential Riders
 - Uses and Existing Resource
 - Informs 211, TN Disability Pathfinder, and Other Agencies of Transportation Options
- ◆ Challenges
 - Administrative Time: Requires Updating Information and Providing Data

Goal 1 – Coordinate Outreach & Travel Training

Strategy 1.2: Establish a Travel Training Program

- ◆ \$\$
- ◆ Potential Funding
 - Existing Transportation and Agency Program Budgets
 - Mobility Management Function (Section 5310)
- ◆ Advantages
 - Reduces Fear of Transportation
 - Informs People about Eligibility Requirements
 - Increases Ridership
- ◆ Challenges
 - Requires Dedicated Trainers Who Can Relate to Others

Goal 1 – Coordinate Outreach & Travel Training

Strategy 1.3: Develop "Trip Sheets" or Handouts that Offer Passengers Easy Transportation Guidance

- ◆ \$\$
- ◆ Potential Funding
 - Existing Transportation and Agency Program Budgets
 - Mobility Management Function (Section 5310)
- ◆ Advantages
 - Reduces Fear of Transportation
 - Informs People about Eligibility Requirements
 - Increases Ridership
- ◆ Challenges
 - Requires Input from Multiple Transportation Service Providers to Ensure Complete Information
 - Requires Distribution

Goal 2 – Recruit & Train Drivers, Including Volunteers

Strategy 2.1: Create a Coordinated Approach to Recruit Drivers for Public, Senior, Volunteer, and Human Services Transportation in All Counties

- ◆ \$
- ◆ Potential Funding Sources
 - Existing Transportation and Agency Program Budgets
- ◆ Advantages
 - All Providers Benefit
 - Potential to Share Drivers
 - Reduces Duplication in Recruitment Efforts & Reaches More People
 - Regional Recruitment Plan
- ◆ Challenges
 - Requires Communication between Agencies
 - May Require Standardization of Some Driver Requirements/Pay Scales

Goal 3 – Maintain & Improve Access to Transportation for All

Strategy 3.1: Replace and Maintain Vehicles through FTA/TDOT funding and Local Sources

- ◆ \$\$\$
- ◆ Potential Funding
 - TDOT/FTA
 - Aging Programs
- ◆ Advantages
 - Replacing Vehicles on Schedule Helps Control Maintenance Costs
 - Maintaining or Expanding Capacity Meets Needs of Riders
- ◆ Challenges
 - Supply Chain Shortages
 - Reporting Requirements for Federally Funded Vehicles

Goal 3 – Maintain & Improve Access to Transportation for All

Strategy 3.2: Expand Transportation Service to Include New Hours and Days

- ◆ \$\$\$
- ◆ Potential Funding
 - TDOT/FTA
 - Aging Programs
 - Employer Contributions
 - Medical Contributions
- ◆ Advantages
 - Addresses Identified Challenges & Needs
 - Develops Transportation Along with Population Growth
- ◆ Challenges
 - Requires Additional Drivers
 - Requires Additional Funding

Goal 3 – Maintain & Improve Access to Transportation for All

Strategy 3.3: Adding Same-Day and On-Demand Service in Designated Service Areas

- ◆ \$\$\$\$
- ◆ Potential Funding
 - TDOT/FTA
 - Local Government Contributions
 - Medical Offices
- ◆ Advantages
 - Addresses Short-Notice Transportation Needs
 - Option for Short-Distance, Local Trips
- ◆ Challenges
 - Requires Additional Funding, Vehicles and Drivers (or Contractor Options)
 - Necessary to Estimate Demand
 - Scheduling Technology May be Needed

Goal 3 – Maintain & Improve Access to Transportation for All

Strategy 3.4: Develop a Bus Grant Program for Long-Distance Trips

- ◆ \$ to \$\$\$
- ◆ Potential Funding
 - TDOT/FTA
 - Aging Programs
 - Employer Contributions
 - Medical Facility Contributions
- ◆ Advantages
 - Improves Access to Jobs and Medical Services for Individuals with Limited Incomes
 - Improves Independence
 - Potential to Group Trips on Long-Distance Routes (better ridership)
- ◆ Challenges
 - Requires Funding
 - Requires Administrative Activities and Outreach to Agencies

