Mid-Cumberland Public Transit – Human Services Transportation Plan

Prepared for:

TN TDOT
Department of Transportation

Prepared by:

TranSystems

September 2016

DRAFT

DRAFT

Table of Contents

Executive Summary……i
Plan Purpose……ii
Transportation Service Providers……ii
Transportation Needs……iii
Strategies for Meeting Identified Needs……v
Prioritization of Strategies and Activities……vi
Introduction……1
Plan Purpose……2
Study Area……2
Plan Development Process……2
Public and Stakeholder Participation……3
Peer Review Documentation……4
Available Services……6
Service Providers……7
Gaps Analysis and Unmet Needs……13
Transportation Disadvantaged Populations……14
Service Gaps and Unmet Needs……21
Prioritization of Service Gaps and Unmet Needs……26
Strategies and Activities……29
Strategies for Meeting Identified Needs……30
Short-term Strategies and Activities……31
Long-term Strategies and Activities……36
Next Steps……40
Funding Resources……41
Conclusion……42

DRAFT

List of Figures

Figure i: Services Available within the Study Area....iii
Figure ii: Transportation Disadvantaged Populations within the Study Area....iii
Figure iii: Transportation Service Gaps and Needs within the Nashville Area....iv
Figure iv: Transportation Service Gaps and Needs within the Clarksville Area....v
Figure v: Short-term Strategies/Activities for Each Study Area....vii
Figure vi: Long-term Strategies/Activities for Each Study Area....viii
Figure 1: Mid-Cumberland Study Area 5
Figure 2: Service Characteristics of Public Transit Providers in the Nashville Area 7
Figure 3: Public Transit Providers within the Study Area.... 8
Figure 4: Service Characteristics of Public Transit Providers in the Clarksville Area....9
Figure 5: Agency Transportation Providers by Study Area 9
Figure 6: Private Demand Services in the Nashville Area.... 10
Figure 7: Private Demand Services in the Clarksville Area.... 10
Figure 8: NEMT Services in the Nashville Area.... 11
Figure 9: NEMT Services in the Clarksville Area.... 12
Figure 10: Older Adult Populations in the Nashville Area 14
Figure 11: Older Adult Populations in the Clarksville Area 14
Figure 12: Number of Older Adults per Square Mile 15
Figure 13: Populations of Persons with Disabiliities (5-years+) in the Nashville Area 16
Figure 14: Populations of Persons with Disabiliities (5-years+) in the Clarksville Area 16
Figure 15: Number of Persons with Disabilities (5-years+) per Square Mile 17
Figure 16: Populations of Persons with Low Incomes in the Nashville Area 18
Figure 17: Populations of Persons with Low Incomes in the Clarksville Area 18
Figure 18: Number of Persons with Low Incomes per Square Mile.... 19
Figure 19: Change in Population 2010-2025 20
Figure 20: Service Gaps and Unmet Needs in the Nashville Area 23
Figure 21: Service Gaps and Unmet Needs in the Clarksville Area 24
Figure 22: Weekday Service Hours of Public Transit Providers 24
Figure 23: Overlapping Service Areas and Park & Ride Locations 25
Figure 24: Prioritized List of Service Gaps and Unmet Needs for Nashville Area.... 27
Figure 25: Prioritized List of Service Gaps and Unmet Needs for Clarksville Area.... 28
Figure 26: Short-Term Strategies/Activities for Each Study Area 32
Figure 27: Long-Term Strategies/Activities for Each Study Area 36

DRAFT

Abbreviations and Acronyms

A

ACS – American Community Survey

ADA – Americans with Disabilities Act of 1990

C

CPT-HSTP – Coordinated Public Transit-Human Services Transportation Plan

CTS – Clarksville Transit System

F

FAST Act – Fixing America's Surface Transportation Act

FHWA – Federal Highway Administration

FTA – Federal Transit Administration

M

MAP-21 – Moving Ahead for Progress in the 21st Century Act

MCHRA – Mid-Cumberland Human Resource Agency

MPO – Metropolitan Planning Organization

MTA – Nashville Metropolitan Transit Authority

N

NEMT – Non-Emergency Medical Transportation

R

RTA – Middle Tennessee Regional Transportation Authority

S

Section 5310 – Enhanced Mobility of Seniors and Individuals with Disabilities Program

T

TDOT – Tennessee Department of Transportation

U

U.S. – United States

DRAFT

Executive Summary

Plan Purpose

Background

The Moving Ahead for Progress in the 21st Century Act (MAP-21) requires that projects chosen for funding through the Enhanced Mobility of Seniors and Individuals with Disabilities Program (Section 5310) be "included in a locally developed, Coordinated Public Transit – Human Services Transportation Plan" and that the plan be "developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public." This plan aims to meet the federal requirements, as well as identify opportunities to achieve efficiencies in service delivery throughout the Mid-Cumberland area.

The Coordinated Public Transit – Human Services Transportation Plan for the Nashville Area and Clarksville Urbanized Area Metropolitan Planning Organizations (MPOs) is meant to:

- Assess the available transportation services;
- Identify transportation needs of older adults, persons with disabilities and persons with low income;
- Provider strategies for meeting those identified needs; and
- Prioritize transportation strategies and activities for funding and implementation.

Study Area

The study area is made up of the Mid-Cumberland region and spans 15 counties in two states: 14 counties in Tennessee and one county in Kentucky. The study area is broken into two distinct areas, Nashville and Clarksville. The Nashville area includes the counties of Cheatham, Davidson, Dickson, Houston, Humphreys, Maury, Robertson, Rutherford, Sumner, Trousdale, Williamson, and Wilson in Tennessee. The Nashville Area MPO covers seven counties (Davidson, Maury, Robertson, Rutherford, Sumner, Williamson, and Wilson). The Nashville area is anchored by the City of Nashville, but also includes the cities of Murfreesboro and Franklin. A majority of the Nashville area includes smaller suburban communities, townships, and rural communities.

The Clarksville area includes the counties of Montgomery and Stewart in Tennessee and Christian County in Kentucky. The Clarksville Urbanized Area MPO covers two counties (Montgomery and Christian). The Clarksville area includes the City of Clarksville in Tennessee, and the cities of Hopkinsville and Fort Campbell in Kentucky. A majority of the Clarksville area consists of small towns and rural communities.

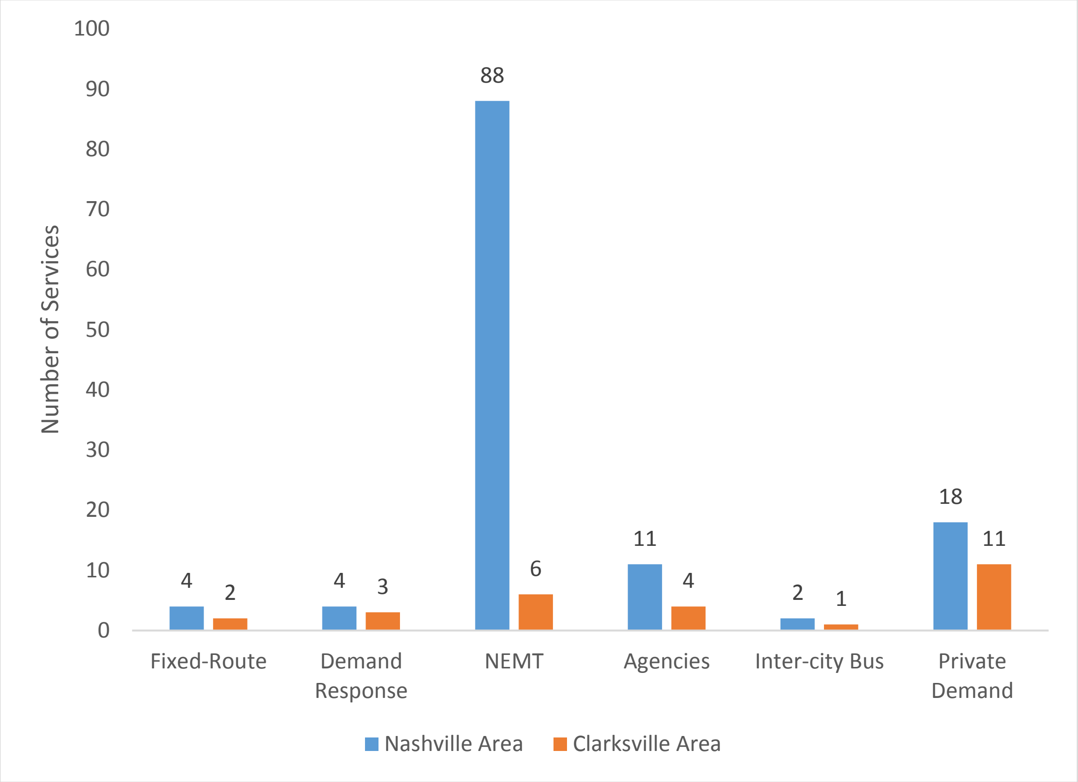
The Mid-Cumberland Human Resources Agency (MCHRA) covers all of the Tennessee counties within the study area, except for Maury County. MCHRA provides trips throughout a majority of the study area, and a most of those trips connect the rural and exurban areas with the larger cities.

Transportation Service Providers

There are a multitude of service providers in the study area. The main public transportation providers in the Nashville area are the Nashville Metropolitan Transit Authority (MTA), Middle Tennessee Regional Transportation Authority (RTA), MCHRA, Rover Transit in the City of Murfreesboro, Franklin Transit and VanStar Vanpool operated by TMA Group, and South Central Tennessee Development District that operates services in Maury County with connections to Nashville and Murfreesboro. The main public transportation providers in the Clarksville area are the Clarksville Transit System (CTS), Middle Tennessee RTA, MCHRA, and Montgomery County Veterans Transportation. Figure i shows the many public transportation (fixed-route and demand response), non-emergency medical transportation (NEMT), agency transportation providers, inter-city bus providers, and private demand services providers in the area.

DRAFT

Figure i. Services Available within the Study Area



Caption: N.E.M.T., listed alongside other service types, stands for non-emergency medical transportation.
Source: Advisory Committee, National Provider Identifier Database, and TranSystems.

DRAFT

Transportation Needs

A majority of the transportation disadvantaged populations are located in and around municipalities. In the Nashville area, these populations are more concentrated in and around Nashville, Murfreesboro, Franklin, Columbia, and Lebanon. In the Clarksville area, these populations are more concentrated in and around Clarksville and Hopkinsville. Figure ii illustrates where the transportation disadvantaged populations are located. The geographical layout of the study area and the challenges faced by transportation disadvantaged populations create unique service gaps and needs.

Figure ii. Transportation Disadvantaged Populations within the Study Area

Population	Nashville Area	Clarksville Area	Total
Older Adults (65+)	191,741	25,185	216,926
Persons with Disabilities (5+)	187,838	33,031	220,869
Persons with Low Income	233,629	45,488	279,117

Source: Census Bureau, 2014 ACS 5-year Estimates.

The service gaps and needs are outlined below in Figures iii and iv. These needs were identified throughout the public engagement process. The table also indicates whether the service gap or need applies to the provider, the user, or both.

Figure iii. Transportation Service Gaps and Unmet Needs within the Nashville Area

Category	Provider	User	Service Gaps and Unmet Needs
Information and Awareness	●	●	Lack of public information regarding available services and how to utilize those services
	●		Lack of provider participation in coordination and lack of information regarding locations to coordinate services
	●	●	Lack of intelligent transportation systems and other transportation-related technologies
Geographical	●	●	Lack of service to key activity centers that offer needed services
	●	●	Lack of coverage of rural areas and suburban communities
	●	●	Lack of accessible first/last mile connections to transportation services
	●		Lack of coordination between land use and transit services (e.g. TOD)
Time-based	●	●	Lack of night and weekend service
Client-based	●	●	Lack of accessible services for persons with disabilities
		●	Lack of customer amenities at transit stops (e.g. shelters, benches, lighting, sidewalks)
	●	●	Lack of services for youth and children
	●	●	Lack of bicycle and pedestrian infrastructure and accessibility
	●	●	Lack of services for veterans
		●	Lack of affordable transportation options
		●	A sense of insecurity on transit vehicles and to/from transit stops
Service Quality	●		Lack of paratransit services that provide a level of service above and beyond what is required by ADA
	●	●	Low frequency of services (e.g. long headways)
		●	A sense that riders' needs are not being met
	●		Lack of transportation alternatives for some areas of the Nashville region

Source: *Coordinated Human Services Transportation and Program Management Plan* (2007, revised 2013), and the Advisory Committee.

DRAFT

Figure iv. Transportation Service Gaps and Unmet Needs within the Clarksville Area

Category	Provider	User	Service Gaps and Unmet Needs
Information and Awareness	●	●	Lack of public information and education programs regarding transportation services
Geographical	●	●	Lack of service to Industrial Park
	●	●	Need for better services to Nashville and Murfreesboro
Time-based	●	●	Lack of night and weekend service
Client-based	●	●	Lack of local services for Veterans
Service Quality	●		Increased number of public transportation vehicles to provide service
	●	●	Low frequency of services (e.g. long headways)

Source: *Coordinated Public Transit-Human Services Transportation Plan for the Clarksville Area (2011)*, and the Advisory Committee.

Strategies for Meeting Identified Needs

The following are potential strategies to address the service gaps and needs that have been identified.

Information and Awareness

- Explore the development of a local coordination policy body/council.
- Explore the development of a one-stop transportation traveler call center to coordinate services.
- Enhance planning activities and public education efforts to raise awareness of transit opportunities within the region.
- Host how-to-ride workshops.
- Evaluate existing transportation-related technologies and identify new technologies to implement in the region that may increase operator and customer interaction.

Geographical

- Evaluate current accessibility to transit stops and identify ways to improve first-/last-mile connections.
- Review service routes and expand service to key activity centers currently underserved or not served by transit, paratransit, or service agencies.
- Coordinate service delivery among lower density areas.
- Evaluate existing land uses near transit centers and identify ways to effectively coordinate land use with transit services, such as transit oriented development.
- Review service options to and from Nashville and Murfreesboro, and assess the possibility of additional services as needed.

Time-Based

- Expand or shift hours to include weekend service.
- Expand transit, paratransit, and service agency hours to include evening service.

Client-Based

- Evaluate existing services for persons with disabilities and identify areas of expansion.
- Evaluate existing customer amenities at transit stops and identify cost-effective amenity improvements at transit stops.

DRAFT

- Evaluate existing services for youth and children and identify areas of expansion.
- Evaluate existing bicycle and pedestrian pathways and identify ways to improve accessibility for cyclists and pedestrians.
- Evaluate existing services for veterans and identify areas of expansion.
- Evaluate the costs of various modes of transportation and identify ways to make transportation more affordable, this includes but is not limited to policies, subsidies, partnerships, and payment adjustments.
- Evaluate current security on transit services and identify ways to increase security on vehicles.

Service Quality

- Evaluate current service frequencies and identify ways to increase frequency of services.
- Evaluate existing transportation alternatives and identify ways to expand transportation options.
- Evaluate existing paratransit and demand responsive transportation services and identify areas to expand services.
- Evaluate riders' experiences and identify ways to better meet riders' needs.
- Identify funding to purchase transportation vehicles for increased service.

Prioritization of Strategies and Activities

Following the prioritization of gaps and needs within the study area, proposed strategies and activities were identified. Because each state has varying demographics, geography, and funding methodologies, it follows that each state has a different prioritized list of service gaps and unmet needs. To address the gaps and needs, stakeholders at public meetings in each state identified various strategies and activities. The strategies and activities that are best suited to addressing each state's gaps and needs were identified by stakeholder input and professional expertise. Figures iv and v show the short-term and long-term strategies and activities, respectively, for each state.

DRAFT

Figure iv. Short-term Strategies/Activities for Each Study Area

Strategies and Activities	Study Area	
	Nashville	Clarksville
Explore the development of a local coordination policy body/council.	●	●
Enhance planning activities and public education efforts to raise awareness of transit opportunities within the region.	●	●
Host how-to-ride workshops.	●	
Evaluate current accessibility to transit stops and identify ways to improve first-/last-mile connections.	●	
Review service options to and from Nashville and Murfreesboro, and assess the possibility of additional services as needed.		●
Expand or shift hours to include weekend service.	●	●
Expand transit, paratransit, and service agency hours to include evening service.	●	●
Evaluate existing services for persons with disabilities and identify areas of expansion.	●	
Evaluate existing customer amenities at transit stops and identify cost-effective amenity improvements at transit stops.	●	
Evaluate existing services for youth and children and identify areas of expansion.	●	
Evaluate existing bicycle and pedestrian pathways and identify ways to improve accessibility for cyclists and pedestrians.	●	
Evaluate existing services for veterans and identify areas of expansion.	●	●
Evaluate current security on transit services and identify ways to increase security on vehicles.	●	
Evaluate current service frequencies and identify ways to increase frequency of services.	●	●
Evaluate riders' experiences and identify ways to better meet riders' needs.	●	
Identify funding to purchase transportation vehicles for increased service.		●

Source: Public stakeholders, the Advisory Committee, and TranSystems.

DRAFT

Figure v. Long-term Strategies/Activities for Each Study Area

Strategies and Activities	Study Area	
	Nashville	Clarksville
Explore the development of a one-stop transportation traveler call center to coordinate services.	●	
Evaluate existing transportation-related technologies and identify new technologies to implement in the region that may increase operator and customer interaction.	●	
Review service routes and explore expanding service to key activity centers currently underserved or not served by transit, paratransit, or service agencies.	●	●
Consider coordinating service delivery among lower density areas.	●	●
Evaluate existing land uses near transit centers and identify ways to effectively coordinate land use with transit services, such as transit oriented development.	●	
Evaluate the costs of various modes of transportation and identify ways to make transportation more affordable, this includes but is not limited to policies, subsidies, partnerships, and payment adjustments.	●	
Evaluate existing transportation alternatives and identify ways to expand transportation options.	●	
Evaluate existing paratransit and demand responsive transportation services and identify areas to expand services.	●	

Source: Public stakeholders, the Advisory Committee, and TranSystems.

DRAFT

Introduction

Plan Purpose

The Coordinated Public Transit – Human Services Transportation Plan (CPT-HSTP) for the Mid-Cumberland region is prepared in compliance with the federal transit law, Moving Ahead for Progress in the 21st Century (MAP-21).

MAP-21 states that projects selected for funding through the Enhanced Mobility of Seniors and Individuals with Disabilities Program (Section 5310) be "includes in a locally developed, Coordinated Public Transit – Human Services Transportation Plan" and that the plan be "developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public."

The purpose of the CPT-HSTP is to create a better transit system for transportation disadvantaged populations: older adults, persons with disabilities, and persons of low income. This includes evaluating the existing paratransit, demand response transportation, human service agency, nonprofit and private for-profit providers. Similarly, the current service gaps and unmet needs faced by transportation disadvantaged populations are assessed. Using the information gathered, a catalog of strategies is created to address those gaps and needs. Lastly, the plan prioritizes strategies and activities for funding and implementation.

Study Area

The study area includes 15 counties in two states; 14 counties in Tennessee and one county in Kentucky (see Figure 1). To determine the boundaries of the study area, the Advisory Committee looked at agencies that offer services in or near the Nashville and Clarksville areas and evaluated travel patterns of the various service agencies. The committee decided on the 15-county region because the residents of those counties rely on trips to and from Nashville, Clarksville, and the surrounding area for medical, job-related, and other travel needs.

Included within the study area are multiple public transportation providers. Some of the agencies covered by the study area include: Nashville MTA, Middle Tennessee RTA, MCHRA, Rover Transit in the City of Murfreesboro, Franklin Transit and VanStar Vanpool operated by TMA Group, and South Central Tennessee Development District within the Nashville area, and CTS, Middle Tennessee RTA, MCHRA, and Montgomery County Veterans Transportation within the Clarksville area.

Plan Development Process

The development of the plan began by creating an Advisory Committee to review project material from a local perspective. Throughout the planning process, the Advisory Committee provided insight that helped guide the plan. The development of the plan was broken into four main steps: setting parameters and gathering preliminary data, identifying unmet needs/service gaps and potential strategies, prioritizing strategies and activities, and producing a plan.

The Advisory Committee helped guide the project and identified local agencies to participate in the planning process. The committee also reviewed data from the previous plan and offered new information that led to the development of a list of service providers and challenges to providing coordinated service delivery. Preliminary demographic data was gathered on the older adult, persons with disabilities, and persons with low income populations that live within the study area. These initial efforts helped shape an image of where needs exist, how existing services address those needs, and what are the goals of the CPT-HSTP.

To identify unmet needs, service gaps, and potential strategies, the Advisory Committee met and discussed the challenges faced by communities throughout the study area. The committee helped decide where to hold various stakeholder and general public meetings. It was imperative that efforts be taken to reach out to the public in a manner that made meetings easy to attend. The Advisory Committee, stakeholders, and the general public not only listed and categorized the service gaps and unmet needs, but also identified existing barriers to

DRAFT

addressing those challenges and developed potential strategies to overcoming those service gaps and unmet needs. The various meetings helped refine the list to better suit the communities within the study area.

The final step was to create a draft plan that integrated the outcomes of the previous steps. As a whole, the plan meets all federal requirements and provides a funding strategy to ensure that the service needs of transportation disadvantaged populations are met. The Advisory Committee presented the draft plan to the public. The public input assisted the Advisory Committee in producing a final product.

Public and Stakeholder Participation

It is required by federal law that a CPT-HSTP be developed locally in a manner that includes the participation of older adults, persons with disabilities, representatives of public, private, and nonprofit transportation and human services providers, as well as members of the public. In order to meet that requirement, an Advisory Committee was formed as an integral part to the development of the plan. The Advisory Committee functioned as an oversight board to guide the progression of the plan development. The committee included representatives from the Tennessee Department of Transportation (TDOT), Nashville Area MPO, Clarksville Urbanized Area MPO, Nashville MTA, CTS, City of Murfreesboro Rover Transit, Mid-Cumberland HRA, TMA Group, Tennessee Council on Aging & Disability, Metropolitan Social Services, as well as representatives from other human services agencies.

To gather input from older adults, persons with disabilities, and other stakeholders, several public meetings were held to discuss the identification of unmet needs, service gaps, and strategies. The public engagement allowed stakeholders and the public the opportunity to discuss and comment on the data gathered and suggest other information to be incorporated into the plan.

The first Advisory Committee meeting was held in May 2016. The initial meeting focused on defining the study area, delineating the transportation needs to be addressed by the plan, discussing potential plan results, and elaborating of specific characteristics of the communities within the study area. This conversation helped create an outline of the final plan.

Throughout the month of June 2016, a 14-question survey was developed and submitted to individuals and organizations to help identify transportation needs, gaps, and potential strategies. It was developed with input from TDOT and the Advisory Committee. The survey was posted online with a link provided on handouts to meeting participants to distribute to customers at their own agencies. The survey was also sent via email to identified potential stakeholders. A majority of the respondents were individuals answering on his/her own behalf. There were also a number of municipal and county government, private, non-profit transportation, human service agency, and federal human service agency respondents. Additionally, a few respondents identified themselves as members of civic organizations, health care providers, or as being part of the Area Agency on Aging and Disability. In addition, the Clarksville Urbanized Area MPO and Nashville MTA shared survey results from recently concluded surveys. These results helped supplement the findings of the survey conducted during the development of the plan.

The survey results helped inform the Advisory Committee of current service gaps and unmet needs. Some key information gathered from the survey illustrated the modes of transportation commonly used within the study area, as well as areas or places that are difficult to reach by transit or demand response transportation services. The survey information was used to refine the service gaps and unmet needs for future stakeholder and Advisory Committee meetings.

An Advisory Committee meeting and a series of public meetings were held in July 2016 in the cities of Clarksville, Murfreesboro, and Nashville. The focus of the public meetings was to expand on the known needs and identify additional service gaps and unmet needs. Information presented at the public meetings included the purpose of the study, descriptions of the type of services being discussed, defined study area, inventory of

DRAFT

service providers, area demographics, and previously identified service gaps and unmet needs. The attendees of the meetings were asked to expand on the needs and identify additional service gaps or unmet needs, as well as to highlight any strategies that might address existing transportation challenges. Meeting attendees were also asked to identify strategies that are more likely to be successful when applied to the study area. Together, the prioritized lists of needs and gaps and strategies/activities are meant to direct funding towards those strategies and activities that help communities eliminate the identified unmet needs and service gaps. The result was a locally-designed approach to addressing service gaps and unmet needs.

An Advisory Committee meeting was held in August 2016. The purpose of the meeting was to review survey results, the prioritized list of needs and gaps, and the prioritized list of strategies and activities. Attendees were asked to comment on the prioritized lists and correct any inconsistencies that did not align with existing plans or visions.

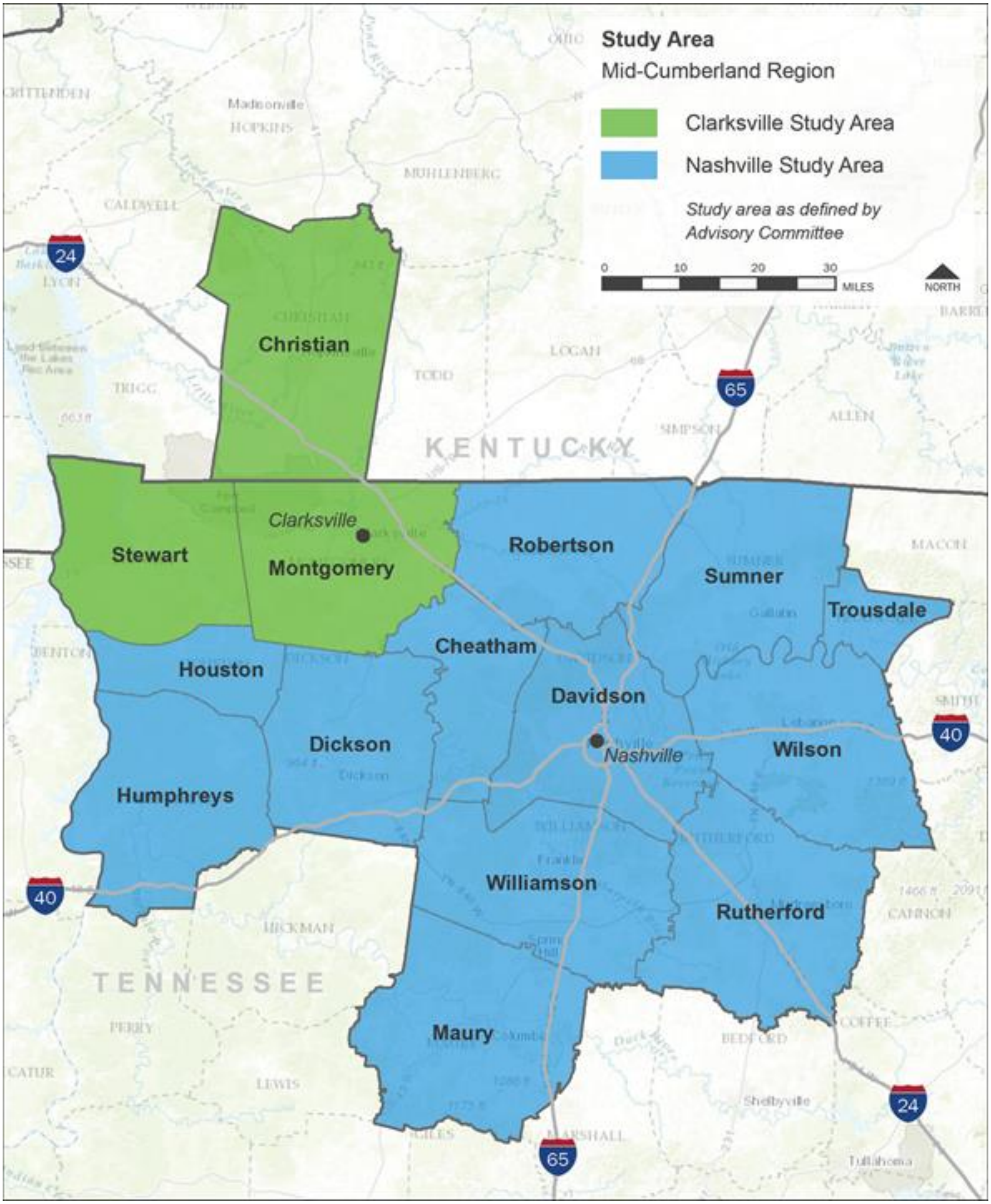
A final Advisory Committee meeting was held in September 2016. The meeting was held in Nashville. The focus of this meeting was to review the draft CPT-HSTP, and to collect final comments and recommendations. Advisory Committee members were also provided the opportunity to review the draft CPT-HSTP and provide comments via email. The feedback received was helpful in finalizing the plan in a manner that is reflective of the Mid-Cumberland area.

Peer Review Documentation

As part of the planning process, a peer-review of various coordinated plans was conducted (see appendix for more information). The following organizations' plans were reviewed: The Indianapolis MPO, Mid-America Regional Council (Kansas City, MO region), Capital Area Regional Transportation Coordination Committee (Austin, TX region), and East-West Gateway (St. Louis, MO region). All of the plans featured an inventory of service providers, an evaluation of existing challenges and unmet needs, a prioritization of strategies, demographics of targeted populations, and a plan organizing strategies and activities that address the challenges affecting the study area. The plan from Austin features an analysis on how to direct funding sources to potential activities, and the St. Louis plan provides a comprehensive list of federal funding programs that directed funding to serving transportation disadvantaged populations. The Indianapolis plan followed the *United We Ride Framework for Action*. The Kansas City plan featured a unique method of identifying service deserts and also discussed an online resource database called Link for Care. Through coordination with the local transit authority, Link for Care functions as a one-click/one-call center for the Kansas City region. Another strong example of a one-call/one-click center is Transit 511, a one-stop phone and web source for the San Francisco Bay Area featuring traffic, transit, rideshare, and bicycling information. The Transit 511 website even features a trip planning tool that helps visitors, transportation disadvantaged populations, and others find the most-efficient way to travel around the region. These resources were helpful in forming the general form of the plan.

DRAFT

Figure 1. Mid-Cumberland Study Area


Study Area
Mid-Cumberland Region
Clarksville Study Area
Nashville Study Area
Study area as defined by Advisory Committee
0
10
20
30
MILES
NORTH
KENTUCKY
TENNESSEE
Christian
Stewart
Montgomery
Clarksville
Robertson
Sumner
Trousdale
Houston
Cheatham
Davidson
Nashville
Dickson
Wilson
Humphreys
Williamson
Rutherford
Maury
24
65
40
40
24
65

Source: Study area defined by the Advisory Committee.

Available Services

Service Providers

There are many types of transportation services in the study area. Whether they are public, non-profit, or private for-profit agencies, they all help ensure that older adults, persons with disabilities, and persons with low income are able to move around the region. This chapter provides an inventory of public transit providers, agency transportation providers, and private transportation providers. At the end of the chapter, there is a brief discussion about the various local entities that are currently coordinating service.

The various public, private, and human services transportation providers that operate within the study area are listed below. This inventory is an update of inventories from previous reports, as well as services that were identified through research and industry knowledge during the plan process.

Public Transit Providers

Public transportation is shared-ride transit services that are open to the general public and charge a set fare. There are generally two types of public transit: fixed-route and demand response transportation services. Fixed-route operates on a set schedule along a fixed alignment. Demand response transportation functions between origin and destination along the most efficient route possible, and scheduled pick-ups and drop-offs are prearranged between the customer and the service provider. Demand response transportation includes those services required by the Americans with Disabilities Act of 1990 (ADA).

In the Nashville area, MTA is the largest provider of transportation service. MTA operates fixed-route, ADA-complementary paratransit, and taxi services within 484 square miles in and around Nashville, Tennessee and serves an estimated 626,681 individuals. MTA provided 9.6 million passenger trips and accrued 8.8 million revenue miles in 2014. Other public transit providers within the Nashville area include Mid-Cumberland HRA, Middle Tennessee RTA, Rover Transit in the City of Murfreesboro, and the TMA Group that provides Franklin Transit and VanStar Vanpool services. The South Central Tennessee Development District is starting services in Maury County, and more information on this service may be available in the near future. Figure 2 shows service characteristics of each of the public transit providers in the Nashville area.

In the Clarksville area, CTS is the largest provider of transportation service. CTS operates fixed-route and ADA-complementary paratransit within 105 square miles in and around Clarksville, Tennessee and serves an estimated 135,471 individuals. CTS provided 733,752 passenger trips and accrued 1.45 million revenue miles in 2014. Other public transit providers within the Nashville area include Mid-Cumberland HRA and Middle Tennessee RTA. Figure 4 shows service characteristics of each of the public transit providers in the Clarksville area. Figure 3 shows various service characteristics of the public transit providers.

Figure 2. Service Characteristics of Public Transit Providers in the Nashville Area

Agency	Vehicle Revenue Miles	Vehicle Revenue Hours	Passenger Trips
Nashville MTA	8,803,603	596,725	9,619,309
Mid-Cumberland HRA	4,244,626	197,571	266,653
Middle Tennessee RTA	1,445,779	36,110	619,589
Rover Murfreesboro Transit	260,267	17,928	265,345
TMA Group - Franklin Transit and VanStar Vanpool	657,725	31,906	138,299

Source: National Transit Database.

DRAFT

Figure 3. Public Transit Providers within the Study Area

Agency	Hours of Service	Fares	Fleet Size	Reservations
Nashville MTA	Seven days a week, 4:30am - 12:00am	Local service & BRT: $1.70 per one-way; Express service: $2.25 per one-way; Reduced fare: $0.85 per one-way; AccessRide $3.40 per one-way	137 buses, 50 demand response vehicles, 50 demand response taxis (contracted)	AccessRide requires prior to 4:30pm the day before a trip
Clarksville Transit System	Monday - Saturday, 4:50am - 9:00pm	Local service: $1.50 per one-way; Student: $1.00 per one-way; Reduced fare: $0.75 per one-way; 65 & over and children 4 and under: free	16 buses, 9 demand response	CTS Demand Response Service requires a minimum of 1 hour in advance of a trip
Mid-Cumberland HRA	Monday - Friday, 6:00am - 6:00pm	In city: $2.00 per one-way; In county: $3.00 per one-way; Additional stop: $1.00; Each county line crossed: $5.00; Flat rate to Nashville: $10.00 - $15.00 per one-way	132 demand response vehicles (8 are purchased)	In county trips require 24 hour notice; Out of county trips require a 72 hour notice
Middle Tennessee RTA	Music City Star: Monday - Friday, 5:45am - 6:35pm; Friday only, until 11:20pm. RTA Bus: Monday - Friday, 5:18am - 10:02pm	Music City Star: $2.00 - $5.25 per one-way; RTA Bus: $4.25 per one-way; reduced fare: $2.00 per one-way	16 commuter buses, 7 commuter trains, 54 vanpool vehicles	N/A
Rover Murfreesboro Transit	Monday - Friday, 6:00am - 6:00pm	Local service: $1.00 per one-way; Reduced fare: $0.50 per on-way; Children under 5 ride free	6 buses	N/A
TMA Group - Franklin Transit and VanStar Vanpool	Monday - Friday, 6:00am - 6:00pm; Saturday, 8:00am - 6:00pm	Local service: $1.00 per one-way; Reduced fare: $0.50 per on-way; TODD: $2.00 per one-way for ADA-complementary service, $3.00 per one-way	3 buses, 4 demand response, 21 vanpool vehicles	TODD requires a minimum of 12 hours in advance of trip

Source: Respective public transit providers.

DRAFT

Figure 4. Service Characteristics of Public Transit Providers in the Clarksville Area

Agency	Vehicle Revenue Miles	Vehicle Revenue Hours	Passenger Trips
Clarksville Transit System	1,453,555	86,908	733,752
Mid-Cumberland HRA	4,244,626	197,571	266,653
Middle Tennessee RTA	1,445,779	36,110	619,589

Source: National Transit Database.

DRAFT

Agency Transportation Providers

Agency transportation services, also known as human services transportation, are services that are operated for the sole benefit of program participants. Traditionally, the agency operating the service has a core mission that is something other than transportation. Figure 5 lists the various agencies that operate transportation services in the Nashville and Clarksville areas.

Figure 5. Agency Transportation Providers by Study Area

Nashville Area		Clarksville Area
Jefferson Street United Merchants Partnership, Inc. (JUMP)	World Relief Nashville	Montgomery County Nursing Home
Tennessee Kidney Foundation	Mending Hearts, Inc.	Montgomery County Assisted Living
Connexus	Welcome Home Ministries	Disabled American Veterans
Volunteers of America	Project Return, Inc.	Pennyrile Allied Community Services
Progress, Inc.	Disabled American Veterans	Montgomery County Veterans Trans.
Aphesis House, Inc.		

Source: *Coordinated Human Services Transportation and Program Management Plan (*2007, revised 2013), *Coordinated Public Transit-Human Services Transportation Plan for the Clarksville Area (2011)*, and the Advisory Committee.

Private Transportation Providers

Private transportation providers offer services that are not specifically for the general public and operate as for-profit entities. These services play a vital role in providing on-demand and/or niche services. Within the study area, private transportation providers can be categorized as private demand services, inter-city bus, or non-emergency medical transportation.

Private demand services consist of taxis, limousines/livery services, and rideshare services (e.g. Uber). There are 18 private demand services operating within the Nashville area and 11 private demand services operating in the Clarksville area. Figures 6 and 7 list the services operating in the Nashville and Clarksville areas.

Figure 6. Private Demand Services in the Nashville Area

Nashville Area		
Uber	Volunteer Taxi	Jarmon D & Q Transportation
Lyft	OnCabs Nashville	American Taxi and Shuttle
Yellow Cab Metro Inc.	Magic Taxi LLC	Super Shuttle Nashville
Green Cab, Inc.	NashVegas Cab	City Cab
Music City Taxi	Tenncab LLC	City Cab Company LLC
Nashville Checker Cab	United Taxi Cab Company	Ace Cab Company

Source: *Coordinated Human Services Transportation and Program Management Plan* (2007, revised 2013), and the Advisory Committee.

Figure 7. Private Demand Services in the Clarksville Area

Clarksville Area	
Uber	Trans City Cab
101st Airborne Cab	A1 Cab
ABC Veterans Cab Service	American Taxi
24 Hour Clarksville Airport	Ewing's Cab
Call First Cab Co.	An Elite Limousine and Car Service Co.
All-in Cab	

Source: *Coordinated Public Transit-Human Services Transportation Plan for the Clarksville Area (2011)*, and the Advisory Committee.

There are two intercity bus companies that operate within the study area. Greyhound Lines, Inc. provides service to both the Nashville and Clarksville areas, and Mega Bus provides service to the Nashville area.

Non-emergency medical transportation services are a type of medically-related transportation that offer medical support to customers in non-emergency situations. These types of services can be hired for personal use, but are predominantly contracted with Medicare providers, hospitals, and other private facilities. Figures 8 and 9 list the NEMT services available in the Nashville and Clarksville areas.

DRAFT

Figure 8. NEMT Services in the Nashville Area

Nashville Area			
1st Access Billing Service	Elder Assist Elder Assist	Maury County Senior Citizens, Inc.	Rose Transport Services LLC
Islam Abdelfarag	Employment and Assessment Solutions	Med-Ride	RSS Transit
Victor Abdullah	EMT Nashville	MedEx Patient Transport LLC	Sarrah Medical Trans
Agape Charter Commuter Service	Faithway Transportation	Medic Transportation, Inc.	Selson Enterprise, Inc.
Ave Maria Regina Home Health Services	Ibrahim M. Farah	Medical Errands Division	Bashir Sharif
B2B Med Trans	Fishield Behavioral Medical Services, Inc.	Mercy Care Transport LLC	Derrick Sherrill
Michael Banks	Flat Rate Transportation, Inc.	Metropolitan Medical Transportation	Smart Medical Transportation Corp.
Canaan Carrier Service	Focus Clinical Services LLC	Mid-Cumberland Human Resource Agency	SMT Care Corporation
Care Angels Home Health Care	FT Transportation	Ahmad Moadi	South Central Tennessee Development District
Care Transportation LLC	GN Transportation	Mobile Express LLC	Star Medical Transportation
Carolyn's Transportation	Tony B. Gaines	New Hope Medical Transport LLC	Starcare
Chris Carter	Golden Cross Logistics LLC	Nile Express, Inc.	Zina Taylor
Chambers Care NEMT	Gopam, Inc.	Non-Emergency Transportation Solo Care	Terrell Kline LLC
Chariot Transportation, Inc.	Jejaws Goshu I.	On Time Transport	The New Creature Outreach Center
Charter Corporation	Horizon Medical Transportation	Shanika Ostine	The Project for Independence, Inc.
Comfort Medical Transportation LLC	Houston County EMS	Path Care Trans, Inc.	TMA Group
Community Transit LLC	Jarmon D Q Transport	Proctors Logic, Inc.	TMT Tennessee Med Care Transportation
Courtesy Medical Transport	Reshonda Kelly	Quick Rides Transportation	Top Care Medical Transportation
Dependable Xpress Courier	M S Trans	Reliable Medical Transportation	Transitional Housing & Work Programs of Davidson County, Inc.
Eagles Nest Mental Health Services, Inc.	Maane Transport Services	Rightnow Transportation	Transportation Services
Egs Transportation LLC	Kevin Madondo	RMT Service	Unicare Transport, Inc.
Mohamed A Elbashir	Mary Martha Transportation Services, Inc.	Robo Medical Transport	Waves, Inc.

Source: National Provider Identifier Database and the Advisory Committee.

DRAFT

Figure 9. NEMT Services in the Clarksville Area

Clarksville Area
J and J Medical Transport
Jarmon D Q Transport
Mid-Cumberland Human Resource Agency
O'Neal Wiggins, Jr.
Medical Transportation of Jackson
Priority 1

Source: National Provider Identifier Database and the Advisory Committee.

DRAFT

Gaps Analysis and Unmet Needs

Transportation Disadvantaged Populations

Older adults, persons with disabilities, and persons with low income often have the most difficulty accessing transportation services. In the Mid-Cumberland area, these transportation disadvantaged populations have challenges finding transportation for medical trips, shopping/personal errands, and employment. The challenges may be that services are unavailable, insufficient, and/or inappropriate. Services may be insufficient in that the frequency of trips is too low. Service may be inappropriate in that services exist, but do not meet the needs of the rider, such as a wheelchair accessible vehicle. Services may be unavailable in that services do not exist in a specific geographic area or operate at specific times. To evaluate the service gaps and unmet needs of transportation disadvantaged populations, it is imperative to look at the impacted populations.

Older Adults

Title 49 of the United States Code defines older adults as individuals who are at a minimum 65 years old. There are approximately 216,926 older adults residing in the study area; of which 88.3% are in the Nashville area and 11.7% are in the Clarksville area. Figures 10 and 11 show the older adults populations in the Nashville and Clarksville areas. Figure 12 illustrates the density of older adult populations per square mile.

Figure 10. Older Adult Populations in the Nashville Area

County	Population	County	Population
Cheatham	4,762	Robertson	8,452
Davidson	69,402	Rutherford	24,636
Dickson	7,243	Sumner	22,893
Houston	1,536	Trousdale	1,123
Humphreys	3,299	Williamson	20,766
Maury	11,546	Wilson	16,083

Source: Census Bureau, 2014 American Community Survey (ACS) 5-year Estimates.

A majority of older adults in the Nashville area are located around Nashville in Davidson County. Rutherford and Williamson counties to the south of Nashville and Sumner County to the north of Nashville have sizeable populations of older adults.

Figure 11. Older Adult Populations in the Clarksville Area

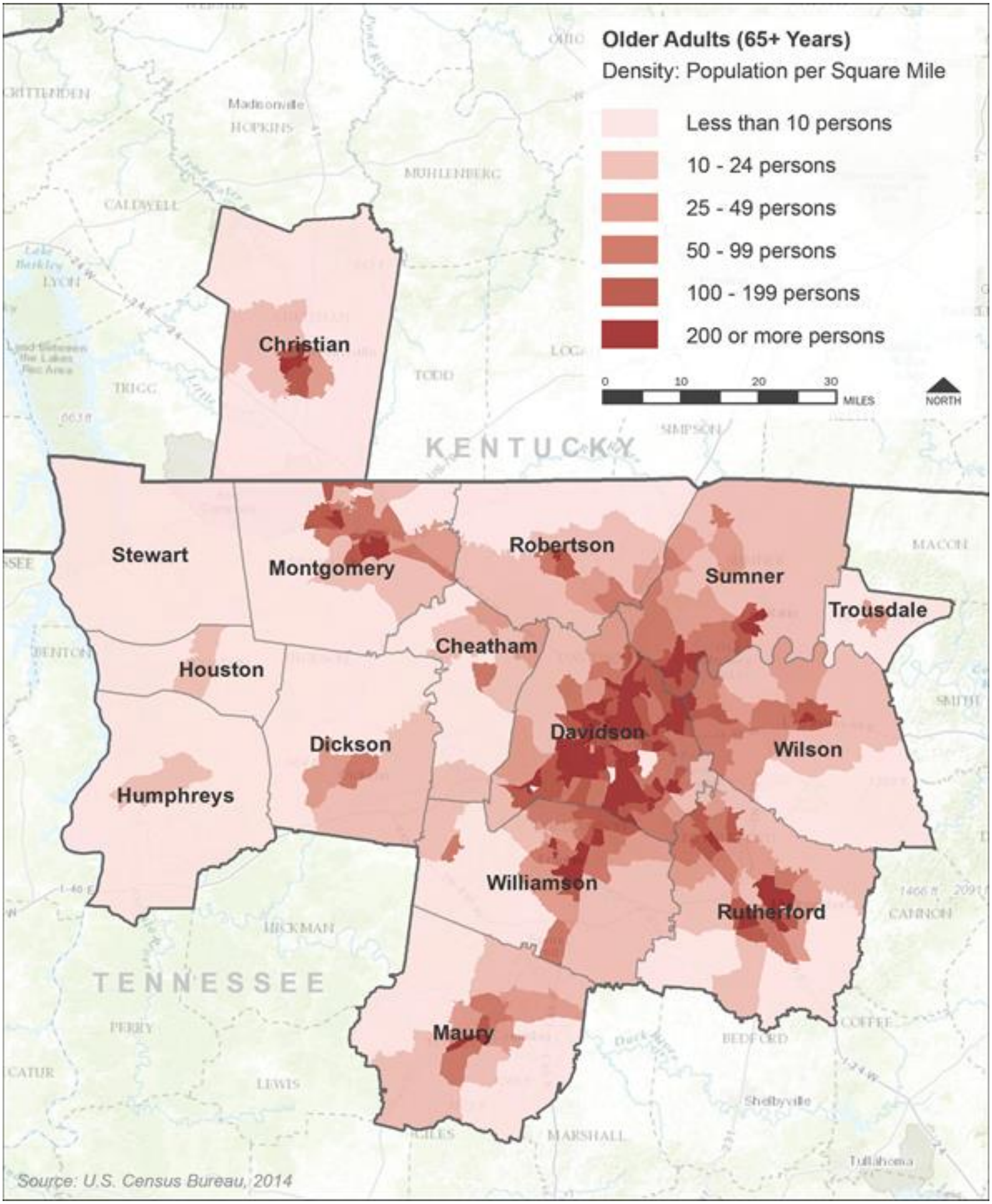
County	Population
Christian	7,825
Montgomery	14,969
Stewart	2,391

Source: Census Bureau, 2014 ACS 5-year Estimates.

In the Clarksville area, a majority of older adults are located in Clarksville and surrounding areas within Montgomery County. There is also a concentration of older adults in and around Hopkinsville within Christian County.

DRAFT

Figure 12. Number of Older Adults per Square Mile


Older Adults (65+ Years)
Density: Population per Square Mile
Less than 10 persons
10 - 24 persons
25 - 49 persons
50 - 99 persons
100 - 199 persons
200 or more persons
0
10
20
30
MILES
NORTH
KENTUCKY
TENNESSEE
Christian
Stewart
Montgomery
Robertson
Sumner
Trousdale
Houston
Cheatham
Davidson
Wilson
Dickson
Humphreys
Williamson
Rutherford
Maury
Madisonville
HOPKINS
MUHLENBERG
CALDWELL
CRITTENDEN
LYON
TRIGG
TODD
SIMPSON
MACON
SMITH
BENTON
HICKMAN
PERRY
LEWIS
MARSHALL
BEDFORD
CANNON
COFFEE
Shelbyville
Tullahoma
Source: U.S. Census Bureau, 2014

Source: Census Bureau, 2014 ACS 5-year Estimates.

Persons with Disabilities

The Americans with Disabilities Act of 1990 utilizes the federal definition and states that an individual with a disability is a person who has a mental or physical impairment that limits a major life activity, has a history of such an impairment, or who is perceived by others as having such an impairment. There are approximatly 220,869 individuals with disabilities residing in the study area; of which 85.0% are in the Nashville area and 15.0% are in the Clarksville area. The pattern in which persons with disabilities are dispersed throughout the study area is similar to that of older adults. Figures 13 and 14 show the population of persons with disabilities aged five years and older in the Nashville and Clarksville areas. Figure 15 illustrates the density of persons with disabilities per square mile.

Figure 13. Populations of Persons with Disabilities (5-years+) in the Nashville Area

County	Population	County	Population
Cheatham	6,020	Robertson	8,740
Davidson	72,755	Rutherford	25,334
Dickson	8,050	Sumner	20,050
Houston	1,832	Trousdale	1,349
Humphreys	3,276	Williamson	14,126
Maury	11,926	Wilson	14,380

Source: Census Bureau, 2014 American Community Survey (ACS) 5-year Estimates.

In the Nashville area, a vast majority of persons with disabilities are located in Davidson County. There are sizeable concentrations of persons with disabilities located in Rutherford and Sumner counties south of Nashville.

Figure 14. Populations of Persons with Disabilities (5-years+) in the Clarksville Area

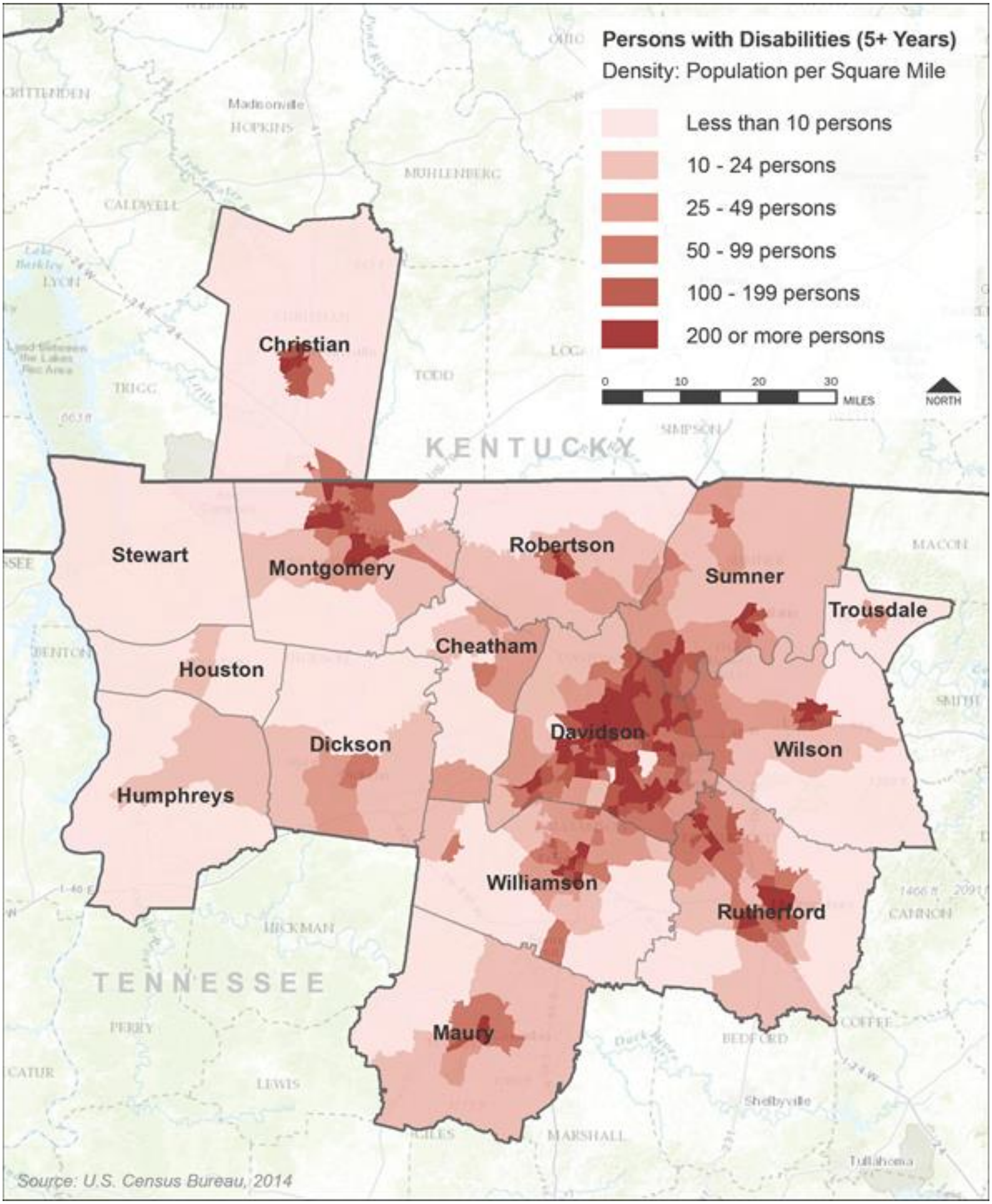
County	Population
Christian	8,596
Montgomery	21,804
Stewart	2,631

Source: Census Bureau, 2014 ACS 5-year Estimates.

In the Clarksville area, a majority of persons with disabilities are located in Montgomery County. The concentration of persons with disabilities is centered near Clarksville and stretches north into Christian County towards Fort Campbell. There is also a concentration of persons with disabilities in and around Hopkinsville in Christian County.

DRAFT

Figure 15. Number of Persons with Disabilities (5-years+) per Square Mile


Persons with Disabilities (5+ Years)
Density: Population per Square Mile
Less than 10 persons
10 - 24 persons
25 - 49 persons
50 - 99 persons
100 - 199 persons
200 or more persons
0
10
20
30
MILES
NORTH
KENTUCKY
TENNESSEE
Christian
Stewart
Montgomery
Robertson
Sumner
Trousdale
Houston
Cheatham
Davidson
Wilson
Dickson
Humphreys
Williamson
Rutherford
Maury
CRITTENDEN
Madisonville
HOPKINS
MUHLENBERG
CALDWELL
LYON
TRIGG
TODD
SIMPSON
MACON
SMITH
CANNON
HICKMAN
PERRY
LEWIS
MARSHALL
BEDFORD
COFFEE
Shelbyville
Tullahoma
Source: U.S. Census Bureau, 2014

Source: Census Bureau, 2014 ACS 5-year Estimates.

Persons with Low Income

Census defines a person as having low income if an individual has a household income at or below the poverty threshold set annually by the Department of Health and Human Services. This means if a family of five living in the same household has an annual income below the poverty threshold, all five individuals would be categorized as having low income (see appendix for more information). There are approximately 279,117 persons with low income in the study area; of which 83.7% are in the Nashville area and 16.3% are in the Clarksville area. Figures 16 and 17 show the number of persons with low income that reside in the Nashville and Clarksville areas. Figure 18 illustrates the number of persons living at or below the poverty line per square mile.

Figure 16. Populations of Persons with Low Income in the Nashville Area

County	Population	County	Population
Cheatham	5,882	Robertson	8,149
Davidson	117,756	Rutherford	35,710
Dickson	7,188	Sumner	16,818
Houston	1,771	Trousdale	1,233
Humphreys	2,969	Williamson	10,742
Maury	13,103	Wilson	12,308

Source: Census Bureau, 2014 American Community Survey (ACS) 5-year Estimates.

Figure 17. Populations of Persons with Low Income in the Clarksville Area

County	Population
Christian	14,007
Montgomery	28,961
Stewart	2,520

Source: Census Bureau, 2014 ACS 5-year Estimates.

The population of persons with low income reside predominantly in urban areas. In the Nashville, area persons with low income are more concentrated in Nashville, Murfreesboro, and other municipalities. In the Clarksville area, persons with low income are heavily concentrated in and around Clarksville and Hopkinsville.

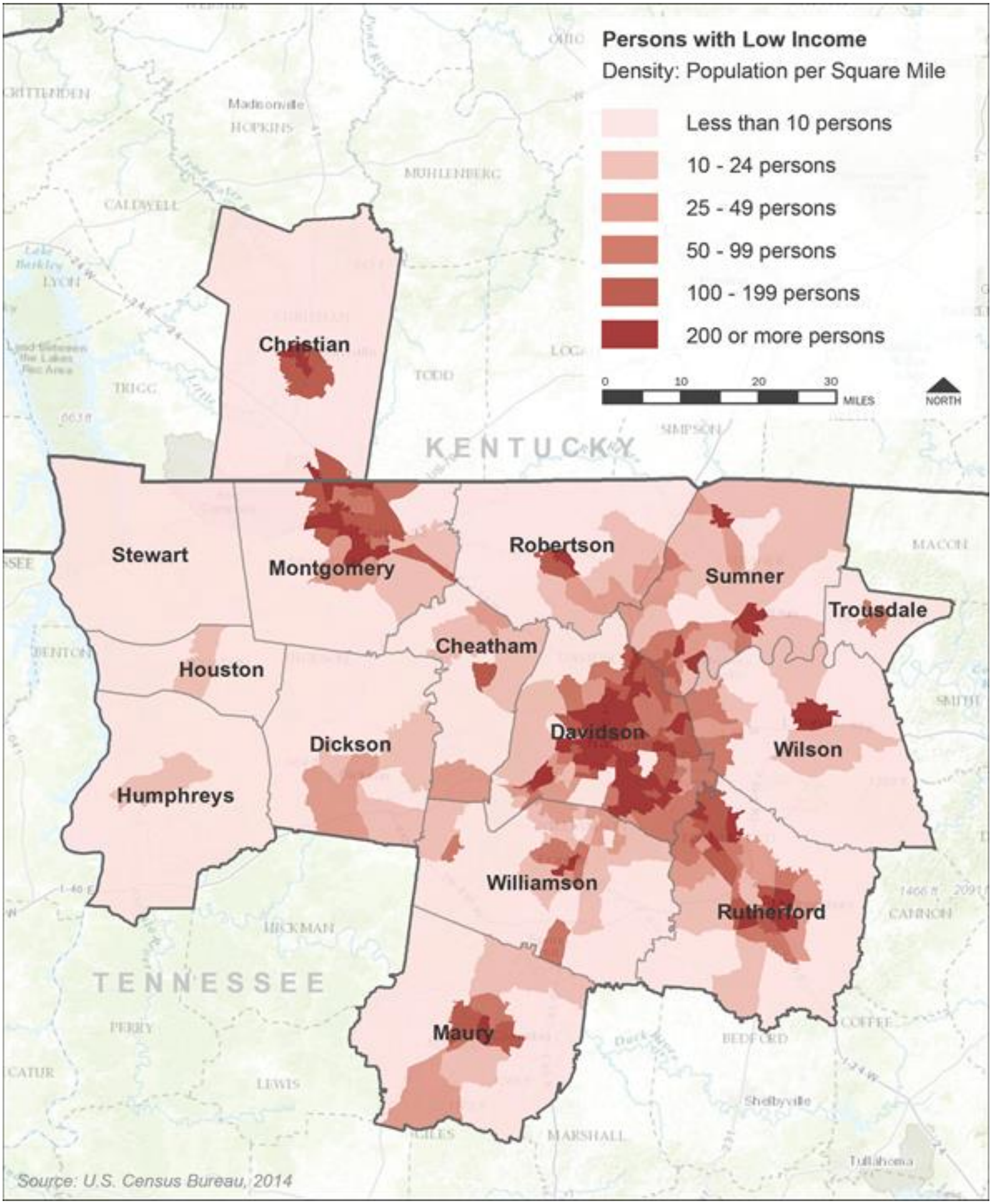
Population Change 2010-2025

Figure 19 shows the projected change in population for the study area. The map illustrates a population growth for all of the counties within the study area. Williamson County is projected to experience a population growth of over 30%. Wilson County is projected to increase its population by more than 25%, and Montgomery and Rutherford counties are projected to have a population increase greater than 20%. Robertson, Sumner, and Trousdale counties are projected to increase in population by more than 15%. Dickson, Cheatham, and Maury counties are projected to experience a population increase between 10% and 14%, and the remaining counties are projected to experience population growth of less than 10%. The study area will also likely experience a growth in the older adult, persons with disabilities, and persons with low income populations. The percentage of persons with disabilities and persons with low income experiences little change over time. However, the population of older adults on the national scale is projected to increase 65% by 2020. This increase in the

DRAFT

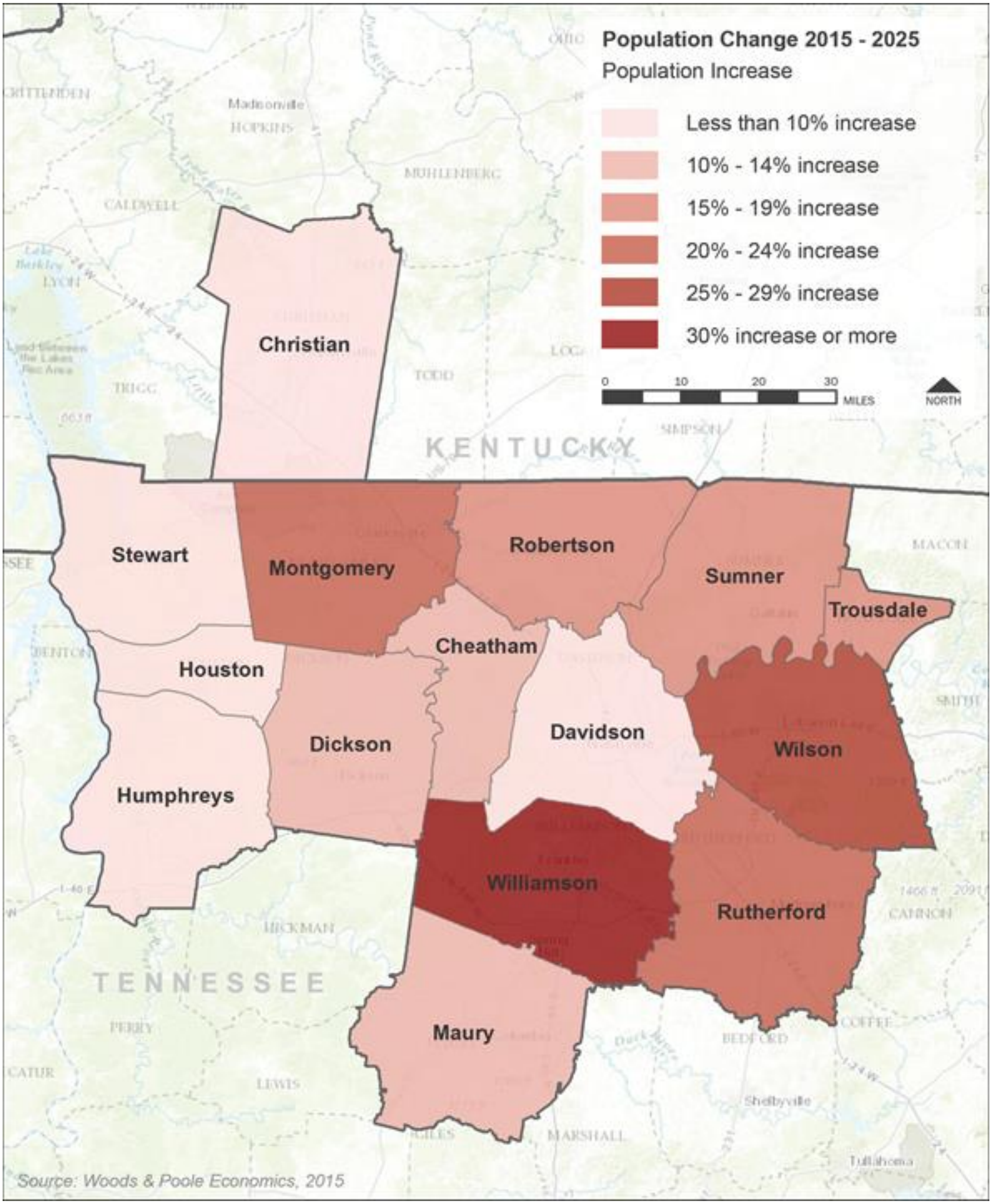
number of older adults could potentially require more transportation trips, and therefore increase the challenges of meeting the service needs of transportation disadvantaged populations.

Figure 18. Number of Persons with Low Income per Square Mile


Persons with Low Income
Density: Population per Square Mile
Less than 10 persons
10 - 24 persons
25 - 49 persons
50 - 99 persons
100 - 199 persons
200 or more persons
0
10
20
30
MILES
NORTH
KENTUCKY
TENNESSEE
Christian
Stewart
Montgomery
Robertson
Sumner
Trousdale
Cheatham
Houston
Dickson
Davidson
Wilson
Humphreys
Williamson
Rutherford
Maury
Source: U.S. Census Bureau, 2014

Source: Census Bureau, 2014 ACS 5-year Estimates

Figure 19. Change in Population 2010-2025


Population Change 2015 - 2025
Population Increase
Less than 10% increase
10% - 14% increase
15% - 19% increase
20% - 24% increase
25% - 29% increase
30% increase or more
0
10
20
30
MILES
NORTH
KENTUCKY
TENNESSEE
Christian
Stewart
Montgomery
Robertson
Sumner
Trousdale
Houston
Cheatham
Davidson
Wilson
Humphreys
Dickson
Williamson
Rutherford
Maury
Source: Woods & Poole Economics, 2015

Source: Woods & Poole Economics, 2015.

Service Gaps and Unmet Needs

During the public engagement process, which included Advisory Committee meetings, stakeholder meetings, general public meetings, and a public survey that was administered to users in the study area, the transportation service gaps and the unmet needs of the transportation disadvantaged populations were identified. Figures 20 and 21 shows the unmet service gaps and needs, and whether that gap or need applies to the provider, user, or both. The gaps and needs were categorized into the following five topics:

- Information and Awareness
- Geographical
- Time-Based
- Client-Based
- Service Quality

Barriers and more detailed information about each of the service gaps and unmet needs are discussed below.