Goal 4 – Actively Coordinate Regional Transportation Issues

Strategy 4.1: Establish and Actively Engage a Regional Transportation Advisory Board

- ◆ \$ (Low Cost)
- ◆ Potential Funding Sources
 - FTA Section 5310 (80%) for Mobility Management
 - Local Match (10% State and 10% Local)
- ◆ Advantages
 - Transportation Issues are Represented in State and Regional Planning Discussions
 - Influence Policy and Funding
 - Support Local and Regional Solutions
- ◆ Challenges
 - Administrative/Oversight Burden
 - Duties Need to be Defined
 - Membership Needs to be Defined

Goal 4 – Actively Coordinate Regional Transportation Issues

Strategy 4.2: Hire a Mobility Manager to Champion Advancements in Coordinated Transportation Across the Region

- ◆ \$\$ (Moderate Cost)
- ◆ Potential Funding Sources
 - FTA Section 5310 (80%) for Mobility Management
 - Local Match (10% State and 10% Local)
- ◆ Advantages
 - Champion(s) for Transportation
 - Focus on Identifying Solutions to Top Priority Needs
 - Lead the Regional Transportation Advisory Board
- ◆ Challenges
 - Requires Sustained Funding
 - Duties Must Include Regional Coordination
 - Avoid becoming Single Agency Focused

Goal 4 – Actively Coordinate Regional Transportation Issues

Strategy 4.3: Address Pedestrian Infrastructure Issues that Impact Access to Bus Service

- ◆ \$
- ◆ Potential Funding Sources
 - FTA Section 5310 (80%) for Mobility Management
 - Local Match (10% State and 10% Local)
- ◆ Advantages
 - A Topic for the Regional Transportation Advisory Board
 - Improves Access to Transportation for All People
- ◆ Challenges
 - Engaging the Appropriate Representatives to Address Challenges
 - Identifying and Prioritizing Funding for Improvements

Final Plan

NEXT STEPS

Net Steps

- ◆ Refine Goals and Strategies
- ◆ Revise Draft Report
- ◆ Adopt Final Report

Thank You!

Questions?

Laura Brown, Project Manager

lbrown@rlsandassoc.com

(813) 482-8828

South Central TN Development District
Coordinated Plan Meeting
9/14/22

Attendees:

- Terrie Garcia – Executive Director of Transportation, SCTDD: Passed out surveys to county dispatch offices so they could distribute and post
- Tammy Fraizer - Transportation Mobility Coordinator/Intercity Services Manager, SCTDD
- Sonia Miller – MyRide Bedford County, bed-dispatch@sctdd.scats.org (931) 684-0019
- Emily Duchac and Jeannette Bloomfield, TDOT
- Kaitlyn McClanahan, TDOT

Discuss the suggested strategies/goals

- 1) RLS action item: Think about a way to get these poll questions out to more people so we have feedback
- 2) South Central has vehicles and dispatch in the region's counties
- 3) Weekday 6 AM – 6 PM service most dominant
- 4) Demographic and survey results
 - a) Survey showed the areas of needs
- 5) Time of day
 - a) T. Garcia and S. Miller - Weekend transportation – hard to do because of driver shortage, can't service all counties fully, dialysis appointments do run on the weekend
 - b) T. Garcia, most do schedule between 8 AM – 10 AM
- 6) Goals and Strategies
 - a) Make the polling activity live so we can conduct this and get people's ranking on the goals
 - b) Emily D. – SCTDD recently received a 5310 award for mobility management so a future mobility manager could coordinate these goals
 - c) Goal 1:
 - i) 1.1 TN 211 and Disability Pathfinder - 1 high, 2 medium
 - ii) 1.2 Rural/travel training program – enhance it - 2 high, 1 medium
 - iii) 1.3 Trip sheets and handouts - 2 high, 1 medium
 - d) Goal 2:
 - i) 2.1 Recruiting and training drivers, including volunteers – 3 high
 - e) Goal 3:
 - i) 3.1 Replace and maintain vehicles through FTA/TDOT funding and local sources
 - ii) 3.2 expand services for new hours and days; people that may need a different kind of service, stop at daycare on way to work with a child
 - iii) 3.3 same-day or on-demand service to designated zones