Information and Awareness

- Lack of public information regarding services: The greatest challenge for a customer is finding information about available services and learning how to use available services. It may be difficult to collect, consolidate, and disseminate the information on the various services, but enhanced communication regarding service providers may alleviate public concerns. Transportation providers can offer "rider's guides" and how-to-ride videos and workshops to assist customers in learning how to utilize their services.
- Lack of provider participation in coordination: Coordination is strongest when there is a high level of involvement. The large geographical area and the restrictive nature of service areas make it difficult for transportation providers to coordinate services. Figure 23 shows overlapping service areas and Park and- Ride locations; these could be used as transfer points for coordinated service delivery.
- Lack of intelligent transportation systems (ITS) and other technologies: Real-time access to data and service information could make service operations more efficient and responsive, and it could improve the trip planning capabilities of customers.

Geographical

- Lack of service to key activity centers: Transit systems should supplement the existing built environment and connect those places that customers frequently utilize. A transit system that connects key activity centers increases accessibility to needed or desired services; which, may be reflected in higher ridership and fare recovery ratio.
- Lack of coverage of rural areas and suburban communities: Long distances and low-density populations make rural trips expensive for transportation providers and customers. Suburban communities are often comprised of low-density planned unit developments with few access points to major thoroughfares; which, often results in higher cost commuter or express routes, or services with lower ridership. These areas are often prohibitive to frequent fixed-route service and results in increasingly expensive transportation services.
- Lack of accessible first/last mile connections: The distance between one's trip origin or destination and the transit stop is known as the first and last mile. Connections to and from transit stops are a challenge for many customers. Making infrastructure improvements, such as ADA-accessible sidewalks or bicycle paths, and expanding demand responsive transportation options can help alleviate the challenges caused by inaccessible first and last mile connections.
- Lack of coordination between land use and transit services: Coordinating land use development with existing or potential transit services can create greater accessibility to retail and service locations, as

DRAFT

well as transit services. Placing retail and office fronts adjacent to sidewalks and bicycle- and transit-friendly roadways may increase business traffic, access to community services, and transit ridership.

- Need for better services to Nashville and Murfreesboro: Many of the services utilized by Clarksville area customers are located in Nashville or Murfreesboro. The availability of services for trips to either city are few and limited. Encouraging coordinated service delivery among the operators that serve the corridor or redirecting funding to create new services could address customers' needs.

Time-Based

- Lack of night and weekend service: Individuals working twilight or night shifts often do not have transportation services available to them for return trips. Without weekend service, individuals relying on transportation services have limited access to their communities. Figure 22 shows the hours of service for public transit providers within the study area.

Client-Based

- Lack of accessible services for persons with disabilities: Transportation providers have a difficult time fulfilling the needs of their customers, and fewer wheelchair accessible vehicles limit the mobility of non-ambulatory residents.
- Lack of amenities at transit stops: Transit amenities can make customers feel safe and welcomed. Ensuring that ample lighting and shelters or benches are provided can increase the quality of services.
- Lack of services for youth and children: Transit-dependent families may have unique challenges getting children to school or daycare in areas where transit is insufficient or non-existent. Seasonal and temporal challenges exist when youth and children are out of school. Creating a discount youth transit pass program can alleviate the challenges and reduce costs for customers.
- Lack of bicycle and pedestrian infrastructure and accessibility: A challenge for many transportation providers is the coordination and connectivity with other modes of transportation. Some common challenges include: lack of safe bicycle/pedestrian pathways in low-income areas, lack of infrastructure (e.g. crosswalks, sidewalks, and bike lanes), lack of signage and wayfinding information, and lack of connecting bicycle lanes and bicycle storage facilities at high-volume transit stops.
- Lack of services for veterans: Veterans have a variety of transportation challenges. One of the most difficult challenges for veterans is connecting to medical and health centers, including those sponsored by the Veterans Affairs Administration. Coordination between Veterans Transportation Services and other transportation providers may resolve a few of the logistic-based challenges faced by Veterans.
- Lack of affordable transportation options: Transportation services are too expensive for portions of the population. It may prove a viable solution to create low-income pass programs, offer higher subsidies for transportation services to persons with low-income, or create a lower cost pass for a shorter period of time.
- A sense of insecurity near transit stops and on transit vehicles: Safety and security are important to customers and transportation providers alike. Safety can be improved by working with law enforcement to provide proper safety training to operators, as well as developing safety-specific programs, such as having police aboard transit vehicles.

DRAFT

Figure 20. Service Gaps and Unmet Needs in the Nashville Area

Category	Provider	User	Service Gaps and Unmet Needs
Information and Awareness	●	●	Lack of public information regarding available services and how to utilize those services
	●		Lack of provider participation in coordination and lack of information regarding locations to coordinate services
	●	●	Lack of intelligent transportation systems and other transportation-related technologies
Geographical	●	●	Lack of service to key activity centers that offer needed services
	●	●	Lack of coverage of rural areas and suburban communities
	●	●	Lack of accessible first/last mile connections to transportation services
	●		Lack of coordination between land use and transit services (e.g. TOD)
Time-based	●	●	Lack of night and weekend service
Client-based	●	●	Lack of accessible services for persons with disabilities
		●	Lack of customer amenities at transit stops (e.g. shelters, benches, lighting, sidewalks)
	●	●	Lack of services for youth and children
	●	●	Lack of bicycle and pedestrian infrastructure and accessibility
	●	●	Lack of services for veterans
		●	Lack of affordable transportation options
		●	A sense of insecurity on transit vehicles and to/from transit stops
Service Quality	●		Lack of paratransit services that provide a level of service above and beyond what is required by ADA
	●	●	Low frequency of services (e.g. long headways)
		●	A sense that riders' needs are not being met
	●		Lack of transportation alternatives for some areas of the Nashville region

Source: *Coordinated Human Services Transportation and Program Management Plan* (2007, revised 2013), and the Advisory Committee.

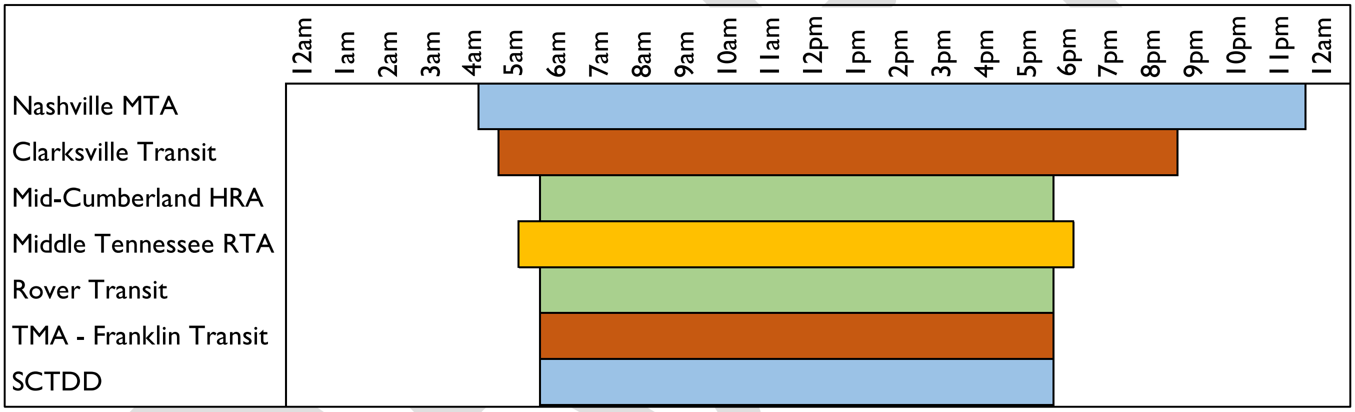
DRAFT

Figure 21. Service Gaps and Unmet Needs in the Clarksville Area

Category	Provider	User	Service Gaps and Unmet Needs
Information and Awareness	●	●	Lack of public information and education programs regarding transportation services
Geographical	●	●	Lack of service to Industrial Park
	●	●	Need for better services to Nashville and Murfreesboro
Time-based	●	●	Lack of night and weekend service
Client-based	●	●	Lack of local services for Veterans
Service Quality	●		Increased number of public transportation vehicles to provide service
	●	●	Low frequency of services (e.g. long headways)

Source: *Coordinated Public Transit-Human Services Transportation Plan for the Clarksville Area (2011)*, and the Advisory Committee.

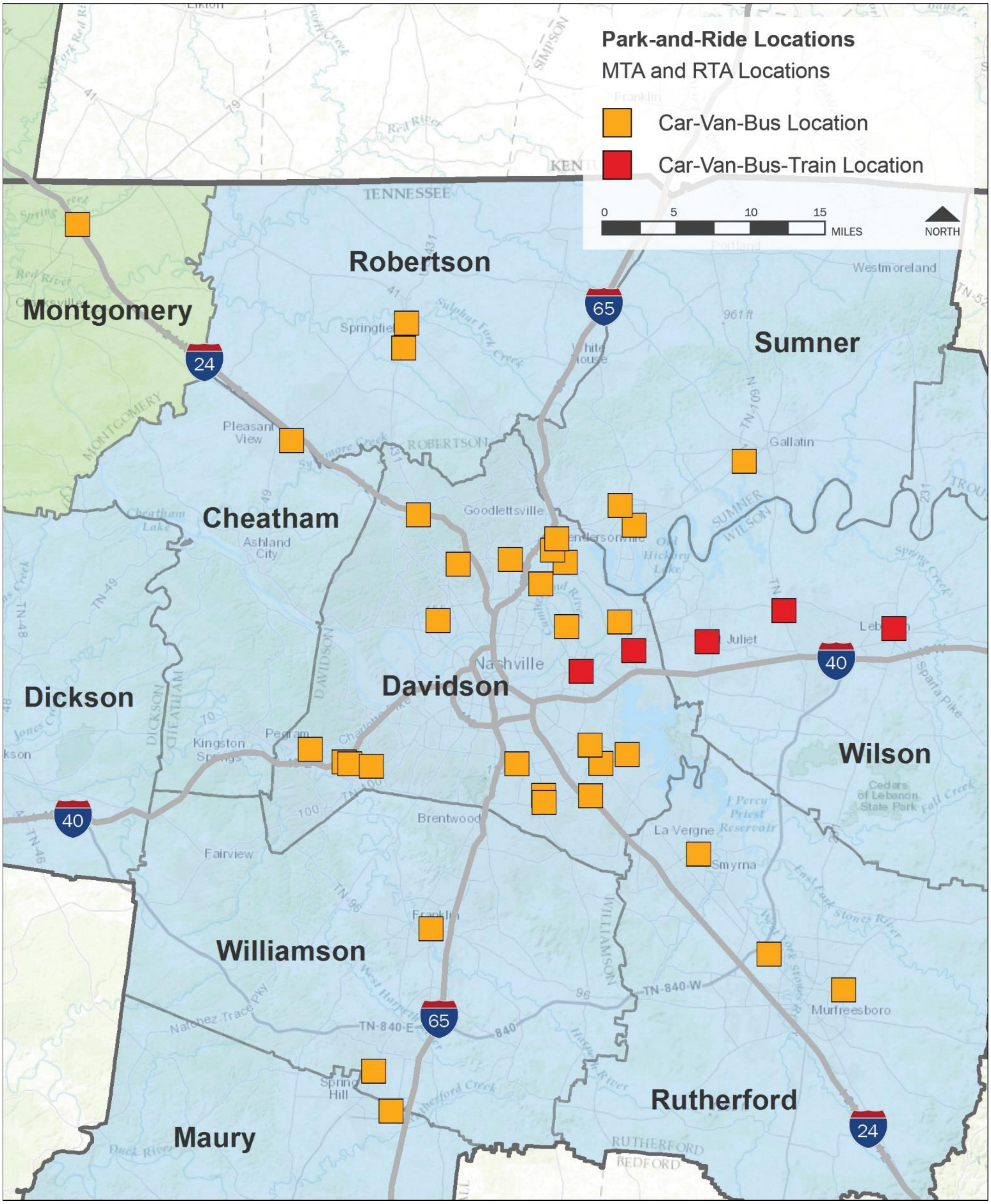
Figure 22. Weekday Service Hours of Public Transit Providers



Source: Respective public transit providers.

DRAFT

Figure 23. Overlapping Service Areas and Park & Ride Locations


Park-and-Ride Locations
MTA and RTA Locations
🟧 Car-Van-Bus Location
🟥 Car-Van-Bus-Train Location
0
5
10
15
MILES
NORTH
Montgomery
Robertson
Sumner
Cheatham
Dickson
Davidson
Wilson
Williamson
Rutherford
Maury
Springfield
White House
Westmoreland
Pleasant View
Gallatin
Goodlettsville
Hendersonville
Ashland City
Old Hickory Lake
Nashville
Mt. Juliet
Lebanon
Kingston Springs
Pegram
Brentwood
La Vergne
Smyrna
Percy Priest Reservoir
Cedars of Lebanon State Park
Fairview
Franklin
Spring Hill
Murfreesboro
TENNESSEE
KENTUCKY
24
65
40
TN-840-E
TN-840-W
840
96
100
TN-96
TN-100
TN-109 N
TN-49
TN-48
TN-46
Natchez Trace Pkwy

Source: Nashville MTA.

Service Quality

- Increased number of public transportation vehicles to provide service: Ensuring the proper transportation is available to customers is a key tenant of being a transportation provider. Having too few vehicles can mean more costly trips and increased numbers of complaints as vehicles are not properly dispersed throughout the service area.
- Lack of services above and beyond what is required by ADA: ADA-complementary service alongside local fixed-route service is required by federal regulation, but customers may need to access services and parts of the community beyond the required 3/4-mile buffer. Transportation and service providers should coordinate to ensure that services are provided throughout the region. Furthermore, organizations in charge of dispersing federal and state funding should consider creating criteria that encourage transportation providers to expand or add new service areas where service is insufficient or non-existent.
- Low frequency of services: Infrequent services are challenging and stressful to customers. If a service has long headways, the customer must be aware of the schedule and be sure to be at the transit stop on time or face a long wait time for the next vehicle. Transportation providers may want to evaluate ridership, current headways, and service budgets to see the feasibility of increasing service frequency.
- A sense that riders' needs are not being met: An individual's disability is a personal disability, and two individuals with the same disability may need different levels of assistance in utilizing services. Transit providers should train individuals that interact with persons with disabilities in the ways to properly address the needs of persons with disabilities.
- Lack of transportation alternatives in some areas: Transportation services in some areas of the region are insufficient, unavailable, or inappropriate. Funding should be directed towards providing services where service deserts exist, and transportation providers should coordinate to provide transportation where service is needed most.

Prioritization of Service Gaps and Unmet Needs

Two public meetings and an Advisory Committee meeting were held where participants conducted an interactive exercise to prioritize service gaps and unmet needs, and identify potential strategies to meet those gaps and needs in the study area. This activity was conducted in Nashville and Clarksville. Following the meetings, each response was scored by the project team in order to determine high, moderate, and low priority service gaps and needs. Service gaps and unmet needs marked high-priority were given three points, those marked moderate-priority were given two points, and those marked low-priority were given one point. Then the scores were totaled, and gaps and needs were ranked by the project team. Figures 24 and 25 illustrate the service gaps and unmet needs for both the Nashville and Clarksville areas as being high-, moderate-, or low-priority.

DRAFT

Figure 24. Prioritized List of Service Gaps and Unmet Needs for Nashville Area

Category	Unmet Needs and Gaps	Priority Level		
		High	Moderate	Low
Information and Awareness	Lack of public information regarding available services and how to utilize those services	•		
	Lack of provider participation in coordination and information regarding locations to coordinate services	•		
	Lack of intelligent transportation systems and other transportation-related technologies		•	
Geographical	Lack of service to key activity centers that offer needed services		•	
	Lack of coverage of rural areas and suburban communities	•		
	Lack of accessible first/last mile connections to transportation services	•		
	Lack of coordination between land use and transit services (e.g. TOD)		•	
Time-Based	Lack of night and weekend service		•	
Client-Based	Lack of accessible services for persons with disabilities		•	
	Lack of customer amenities at transit stops (e.g. shelters, benches, lighting, sidewalks)		•	
	Lack of services for youth and children			•
	Lack of infrastructure and accessibility of cyclists and pedestrians	•		
	Lack of services for veterans		•	
	Lack of affordable transportation options	•		
	A sense of insecurity on transit vehicles and to/from transit stops		•	
Service Quality	Lack of paratransit services that provide a level of service above and beyond what is required by ADA	•		
	Low frequency of services (e.g. long headways)	•		
	A sense that riders' needs are not being met		•	
	Lack of transportation alternatives some areas of the Nashville region		•	

Source: Public stakeholders and Advisory Committee, and TranSystems.

DRAFT

Figure 25. Prioritized List of Service Gaps and Unmet Needs for Clarksville Area

Category	Unmet Needs and Gaps	Priority Level		
		High	Moderate	Low
Information and Awareness	Lack of public information and education programs regarding transportation services	•		
Geographical	Lack of service to Industrial Park		•	
	Need for better services to Nashville and Murfreesboro		•	
Time-Based	Lack of night and weekend service	•		
Client-Based	Lack of local services for veterans		•	
Service Quality	Increased number of public transportation vehicles to provide service	•		
	Low frequency of services (e.g. long headways)	•		

Source: Public stakeholders and Advisory Committee, and TranSystems.

DRAFT

Strategies and Activities

Strategies for Meeting Identified Needs

Following the prioritization of gaps and needs within the study area, a set of broad strategies and activities were identified. Rather than focusing on a set of specific projects, these strategies and recommendations are intended to complement or supplement a range of projects that consider the overall public transportation needs of the general public while focusing on the needs of targeted populations. Additionally, projects are more likely to succeed through collective efforts and local buy-in. The following are potential strategies to address the service gaps and needs that have been identified.

Information and Awareness

- Explore the development of a local coordination policy body/council.
- Explore the development of a one-stop transportation traveler call center to coordinate services.
- Enhance planning activities and public education efforts to raise awareness of transit opportunities within the region.
- Host how-to-ride workshops.
- Evaluate existing transportation-related technologies and identify new technologies to implement in the region that may increase operator and customer interaction.

Geographical

- Evaluate current accessibility to transit stops and identify ways to improve first-/last-mile connections.
- Review service routes and expand service to key activity centers currently underserved or not served by transit, paratransit, or service agencies.
- Coordinate service delivery among lower density areas.
- Evaluate existing land uses near transit centers and identify ways to effectively coordinate land use with transit services, such as transit oriented development.
- Review service options to and from Nashville and Murfreesboro, and assess the possibility of additional services as needed.

Time-Based

- Expand or shift hours to include weekend service.
- Expand transit, paratransit, and service agency hours to include evening service.

Client-Based

- Evaluate existing services for persons with disabilities and identify areas of expansion.
- Evaluate existing customer amenities at transit stops and identify cost-effective amenity improvements at transit stops.
- Evaluate existing services for youth and children and identify areas of expansion.
- Evaluate existing bicycle and pedestrian pathways and identify ways to improve accessibility for cyclists and pedestrians.
- Evaluate existing services for veterans and identify areas of expansion.
- Evaluate the costs of various modes of transportation and identify ways to make transportation more affordable, this includes but is not limited to policies, subsidies, partnerships, and payment adjustments.
- Evaluate current security on transit services and identify ways to increase security on vehicles.

Service Quality

- Evaluate current service frequencies and identify ways to increase frequency of services.
- Evaluate existing transportation alternatives and identify ways to expand transportation options.

DRAFT

- Evaluate existing paratransit and demand responsive transportation services and identify areas to expand services.
- Evaluate riders' experiences and identify ways to better meet riders' needs.
- Identify funding to purchase transportation vehicles for increased service.

Short-term Strategies and Activities

The Nashville and Clarksville areas have different demographics, geography, and funding methodologies, it follows that each area has a different prioritized list of service gaps and unmet needs. To address the gaps and needs, various strategies and activities have been identified and described uniquely for each area. Some gaps and needs would likely take years to address, while others can be done in the near-term. For that reason, strategies and activities are classified as either short-term or long-term. The short-term strategies and activities help develop momentum and create a better opportunity for the success of long-term strategies and activities. Along with each strategy or activity is a basic analysis of potential funding sources. Figure 26 shows the short-term strategies and activities best suited to address the unique challenges of each area.

Each description below discusses the service gaps and unmet needs met by the specific strategy or activity. There is also a brief discussion of what type of funding may best support the strategy/activity, as well as a statement on what entity may be the responsible party to oversee the implementation of the strategy.

Explore the development of a local coordination policy body/council.

A local council or body that focuses specifically on policy and planning issues for transportation disadvantaged populations can help improve coordination among service providers. The council would consist of local stakeholders: public and private transportation providers, human services providers, local/regional government, funding sources, and customers that utilize the services. Bringing these groups together creates an environment where region-wide policy, coordination planning, and partnership decisions are developed by those who have a unique and deep understanding of challenges faced by transportation disadvantaged populations. This policy body would play an integral part in developing consistency among providers' practices, gathering information to feed into a one-call/one-click center component. This body could also assist in developing planning activities, public education efforts, and workshops that reach target audiences in a meaningful way.

This should be seen as an opportunity to attract public and private service providers who have not been involved in regional service planning. Previously uninvolved private entities may be able to assist public service providers by assisting with niche challenges, like on-demand service, and the public providers may be able to assist private organizations through service delivery as a way to increase customer retention. The costs associated with developing and administering a local policy body are relatively low and are mostly associated with necessary staffing and materials to facilitate regularly scheduled meetings. This makes the cost flexible, and therefore, the development of a council adaptable to the administering body.

Enhance planning activities and public education efforts to raise awareness of transit opportunities within the region.

The two greatest challenges for new service customers are finding out what service to use and how to use that service. Enhancing planning activities and public education efforts can increase the awareness of services to transportation disadvantaged populations by providing them with targeted information and assisting them with the initial eligibility and registration requirements. Furthermore, local stakeholders can work together to identify local challenges and develop materials that help customers overcome those challenges. A part of the education efforts can be directed towards providing how-to-ride guides and having staff available to discuss ride options with customers. Building a pointed public education campaign with distinct goals would help create a consistent and concise message that is suited to the region, and identify public events and outreach locations to interact

DRAFT

with the target audience. Public education efforts aimed at transportation disadvantaged populations are considered mobility management and eligible for Section 5310 funds.

Figure 26. Short-Term Strategies/Activities for Each Study Area

Strategies and Activities	Study Area	
	Nashville	Clarksville
Explore the development of a local coordination policy body/council.	●	●
Enhance planning activities and public education efforts to raise awareness of transit opportunities within the region.	●	●
Host how-to-ride workshops.	●	
Evaluate current accessibility to transit stops and identify ways to improve first-/last-mile connections.	●	
Review service options to and from Nashville and Murfreesboro, and assess the possibility of additional services as needed.		●
Expand or shift hours to include weekend service.	●	●
Expand transit, paratransit, and service agency hours to include evening service.	●	●
Evaluate existing services for persons with disabilities and identify areas of expansion.	●	
Evaluate existing customer amenities at transit stops and identify cost-effective amenity improvements at transit stops.	●	
Evaluate existing services for youth and children and identify areas of expansion.	●	
Evaluate existing bicycle and pedestrian pathways and identify ways to improve accessibility for cyclists and pedestrians.	●	
Evaluate existing services for veterans and identify areas of expansion.	●	●
Evaluate current security on transit services and at/near transit stops, and identify ways to increase security.	●	
Evaluate current service frequencies and identify ways to increase frequency of services.	●	●
Evaluate riders' experiences and identify ways to better meet riders' needs.	●	
Identify funding to purchase transportation vehicles for increased service.		●

Source: Public stakeholders and Advisory Committee, and TranSystems.

DRAFT

Host how-to-ride workshops.

Case Study: UTA How-to-Ride Training Seminars

The Utah Transit Authority (UTA) in Salt Lake City provides how-to-ride presentations and training seminars upon request. The presentations inform potential customers of how to get to & from the bus stop, reading route maps and schedules, landmark identification, safe travel practices and how to board the various transit services. UTA also posts videos on how to use the bus, streetcar, and commuter rail. The how-to-ride seminars are meant to increase confidence and independence through the use of transit.

A large number of service customers have difficulty accessing new types of vehicles or using new services that have been made available to them. Developing a presentation around how-to-ride various services in the region, and then hosting a series of workshops, or by invitation, would help alleviate the stress many customers feel when first riding a service. It is important to develop easy to understand materials that feature important steps of using a service and agency contact information. Another method is to create a short video or record the how-to-ride presentation, and posting the video on agency websites and/or a website like YouTube. The materials needed to create a how-to-ride presentation could be considered educational in nature and eligible for Section 5310 funds, but a majority of the costs associated with the workshops would be associated with staffing.

Evaluate current accessibility to transit stops and identify ways to improve first-/last-mile connections.

Customers of fixed-route transit may have difficulty accessing transit stops. Accessibility from one's home to the chosen transit stop is often referred to as the first- and last-mile. These connections can be a challenge for a variety of reasons: sidewalks may not exist or may be in disrepair, existing road or land use system may prevent access, or the transit stop may be too far from the trip origin. Conducting an evaluation of a select number of transit stops may help the transit provider identify the root cause of accessibility challenges. Should the challenge be sidewalks, the transit provider may want to work with city officials and employees or neighborhood organizations to develop a plan to build or repair sidewalks. If the challenge is a question of distance or a lack of connectivity, the transit provider may want to work with other transportation stakeholders and attempt to identify innovative transportation solutions that link customers to the fixed-route system. Some innovative concepts to consider may include: micro-transit, service agreements with other existing providers, or partnerships with taxi or ridesourcing companies.

Review service options to and from Nashville and Murfreesboro, and assess the possibility of additional services as needed.

A challenge for many customers living in rural and exurban areas is commuting to larger metropolitan centers for medical appointments, work, or entertainment. It may be best for transportation providers to work together and identify existing services that commute to metropolitan centers. Should services be deemed ample enough to meet customer demand, it may be beneficial to ensure that services are being advertised to potential clientele, and to develop a process for transportation providers to communicate with one another regarding trips that are difficult to provide. If services are insufficient to meet demand, transportation providers may want to consider utilizing Section 5307 or Section 5310 funds to develop a service that addresses the specific need of customers to commute long distances to metropolitan centers.

Expand or shift hours to include weekend service.

Weekend service can increase opportunities for customers to connect with their community, but it can be costly for a transportation provider to expand their hours. An onboard survey or customer survey would help identify if there is enough customer interest to begin providing weekend service. When possible, it may be best to reorient service hours to better suit customer needs. If a service provider decides to add weekend service,

DRAFT

they may need additional funding. For paratransit and service agencies, Section 5310 funds could be used to bolster service. Fixed-route transit may require repurposing of existing funds in order to expand service.

Expand transit, paratransit, and service agency hours to include evening service.

Service hours can limit potential customer use of transit, but it can be costly for a transportation provider to expand its hours. An onboard survey or customer survey would help identify if there are routes/locations where customers may benefit from schedule adjustments. When possible, it may be best to reorient service hours to better suit customer needs. If a service provider decides to expand service hours, they may need additional funding. For paratransit and service agencies, Section 5310 funds could be used to bolster service. Fixed-route transit could potentially repurpose existing funds in order to expand service hours where needed. Another approach, that could increase fare revenues to support new service hours, would be to work with employers in the region to develop an employer pass program. Through a commuter benefit program, employers can save money on payroll taxes, employees can decrease their commute costs by utilizing pre-tax wages to buy transit passes, and transit providers can increase fare revenues and service ridership through the increased sale of transit passes.

Evaluate existing services for persons with disabilities and identify areas of expansion.

In order to ensure there are ample services for persons with disabilities, an evaluation of existing services would be performed. As part of this evaluation it would be ideal to examine the service areas, service hours, eligibility requirements, fleet size, fares, and cost per trip for the provider, as well as other service characteristics. The goal is to identify what aspects, if any, of the service providers are creating challenges for persons with disabilities that are looking for transportation. The actual task of evaluating the existing services may have additional costs. Existing staff may be able to carry out the evaluation; if not, a mobility coordinator or other hired personnel could do the work on behalf of the area in question. Depending on the findings of the evaluation, many facets of improved coordination or fleet expansion are eligible for Section 5310 funding.

Evaluate existing customer amenities at transit stops and identify cost-effective amenity improvements at transit stops.

Many customers find using public transit to be an unwelcoming and uncomfortable experience. Having amenities at and near transit stops can improve the way customers perceive transit. Some of the amenities that can improve the customer experience is to ensure that there is ample lighting, seating, and protection from weather elements. Transit providers should evaluate the transit stops to identify if there are any real or perceived challenges with utilizing the transit services. The addition of lighting can make customers feel safe. Shelters and wind blockers can protect customers from excessive sunlight, wind and cold. Having benches available can add an increased sense of comfort, and prove to be a valuable asset for older adults and persons with disabilities. Furthermore, access points and transit stop landings can be made more navigable by older adults and persons with disabilities by ensuring that there is only a slight gradient to the pavement and by using materials that do not heave over time; these types of improvements, if accounted for at the onset, add little to no charge to development costs. Accessibility improvements are eligible for Section 5310 funds.

Evaluate existing services for youth and children and identify areas of expansion.

A challenge for many parents, especially those living in zero-car households, is ensuring their children are able to get to school, daycare, or elsewhere. In many instances, it is an added challenge to a parent's work commute as it is imperative to ensure a child is taken to his or her destination prior to continuing on to work. A few successful programs that aim to provide affordable transportation to children are free fare programs for school-aged children year-round and summer programs that offer highly-subsidized unlimited-ride monthly passes for children. It may be beneficial for transit providers to define the eligible population to ensure that there is ample funding to address the targeted population. These types of programs are eligible for Section 5307 funds.

DRAFT

Evaluate existing bicycle and pedestrian pathways and identify ways to improve accessibility for cyclists and pedestrians.

Accessibility to one's community is a challenge for many people. Some individuals' only ways of carrying out necessary trips require a personal vehicle or door-to-door transportation. Many of those same individuals would be able to utilize fixed-route transit if there were improved bicycle and pedestrian pathways. Multimodal connections can increase accessibility to transit, and create healthier, more environmentally friendly transportation options. Transportation providers should consider evaluating where bicycle and pedestrian pathways are located and how well those pathways connect with the existing transit system. Once key areas where improvements can be made are identified, transportation stakeholders should work together to apply for MAP-21 Transportation Alternative Program funds and FAST Act Surface Transportation Block Grant Program funds.

Evaluate existing services for veterans and identify areas of expansion.

Veterans often have the same mobility challenges as older adults, persons with disabilities, and persons with low income. Veterans, despite their trip origins, often have similar destinations; for example, the nearest Veterans Affairs Medical Center (VAMC). In recent years, the Veterans Affairs Administration has attempted to address the mobility challenges of veterans by putting in place its own transportation service and allowing veterans to visit doctors outside of the VAMCs. Transportation providers and stakeholders should partner with the local Veterans Affairs Administration representatives to evaluate where services are currently located and what are the unmet needs of veterans. The areas in which service is currently unavailable may be best served by developing partnerships between the Veterans Affairs Administration and existing transportation providers, and by helping veterans better understand the current transportation system through dissemination of information and enrollment assistance.

Evaluate current security on transit services and at/near transit stops, and identify ways to increase security on vehicles.

Safety is the most critical component of providing transportation services. Whether it is the safety and security of the riders or the vehicle operators, transit agencies go to great lengths to ensure the wellbeing of all individuals within a vehicle. As security issues have increased in recent years, transportation providers should consider evaluating the security on their transit vehicles. Should any issues be discerned, transit agencies should take measures to address security through necessary policies, safety equipment purchases, and operational training.

Evaluate current service frequencies and identify ways to increase frequency of services.

Infrequent service can decrease customer satisfaction by reducing how reliable the service appears to the customer. Truly infrequent service may cause customers distress by requiring them to leave for destinations well before the time in which they need to be there. Transit providers should evaluate the current service headways and identify if certain routes may need increased frequencies. Additional funding may be difficult to find, and therefore, any evaluation should also try to identify areas where service may be reduced and funding reallocated. A reliable service with frequent, fixed headways may help assure customers that their bus will get them to their destination when they need to be there.

Evaluate riders' experiences and identify ways to better meet riders' needs.

Each customer's experience on a transportation trip is different from anyone else's trip. For this reason, each person may have different needs that need to be addressed before, during and after a trip. To ensure that customers are receiving the needed assistance, transportation providers should survey customers and vehicle operators to discover what specific needs exist. Once needs are identified, proper training should be provided to vehicle operators to help them identify and attend to specific needs of customers.

DRAFT

Identify funding to purchase transportation vehicles for increased service.

Transportation services often need to be maintained or bolstered in order to provide quality service. With an aging population in the region, the number of persons requiring transportation services is growing. Section 5310 program allocates funding for capital purchases, such as vehicle purchases or capital transit improvements, operation of voucher programs and non-profit services, and other uses, like mobility management practices. It would be beneficial for transit providers and human services agencies to budget appropriately to ensure that they are able to meet local matching requirements and apply for the appropriate funds when needed.

Long-term Strategies and Activities

The long-term strategies and activities focus on concepts that may take longer to implement or require previous short-term actions to have been employed. The long-term strategies and activities consider long lasting challenges to the area and may have a stronger effect on existing operations. Much like short-term strategies and activities, the long-term response to challenges differ from one area to another. Figure 27 illustrates those strategies/activities to address the challenges of each area.

Figure 27. Long-term Strategies/Activities for Each Study Area

Strategies and Activities	Study Area	
	Nashville	Clarksville
Explore the development of a one-stop transportation traveler call center to coordinate services.	●	
Evaluate existing transportation-related technologies and identify new technologies to implement in the region that may increase operator and customer interaction.	●	
Review service routes and explore expanding service to key activity centers currently underserved or not served by transit, paratransit or service agencies.	●	●
Consider coordinating service delivery among lower density areas.	●	●
Evaluate existing land uses near transit centers and identify ways to effectively coordinate land use with transit services, such as transit oriented development.	●	
Evaluate the costs of various modes of transportation and identify ways to make transportation more affordable, this includes but is not limited to policies, subsidies, partnerships, and payment adjustments.	●	
Evaluate existing transportation alternatives and identify ways to expand transportation options.	●	
Evaluate existing paratransit and demand responsive transportation services and identify areas to expand services.	●	

Source: Public stakeholders and Advisory Committee, and TranSystems.

Each description below discusses the service gaps and unmet needs met by the specific strategy or activity. There is also a brief discussion of what type of funding may best support the strategy/activity, as well as a brief statement on what entity may be the responsible party to oversee the implementation of the strategy.

DRAFT

Explore the development of a one-stop transportation traveler center to coordinate services.

The implementation of a one-call/one-click center is an effective way to make transportation services more customer-friendly. The main benefit of a one-stop transportation traveler center is the consolidation of service information. A fully realized center could feature one website, one phone number, and one location for all of a customer's transportation needs. The first step to developing a one-call/one-click center is to gather the service information of all of the region's transportation providers and placing that information in an easy to use directory. This resource can be placed online or used by call center representatives to help direct callers to the service that best suits the needs of each caller. A one-call/one-click center is a mobility management tool that is eligible for Section 5310 funding. A one-stop traveler center may have ample start-up and operation and maintenance costs, so it is best to develop this concept in phases. The one-call/one-click center could be housed in an agency with a regional call center and website or be an independent facility.

Case Study: San Francisco's Transit 511

The Transit 511 website in the San Francisco – Bay Area features information on a variety of transportation providers in the region. Customers can either call 511 to talk to an operator or they can go the website and access the information. Other key characteristics on the website include: a trip planner, real-time departures, schedules, maps, fares, and general travel and transit information.

Evaluate existing transportation-related technologies and identify new technologies to implement in the region that may increase operator and customer interaction.

There are a variety of technological tools that can increase interaction between operators and customers. Whether it is intelligent transportation systems (ITS), such as digital signage on the highway or at bus and train stations that give real-time arrival information, or mobile or web-based applications that inform customers of various system characteristics. An evaluation of current ITS infrastructure and existing mobile and we-based applications will help stakeholders weigh existing technological advancements against desired technological advancements and develop a plan for further integration of technology into a region-wide transportation system. A digital road map is a plan that evaluates a region's technology desires. These road maps have become quite the trend in assisting transportation systems come into the 21st century. Technological advancements that inform customers of real-time arrival, vehicle locations, or allow customers to purchase fare media via a mobile device or website have been proven to increase customer satisfaction and may lead to increased ridership. Technological purchases are eligible for Section 5309, Section 5310, and Section 5339 funds as well as various discretionary funding opportunities. It is important to keep in mind that technology purchases often carry a large up-front capital cost, but have smaller operation and maintenance costs over time.

Review service routes and explore expanding service to key activity centers currently underserved or not served by transit, paratransit or service agencies.

To understand if an agency's service area is best serving its customers it would be beneficial to evaluate existing service areas and the customers' perspective on existing service areas. An analysis of existing service areas should illustrate the location of service deserts, areas where there are not any service. An on-board/off-board survey or customer survey would also help identify if there are areas not being served that customers wish to go. The goal of the service area analysis is to look at three key challenges in the region: coverage of rural areas and suburbs, providing better service to activity centers, and ensuring there are ample services for transportation disadvantaged populations.

When deciding on the type and level of service that may best serve a given area, the transportation provider would need to balance the costs and benefits of expanding the service area against portions of the existing service area that are performing lower than the rest of the system. It may be decided that it is best to not expand service and look at other options, like partnering with another provider to deliver service to that area.

DRAFT

Providing service to activity centers that are also job centers may allow transportation providers some leverage with employers. If there are a significant number of workers from a specific employer or business park, then the transportation provider might be able to develop an agreement on providing service to the area in exchange for them signing up for an employer pass program. The commuter benefit associated with an employer pass program allows employers to save money on payroll taxes, employees to decrease their commute costs by utilizing pre-tax wages to buy transit passes, and transit providers to increase fare revenues and service ridership through the increased sale of transit passes.

In some instances transportation disadvantaged populations are not offered transportation services that meet their needs. Some challenges are resolved by increasing service hours or purchasing new vehicles to offer more service, but sometimes the challenge is that the available service does not provide transportation to the trip origin, trip destination, or both. A transit agency would then need to evaluate the costs and benefits of expanding services to assist the individuals in need, or the transit agency could work with peer agencies to coordinate a service transfer or suggest individuals register for service with another agency.

In all instances the transit providers should work together for cost-effective solutions that ensure safe service delivery. There may be significant staff costs to continually carry out this level of trip planning and problem solving. When the solutions do not come from route or service realignments, a mobility coordinator would be a great resource to help coordinate difficult trips and negotiate potential service partnerships.

Consider coordinating service delivery among lower density areas.

A transportation agency should evaluate its service area to see if the agency is best serving its customers. The analysis should analyze existing service areas and investigate the location of service deserts, areas where there are not any service. The next step is for a transportation agency to decide on the type and level of service that may best serve a given area. If the costs of providing the service outweighs the potential benefits, the transportation agency should seek other transportation agencies or providers in the area currently providing service, and evaluate developing a partnership to ensure customers in the area have ample access to their community. By coordinating and connecting service areas through memorandums of understanding or service agreements, the transportation providers can assure customers are able to meet their day-to-day needs. In many instances, operational assistance may be needed to provide such services. If the services are for transportation disadvantaged populations, service operations are an eligible Section 5310 expense.

Evaluate existing land uses near transit centers and identify ways to effectively coordinate land use with transit services, such as transit oriented development.

When land use and transit systems are disconnected, it is often more difficult to attract choice riders to the transit system, but when there is a dense mix of residential, commercial, and office space near a transit stop, all types of riders are drawn to the transit system. Transit providers should consider evaluating the types of land uses at and near key transit stops. If it is proven that the transit stop do not align well with the types of land uses near the transit stop, the transit provider should begin to identify certain mechanisms that may help to promote a healthier combination of public transportation and land use. A few methodologies for improving the relationship between land use and transit is to work with city officials to encourage land use polices that promote mixed-use development and to begin developing partnerships with city planning staff and private developers to encourage incorporation of transit into new land uses or existing land uses when being redeveloped.

DRAFT

Evaluate the costs of various modes of transportation and identify ways to make transportation more affordable, this includes but is not limited to policies, subsidies, partnerships, and payment adjustments.

An operating budget is a finite source that allows only so much service. This means that any new demand or identified needs or gaps would require additional or reallocated funds to ensure demands and issues are addressed. To potentially free up existing funding, transit providers should evaluate the costs associated with providing its own service, as well as the costs associated with providing the same trip with alternative modes of transportation. Once a baseline cost per trip is identified, transit agencies may wish to consider which services are less costly to operate, and begin utilizing mobility management practices to differentiate service delivery among multiple modes of transportation. By shifting trips to less costly modes of transportation, transit agencies can free up a portion of the operating budget to allow for increased or currently unmet service demands. An initial first step may be to create a mobility management plan that looks at the current services and operating costs, and begins to prioritize and plan methods for orienting service delivery across multiple modes.

Evaluate existing transportation alternatives and identify ways to expand transportation options.

Transportation of today features a range of alternatives. There are fixed-route, flex-route, micro-transit, and paratransit services, as well as on-demand e-hailing services, ridesourcing options, bike sharing, and smaller personalized agency-based services. Figuring out which type of service is best for a specific trip is considered mobility management. Transportation providers should work together to evaluate what types of services currently exist in the study area, as well as what are the specific needs of customers. Knowing the existing service and customer needs will allow transportation providers the opportunity to develop a mobility management plan that identifies and prioritizes which services should be expanded and receive additional resources. There are a variety of federal funding programs that can be utilized to help develop mobility management practices and bolster service operations.

Evaluate existing paratransit and demand responsive transportation services and identify areas to expand services.

Transportation services often need to be maintained or bolstered in order to provide quality service. With an aging population affecting the region, the number of persons requiring transportation services is growing. The Section 5310 program allocates funding for capital, such as vehicle purchases or capital transit improvements, operation of voucher programs and non-profit services, and other uses, like mobility management practices. Regional stakeholders and transportation providers should prioritize what projects to fund in a manner that addresses unmet needs and gaps. It would be beneficial for transit providers and human services agencies to budget appropriately to ensure that they are able to meet local matching requirements and apply for the appropriate funds when needed.

DRAFT

Next Steps

Funding Resources

In addition to the relatively brief list of potential funding resources described below, Appendix D offers a more comprehensive list of grant programs and other funding possibilities. Agencies and non-profits should consider the application of these various funding resources in order to implement the plan's recommended strategies and activities.

Enhanced Mobility of Seniors and Individuals with Disabilities Program (Section 5310)

The Section 5310 Program is administered by the Federal Transit Administration. Established under the previous Surface Transportation Legislation, MAP-21, the Section 5310 Program allocates funding for capital and operations projects that provide transportation services to older adults over the age of 65 and persons with disabilities. With the passing of the latest Surface Transportation Legislation, the FAST Act, is expected to continue and to function in similar capacity as it did under MAP-21.

Eligible direct recipients of Section 5310 Program funds, in urbanized areas of 200,000 or more, are either the direct recipient of Section 5307 Program funds or a transit agency. For rural areas and communities with a population less than 200,000, the direct recipient is the governor of the state or a state-appointed agency, such as the state Department of Transportation. Subrecipients are those entities who are eligible to receive funding through the designated direct recipient for an area. Eligible subrecipients include: private nonprofit organizations; or state or local governmental authorities that are approved by a state to coordinate services for older adults and persons with disabilities, or such authorities that can certify that there are no nonprofit organizations readily available in the area to provide the service.

Other Federal Programs and Tax Incentives

A study was performed by the United States Government Accountability Office (GAO) to identify federal programs which are authorized to fund transportation services for the transportation disadvantaged. Many of the programs identified were administered by federal agencies other than the Department of Transportation (DOT) although transportation is not their primary mission. Most of the programs identified provide a variety of human services, such as job training, aging, education, community services, vocational and rehabilitation services, services for veterans or medical care, which incorporate transportation as an eligible expense in support of program goals.

On February 24, 2004, Presidential Executive Order 13330 was issued in response to the results of the study. This led to the formation of the Coordinating Council on Access and Mobility (CCAM). The CCAM is an interdepartmental Federal Council on Access and Mobility to undertake collective and individual departmental actions to reduce duplication among federally-funded human service transportation services, increase the efficient delivery of such services and expand transportation access for older individuals, persons with disabilities, persons with low-income, children and other disadvantaged populations within their own communities. The order establishing CCAM recognizes that transportation plays a critical role in providing access to employment, healthcare, education, community services, and activities necessary for daily living, and that transportation services are often fragmented, underutilized, or difficult to navigate, and can be costly because of inconsistent, duplicative, and often restrictive federal and state program rules and regulations. Members of the CCAM include the Department of Veteran Affairs (VA), Department of Transportation (DOT), Department of Health and Human Services (HHS), Department of Labor (DOL), Department of Education (DOE), Department of Interior (DOI), Department of Housing and Urban Development (HUD), United States

DRAFT

Department of Agriculture (USDA), and the Commissioner of the Social Security Administration, the Attorney General, and the Chairperson of the National Council on Disability. More information regarding the CCAM and the federal programs can be found in Appendix D, and on the Catalog of Federal Domestic Assistance website at www.cfda.gov.

In addition to the grant programs administered through federal agencies, there are a few tax breaks and incentives that award coordinated planning activities. Several of these programs are the Qualified Transportation Fringe Benefit, The Work Opportunity Tax Credit (WOTC), and the Ticket-to-Work Program.
The transit commuting benefit at Section 132(f) of the Internal Revenue Code, better known as the Qualified Transportation Fringe Benefit provides tax breaks for employers that provide transportation services to their employees such as rideshare services, transit passes, parking, and expenses incurred to facilitate bicycle commuting. The Work Opportunity Tax Credit (WOTC) which is administered by the DOL, helps targeted workers move from economic dependency into self-sufficiency as they earn a steady income and become contributing taxpayers, while participating employers are able to reduce their income tax liability. The targeted groups include veterans, TANF recipients, SNAP recipients, SSI recipients and those with general disabilities. The Ticket to Work program is a free and voluntary program that can help Social Security beneficiaries go to work, get a good job that may lead to a career, and become financially independent, all while they keep their Medicare or Medicaid. Individuals who receive Social Security benefits because of a disability and are age 18 through 64 probably already qualify for the program. Reimbursement for transportation costs are eligible expenses of this program.

State and Local Funding

Currently, most transit providers in the study area receive the majority of their funding from Federal programs, or, to a limited extent, State sources. The region's HRAs and private transit providers receive little funding assistance locally, if any.

Funding from state and local authorities may come from a variety of sources including sales taxes, property taxes, income taxes, vehicle registration fees, concessions, lottery and casino revenues, cigarette tax, vehicle leasing and rental fees, parking fees and fines, hotel/motel taxes, utility fees, and Tax-increment Financing Districts. All or portions of the funds collected through these various sources could be dedicated to transit agencies, HRAs, and private transit providers (assuming the private operators fulfill a public service in line this plan). In general, an increase in State or local funding would reduce transit providers' reliance on Federal grant programs, and thereby enable providers to better produce long-term plans and budgets.

Public Private Partnerships

The existing levels of coordination and relationships that exist within the region can be expanded upon to leverage resources where inefficiencies exist. The public private partnerships that exist within the region come in many forms. There are a variety of nonprofits whose mission is to improve the lives of the population groups targeted of this plan. These groups can provide volunteer, fundraising and advocacy services. Additionally, the outreach of various organizations as well as local groups, such as the Chamber of Commerce, can be leveraged to help promote awareness regarding the transportation disadvantaged.

Conclusion

This plan focuses on creating a tailored response to the information gathered through general public meetings, public outreach efforts, stakeholder expertise, and data research. The plan has been completed in a manner

DRAFT

compliant with the federal surface transportation legislation, Moving Ahead for Progress in the 21st Century (MAP-21). This plan assesses the available transportation services, identifies the service gaps and unmet needs of transportation disadvantaged populations, provides strategies for meeting those gaps and needs, and prioritizes transportation strategies and activities for funding and implementation.

After the adoption of this plan, the Nashville Area and Clarksville Urbanized Area MPOs will monitor transportation issues in the region to determine how the strategies described in this plan may apply to ongoing planning efforts. Changes to existing transit conditions could require the addition, deletion, or re-prioritization of strategies or projects in the future in accordance with local policies and procedures. More information regarding the public involvement process, Advisory Committee, survey questions and responses, peer agencies, and funding sources can be found in the following appendices.

DRAFT

Appendices

Appendices Table of Contents

Appendix A: Public and Stakeholder Outreach……………………………………………………..
Meeting Schedule………………………………………………………………………………………
Advisory Committee Members……………………………………………………………………...
May 12, 2016 Advisory Committee Meeting Minutes..……………………………………….…..
Presentation………………………………………………………………………………………………
July 12-13, 2016 Advisory Committee and Public Meetings Minutes..……………………….…..
Stakeholder/General Public Meetings Presentation..……………………………………………......
Advisory Committee Presentation……………………………………………………………………..
August 18, 2015 Advisory Committee Meeting Minutes…..……………………………...……..
Presentation………………………………………………………………………………………………
September 20, 2016 Advisory Committee Meeting Minutes………………………..…………..
Presentation……………………………………………………………………………………………..
Public Meeting Notices………………………………………………………………………..…..
Public Meeting Worksheets...……………………………………………………………………..…
Public Input Survey………………………………………………………………………..…………
Appendix B: Peer Agency Links and Contact Information……………………………..………....
Appendix C: 2013 Poverty Guidelines………………………………………………….…………..…
Appendix D: Table of Funding Resources……………………………………………..……….…..
Appendix E: Public, State and Federal Comments and Responses………………………….…..

Appendix A: Public and Stakeholder Outreach

Meeting Schedule

May	June	July	August	September	October	November
○ May 12th: Nashville, TN						
		● July 12th: Murfreesboro, TN				
		○ July 13th: Nashville, TN				
		● July 13th: Clarksville, TN				
		● July 13th: Nashville, TN				
			○ August 18th: Nashville, TN			
				○ September 20th: Nashville, TN		

Key

○ Advisory Committee

● Stakeholder/General Public

Source: TranSystems.

The following organizations were members of the Coordinated Plan Advisory Committee:

Nashville Area MPO

Clarksville Urbanized Area MPO

Nashville Metropolitan Transit Authority

Middle Tennessee Regional Transportation Authority

Clarksville Transit System

City of Murfreesboro

The TMA Group

Metropolitan Social Services

Mid-Cumberland HRA

Greater Nashville Regional Council – Area Agency on Aging

Tennessee DOT

Mid-Cumberland Region Coordinated Public Transit - Human Services Transportation Plan
Advisory Committee Meeting

Metro Office Building
800 2nd Ave South
Nashville Room – 2nd Floor
Nashville, Tennessee

May 12, 2016
10:00 am to 12:00 pm

Meeting Minutes

In Attendance:

Mary Connelly, Nashville Area MPO
Jill Hall, Clarksville MPO
Kwabena Aboagye, Tennessee DOT
Matthew Long, Tennessee DOT
George Coleman, Tennessee DOT
George Moss, Tennessee DOT
Jerry Roache, Tennessee DOT
Billy Higgins, Nashville MTA & RTA
Paul Nelson, Clarksville Transit
Nellie B. Patton, City of Murfreesboro
Steve Lavigne, Metropolitan Social Services
Carol Wilson, Metropolitan Social Services
Laura Dieckhaus, Mid-Cumberland HRA
Kathy Zamata, Tennessee Commission on Aging & Disability
Sarah Frost, TranSystems
Tyler Means, TranSystems

Project Introduction

Mr. Aboagye welcomed everyone to the first Advisory Committee (AC) meeting, and explained how this meeting begins the process of updating the Coordinated Public Transit – Human Services Transportation Plan.

Ms. Frost and Mr. Means introduced themselves and provided an overview of the project content and the materials to be covered during the meeting. The AC members in attendance introduced themselves.

The project will meet all federal requirements and include additional items agreed upon by the AC. There will only be one plan, but the plan will separate, when necessary, information as it pertains to the Nashville and Clarksville study areas.

Action Item: Work with TDOT to identify representatives of private non-profit services, private for-profit services, and rural transportation brokerage providers to be part of the AC.

Study Area

The AC members discussed what counties should be included in the study area. The original study area presented to the AC included the following counties:

- In the Nashville Study Area: Davidson, Robertson, Sumner, Macon, Trousdale, Smith, Wilson, Cannon, Rutherford, Williamson, Maury, Hickman, Dickson and Cheatham.
- In the Clarksville Study Area: Montgomery and Stewart in Tennessee, and Christian and Trigg in Kentucky.

The AC confirmed that services are shared between Montgomery and Stewart Counties in Tennessee and Christian County in Kentucky, and that services are not delivered to nor is there a relationship with Trigg County in Kentucky. Trigg County will be removed from the Clarksville Study Area.

The AC confirmed that Davidson, Robertson, Sumner, Trousdale, Smith, Wilson, Rutherford, Williamson, Dickson and Cheatham should be included in the Nashville Study Area. The AC also stated that Humphreys and Houston Counties should be added to the Nashville Study Area.

Action Item: Confirm the following counties in Tennessee for inclusion in the Nashville Study Area: Hickman, Maury, and Macon.

Area Demographics

Ms. Frost presented on the various demographic data that would be gathered for the study area. This includes demographic information on older adults, persons with disabilities and persons with low income. In addition, the Coordinated Plan will provide a future population forecast of the study area in the year 2025. The population forecast will help to illustrate where all populations are likely to increase. The demographic data was gathered from the Census American Community Survey, 2014 5-year Estimates. The population forecast for each county in Tennessee was gathered from *Population Projections for the State of Tennessee 2010-2030*, which is published by the Center for Business and Economic Research at the University of Tennessee. The population forecast for each county in Kentucky was gathered from *Population Projections for the State of Kentucky 2010-2050*, which is published by the Kentucky State Data Center at the University of Louisville.

The AC expressed approval for using Census American Community Survey to gather the necessary demographic data. There was discussion about possibly using existing population forecasting data from the Nashville Area and Clarksville MPOs. Both MPOs utilize Woods and Poole data for their respective population forecasts. It is possible to utilize that data, as long as the same data is available for all counties in the study area and TDOT approves the methodology.

Action Items: 1) Confirm with each MPO to see what counties are covered by each's population forecasts. 2) Confirm with TDOT that it is okay to use Woods and Poole population forecast data, and the methodology of gathering population forecast data for any county not covered by either of the MPOs.

Necessary Data

Mr. Means provided an overview of the types of data that will need to be gathered to complete the project. TranSystems will work with the AC to identify service providers that provide transportation services within the study area. The list of service providers will include human resource agencies, public transportation providers, public non-profit service providers, private non-profit service providers, and private for-profit service providers. Additionally, TranSystems will work to gather service characteristics of public transportation providers and other key service providers in the study area.

Mr. Means mentioned that the Coordinated Plan could also include other data that pertains to the provision of transportation services. The AC requested that information on park and ride lots be included.

Action Item: Gather GIS mapping files or location information for park and ride lots in the region, and work with the AC to build a comprehensive service inventory.

Area Transit Needs

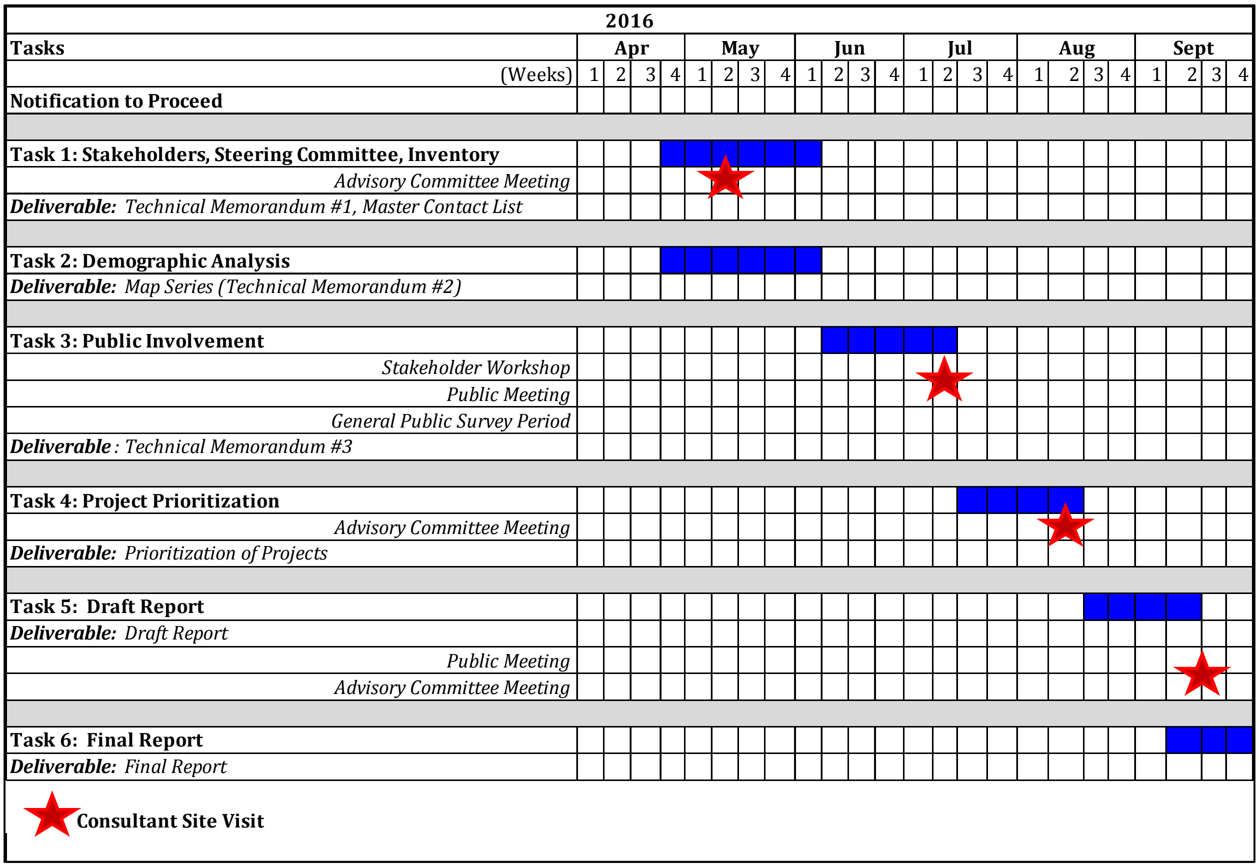
Mr. Means presented to the AC the identified transportation needs and service gaps from the previous Coordinated Plans for the Nashville Area and Clarksville Area. In discussing Nashville's identified needs and gaps, service coordination and Information Transportation Systems, and how technology can play a role in improving transportation within the study area were discussed as additional needs and gaps. In discussing Clarksville's identified gaps and needs, the AC discussed if a few items on the existing list of needs and gaps have been addressed since the last plan update. TDOT stated that park and ride lots should be added to the list for both the Nashville and Clarksville areas. Due to the level of discussion regarding the existing lists of needs and gaps, TranSystems offered to add more detail each item, and to continue the conversation via email.

Action Item: Send updated PowerPoint and list of area identified needs to the AC.

Next Steps

Ms. Frost discussed next steps with the AC. In the next month and a half, TranSystems will be working with TDOT and the AC to strengthen the list of stakeholders, review known and identify new transportation needs and service gaps, and identify strategies to meet those needs and gaps. Mrs. Frost reviewed the schedule with the AC and emphasized that the plan is to be completed before October 1, 2016. Below is an updated schedule.

Updated Nashville and Clarksville Coordinated Plan Project Schedule



	2016																							
Tasks	**Apr**				**May**				**Jun**				**Jul**				**Aug**				**Sept**			
(Weeks)	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Notification to Proceed																								
Task 1: Stakeholders, Steering Committee, Inventory				■	■	■	■	■	■															
Advisory Committee Meeting						★																		
Deliverable: *Technical Memorandum #1, Master Contact List*																								
Task 2: Demographic Analysis				■	■	■	■	■	■															
Deliverable: *Map Series (Technical Memorandum #2)*																								
Task 3: Public Involvement										■	■	■	■	■										
Stakeholder Workshop														★										
Public Meeting														★										
General Public Survey Period																								
Deliverable *: Technical Memorandum #3*																								
Task 4: Project Prioritization															■	■	■	■						
Advisory Committee Meeting																		★						
Deliverable: *Prioritization of Projects*																								
Task 5: Draft Report																			■	■	■	■		
Deliverable: *Draft Report*																								
Public Meeting																						★		
Advisory Committee Meeting																						★		
Task 6: Final Report																						■	■	■
Deliverable: *Final Report*																								

★ **Consultant Site Visit**

Ms. Frost reviewed potential survey questions with the AC. The survey is meant to be sent out to stakeholders, transportation and human service providers, service users, elected officials, and advocates. Upon review of the survey questions, Clarksville and Nashville MTA discussed the recent survey efforts they have each undertaken. Both agencies agreed to share the surveys with TranSystems, and TranSystems will alter the survey as necessary and send the revised survey to the AC for approval. The AC expressed the importance of making printed surveys available to those stakeholders and meeting participants who are more comfortable with a print version.

Action Items: 1) Gather surveys from Clarksville and Nashville MTA. 2) Revise the existing survey and send the revised survey to the AC for approval.

Matthew Long, TDOT, stated that the best time for the next AC meeting and first public meeting would be early July after Independence Day. The AC requested that the next meeting be somewhere accessible to older adults and persons with disabilities that may utilize public transportation to attend the meeting. In addition to future meetings in Clarksville and Nashville, there was discussion about holding a future public meeting in Murfreesboro. TranSystems will work with TDOT and the respective MPOs to schedule upcoming meetings.

Ms. Frost and Mr. Means thanked everyone for attending the meeting, and encouraged the AC to contact them with any questions, comments or concerns.

Nashville and Clarksville Area Coordinated Public Transit and Human Services Transportation Plan

May 12, 2016

TN TDOT Department of Transportation

TranSystems
EXPERIENCE | Transportation

Agenda

- Project Introduction
- Study Area
- Area Demographics
- Necessary Data
  - Build service inventory
  - Define service areas, service hours, and other characteristics
- Area Transit Needs
- Next Steps
  - Review survey questions
  - Prepare for stakeholder and public meetings

Project Introduction

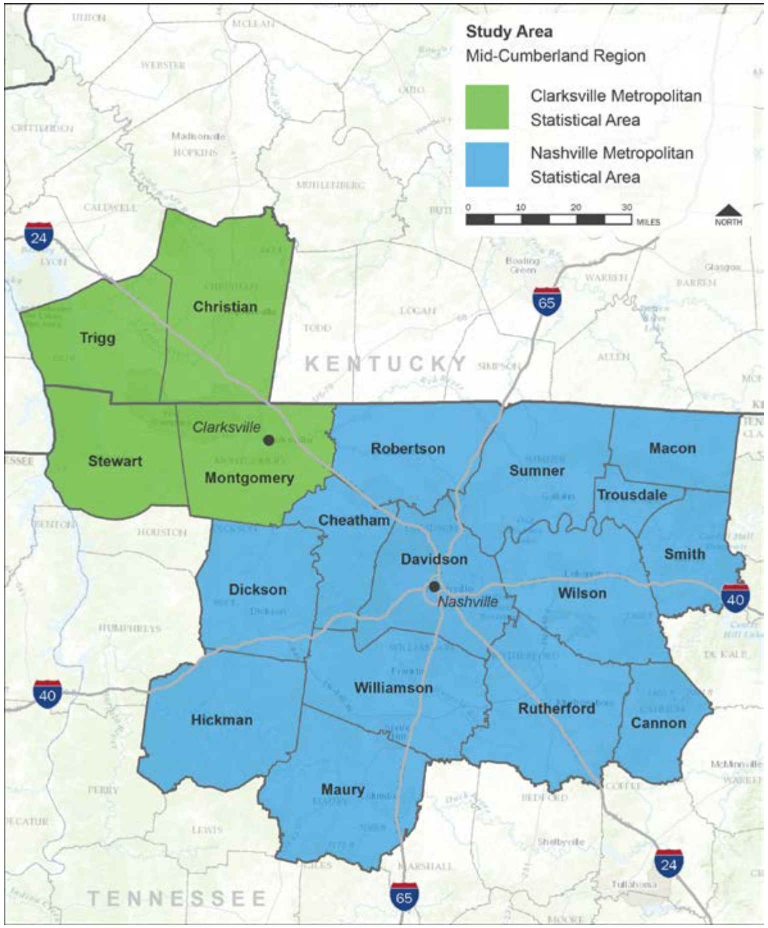
- At a minimum, the CPT-HSTP must include:
  - Identification of current transportation providers and services, including public, private and non-profit providers;
  - Assessment of the transportation needs of older adults, persons with disabilities, and individuals with low incomes, as appropriate;
  - Identification of strategies, activities, and/or projects to address those needs and transportation service gaps and increase the efficiency of transportation services; and
  - Implementation of priorities among strategies or activities, based on time, resources and feasibility

What types of services?

6HRL286
05-12
Mid-Cumberland
HUMAN RESOURCE AGENCY
615-374-3311
Public Transit
TAXI
721

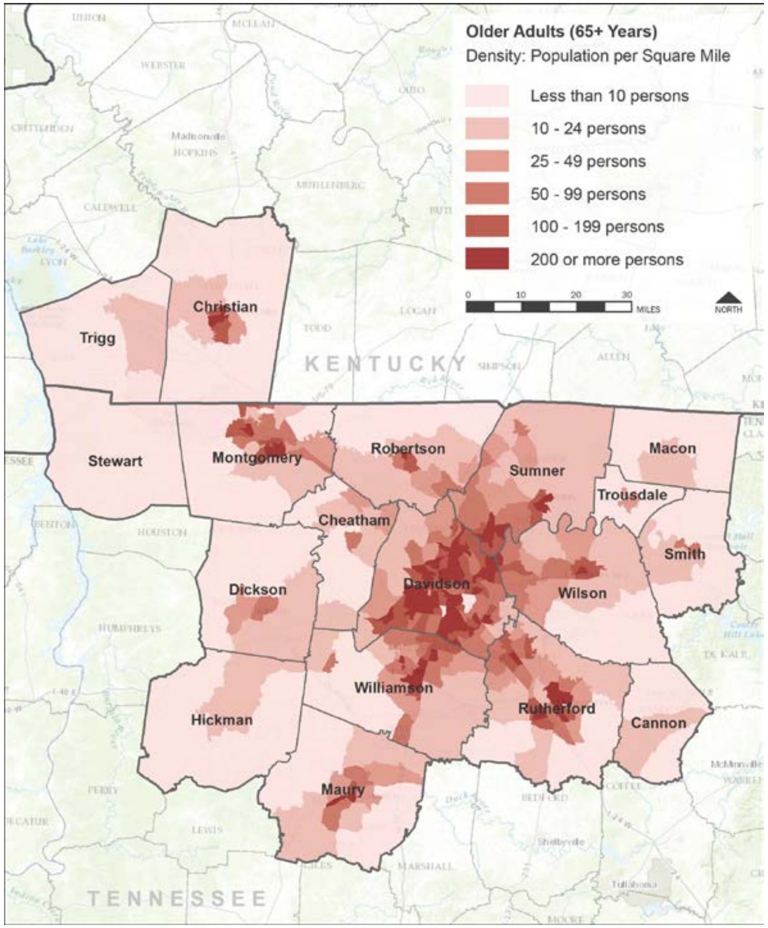
Study Area

- The preliminary study area is comprised of 16 counties in Tennessee and 2 counties in Kentucky
  - Nashville MSA
  - Clarksville MSA
- Our team is open to discussion about refining the study area


Study Area
Mid-Cumberland Region
Clarksville Metropolitan Statistical Area
Nashville Metropolitan Statistical Area
0 10 20 30 MILES
NORTH
KENTUCKY
TENNESSEE
Trigg
Christian
Stewart
Clarksville
Montgomery
Robertson
Sumner
Macon
Trousdale
Cheatham
Davidson
Nashville
Smith
Dickson
Wilson
Williamson
Hickman
Rutherford
Cannon
Maury
24
65
40

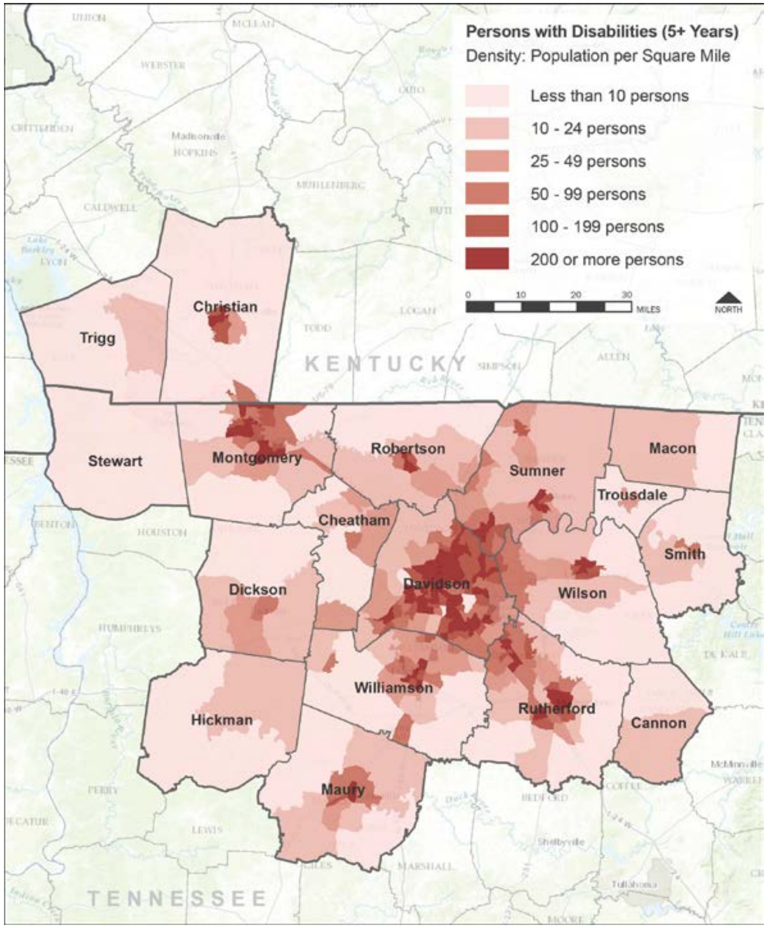
Area Demographics

- Demographic analysis focuses upon transportation disadvantaged populations
    - Older adults
    - Persons with disabilities
    - Persons with low income
- Population projections to 2025 help understand the need to accommodate future growth


Older Adults (65+ Years)
Density: Population per Square Mile
Less than 10 persons
10 - 24 persons
25 - 49 persons
50 - 99 persons
100 - 199 persons
200 or more persons
0 10 20 30 MILES
NORTH
KENTUCKY
TENNESSEE
Trigg
Christian
Stewart
Montgomery
Robertson
Sumner
Macon
Trousdale
Cheatham
Smith
Dickson
Davidson
Wilson
Williamson
Hickman
Rutherford
Cannon
Maury

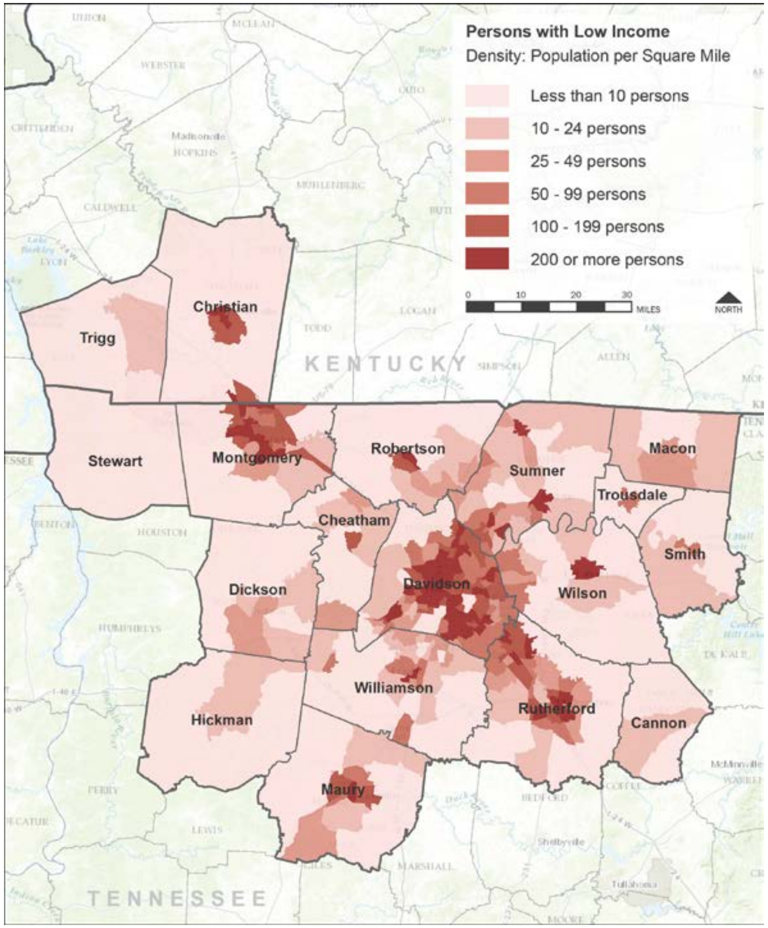
Area Demographics

- Demographic analysis focuses upon transportation disadvantaged populations
  - Older adults
  - Persons with disabilities
  - Persons with low income
- Population projections to 2025 help understand the need to accommodate future growth


Persons with Disabilities (5+ Years)
Density: Population per Square Mile
Less than 10 persons
10 - 24 persons
25 - 49 persons
50 - 99 persons
100 - 199 persons
200 or more persons
0 10 20 30 MILES
NORTH
KENTUCKY
TENNESSEE
Trigg
Christian
Stewart
Montgomery
Robertson
Sumner
Macon
Trousdale
Cheatham
Smith
Dickson
Davidson
Wilson
Williamson
Hickman
Rutherford
Cannon
Maury

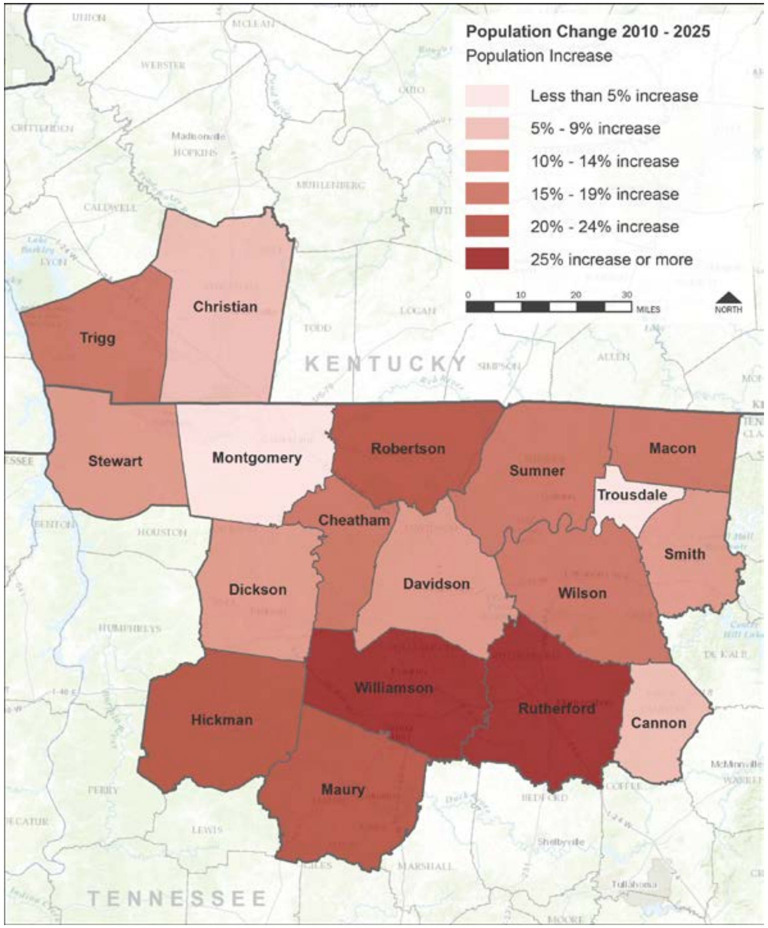
Area Demographics

- Demographic analysis focuses upon transportation disadvantaged populations
  - Older adults
  - Persons with disabilities
  - Persons with low income
- Population projections to 2025 help understand the need to accommodate future growth


Persons with Low Income
Density: Population per Square Mile
Less than 10 persons
10 - 24 persons
25 - 49 persons
50 - 99 persons
100 - 199 persons
200 or more persons
0
10
20
30
MILES
NORTH
KENTUCKY
TENNESSEE
Trigg
Christian
Stewart
Montgomery
Robertson
Sumner
Macon
Trousdale
Cheatham
Smith
Dickson
Davidson
Wilson
Williamson
Hickman
Rutherford
Cannon
Maury

Area Demographics

- Demographic analysis focuses upon transportation disadvantaged populations
  - Older adults
  - Persons with disabilities
  - Persons with low income
- Population projections to 2025 help understand the need to accommodate future growth


Population Change 2010 - 2025
Population Increase
Less than 5% increase
5% - 9% increase
10% - 14% increase
15% - 19% increase
20% - 24% increase
25% increase or more
0
10
20
30
MILES
NORTH
KENTUCKY
TENNESSEE
Trigg
Christian
Stewart
Montgomery
Robertson
Sumner
Macon
Trousdale
Cheatham
Smith
Dickson
Davidson
Wilson
Williamson
Hickman
Rutherford
Cannon
Maury

Necessary Data

- Service Inventory
  - Human resource agencies, non-profit transportation providers, public transportation providers
  - Non-emergency medical transportation (NEMT) providers
  - Intercity and private transportation providers
- Service Characteristics
  - Service areas and service hours
  - Fleet information (e.g. type and quantity of vehicles)
  - Fare information
- Other Data
  - Park-and-ride facilities, MPO boundaries

Area Identified Needs

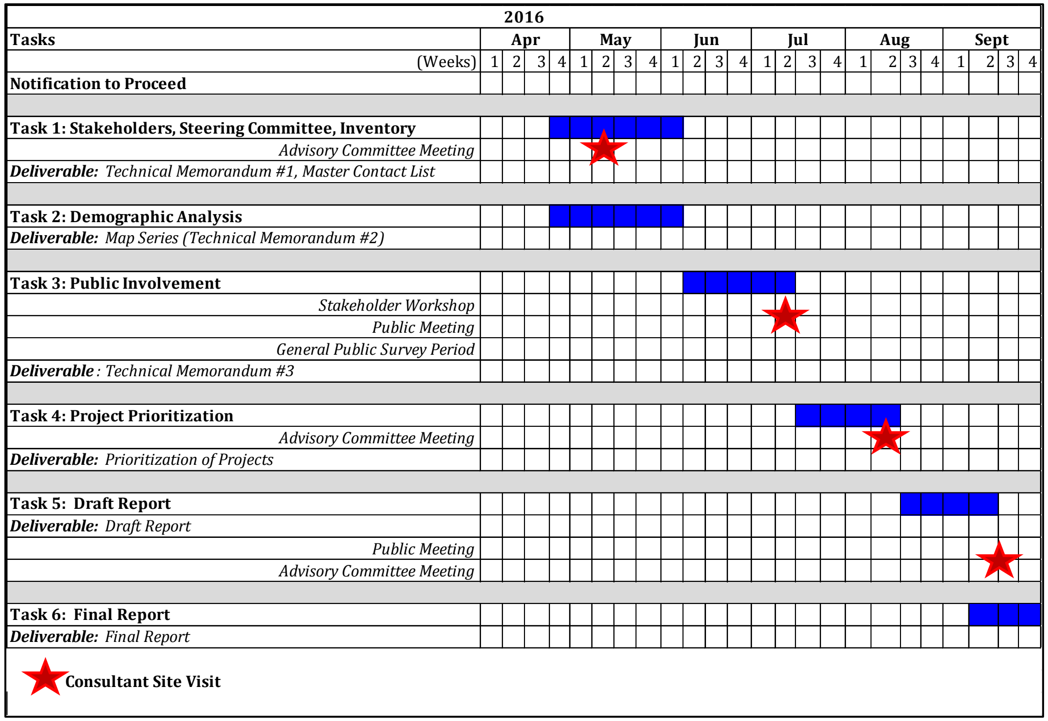
- Coordinated Human Services Transportation and Program Management Plan (2007, revised 2013) - Nashville
  - Enhanced Fixed Route Services
  - Enhanced Paratransit Services
  - Connectivity
  - Transit Experience
  - Transit Alternatives
  - Information and Other Assistance
  - Transportation for Youth and Children
  - Affordability and Access to Autos
  - Pedestrian Access and Land Use Coordination
  - Bicycle and Pedestrian Issues
  - Veterans' Transportation Needs

Area Identified Needs

- Coordinated Public Transit-Human Services Transportation Plan for the Clarksville Area (2011)
  - Bus service on Sundays
  - Night service
  - Shorter headways for all routes
  - Holiday service
  - Service to rural areas
  - Transportation of veterans locally
  - Better service to Nashville and Murfreesboro
  - Service to Industrial Park
  - Service to Exit 1
  - New vehicles
  - More availability of day passes
  - Educational programs

Next Steps

- Review survey questions (handout)
  - Upon approval, send out survey
- Stakeholder and public meeting
  - Identify list of stakeholders
  - Review known needs
  - Identify additional needs
  - Identify strategies



	2016																							
Tasks	**Apr**				**May**				**Jun**				**Jul**				**Aug**				**Sept**			
(Weeks)	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Notification to Proceed																								
Task 1: Stakeholders, Steering Committee, Inventory				🟦	🟦	🟦	🟦	🟦	🟦															
Advisory Committee Meeting						★																		
Deliverable: *Technical Memorandum #1, Master Contact List*																								
Task 2: Demographic Analysis				🟦	🟦	🟦	🟦	🟦	🟦															
Deliverable: *Map Series (Technical Memorandum #2)*																								
Task 3: Public Involvement										🟦	🟦	🟦	🟦	🟦										
Stakeholder Workshop														★										
Public Meeting														★										
General Public Survey Period																								
Deliverable *: Technical Memorandum #3*																								
Task 4: Project Prioritization															🟦	🟦	🟦	🟦						
Advisory Committee Meeting																		★						
Deliverable: *Prioritization of Projects*																								
Task 5: Draft Report																			🟦	🟦	🟦	🟦		
Deliverable: *Draft Report*																								
Public Meeting																						★		
Advisory Committee Meeting																						★		
Task 6: Final Report																						🟦	🟦	🟦
Deliverable: *Final Report*																								

★ **Consultant Site Visit**

Thank you!

Sarah Frost, TranSystems
(816) 329-8710
smfrost@transystems.com

Tyler Means, TranSystems
(816) 329-8761
tomeans@transystems.com

Matthew Long, TDOT
(615) 770-1039
matthew.long@tn.gov

TranSystems
EXPERIENCE | Transportation

2400 Pershing Drive
Suite 400
Kansas City, MO 64108

T (816) 329-8600
www.transystems.com

Memorandum

To: Kwabena Aboagye, TDOT
Matthew Long, TDOT
Advisory Committee List Serve

From: Tyler Means, TranSystems

Cc: Sarah Frost, TranSystems

Date: July 25, 2016

Re: Mid-Cumberland Area Coordinated Plan

The following are contained within this memo:

- ► A Summary of the Advisory Committee Meeting
- ► A summary of the General Public and Stakeholder Meetings
- ► A summary of the Public Survey
- ► A summary of the Needs and Gaps Identified and Strategies to Address the Needs and Gaps

Advisory Committee Meeting

The Advisory Committee met on the morning of July 13, 2016. The meeting began by providing an overview of the public involvement process, and a review of the study area and area demographics. The committee was provided a full inventory of known service providers. The committee identified two transportation providers that were not listed on the inventory: Angels Helping Hands in Clarksville and Classy Taxi in Murfreesboro. As an exercise, the TranSystems team and the Advisory Committee reviewed and prioritized the unmet transportation needs and service gaps. There were some recommendations offered by the Advisory Committee that are reflected in the Needs and Gaps section below.

General Public and Stakeholder Meetings

There were three general public and stakeholder meetings scheduled:

- 5:00-7:00pm on July 12, 2016 in Murfreesboro, TN
- 5:00-7:00pm on July 13, 2016 in Nashville, TN
- 5:00-7:00pm on July 13, 2016 in Clarksville, TN

The meetings were advertised in local newspapers, on Twitter, on Facebook, and/or dispersed via email to interested parties. The meetings were an opportunity for the general public and stakeholders to review and comment on the inventory of services, public survey, and unmet transportation needs and service gaps. Any and all materials gathered from the meetings and other public outreach efforts will be used to develop a local perspective on the unmet transportation needs and service gaps within the study area. Below are summaries of the public survey, unmet needs and gaps, and strategies to meet those needs and gaps.

Public Survey

Throughout June and July of 2016, a 14-question survey was developed and sent out to individuals, organizations and stakeholders to help identify transportation needs, gaps, and potential strategies. It was developed with input from TDOT, and the Advisory Committee. The survey was distributed digitally via email, Twitter and Facebook, as well as distributed as paper copies to customers and meeting participants. There were a total of 74 respondents.

The results of the survey have been summarized into a single document that has been distributed separately to the Advisory Committee and will be included in the final plan.

Service Gaps and Unmet Needs

A summary of the transportation needs of the target populations covered by the plan, which may include older adults, persons with disabilities, and individuals with low incomes is outlined below. These needs were identified throughout the public engagement process. The table also indicated whether the service gap or need applies to the provider, customer, or both. There is a summary of unmet needs and gaps for both the Clarksville Area and Nashville Area.

Following the charts that identify if the unmet need or gap applies to the transportation provider, customer or both, there are two charts (one for each area) that illustrate the prioritization of each unmet transportation need or service gap. This prioritization is based off information gathered from the unmet needs and gaps worksheets that were distributed at the Advisory Committee and general public/stakeholder meetings.

Unmet Needs and Gaps – Provider, Customer or Both

Clarksville Area

Category	Provider	Customer	Transportation Needs and Service Gaps
Information and Awareness	●	●	Lack of public information and education programs regarding transportation services
Geographical	●	●	Lack of service to Industrial Park
	●	●	Need for better services to Nashville and Murfreesboro
Time-based	●	●	Lack of Night and weekend service
Client-based	●	●	Lack of local services for Veterans
Service Quality	●		Increased number of public transportation vehicles to provide service
	●	●	Low frequency of services (e.g. long headways)

Nashville Area

Category	Provider	Customer	Transportation Needs and Service Gaps
Information and Awareness	●	●	Lack of public information regarding available services and how to utilize those services
	●		Lack of provider participation in coordination and lack of information regarding locations to coordinate services
	●	●	Lack of intelligent transportation systems and other transportation-related technologies
Geographical	●	●	Lack of service to key activity centers that offer needed services
	●	●	Lack of coverage of rural areas and suburban communities
	●	●	Lack of accessible first/last mile connections to transportation services
	●		Lack of coordination between land use and transit services (e.g. TOD)
Time-based	●	●	Lack of Night and weekend service
Client-based	●	●	Lack of accessible services for persons with disabilities
		●	Lack of customer amenities at transit stops (e.g. shelters, benches, lighting, sidewalks)
	●	●	Lack of services for youth and children
	●	●	Lack of infrastructure and accessibility of cyclists and pedestrians
	●	●	Lack of services for Veterans
		●	Lack of affordable transportation options
		●	A sense of insecurity on transit vehicles
Service Quality	●		Lack of paratransit services that provide a level of service above and beyond what is required by ADA
	●	●	Low frequency of services (e.g. long headways)
		●	A sense that riders' needs are not being met
	●		Lack of transportation alternatives some areas of the Nashville region

Prioritized List of Unmet Transportation Needs and Service Gaps

To prioritize the list of unmet needs and service gaps each worksheet were scored using the following methodology:

- High ranking = 3 points
- Moderate ranking = 2 points
- Low ranking = 1 points

After scoring all the worksheets, a cumulative score was calculated. Each priority level was determined by dividing the total potential score (i.e. number of respondents multiplied by 3) and dividing that number by 3 (total number of priority levels). For example, seven respondents would have a total potential score of 21, and the high priority level would include any unmet need or gap that received between 15 and 21 points.

Clarksville Area

Category	Unmet Needs and Gaps	Priority Level		
		High	Moderate	Low
Information and Awareness	Lack of public information and education programs regarding transportation services	•		
Geographical	Lack of service to Industrial Park		•	
	Need for better services to Nashville and Murfreesboro		•	
Time-Based	Night and weekend service	•		
Client-Based	Lack of local services for Veterans		•	
Service Quality	Increased number of public transportation vehicles to provide service	•		
	Low frequency of services (e.g. long headways)	•		

Nashville Area

Category	Unmet Needs and Gaps	Priority Level		
		High	Moderate	Low
Information and Awareness	Lack of public information regarding available services and how to utilize those services	●		
	Lack of provider participation in coordination and information regarding locations to coordinate services	●		
	Lack of intelligent transportation systems and other transportation-related technologies		●	
Geographical	Lack of service to key activity centers that offer needed services		●	
	Lack of coverage of rural areas and suburban communities		●	
	Lack of accessible first/last mile connections to transportation services		●	
	Lack of coordination between land use and transit services (e.g. TOD)		●	
Time-Based	Lack of Night and weekend service		●	
Client-Based	Lack of accessible services for persons with disabilities		●	
	Lack of customer amenities at transit stops (e.g. shelters, benches, lighting, sidewalks)		●	
	Lack of services for youth and children			●
	Lack of infrastructure and accessibility of cyclists and pedestrians		●	
	Lack of services for Veterans		●	
	Lack of affordable transportation options	●		
	A sense of insecurity on transit vehicles		●	
Service Quality	Lack of paratransit services that provide a level of service above and beyond what is required by ADA		●	
	Low frequency of services (e.g. long headways)		●	
	A sense that riders' needs are not being met		●	
	Lack of transportation alternatives some areas of the Nashville region		●	

Strategies

As part of the exercise to prioritize the unmet needs and gaps, respondents were asked to identify preferred strategies for addressing known challenges. The following potential strategies are prioritized by how likely the Advisory Committee, general public and stakeholders think the strategies may be an effective means of addressing unmet transportation needs and service gaps.

Clarksville Area

Information and Awareness

- Enhance planning activities and public education efforts to raise awareness of transit opportunities within the region.
- Develop a local coordination policy body/council.

Geographical

- Review service routes and expand service to geographical areas not efficiently served by transit, paratransit or service agencies.
- Coordinate service delivery among lower density or difficult to access areas.
- Review service options to and from Nashville and Murfreesboro, and assess the possibility of additional services as needed.

Time-Based

- Explore expanding hours to include weekend service.
- Explore expanding transit, paratransit, and service agency hours to include evening service.

Client-Based

- Evaluate existing services for Veterans and identify areas of expansion.

Service Quality

- Evaluate current service frequencies and identify ways to increase frequency of services.
- Identify funding to purchase transportation vehicles for increased service.

Nashville Area

Information and Awareness

- Develop a local coordination policy body/council
- Develop a one-stop transportation traveler call center to coordinate services
- Enhance planning activities and public education efforts to raise awareness of transit opportunities within the region.
- Host how-to-ride workshops.
- Evaluate existing transportation-related technologies and identify new technologies to implement in the region that may increase operator and customer interaction.

Geographical

- Evaluate current accessibility to transit stops and identify ways to improve first-/last-mile connections.
- Review service routes and expand service to key activity centers currently underserved or not

served by transit, paratransit or service agencies.

- Coordinate service delivery among lower density areas.
- Evaluate existing land uses near transit centers and identify ways to effectively coordinate land use with transit services, such as transit oriented development.

Time-Based

- Expand or shift hours to include weekend service.
- Expand transit, paratransit, and service agency hours to include evening service.

Client-Based

- Evaluate existing services for persons with disabilities and identify areas of expansion.
- Evaluate existing customer amenities at transit stops and identify cost-effective amenity improvements at transit stops.
- Evaluate existing services for youth and children and identify areas of expansion.
- Evaluate existing bicycle and pedestrian pathways and identify ways to improve accessibility for cyclists and pedestrians.
- Evaluate existing services for Veterans and identify areas of expansion.
- Evaluate the costs of various modes of transportation and identify ways to make transportation more affordable, this includes but is not limited to policies, subsidies, partnerships and payment adjustments.
- Evaluate current security on transit services and identify ways to increase security on vehicles.

Service Quality

- Evaluate current service frequencies and identify ways to increase frequency of services.
- Evaluate existing transportation alternatives and identify ways to expand transportation options.
- Evaluate existing paratransit and demand responsive transportation services and identify areas to expand services.
- Evaluate riders’ experiences and identify ways to better meet riders’ needs.

Mid-Cumberland Area Coordinated Public Transit and Human Services Transportation Plan

Stakeholder/General Public Meetings

July 12-13, 2016

TN TDOT Department of Transportation

TranSystems

EXPERIENCE | Transportation

Agenda

- Project Introduction
- Public Involvement
- Study Area
- Inventory of Services
- Area Demographics
- Area Transportation Needs and Service Gaps
    - Needs and Barriers
    - Potential Strategies to Address Needs and Gaps
- Prioritization Exercise and Survey

Project Introduction

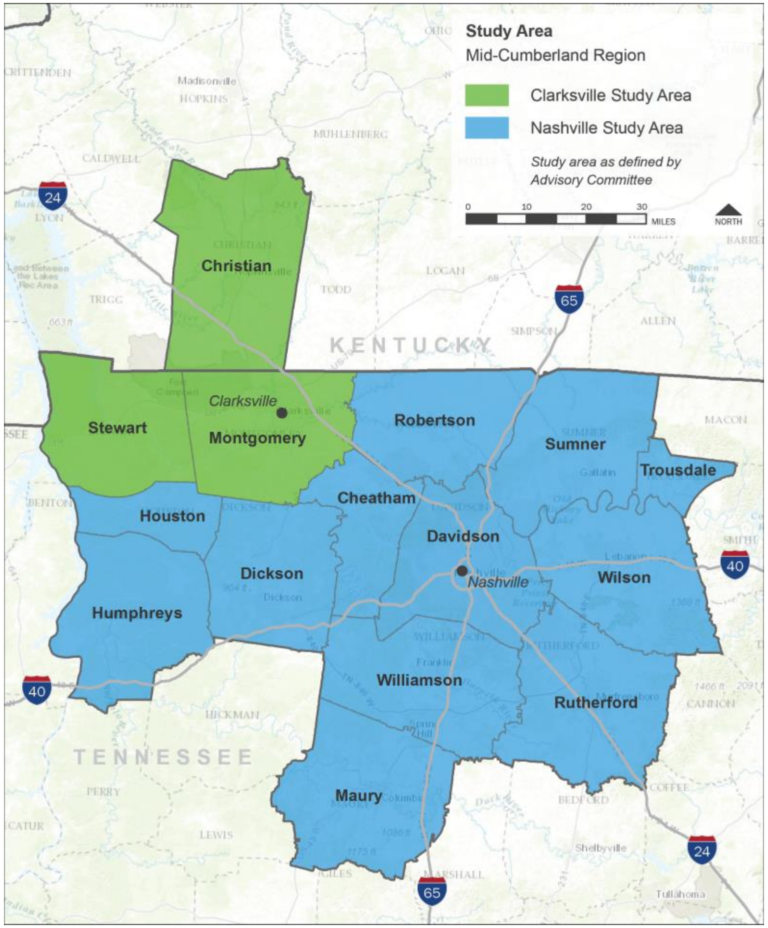
- At a minimum, the CPT-HSTP must include:
  - Identification of current transportation providers and services, including public, private and non-profit providers;
  - Assessment of the transportation needs of older adults, persons with disabilities, and individuals with low incomes, as appropriate;
  - Identification of strategies, activities, and/or projects to address those needs and transportation service gaps and increase the efficiency of transportation services; and
  - Implementation of priorities among strategies or activities, based on time, resources and feasibility

Public Involvement

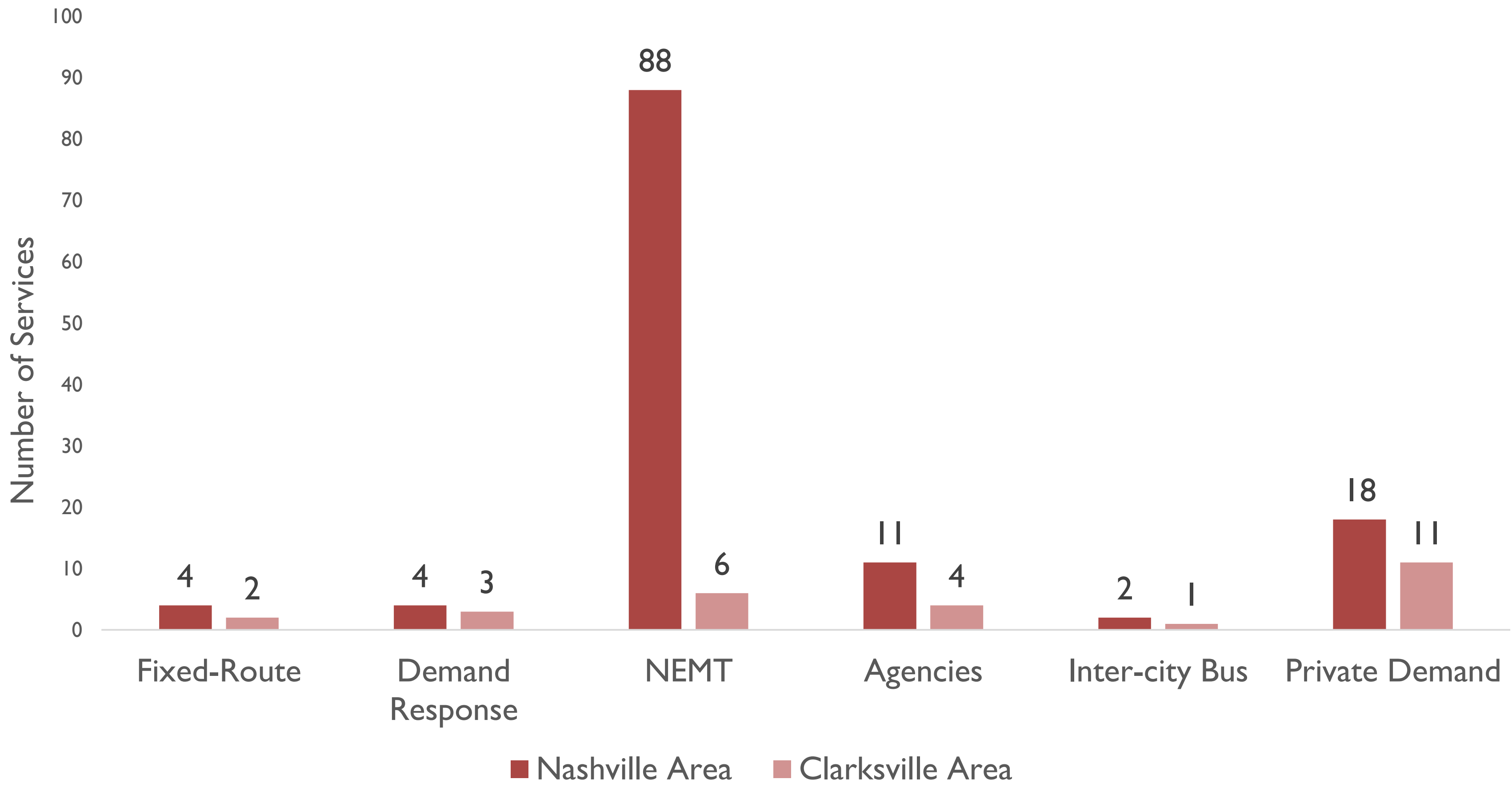
- May: Advisory Committee Meeting
- July: Advisory Committee Meeting and Public/Stakeholder Meetings
    - Inventory of services
    - Study area and area demographics
    - Unmet transportation needs and service gaps
    - Potential strategies to address identified needs and gaps
- August and September: One Advisory Committee and One Public Meeting

Study Area

- The study area as defined by the Advisory Committee is comprised of 14 counties in Tennessee and 1 county in Kentucky
  - 12 counties in Nashville study area
  - 3 counties in Clarksville study area

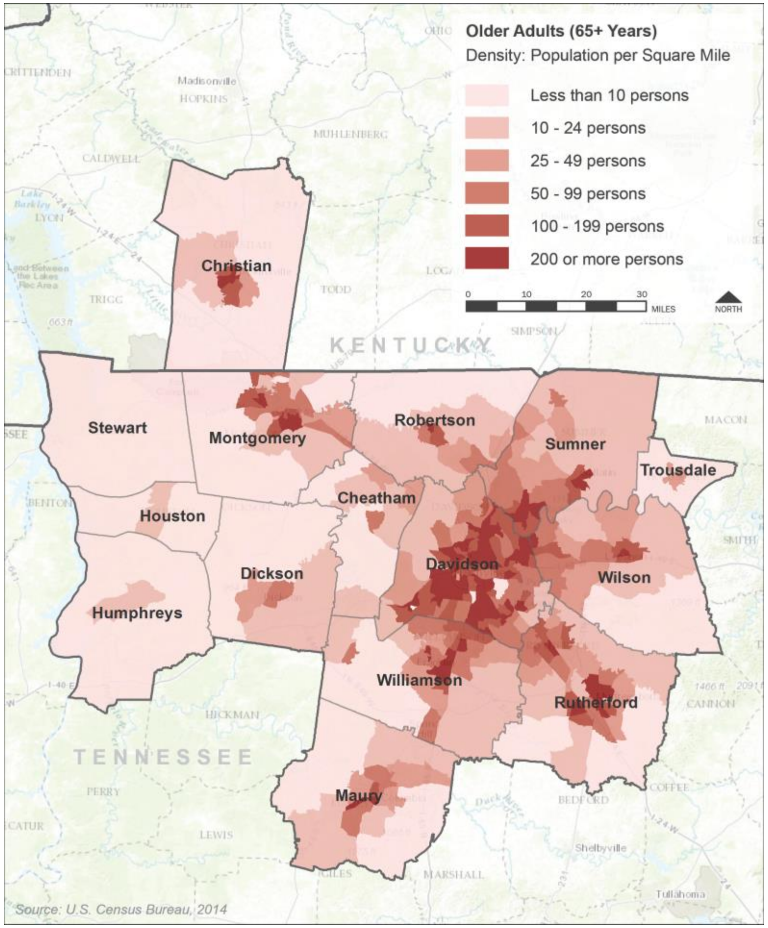

Study Area
Mid-Cumberland Region
Clarksville Study Area
Nashville Study Area
Study area as defined by Advisory Committee
0
10
20
30
MILES
NORTH
KENTUCKY
TENNESSEE
Christian
Stewart
Clarksville
Montgomery
Robertson
Sumner
Trousdale
Houston
Cheatham
Davidson
Nashville
Wilson
Dickson
Humphreys
Williamson
Rutherford
Maury
24
65
40

Inventory of Services



Area Demographics

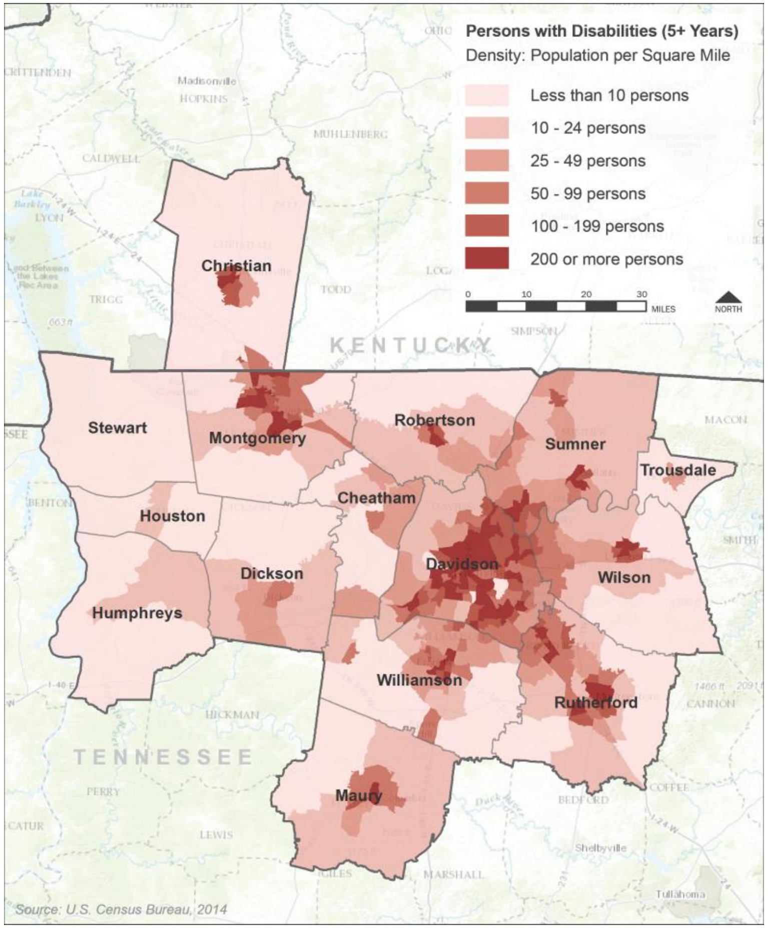
- Demographic analysis focuses upon transportation disadvantaged populations
  - Older adults
  - Persons with disabilities
  - Persons with low income
- 216,926 older adults in the study area
  - Nashville area: 191,741
  - Clarksville area: 25,185


Older Adults (65+ Years)
Density: Population per Square Mile
Less than 10 persons
10 - 24 persons
25 - 49 persons
50 - 99 persons
100 - 199 persons
200 or more persons
0 10 20 30 MILES
NORTH
KENTUCKY
TENNESSEE
Christian
Stewart
Montgomery
Robertson
Sumner
Trousdale
Houston
Cheatham
Dickson
Humphreys
Davidson
Wilson
Williamson
Rutherford
Maury

Source: U.S. Census Bureau, 2014

Area Demographics

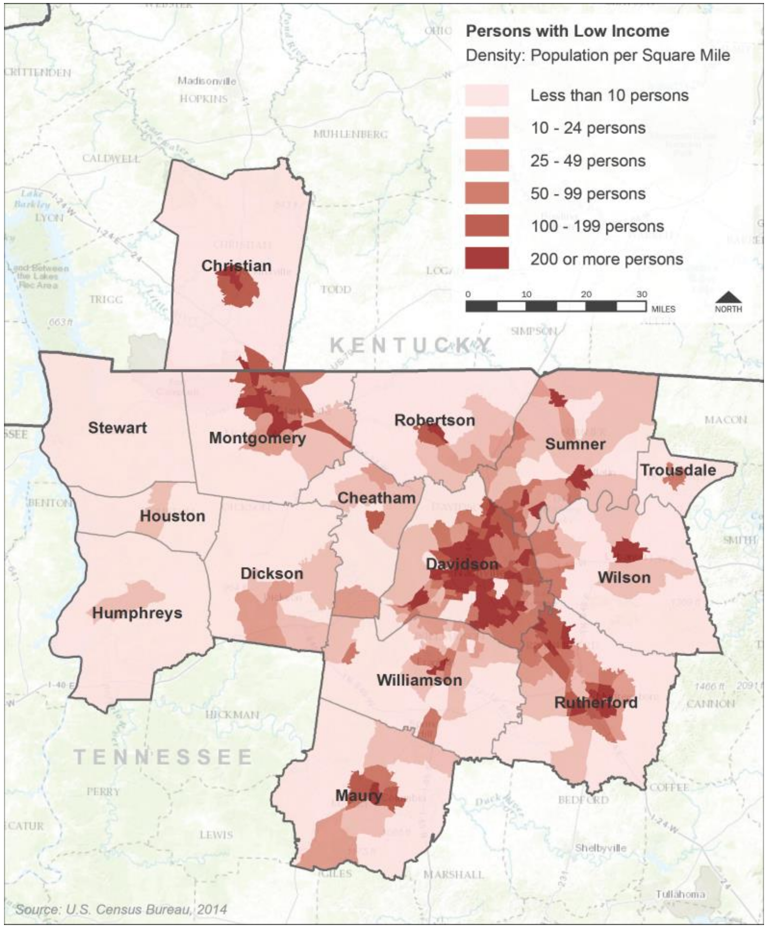
- Demographic analysis focuses upon transportation disadvantaged populations
  - Older adults
  - Persons with disabilities
  - Persons with low income
- 220,869 persons with disabilities in the study area
  - Nashville area: 187,838
  - Clarksville area: 33,031


Persons with Disabilities (5+ Years)
Density: Population per Square Mile
Less than 10 persons
10 - 24 persons
25 - 49 persons
50 - 99 persons
100 - 199 persons
200 or more persons
0
10
20
30
MILES
NORTH
KENTUCKY
TENNESSEE
Christian
Stewart
Montgomery
Robertson
Sumner
Trousdale
Cheatham
Houston
Dickson
Davidson
Wilson
Humphreys
Williamson
Rutherford
Maury

Source: U.S. Census Bureau, 2014

Area Demographics

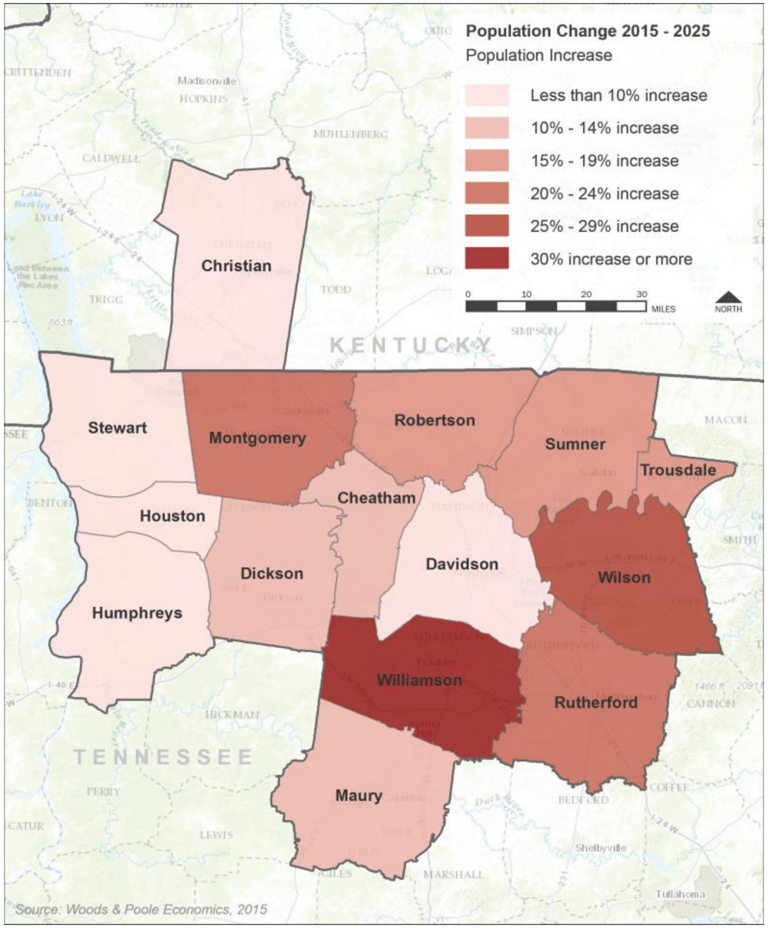
- Demographic analysis focuses upon transportation disadvantaged populations
    - Older adults
    - Persons with disabilities
    - Persons with low income
- 279,117 persons with low income in the study area
    - Nashville area: 233,629
    - Clarksville area: 45,488


Persons with Low Income
Density: Population per Square Mile
Less than 10 persons
10 - 24 persons
25 - 49 persons
50 - 99 persons
100 - 199 persons
200 or more persons
0
10
20
30
MILES
NORTH
KENTUCKY
TENNESSEE
Christian
Stewart
Montgomery
Robertson
Sumner
Trousdale
Houston
Cheatham
Dickson
Davidson
Wilson
Humphreys
Williamson
Rutherford
Maury

Source: U.S. Census Bureau, 2014

Area Demographics

- Population projections from 2015 to 2025 understand the need to accommodate future growth


Population Change 2015 - 2025
Population Increase
Less than 10% increase
10% - 14% increase
15% - 19% increase
20% - 24% increase
25% - 29% increase
30% increase or more
0
10
20
30
MILES
NORTH
KENTUCKY
TENNESSEE
Christian
Stewart
Montgomery
Robertson
Sumner
Trousdale
Houston
Cheatham
Davidson
Wilson
Dickson
Humphreys
Williamson
Rutherford
Maury

Source: Woods & Poole Economics, 2015

Transportation Needs and Service Gaps

- Needs of older adults, persons with disabilities, and persons of low-income
  - Information and Awareness
  - Geographical
  - Time-based
  - Client-based
  - Service Quality

Needs and Barriers

Information and Awareness	Provider	User
Lack of public information and education programs regarding transportation services	●	●

- Barriers to Implementation
  - Lack of funding (local, state, federal, private)
  - Collecting and disseminating information on available services

Potential Strategies

- Develop a local coordination policy body/council.
- Enhance planning activities and public education efforts to raise awareness of transit opportunities within the region.

STRATEGY
PLAN
MANAGE
THINK

Needs and Barriers

Geographical	Provider	User
Lack of service to Industrial Park	●	●
Need for better services to Nashville and Murfreesboro	●	●

- Barriers to Implementation
  - Dispersed population
  - Cost of service
  - Prioritization of trip purpose

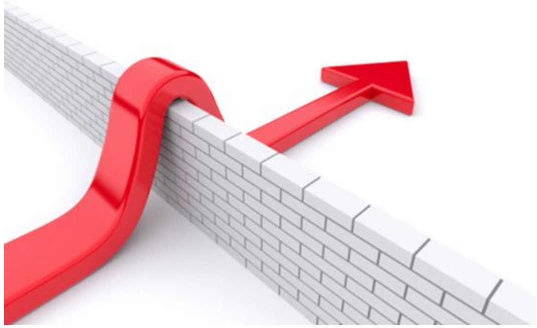
Potential Strategies

- Review service routes and expand service to geographical areas not efficiently served by transit, paratransit or service agencies.
- Coordinate service delivery among lower density or difficult to access areas.
- Review service options to and from Nashville and Murfreesboro, and assess the possibility of adding services as needed.

Needs and Barriers

Time-Based	Provider	User
Lack of night and weekend service	●	●

- Barriers to Implementation
  - Lack of funding – paying for additional service hours
  - Lack of vehicles



Potential Strategies

- Expand transit, paratransit, and service agency hours to include evening service.
- Expand or shift hours to include weekend service.

MANAGE
PLAN
STRATEGY
THINK

Needs and Barriers

Client-Based	Provider	User
Lack of local services for veterans	●	●
Low availability of day passes		●

- Barriers to Implementation
  - Matching vehicle requirements to rider needs
  - Lack of funding for new services
  - Lack of information regarding day pass programs

Potential Strategies

- Evaluate existing services for Veterans and identify areas of expansion.
- Evaluate existing day pass programs and identify policies that may expand the availability of day passes.

MANAGE
PLAN
STRATEGY
THINK

Needs and Barriers

Service Quality	Provider	User
Increased number of public transportation vehicles to provide service	●	
Low frequency of services (e.g. long headways)	●	●

- Barriers to Implementation
  - Lack of funding
  - Lack of vehicles
  - Lack of diverse types of service

Potential Strategies

- Identify funding to purchase vehicles for increased service.
- Evaluate current service frequencies and identify ways to increase frequency of services.

MANAGE
PLAN
STRATEGY
THINK

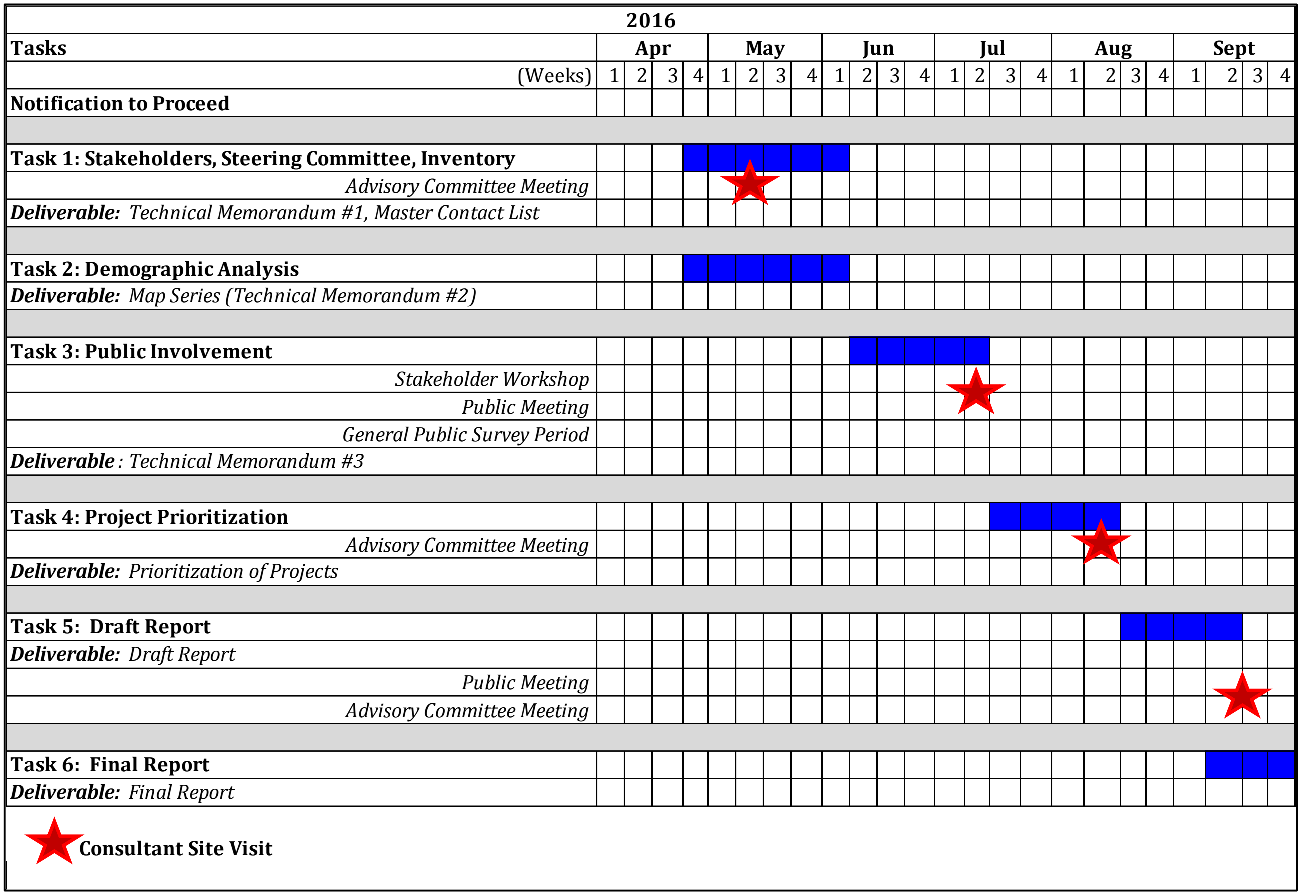
Prioritization Exercise and Survey

Good
Best
Better

Next Steps

Advisory Committee meeting to prioritize projects, strategies, and activities.

Public meeting to review draft of the plan.



2016																								
Tasks	**Apr**				**May**				**Jun**				**Jul**				**Aug**				**Sept**			
(Weeks)	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Notification to Proceed																								
Task 1: Stakeholders, Steering Committee, Inventory				🟦	🟦	🟦	🟦	🟦	🟦															
Advisory Committee Meeting						★																		
Deliverable: *Technical Memorandum #1, Master Contact List*																								
Task 2: Demographic Analysis				🟦	🟦	🟦	🟦	🟦	🟦															
Deliverable: *Map Series (Technical Memorandum #2)*																								
Task 3: Public Involvement										🟦	🟦	🟦	🟦	🟦										
Stakeholder Workshop														★										
Public Meeting																								
General Public Survey Period																								
Deliverable *: Technical Memorandum #3*																								
Task 4: Project Prioritization															🟦	🟦	🟦	🟦						
Advisory Committee Meeting																		★						
Deliverable: *Prioritization of Projects*																								
Task 5: Draft Report																			🟦	🟦	🟦	🟦		
Deliverable: *Draft Report*																								
Public Meeting																						★		
Advisory Committee Meeting																								
Task 6: Final Report																						🟦	🟦	🟦
Deliverable: *Final Report*																								

★ **Consultant Site Visit**

Thank you!

Sarah Frost, TranSystems
(816) 329-8710
smfrost@transystems.com

Tyler Means, TranSystems
(816) 329-8761
tomeans@transystems.com

Matthew Long, TDOT
(615) 770-1039
matthew.long@tn.gov

Mid-Cumberland Area Coordinated Public Transit and Human Services Transportation Plan

Advisory Committee Meeting

July 13, 2016

TN TDOT Department of Transportation

TranSystems EXPERIENCE | Transportation

Agenda

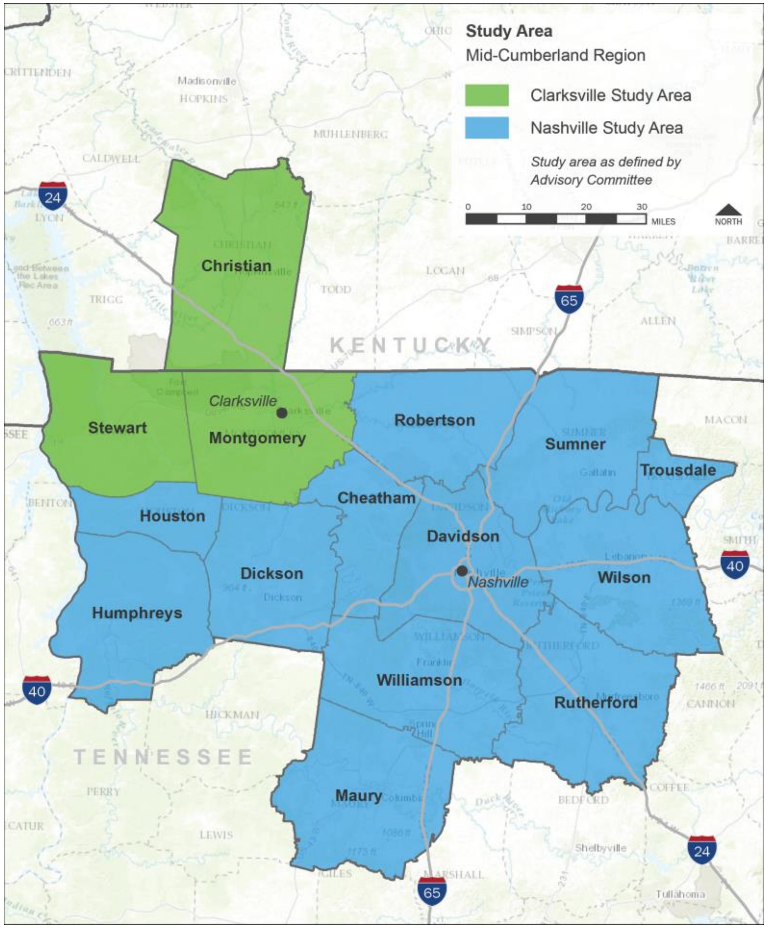
- Public Involvement
- Review
  - Study Area
  - Area Demographics
- Inventory of Services
- Area Transportation Needs and Service Gaps
  - Needs and Barriers
  - Potential Strategies to Address Needs and Gaps
- Prioritization Exercise and Survey

Public Involvement

- May: Advisory Committee Meeting
- **July: Advisory Committee Meeting and Public/Stakeholder Meetings**
  - Inventory of services
  - Study area and area demographics
  - Unmet transportation needs and service gaps
  - Potential strategies to address identified needs and gaps
- August and September: One Advisory Committee and One Public Meeting

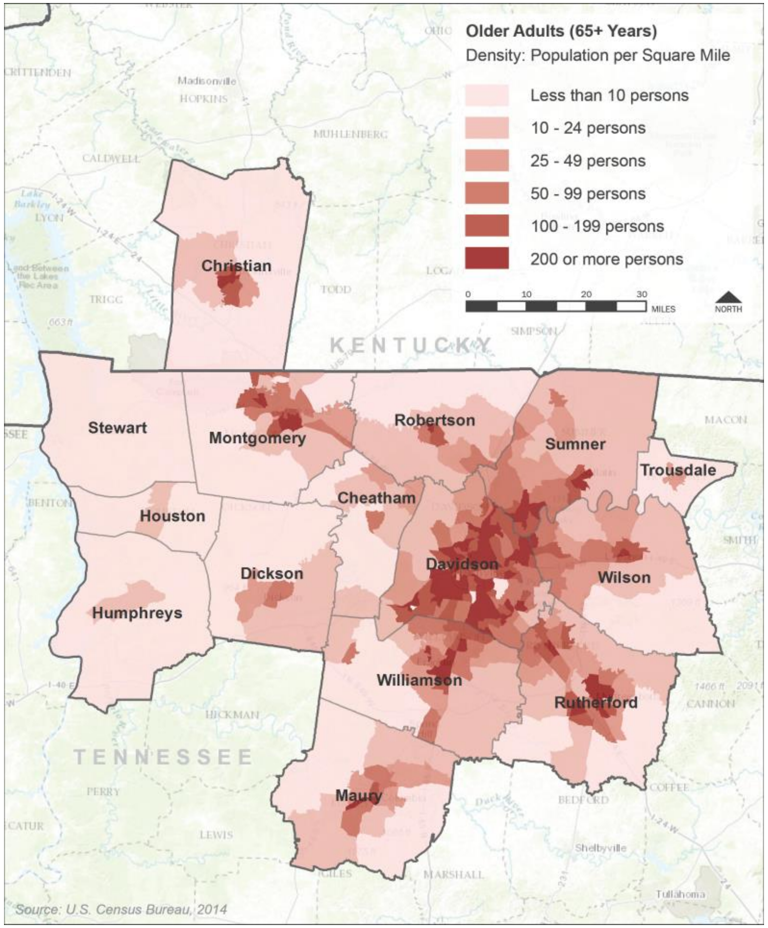
Study Area

- The study area as defined by the Advisory Committee is comprised of 14 counties in Tennessee and 1 county in Kentucky
  - 12 counties in Nashville study area
  - 3 counties in Clarksville study area


Study Area
Mid-Cumberland Region
🟩 Clarksville Study Area
🟦 Nashville Study Area
Study area as defined by Advisory Committee
0
10
20
30
MILES
NORTH
KENTUCKY
TENNESSEE
Christian
Stewart
Clarksville
Montgomery
Robertson
Sumner
Trousdale
Houston
Cheatham
Davidson
Dickson
Nashville
Wilson
Humphreys
Williamson
Rutherford
Maury
24
65
40

Area Demographics

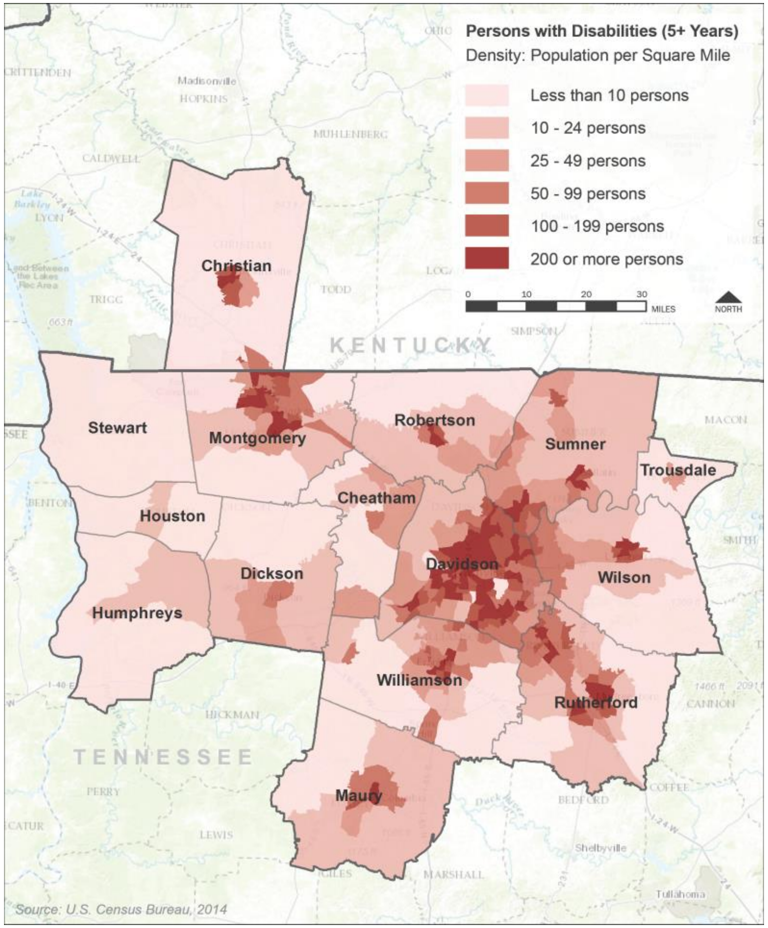
- Demographic analysis focuses upon transportation disadvantaged populations
  - Older adults
  - Persons with disabilities
  - Persons with low income
- 216,926 older adults in the study area
  - Nashville area: 191,741
  - Clarksville area: 25,185


Older Adults (65+ Years)
Density: Population per Square Mile
Less than 10 persons
10 - 24 persons
25 - 49 persons
50 - 99 persons
100 - 199 persons
200 or more persons
0
10
20
30
MILES
NORTH
KENTUCKY
TENNESSEE
Christian
Stewart
Montgomery
Robertson
Sumner
Trousdale
Houston
Cheatham
Dickson
Davidson
Wilson
Humphreys
Williamson
Rutherford
Maury

Source: U.S. Census Bureau, 2014

Area Demographics

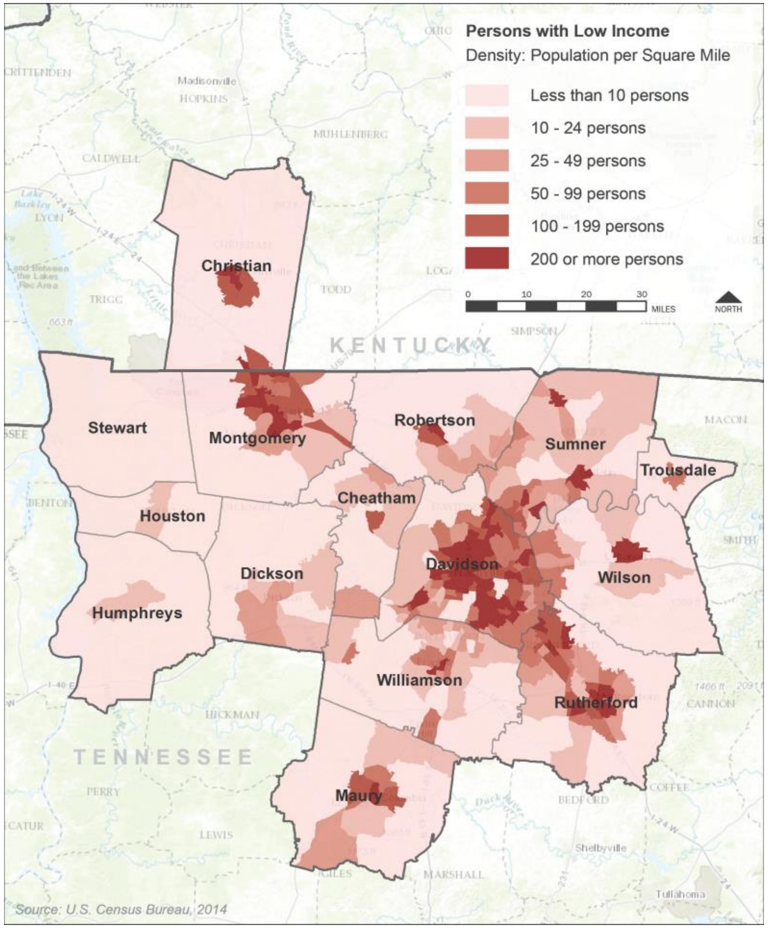
- Demographic analysis focuses upon transportation disadvantaged populations
  - Older adults
  - Persons with disabilities
  - Persons with low income
- 220,869 persons with disabilities in the study area
  - Nashville area: 187,838
  - Clarksville area: 33,031


Persons with Disabilities (5+ Years)
Density: Population per Square Mile
Less than 10 persons
10 - 24 persons
25 - 49 persons
50 - 99 persons
100 - 199 persons
200 or more persons
0
10
20
30
MILES
NORTH
KENTUCKY
TENNESSEE
Christian
Stewart
Montgomery
Robertson
Sumner
Trousdale
Houston
Cheatham
Dickson
Humphreys
Davidson
Wilson
Williamson
Rutherford
Maury

Source: U.S. Census Bureau, 2014

Area Demographics

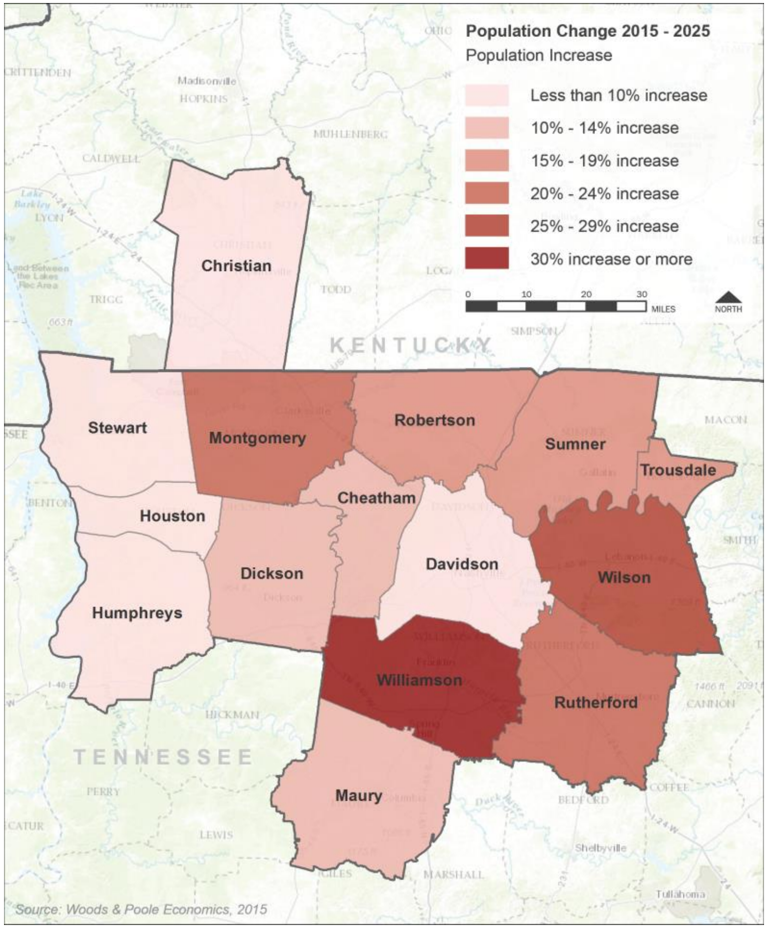
- Demographic analysis focuses upon transportation disadvantaged populations
  - Older adults
  - Persons with disabilities
  - Persons with low income
- 279,117 persons with low income in the study area
  - Nashville area: 233,629
  - Clarksville area: 45,488


Persons with Low Income
Density: Population per Square Mile
Less than 10 persons
10 - 24 persons
25 - 49 persons
50 - 99 persons
100 - 199 persons
200 or more persons
0
10
20
30
MILES
NORTH
KENTUCKY
TENNESSEE
Christian
Stewart
Montgomery
Robertson
Sumner
Trousdale
Houston
Cheatham
Davidson
Wilson
Humphreys
Dickson
Williamson
Rutherford
Maury

Source: U.S. Census Bureau, 2014

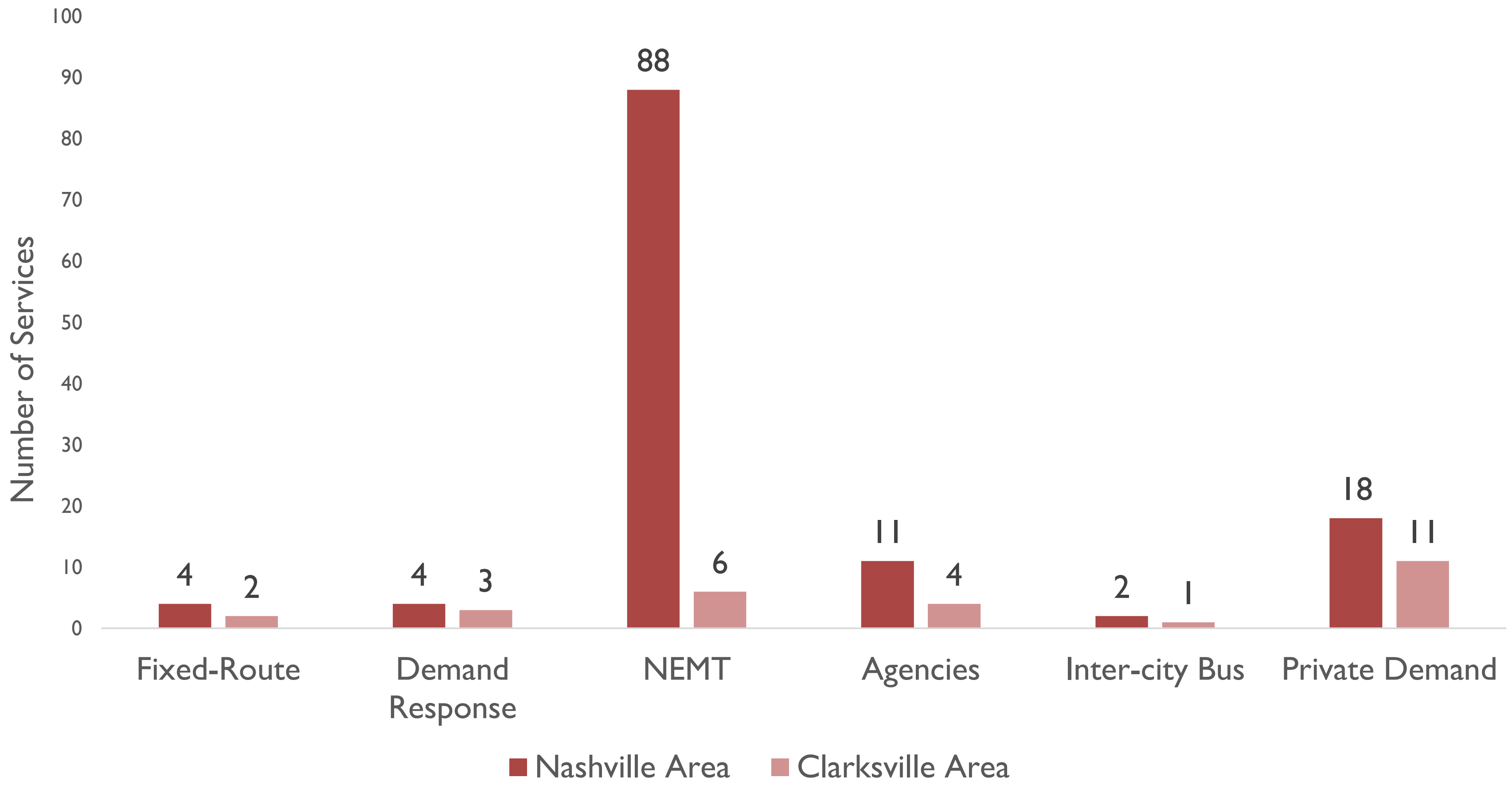
Area Demographics

- Population projections from 2015 to 2025 understand the need to accommodate future growth


Population Change 2015 - 2025
Population Increase
Less than 10% increase
10% - 14% increase
15% - 19% increase
20% - 24% increase
25% - 29% increase
30% increase or more
0
10
20
30
MILES
NORTH
KENTUCKY
TENNESSEE
Christian
Stewart
Montgomery
Robertson
Sumner
Trousdale
Cheatham
Houston
Dickson
Davidson
Wilson
Humphreys
Williamson
Rutherford
Maury

Source: Woods & Poole Economics, 2015

Inventory of Services



Transportation Needs and Service Gaps

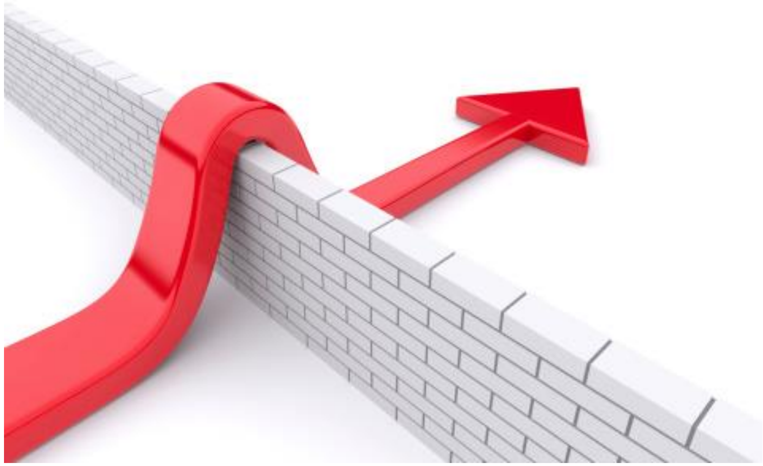
- Needs of older adults, persons with disabilities, and persons of low-income
  - Information and Awareness
  - Geographical
  - Time-based
  - Client-based
  - Service Quality

Unmet Needs and Service Gaps

Information and Awareness	Provider	User
Lack of public information and education programs regarding available services and how to utilize those services	●	●
Lack of provider participation in coordination and lack of information regarding locations to coordinate services	●	
Lack of intelligent transportation systems and other transportation-related technologies	●	●

Barriers: Information and Awareness

- Lack of funding (local, state, federal, private)
- Collecting and disseminating information on available services
- Large geographic area
- Getting providers together for discussion about coordination



Potential Strategies

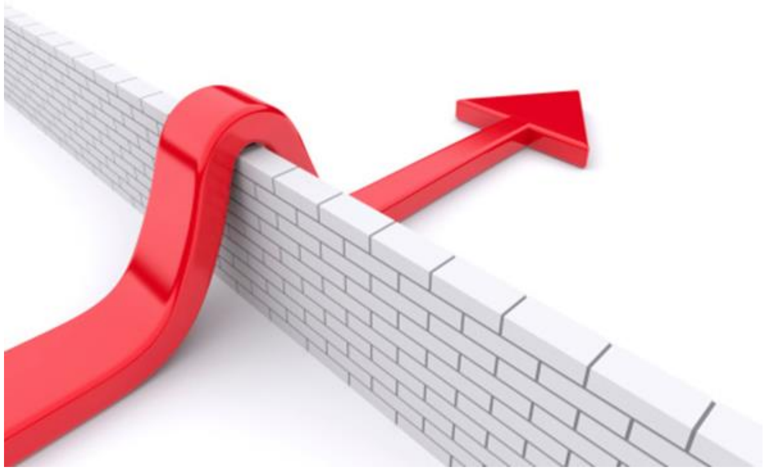
- Develop a local coordination policy body/council
- Develop a one-stop transportation traveler call center to coordinate services
- Enhance planning activities and public education efforts to raise awareness of transit opportunities within the region.
- Host how-to-ride workshops.
- Evaluate existing transportation-related technologies and identify new technologies to implement in the region that may increase operator and customer interaction.

Unmet Needs and Service Gaps

Geographical	Provider	User
Lack of service to key activity centers that offer needed services	•	•
Lack of coverage of rural areas and suburban communities	•	•
Lack of accessible first/last mile connections to transportation services	•	•
Lack of coordination between land use and transit services (e.g. TOD)	•	
Lack of service to Industrial Park	•	•
Need for better services to Nashville and Murfreesboro	•	•

Barriers: Geographical

- Dispersed population
- Cost of service
- Prioritization of trip purpose
- Coordination of land use and transportation policies



Potential Strategies

- Review service routes and expand service to key activity centers and geographical areas currently underserved or not served by transit, paratransit or service agencies.
- Coordinate service delivery among lower density areas or difficult to access areas.
- Evaluate existing land uses near transit centers and identify ways to effectively coordinate land use with transit services, such as transit oriented development.
- Evaluate current accessibility to transit stops and identify ways to improve first-/last-mile connections.
- Review service options to and from Nashville and Murfreesboro, and assess the possibility of adding services as needed.

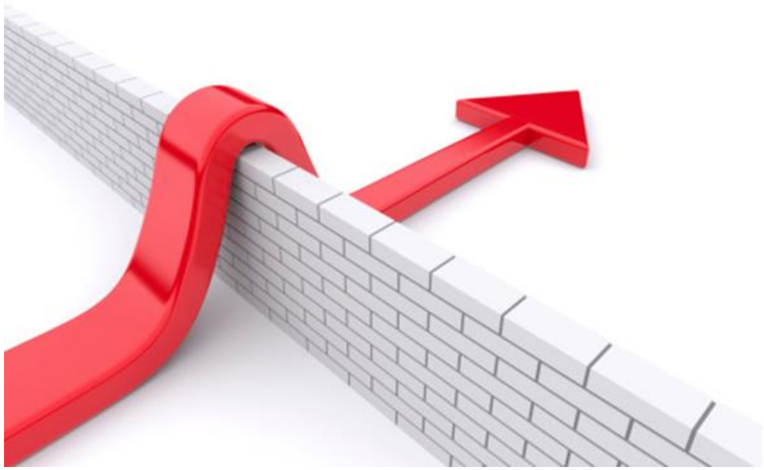
Unmet Needs and Service Gaps

Time-based	Provider	User
Lack of Night and weekend service	•	•

OPEN
TILL
LATE

Barriers: Time-based

- Lack of funding – paying for additional service hours
- Lack of vehicles



Potential Strategies

- Expand transit, paratransit, and service agency hours to include evening service.
- Expand or shift hours to include weekend service.

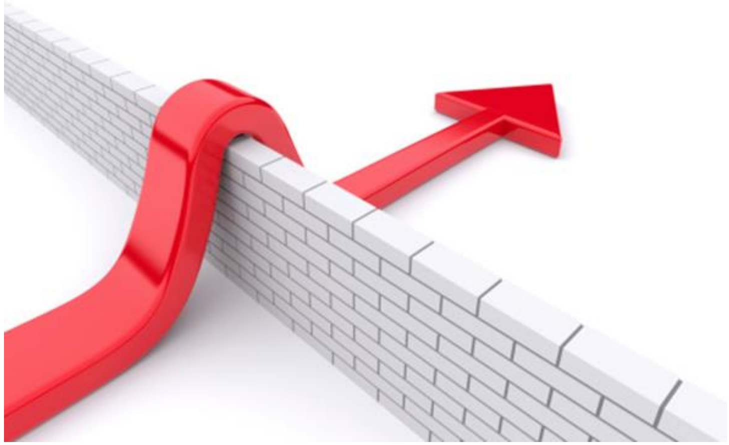
MANAGE
PLAN
STRATEGY
THINK

Unmet Needs and Service Gaps

Client-based	Provider	User
Lack of accessible services for persons with disabilities	•	•
Lack of customer amenities at transit stops (e.g. shelters, benches, lighting)		•
Lack of services for youth and children	•	•
Lack of infrastructure and accessibility of cyclists and pedestrians	•	•
Lack of services for Veterans	•	•
Lack of affordable transportation options		•
A sense of insecurity on transit vehicles		•
Low availability of day passes		•

Barriers: Client-based

- Matching vehicle requirements to rider needs
- Lack of funding for capital expenditures
- Lack of programs to assist low-income customers
- Lack of information regarding day pass programs



Potential Strategies

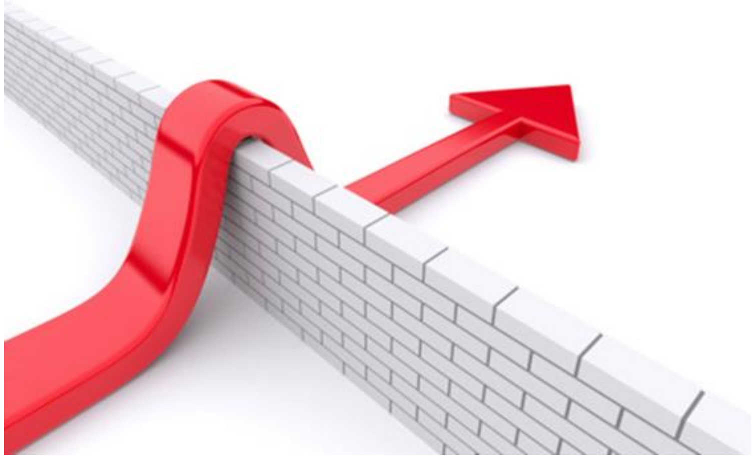
- Evaluate services for persons with disabilities and identify areas of expansion.
- Evaluate services for youth and children and identify areas of expansion.
- Evaluate existing customer amenities at transit stops and identify cost-effective amenity improvements at transit stops.
- Evaluate existing bicycle and pedestrian pathways and identify ways to improve accessibility for cyclists and pedestrians.
- Evaluate existing services for veterans and identify areas of expansion.
- Evaluate the costs of various modes of transportation and identify ways to make transportation more affordable, this includes but is not limited to policies, subsidies, partnerships and payment adjustments.
- Evaluate current security on transit services and identify ways to increase security on vehicles.
- Evaluate existing day pass programs and identify policies that may expand the availability of day passes.

Unmet Needs and Service Gaps

Service Quality	Provider	User
Lack of paratransit services that provide a level of service above and beyond what is required by ADA	•	
Low frequency of services (e.g. long headways)	•	•
A sense that riders' needs are not being met		•
Lack of transportation alternatives some areas of the Nashville region	•	
Increased number of public transportation vehicles to provide service	•	

Barriers: Service Quality

- Lack of funding and vehicles
- Lack of diverse types of service
- Lack of information regarding riders' needs



Potential Strategies

- Evaluate existing paratransit and demand responsive transportation services and identify areas to expand services.
- Evaluate current service frequencies and identify ways to increase frequency of services.
- Evaluate riders' experiences and identify ways to better meet riders' needs.
- Evaluate existing transportation alternatives and identify ways to expand transportation options.
- Identify funding to purchase vehicles for increased service.

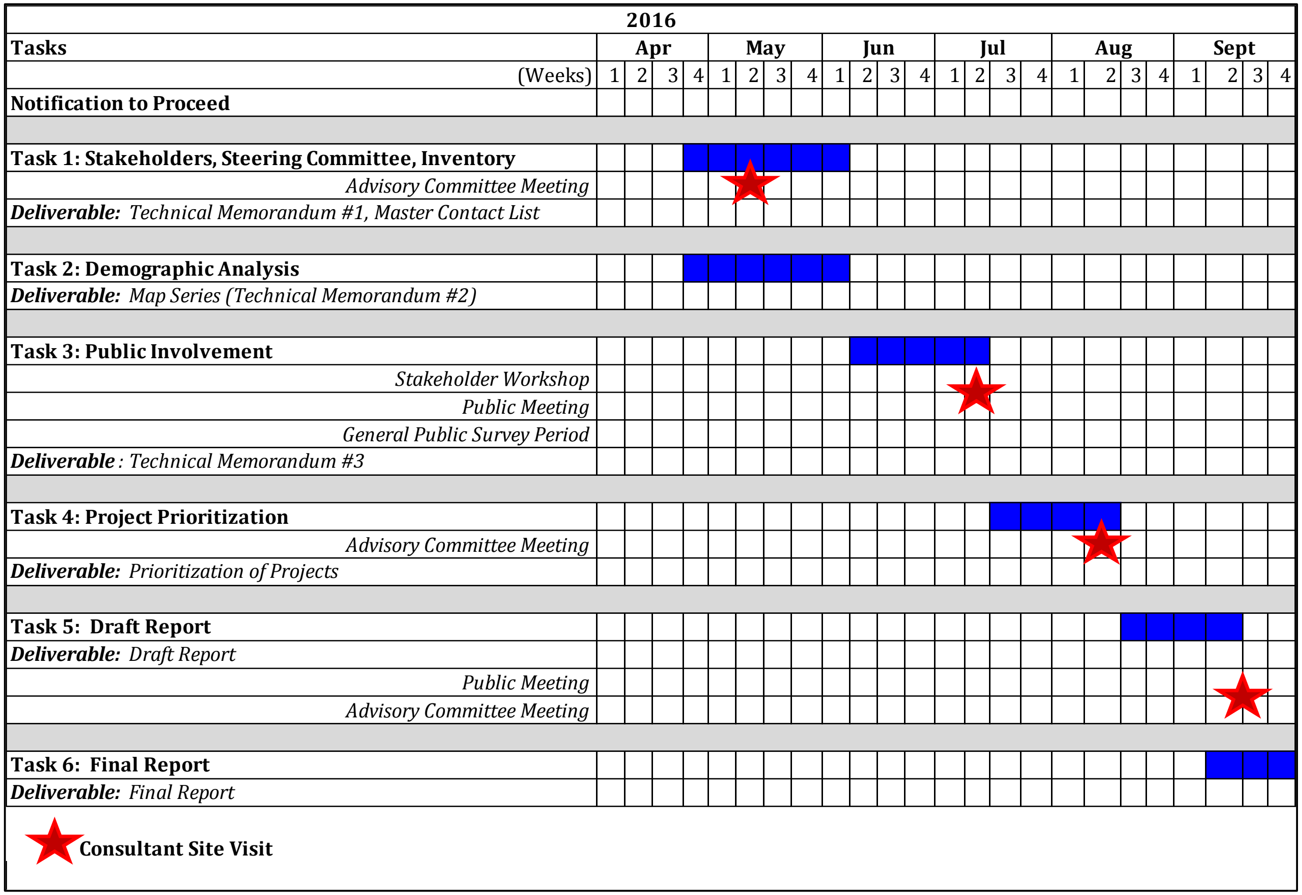
Prioritization Exercise and Survey

Good
Best
Better

Next Steps

Advisory Committee meeting to prioritize projects, strategies, and activities.

Public meeting to review draft of the plan.



	2016																							
Tasks	**Apr**				**May**				**Jun**				**Jul**				**Aug**				**Sept**			
(Weeks)	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Notification to Proceed																								
Task 1: Stakeholders, Steering Committee, Inventory				■	■	■	■	■	■															
Advisory Committee Meeting						★																		
Deliverable: *Technical Memorandum #1, Master Contact List*																								
Task 2: Demographic Analysis				■	■	■	■	■	■															
Deliverable: *Map Series (Technical Memorandum #2)*																								
Task 3: Public Involvement										■	■	■	■	■										
Stakeholder Workshop														★										
Public Meeting																								
General Public Survey Period																								
Deliverable *: Technical Memorandum #3*																								
Task 4: Project Prioritization															■	■	■	■						
Advisory Committee Meeting																		★						
Deliverable: *Prioritization of Projects*																								
Task 5: Draft Report																			■	■	■	■		
Deliverable: *Draft Report*																								
Public Meeting																						★		
Advisory Committee Meeting																								
Task 6: Final Report																						■	■	■
Deliverable: *Final Report*																								

★ **Consultant Site Visit**

Thank you!

Sarah Frost, TranSystems
(816) 329-8710
smfrost@transystems.com

Tyler Means, TranSystems
(816) 329-8761
tomeans@transystems.com

Matthew Long, TDOT
(615) 770-1039
matthew.long@tn.gov

TranSystems
EXPERIENCE | Transportation

2400 Pershing Drive
Suite 400
Kansas City, MO 64108

T (816) 329-8600
www.transystems.com

Memorandum

To: Kwabena Aboagye, TDOT
Matthew Long, TDOT
Advisory Committee List Serve

From: Tyler Means, TranSystems

Cc: Sarah Frost, TranSystems

Date: August 23, 2016

Re: Mid-Cumberland Area Coordinated Plan

The following are contained within this memo:

- Attendance
- Overview of the Advisory Committee Meeting
- Summary of the Unmet Transportation Needs and Service Gaps
- Identified Strategies to Address the Needs and Gaps
- Summary of the Survey Results

Attendance

Norma Powell
Shontrill Lowe
Billy Higgins
Mary Connelly
Laura Dieckhaus
Felix Castrodad
Paul Nelson
Jill Hall
Sarah Frost
Tyler Means

Overview of the Advisory Committee Meeting

The Advisory Committee met on the afternoon of August 18, 2016. The meeting began by providing an overview of the plan development process. The August meeting of the Advisory Committee is the last meeting of the committee. The next meeting is tentatively scheduled for 10:00am the morning of September 20th, and the focus of the meeting will be for members of the Advisory Committee, project stakeholders and members of the general public to review the draft plan. Comments received from this meeting will be used to develop the final draft of the plan.

During the meeting the Advisory Committee were asked to review and confirm the prioritized list of unmet needs and gaps and suggested strategies to address those needs and gaps. The committee provided valued input in finalizing the prioritization of unmet needs and gaps, and added substantive comments to help TranSystems further shape the recommended strategies.

The Advisory Committee had a few questions regarding ownership of the plan and the steps needed to be taken to make the plan official. TranSystems offered to set up a conversation between TDOT, Nashville MTA, Nashville Area MPO, Clarksville Transit and Clarksville MPO.

Summary of the Unmet Transportation Needs and Service Gaps

A summary of the transportation needs of the target populations covered by the plan, which may include older adults, persons with disabilities, and individuals with low incomes is outlined below. These needs and gaps were identified throughout the plan development process. The charts illustrate the prioritization of each unmet transportation need or service gap for both the Clarksville and Nashville areas. This prioritization is based off information gathered from the unmet needs and gaps worksheets that were distributed at the Advisory Committee and general public/stakeholder meetings. The Advisory Committee reviewed and confirmed the prioritized list of unmet transportation needs and service gaps shown below in Figures 1 and 2.

Figure 1. Clarksville Area Prioritized List of Unmet Transportation Needs and Service Gaps

Category	Unmet Needs and Gaps	Priority Level		
		High	Moderate	Low
Information and Awareness	Lack of public information and education programs regarding transportation services	•		
Geographical	Lack of service to Industrial Park		•	
	Need for better services to Nashville and Murfreesboro		•	
Time-Based	Night and weekend service	•		
Client-Based	Lack of local services for Veterans		•	
Service Quality	Increased number of public transportation vehicles to provide service	•		
	Low frequency of services (e.g. long headways)	•		

Source: Mid-Cumberland Advisory Committee and TranSystems.

Figure 2. Nashville Area Prioritized List of Unmet Transportation Needs and Service Gaps

Category	Unmet Needs and Gaps	Priority Level		
		High	Moderate	Low
Information and Awareness	Lack of public information regarding available services and how to utilize those services	•		
	Lack of provider participation in coordination and information regarding locations to coordinate services	•		
	Lack of intelligent transportation systems and other transportation-related technologies		•	
Geographical	Lack of service to key activity centers that offer needed services		•	
	Lack of coverage of rural areas and suburban communities	•		
	Lack of accessible first/last mile connections to transportation services	•		
	Lack of coordination between land use and transit services (e.g. TOD)		•	
Time-Based	Lack of Night and weekend service		•	
Client-Based	Lack of accessible services for persons with disabilities		•	
	Lack of customer amenities at transit stops (e.g. shelters, benches, lighting, sidewalks)		•	
	Lack of services for youth and children			•
	Lack of infrastructure and accessibility of cyclists and pedestrians	•		
	Lack of services for Veterans		•	
	Lack of affordable transportation options	•		
	A sense of insecurity on transit vehicles and to/from transit stops		•	
Service Quality	Lack of paratransit services that provide a level of service above and beyond what is required by ADA	•		
	Low frequency of services (e.g. long headways)	•		
	A sense that riders' needs are not being met		•	
	Lack of transportation alternatives some areas of the Nashville region		•	

Source: Mid-Cumberland Advisory Committee and TranSystems.

Identified Strategies to Address the Needs and Gaps

The Advisory Committee reviewed and confirmed the prioritized list of strategies for addressing known challenges. The discussion with the committee denoted the fact that these are potential strategies to address challenges and not promised to be pursued, as there are many limiting factors, such as funding. The following potential strategies are prioritized by how likely the strategy may be an effective means of addressing unmet transportation needs and service gaps.

Clarksville Area

Information and Awareness

- Consider enhancing planning activities and public education efforts to raise awareness of transit opportunities within the region.
- Consider the development of a local coordination policy body/council.

Geographical

- Review service routes and consider expanding service to geographical areas not efficiently served by transit, paratransit or service agencies.
- Consider the coordination of service delivery among lower density or difficult to access areas.
- Review service options to and from Nashville and Murfreesboro, and assess the possibility of additional services as needed.

Time-Based

- Explore expanding hours to include weekend service.
- Explore expanding transit, paratransit, and service agency hours to include evening service.

Client-Based

- Evaluate existing services for Veterans and identify areas of expansion.

Service Quality

- Evaluate current service frequencies and consider ways to increase frequency of services.
- Identify funding to purchase transportation vehicles for increased service.

Nashville Area

Information and Awareness

- Consider the development of a local coordination policy body/council.
- Consider the development of a one-stop transportation traveler call center to coordinate services.
- Consider enhancing planning activities and public education efforts to raise awareness of transit opportunities within the region.
- Consider hosting how-to-ride workshops.
- Evaluate existing transportation-related technologies and identify new technologies to implement in the region that may increase operator and customer interaction.

Geographical

- Evaluate current accessibility to transit stops and consider ways to improve first-/last-mile connections.

- Review service routes and consider expanding service to key activity centers currently underserved or not served by transit, paratransit or service agencies.
- Consider the coordination of service delivery among lower density areas.
- Evaluate existing land uses near transit centers and consider ways to effectively coordinate land use with transit services, such as transit oriented development.

Time-Based

- Explore expanding or shifting hours to include weekend service.
- Explore expanding transit, paratransit, and service agency hours to include evening service.

Client-Based

- Evaluate existing services for persons with disabilities and identify areas of expansion.
- Evaluate existing customer amenities at transit stops and identify cost-effective amenity improvements at transit stops.
- Evaluate existing services for youth and children and identify areas of expansion.
- Evaluate existing bicycle and pedestrian pathways and identify ways to improve accessibility for cyclists and pedestrians.
- Evaluate existing services for Veterans and identify areas of expansion.
- Evaluate the costs of various modes of transportation and identify ways to make transportation more affordable, this includes but is not limited to policies, subsidies, partnerships and payment adjustments.
- Evaluate current security to and from transit stops and on transit services and identify ways to increase security.

Service Quality

- Evaluate current service frequencies and identify ways to increase frequency of services.
- Evaluate existing transportation alternatives and identify ways to expand transportation options.
- Evaluate existing paratransit and demand responsive transportation services and identify areas to expand services.
- Evaluate riders’ experiences and identify ways to better meet riders’ needs.

Summary of Survey Results

There were a total of 74 survey responses. A majority of which identified themselves as individuals responding on his/her own behalf or as representatives from private, non-profit human service agencies. Below is a summary of the survey results.

- Top three types of services provided:
  - Social services.
  - Transportation for older adults and persons with disabilities.
  - Public transportation.
- Top three ways in which respondents describe themselves or their clients/constituents:
  - Persons with disabilities.
  - Older adults/seniors.
  - Persons with low income.
- Top three listed transportation needs:
  - Door-to-door transportation service.

  - Weekday early morning transportation service.
  - Weekend service.
- A majority of respondents stated that lack of transportation is a frequent challenge.
- Top three activities respondents cannot do because of a lack of transportation:
  - Shopping or personal errands.
  - Medical trips.
  - Agency services.
- Top three reasons for not using public transportation:
  - Service does not operate at the times transit is needed.
  - Service does not go to desired destination.
  - It is difficult to access transit stops.

Mid-Cumberland Area Coordinated Public Transit and Human Services Transportation Plan

Advisory Committee Meeting

August 18, 2016

TN TDOT Department of Transportation

TranSystems EXPERIENCE | Transportation

Agenda

- Current Status
- Prioritization of Needs and Gaps
- Potential Strategies to Address Needs and Gaps
- Survey Results
- Next Steps

Current Status

- May: Advisory Committee Meeting
- July: Advisory Committee Meeting and Public/Stakeholder Meetings
- **August : Advisory Committee Meeting**
  - Review prioritized list of needs and gaps
  - Review potential strategies
  - Review survey results
- September: Public/Stakeholder Meeting to Finalize Plan

Prioritization of Needs and Gaps

- Collect and score all of the Needs and Gaps Worksheets from the July Meeting
  - High = 3 points
  - Moderate = 2 points
  - Low = 1 point
- Calculate highest potential score and divide by 3
  - Top 1/3 = High priority
  - Middle 1/3 = Moderate priority
  - Bottom 1/3 = Low Priority
- Let's take a moment to review the prioritized list of needs and gaps

Potential Strategies

- Information and Awareness
  - Explore the development of a local coordination policy body/council
  - Explore the development of a one-stop transportation traveler call center to coordinate services
  - Enhance planning activities and public education efforts to raise awareness of transit opportunities within the region.
  - Host how-to-ride workshops.
  - Evaluate existing transportation-related technologies and identify new technologies to implement in the region that may increase operator and customer interaction.

Potential Strategies

- Geographical
  - Evaluate current accessibility to transit stops and identify ways to improve first-/last-mile connections
  - Review service routes and expand service to key activity centers currently underserved or not served by transit, paratransit or service agencies
  - Coordinate service delivery among lower density areas
  - Evaluate existing land uses near transit centers and identify ways to effectively coordinate land use with transit services, such as transit oriented development
  - Review service options to and from Nashville and Murfreesboro, and assess the possibility of additional services as needed

Potential Strategies

- Time-Based
  - Expand or shift hours to include weekend service.
  - Expand transit, paratransit, and service agency hours to include evening service.
- Service Quality
  - Evaluate current service frequencies and identify ways to increase frequency of services.
  - Evaluate existing transportation alternatives and identify ways to expand transportation options.
  - Evaluate existing paratransit and demand responsive transportation services and identify areas to expand services.
  - Evaluate riders' experiences and identify ways to better meet riders' needs.
  - Identify funding to purchase transportation vehicles for increased service.

Potential Strategies

- Client-Based
    - Evaluate existing services for persons with disabilities and identify areas of expansion
    - Evaluate existing customer amenities at transit stops and identify cost-effective amenity improvements at transit stops
    - Evaluate existing services for youth and children and identify areas of expansion
    - Evaluate existing bicycle and pedestrian pathways and identify ways to improve accessibility for cyclists and pedestrians
    - Evaluate existing services for Veterans and identify areas ofexpansion
    - Evaluate the costs of various modes of transportation and identify ways to make transportation more affordable, this includes but is not limited to policies, subsidies, partnerships and payment adjustments
    - Evaluate current security on transit services and identify ways to increase security on vehicles

Survey Results

- Total of 74 respondents
- A vast majority or respondents were either:
  - Individuals responding on his/her own behalf
  - Representatives from private, non-profit human service agencies
- Top three types of services provided:
  - Social services
  - Transportation for older adults and persons with disabilities
  - Public transportation

Survey Results

- Top three ways in which respondents describe themselves or their clients/constituents:
  - Persons with disabilities
  - Older adults/seniors
  - Persons with low income
- Top three listed transportation needs:
  - Door-to-door transportation
  - Weekday early morning transportation service
  - Weekend service

Survey Results

- A majority of respondents stated that lack of transportation is a frequent challenge
- Top three activities respondents cannot do because of lack of transportation:
  - Shopping or personal errands
  - Medical trips
  - Agency services
- Top three reasons for not using public transportation:
  - Service does not operate at the times transit is needed
  - Service does not go to desired destination
  - It is difficult to access transit stops

Next Steps

- TranSystems incorporates the feedback received today into the draft plan
- In September, TranSystems will be back for a general public and stakeholder meeting to review the draft plan
- By the end of September, TranSystems will deliver a final plan

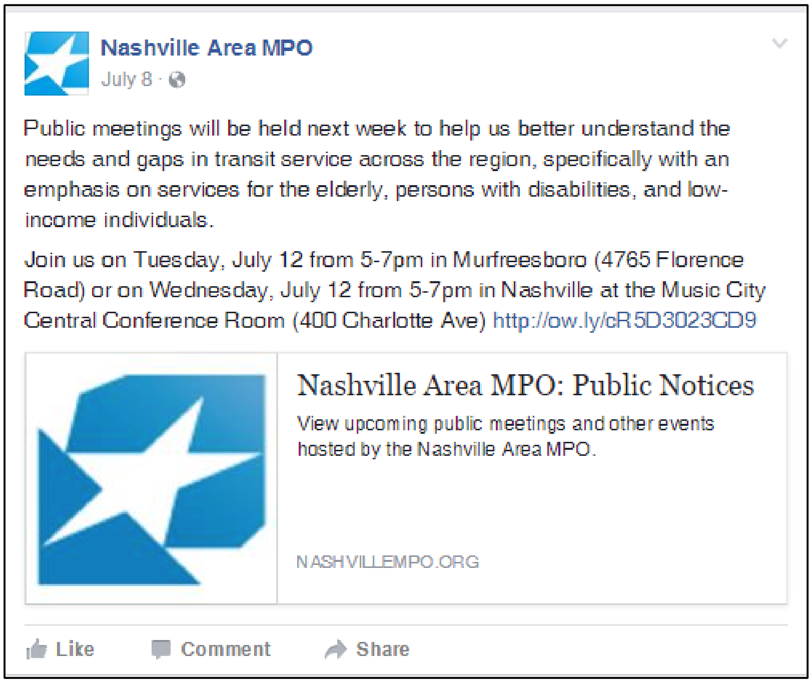
Thank you!

Sarah Frost, TranSystems
(816) 329-8710
smfrost@transystems.com

Tyler Means, TranSystems
(816) 329-8761
tomeans@transystems.com

Matthew Long, TDOT
(615) 770-1039
matthew.long@tn.gov

Nashville Area MPO Public Notices

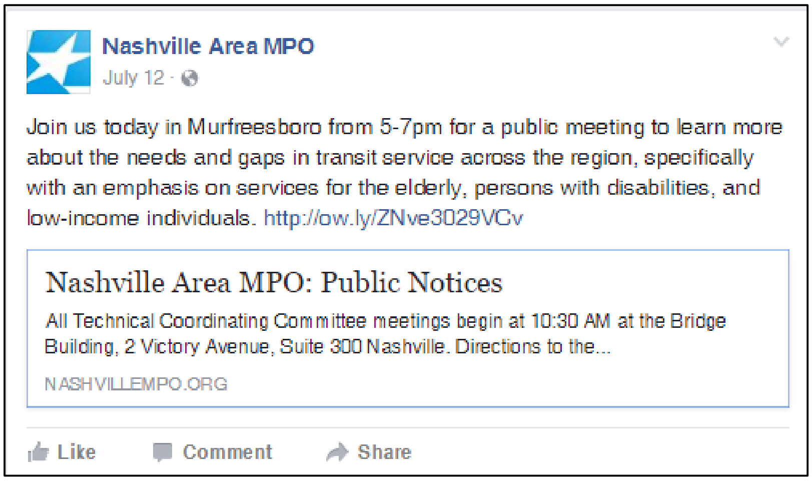


Nashville Area MPO
July 8 ·

Public meetings will be held next week to help us better understand the needs and gaps in transit service across the region, specifically with an emphasis on services for the elderly, persons with disabilities, and low-income individuals.

Join us on Tuesday, July 12 from 5-7pm in Murfreesboro (4765 Florence Road) or on Wednesday, July 12 from 5-7pm in Nashville at the Music City Central Conference Room (400 Charlotte Ave) http://ow.ly/cR5D3023CD9

Nashville Area MPO: Public Notices
View upcoming public meetings and other events hosted by the Nashville Area MPO.
NASHVILLEMPO.ORG



Nashville Area MPO
July 12 ·

Join us today in Murfreesboro from 5-7pm for a public meeting to learn more about the needs and gaps in transit service across the region, specifically with an emphasis on services for the elderly, persons with disabilities, and low-income individuals. http://ow.ly/ZNve3029VCv

Nashville Area MPO: Public Notices
All Technical Coordinating Committee meetings begin at 10:30 AM at the Bridge Building, 2 Victory Avenue, Suite 300 Nashville. Directions to the...
NASHVILLEMPO.ORG

PUBLIC NOTICE
THE CLARKSVILLE URBANIZED AREA
METROPOLITAN PLANNING ORGANIZATION

The Clarksville Urbanized Area Metropolitan Planning Organization (MPO) is updating its Coordinated Human Services Transportation Plan. This plan will contain policies, goals, and objectives for the coordinated development of public transportation services in the Clarksville MPO Study Area, with an emphasis on services for the elderly, persons with disabilities, and low-income individuals. The plan will identify strategies, activities, and/or projects to address those needs and service gaps, and increase the efficiency of those transportation services.

The public is hereby given notice that the Clarksville MPO will hold a public meeting to provide information on the plan update and regional public survey, as well as to solicit input from the public on goals, objectives, and expected outcomes for the updated Coordinated Human Services Transportation Plan. The meeting will be held as follows:

July 13, 2016 – 5:00 PM to 7:00 PM – Clarksville – Montgomery County Public Library Small Meeting Room, 350 Pageant Lane, Suite 501, Clarksville, TN 37040

It is the policy of the MPO to ensure compliance with Title VI of the Civil Rights Act of 1964; 49 CFP part 26; No person shall be excluded from participation in or be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal funds on the grounds of Race, Color, Sex , National Origin or Disabilities. In accordance with the "Americans with Disabilities Act", if you have a disability that require aids or services to participate either in the review of these documents or at the hearing, for which the MPO needs to provide accommodations, please notify us of your requirements by July 8, 2016. This request does not have to be in writing. Anyone having questions or comments may contact Stan Williams or Jill Hall at 931-645-7448 or email stan.williams@cityofclarksville.com or jill.hall@cityofclarksville.com and/or attend the meeting.

This notice is funded (in part) under an agreement with the State of Tennessee Departments of Transportation.

THE NASHVILLE AREA
METROPOLITAN PLANNING ORGANIZATION

The Nashville Area Metropolitan Planning Organization (MPO) is updating its Coordinated Human Services Transportation Plan. This plan will contain policies, goals, and objectives for the coordinated development of public transportation services in the Nashville MPO Study Area, with an emphasis on services for the elderly, persons with disabilities, and low-income individuals. The plan will identify strategies, activities, and/or projects to address those needs and service gaps, and increase the efficiency of those transportation services.

The public is hereby given notice that the Nashville MPO will hold a public meeting to provide information on the plan update and regional public survey, as well as to solicit input from the public on goals, objectives, and expected outcomes for the updated Coordinated Human Services Transportation Plan. The meeting will be held as follows:
July 12, 2016 – 5:00 PM to 7:00 PM – 4765 Florence Road, Murfreesboro, TN 37129

It is the policy of the Nashville Area MPO not to discriminate on the basis of age, race, color, national origin or disability in its hiring or employment practices, or in its admissions to or operations of its program, services, or activities. All inquiries for Title VI and/or the Americans with Disabilities Act (ADA), or for persons with disabilities that require aids or services to participate either in the review of these documents or at the hearing may contact:

Nellie B. Patton, Assistant Transportation Director
City of Murfreesboro
615-893-6441

This notice is funded (in part) under an agreement with the Federal Transit Administration and the State of Tennessee Department of Transportation.

Name: ____

Affiliation: ____

Mid-Cumberland Area Coordinated Plan – Nashville Area

In your opinion, please indicate if addressing each service gap or need should be a high, moderate, or low priority for the Mid-Cumberland Area Coordinated Plan.

Category	**Service Gap or Need**	**Priority Level**		
		High	**Moderate**	**Low**
Information and Awareness	Lack of public information regarding available services and how to utilize those services			
	Lack of provider participation in coordination and information regarding locations to coordinate services			
	Lack of intelligent transportation systems and other transportation-related technologies			
Geographical	Lack of service to key activity centers that offer needed services			
	Lack of coverage of rural areas and suburban communities			
	Lack of accessible first/last mile connections to transportation services			
	Lack of coordination between land use and transit services (e.g. TOD)			
Time-Based	Lack of Night and weekend service			
Client-Based	Lack of accessible services for persons with disabilities			
	Lack of customer amenities at transit stops (e.g. shelters, benches, lighting)			
	Lack of services for youth and children			
	Lack of bicycle and pedestrian infrastructure and accessibility			

	Lack of services for Veterans			
	Lack of affordable transportation options			
	A sense of insecurity on transit vehicles			
Service Quality	Lack of services above and beyond what is required by ADA			
	Low frequency of services (e.g. long headways)			
	A sense that riders' needs are not being met			
	Lack of transportation alternatives in some areas of the Nashville region			

Potential Strategies

The following are potential strategies to address the service gaps and unmet needs.

Information and Awareness

- Develop a local coordination policy body/council
- Develop a one-stop transportation traveler call center to coordinate services
- Enhance planning activities and public education efforts to raise awareness of transit opportunities within the region.
- Host how-to-ride workshops.
- Evaluate existing transportation-related technologies and identify new technologies to implement in the region that may increase operator and customer interaction.

Geographical

- Review service routes and expand service to key activity centers currently underserved or not served by transit, paratransit or service agencies.
- Coordinate service delivery among lower density areas.
- Evaluate existing land uses near transit centers and identify ways to effectively coordinate land use with transit services, such as transit oriented development.
- Evaluate current accessibility to transit stops and identify ways to improve first-/last-mile connections.

Time-Based

- Expand transit, paratransit, and service agency hours to include evening service.
- Expand or shift hours to include weekend service.

Client-Based

- Evaluate existing services for persons with disabilities and identify areas of expansion.
- Evaluate existing customer amenities at transit stops and identify cost-effective amenity improvements at transit stops.
- Evaluate existing services for youth and children and identify areas of expansion.
- Evaluate existing bicycle and pedestrian pathways and identify ways to improve accessibility for cyclists and pedestrians.
- Evaluate existing services for Veterans and identify areas of expansion.
- Evaluate the costs of various modes of transportation and identify ways to make transportation more affordable, this includes but is not limited to policies, subsidies, partnerships and payment adjustments.
- Evaluate current security on transit services and identify ways to increase security on vehicles.

Service Quality

- Evaluate existing paratransit and demand responsive transportation services and identify areas to expand services.
- Evaluate current service frequencies and identify ways to increase frequency of services.
- Evaluate riders' experiences and identify ways to better meet riders' needs.
- Evaluate existing transportation alternatives and identify ways to expand transportation options.

Comments

Please provide other comments and input for the Mid-Cumberland Area Coordinated Plan:

____

____

____

____

____

Name: ____

Affiliation: ____

Mid-Cumberland Area Coordinated Plan – Clarksville Area

In your opinion, please indicate if addressing each service gap or need should be a high, moderate, or low priority for the Mid-Cumberland Area Coordinated Plan.

Category	**Service Gap or Need**	**Priority Level**		
		High	**Moderate**	**Low**
Information and Awareness	Lack of public information and education programs regarding transportation services			
Geographical	Lack of service to Industrial Park			
	Need for better services to Nashville and Murfreesboro			
Time-Based	Lack of night and weekend service			
Client-Based	Lack of local services for Veterans			
	Low availability of day passes			
Service Quality	Increased number of public transportation vehicles to provide service			
	Low frequency of services (e.g. long headways)			

Potential Strategies

The following are potential strategies to address the service gaps and unmet needs.

Information and Awareness

- Develop a local coordination policy body/council.
- Enhance planning activities and public education efforts to raise awareness of transit opportunities within the region.

Geographical

- Review service routes and expand service to geographical areas not efficiently served by transit, paratransit or service agencies.

- Coordinate service delivery among lower density or difficult to access areas.
- Review service options to and from Nashville and Murfreesboro, and assess the possibility of additional services as needed.

Time-Based

- Explore expanding transit, paratransit, and service agency hours to include evening service.
- Explore expanding hours to include weekend service.

Client-Based

- Evaluate existing services for Veterans and identify areas of expansion.
- Evaluate existing day pass programs and dispersion methodology, and identify ways to expand the availability of day passes.

Service Quality

- Identify funding to purchase transportation vehicles for increased service.
- Evaluate current service frequencies and identify ways to increase frequency of services.

Comments

Please provide other comments and input for the Mid-Cumberland Area Coordinated Plan:

____

____

____

____

____

Public Input Survey

Mid-Cumberland Area Coordinated Transportation Plan

An assessment of our community's transit needs

Throughout June and July of 2016, a 14-question survey was developed and sent out to individuals, organizations and stakeholders to help identify transportation needs, gaps, and potential strategies. It was developed with input from TDOT, and the Advisory Committee. The survey was distributed digitally via email, Twitter and Facebook, as well as distributed as paper copies to customers and meeting participants. There were a total of 74 respondents.

Survey Questions and Summary of Results

The survey consisted of the following questions, prompts and answers. A summary of the survey is provided below. The numbers following the description denote the total number of respondents for that particular answer.

Section 1. Agency Type.

(Q1) Which of the following best describes your organization?

I am an individual responding to the survey on my own behalf **28**
County Government **3**
Municipal Government **2**
Regional or State Government **7**
Federal or State Human Service Agency **1**
Private, Non-Profit Human Service Agency **22**
Private, For-Profit Transportation Company **1**
Private, Non-Profit Transportation Company **1**
Other (please specify) **4**

Other organizations specified: Non-profit Management Company, Volunteer Organization, Hospital, and Public Housing Authority

(Q2) What types of services does your agency provide?

Health Care **10**
Social Services **34**
Public Transportation **13**
Transportation for Older Adults and Persons with Disabilities **16**
Bicycle/Pedestrian Transportation **0**
Grant Funding **5**
Economic Development **5**
Other (please specify) **8**

Other services specified: Food services, Housing (3), Beneficial society for deaf/blind consumers, PR/Marketing firm, Planning, General Sessions recovery court

Section 2. Service Details

(Q3) How would you describe yourself or your clientele/constituents?

General Public **17**
Older Adult/Senior **34**
Person with Disabilities **41**
Person with Low Income **33**
Veteran **11**
Other (please specify) **5**

Other descriptions specified: Refugees, Formerly incarcerated (2), Women, Women and children

(Q4) What are your specific transportation needs or the transportation needs of your clientele/constituents?

Travel Assistance **19**
Wheelchair Accessibility **22**
Door-to-Door Transportation **32**
Weekday Early Morning Service **26**
Weekday Late Night Service **20**
Weekend Service **24**
Accessibility to Existing Services/Last Mile Connections (e.g. Sidewalks, Bike Lanes) **18**
Other (please specify) **5**

Other transportation needs specified: Medical, Own vehicle, Door-through-door service, Financial assistance for gas, Monthly bus passes

(Q5) Please note the top three trip origins (where trips begin) and top three trip destinations (where trips end) for you or your clients/constituents. Please include the facility or site name, if known, and/or address of each origin and destination.

Below are the trip origins and destinations in order of frequency (most to least).

Origin:

1. Nashville Metropolitan Area
2. Trevecca
3. Franklin, TN
4. Welcome Home Ministries
5. Downtown Nashville
6. Clarksville, TN
7. Murfreesboro
8. Farmer's Market
9. St. Thomas West
10. Mending Hearts
11. Lebanon Rd
12. Madison, TN
13. Progress
14. Music City Central
15. Williamson Medical Center
16. Woburn Way
17. Jewish Community Center
18. Old Firehouse Day Shelter
19. Madison Station
20. Anderson Rd
21. Senior Highrise
22. Medical Office
23. Southern Kentucky
24. Riverfront Station
25. Homeless Shleter
26. Retirement Community
27. Social Service Program Office
28. Nolensville, TN (Wal-Mart)
29. Outside Middle Tennessee
30. Donelson Pike
31. Fort Campbell, KY

Destination:

1. Nashville Metropolitan Area
2. Work/Medical Locations
3. Vanderbilt Medical Center
4. Shopping/Grocery
5. Franklin, TN
6. Downtown Nashville
7. Kroger
8. Brighton Valley Apartments
9. Music City Central
10. Jewish Community Center
11. Centennial Park
12. Clarksville, TN
13. Adult Day Care
14. DHS Office
15. Deconstruction, Inc.
16. Williamson Medical Center
17. Home
18. Movie Theater
19. Madison Station
20. Murfreesboro, TN
21. Fort Campbell, KY
22. Nashville Public Library
23. Child Care
24. Congregate Meal Sites
25. Rivergate Mall
26. Nolensville, TN (Wal-Mart)
27. Pharmacy
28. Human Service Agencies
29. Parole Office
30. Goodwill Industries

Section 3. Unmet Transportation Needs.

(Q6) Does lack of transportation keep you or individuals in your area from participating in programs, activities, or services?

Yes, frequently **31**
Sometimes **18**
Never **8**
Don't know **4**

(Q7) What are your unmet transportation demands or the unmet transportation demands of your clientele/constituents?

Weekday Early Morning Service **16**
Weekday Late Night Service **17**
Weekend Service **25**
More Frequent Services **27**
More Services for Older Adults and Persons with Disabilities **26**
More Sufficient Service at the Location of Trip Origin or Trip Destination **17**
Access to Jobs **20**
Access to Medical-related Locations **22**
Accessibility to Existing Services/Last Mile Connections (e.g. Sidewalks, Bike Lanes) **12**
Other (please specify) **7**

Other unmet demands specified: More connection to Franklin, More door-to/through-door services, Less required time between scheduling and actual trip, More direct services, Pre-purchase passes for transportation between Clarksville and Nashville, Lower cost transportation services, Long wait for return trips

(Q8) Has lack of transportation options prevented you or your clientele/constituents from doing any of the following?

Lack of transportation is not a problem for me **7**
Shopping or personal errands **33**
Medical trips **32**
Education **14**
Seeking employment **19**
Getting to work reliably **21**
Taking kids to daycare/school and then continuing to my workplace **5**
Agency services **23**
Recreation **20**
Other (please specify) **3**

Other activities specified: Cannot provide service for all trip requests, Lack of transit connectivity, No transportation on a regular basis

(Q9) Are there any days or hours that you or your clientele/constituents would like to travel VIA PUBLIC TRANSPORTATION when service is currently unavailable?

Weekday early morning **23**
Weekday late nights **21**
Weekend late nights (Friday and Saturday nights) **23**
Saturday days **22**
Sunday days **25**
Other (please specify) **6**

Other comments specified: Special events, Reliability to get to and from work, Holidays, Utilizing AccessRide, Having to depend on friends and family for transportation

(Q10) Are there any specific places that you or your clientele/constituents would to travel to VIA PUBLIC TRANSPORTATION that are currently unavailable? Please include the facility or site name, if known, and/or address.

This was an open-ended question. Therefore, the responses are listed below.

1. Nashville Airport (2 responses)
2. Wal-Mart
3. Trevecca
4. Chattanooga Aquarium
5. Providence Mall
6. Loveless Café
7. Across County Lines
8. Bellevue Family YMCA
9. J.L. Turner Center
10. Needless Nashville
11. St. Luke's Community House
12. Frist Center
13. Schmerhorn Symphony Center
14. smART (4 Bucci Ct.)
15. Clarksville, TN (Trough Spring Rd)
16. Goodlettsville, TN (School past Hunter's Ln)
17. Easier Access to Job Locations
18. Cross Town Routes

Section 4. Individual Choices

(Q11) Which of these services do you or your clientele/constituents currently use for transportation?

Personal motor vehicle **32**
Fixed-route bus or train **32**
Paratransit **14**
Human resource agency (HRA) **11**
Other agency transportation provider **15**
Public transportation provider **27**
Transportation provided by a program (e.g. subscription service) **12**
Greyhound/Other private carrier **4**
Private demand service (e.g. taxi, Uber) **15**
Non-emergency medical transportation **9**
Carpool **5**
Ride with friends/relatives **34**
Walk/Bike **12**
Currently, there is no reliable method of transportation **1**
Other (please specify) **2**
Other responses specified: Vanpool, Individual can't afford extra trips for grocery and entertainment.

(Q12) If you or your clientele/constituents do not use public transportation, please select the reason(s) why public transportation is not utilized.

It's too expensive **9**
It takes a long time to reach my final destination **19**
Service does not go to desired destination **26**
Service does not operate at the times when transit is needed **27**
There is limited accessibility (e.g. it is difficult to access the transit stops) **21**
Lack of transit amenities at transit stops (e.g. shelters, benches) **12**
Service schedule is difficult to understand **13**
Negative perception of service (e.g. I don't want people to know I use public transportation) **1**
Travel assistance is needed **13**
The service is unreliable **10**
Other (please specify) **6**

Other reasons specified: Time of availability and duration of wait once destination is reached, Need assistance for deaf/blind individuals, Cannot transport after surgery, has a car, I use the transportation I use because of my condition, It's very inconvenient

(Q13) Do you have any other comments or suggestions you would like to share today?

This was an open-ended question. Therefore, the answers have been provided below.

1. Develop rail transit to Franklin, Clarksville, Murfreesboro, Dickson, like it is to Lebanon, TN. Provide bus service from station stops to other bus routes.
2. We are grateful for the access to transportation provided by RTA and the MTA transportation grants.
3. The Chronic Kidney patients we serve often have a difficult time getting to and from the bus. Some are disabled and struggle to reach bus stops. Many are low income and cannot afford to ride the bus several times a week to and from the dialysis clinic or doctor's office.
4. The Council on Aging and Senior Transportation Leadership Coalition are creating a new volunteer ride service for older adults in Nashville, modeled after Austin's Drive a Senior and Blount County's Smiles. Volunteer drivers (screened & trained) will use their own cars to provide door-to-door and door-through-door assisted transportation.
5. Since this includes Clarksville, no real options if you do not have car/gas $ for appointments in Nashville.
6. Reliable and affordable transportation is a big need for our seniors in the Bellevue community who are unable to

drive anymore. Seniors need socialization and exercise to help extend and enrich their lives. I truly hope Nashville can find a reliable and safe means for home bound seniors to get to their desired locations.

7. Many individuals we support use Access Ride (AR), but are often frustrated with the wait. For example, if an individual uses AR to come pick up a benefit package, they're left sitting in the lobby for up to 2 or more hours until AR comes back. It would be nice if there were some sort of short term trip option - like, if you're only dropping off a payment or signing a release, etc. - why could the driver not wait a few minutes? I realize it's not that simple - but something to consider in organization of schedules and routes for special transportation needs.
8. We have been working with Council on Aging Middle TN (COA Mid TN) to develop a Volunteer Transportation Program for older adults. We have held focus groups and am happy to share those results as well. Please feel free to contact me if you would like more information. annalea.cothron@tn.gov
9. Thank you for considering how Nashvillians can better access social services as part of the city's transit planning. This is a critical issue for our clients.
10. Our service is ceasing operation on September 30, 2016 due to lack of funding and expense in operating this service.
11. I would love to see a discount for non-profits such as Centerstone. We need Sunday routes and a larger cover area. Also, we need an appeal process for clients that are banned due to mental symptom, life time ban is not fair.
12. The committee should work on developing a plan of transportation (build over Ellington Parkway) to assist with traffic congestion coming out of Hendersonville to down town during the rush hours. Address traffic issues in Antioch areas. Build street cars (where appropriate). Etc. Use of a Mono Rail (Sky Rail) for traveling.
13. Wheelchair ramps everywhere please!!!
14. My cousin takes me anywhere I need to go.

Section 5. Conclusion

(Q14) Please provide the following information: Name, organization, title, street address, city/town/village, state, ZIP, email address, and where you would like to be added to the MPO's mailing list.

Appendix B: Peer Agency Links and Contact Information

Capital Area Regional Transportation Coordination Committee
505 Barton Springs Road, Suite 700
Austin, TX 78704
Phone: 512.974.6385.
Web Address: http://www.capitalareartcc.org/
Link: http://www.capitalareartcc.org/Final-RTCC-Plan.pdf

East-West Gateway Council of Governments
One Memorial Drive, Suite 1600
St. Louis, MO 63102
Phone: 314.421.4220
Web Address: http://www.ewgateway.org/
Link: http://www.ewgateway.org/progproj/chstp/pmp.pdf

Indianapolis MPO
200 E. Washington Street, Suite 1922
Indianapolis, IN 46204
Phone: 317.327.5136
Web Address: http://www.indympo.org/Pages/homes.aspx
Link:
http://www.indympo.org/SiteCollectionDocuments/www.indympo.org/PDF/coordinatedplan2007.pdf

Mid-America Regional Council
600 Broadway Boulevard, Suite 200
Kansas City, MO 64105
Phone: 816.474.4240
Web Address: www.marc.org
Link: http://www.to2040.org/plandocs.aspx

Metropolitan Transportation Commission
101 8th Street
Oakland, CA 94607
Phone: 510.817.5700
Web Address: http://www.mtc.ca.gov/
Link: http://www.511.org/default.asp

Appendix C: 2014 Poverty Guidelines

The poverty guidelines below are from 2014 and pertain to the 48 contiguous states and the District of Columbia. The data was taken from 2014 to correspond to the Census demographic data used throughout the plan.

Number of Persons per Household	Poverty Guideline - Annual Household Income
1	$11,670
2	$15,730
3	$19,790
4	$23,850
5	$27,910
6	$31,970
7	$36,030
8	$40,090
Over 8	Add $4,060 per person

Source: U.S. Department of Health and Human Services.

Appendix D: Table of Funding Sources

The following pages feature various funding sources for transportation projects.

Federal Programs Providing Transportation Services to the Transportation Disadvantaged									Eligible Applicants					
Catalog of Federal Domestic Assistance no.	**Program name**	**Objectives**	**Popular title or original source of program legislation**	**U.S. Code or other provision cited as authorizing transportation**	**Typical use of transportation funds as reported by program officials**	**Purpose of trips as reported by program officials**	**Target population as defined by program officials**	**Federal Agency**	**Individual**	**Local**	**NonProfit**	**State**	**U.S. Territories**	**Tribal**
10.561	Supplemental Nutrition Assistance Program, Employment and Training Program	Funds provide grants to States to provide E&T education to assist SNAP participants in finding work. An E&T program may consist of many different types of components, including but not limited to: independent job search; job search training and support; workfare; educational programs to improve employability; work experience or training to improve employability; other employment oriented activities (e.g., job placement, supported work experience, Workforce Investment Act (WIA) services); and selfemployment training. USDA provide States with 100 percent Federal funding for E&T based on a specific formula.	Food Stamp Act of 1977	7 U.S.C. § 2015(d)(4)(I)(i) (I)	Reimbursement or advanced payment for gasoline expenses or bus fare	To access education- and employment-related services	Low-income persons between the ages of 16 and 59	Department of Agriculture					✓	
10.766	Community Facilities Loans and Grants	To construct, enlarge, extend, or otherwise improve community facilities providing essential services to rural residents.	Consolidated Farm and Rural Development Act of 1972	7 U.S.C. § 1926	Purchase of vehicles	Routine medical appointments, shopping, entertainment, etc.	People who are disabled, senior citizens, and low-income persons	Department of Agriculture		✓	✓	✓		✓
14.157	Supportive Housing for the Elderly (Section 202)	To expand the supply of multifamily housing with supportive services for very low income elderly persons.	Housing Act of 1959	12 U.S.C. 1701g(g)(1)	Information not known	To access supportive services, such as medical treatment, employment, or job training, etc.	Very low- income persons aged 62 and older	Department of Housing and Urban Development	✓		✓			
14.170	Congregate Housing Services Program	This program prevents premature and unnecessary institutionalization of frail elderly, nonelderly disabled, and temporarily disabled persons; provides a variety of innovative approaches for the delivery of meals and nonmedical supportive services while making use of existing service programs; fills gaps in existing service systems; and ensures availability of funding for meals and other programs necessary for independent living. An earlier CHSP program, created by the Congregate Housing Services Act of 1978, continues to receive funding on the same basis as the current program.	Congregate Housing Services Act of 1978	42 USCA § 8004	Accessible taxis, local transportation programs, buses, etc.	To access medical appointments, work, shopping, and other services	Elderly and people with disabilities	Department of Housing and Urban Development		✓		✓		

Federal Programs Providing Transportation Services to the Transportation Disadvantaged									Eligible Applicants					
Catalog of Federal Domestic Assistance no.	Program name	Objectives	Popular title or original source of program legislation	U.S. Code or other provision cited as authorizing transportation	Typical use of transportation funds as reported by program officials	Purpose of trips as reported by program officials	Target population as defined by program officials	Federal Agency	Individual	Local	NonProfit	State	U.S. Territories	Tribal
14.218	Community Development Block Grants/Entitleme nt Grants	To develop viable urban communities by providing decent housing, a suitable living environment, and expanding economic opportunities, principally for persons of low and moderate income.	Housing and Community Development Act of 1974	42 U.S.C. § 5305(a)(8)	Transit services	To access social services, medical services, jobs, etc.	Low- and moderate-income persons, mobility-impaired persons, and jobseekers	Department of Housing and Urban Development						
14.228	Community Development Block Grants/State's program and Non-Entitlement Grants in Hawaii	The primary objective of this program is the development of viable urban communities by providing decent housing, a suitable living environment, and expanding economic opportunities, principally for persons of low- and moderate-income. Each activity funded must meet one of the program's National Objectives by: Benefiting low- and moderate-income families; aiding in the prevention or elimination of slums or blight; or meeting other community development needs having a particular urgency because existing conditions pose a serious and immediate threat to the health or welfare of the community where other financial resources are not available.	Housing and Community Development Act of 1974	42 U.S.C. § 5305(a)(8)	Transit services	To access social services, medical services, jobs, etc.	Low- and moderate-income persons, mobility-impaired persons, and jobseekers	Department of Housing and Urban Development				✓		
14.231	Emergency Shelter Grants Program	The ESG program provides funding to: (1) engage homeless individuals and families living on the street; (2) improve the number and quality of emergency shelters for homeless individuals and families; (3) help operate these shelters; (4) provide essential services to shelter residents, (5) rapidly re-house homeless individuals and families, and (6) prevent families and individuals from becoming homeless.	McKinney-Vento Homeless Assistance Act	42 U.S.C. § 11374	Bus or transit tokens, taxi fares, and any related organizational transportation expenses	To access training programs and other services to enhance independence	Homeless	Department of Housing and Urban Development		✓				
14.235	Supportive Housing Program	The Supportive Housing Program is designed to promote the development of supportive housing and supportive services, including innovative approaches to assist homeless persons in the transition from homelessness, and to promote the provision of supportive housing to homeless persons so they can live as independently as possible (24 CFR section 583.1	Housing and Community Development Act of 1992	42 U.S.C. § 11385	Bus or transit tokens, taxi fares, and any related organizational transportation expenses	To access training programs and other services to enhance independence	Homeless	Department of Housing and Urban Development		✓	✓	✓		

Federal Programs Providing Transportation Services to the Transportation Disadvantaged									Eligible Applicants					
Catalog of Federal Domestic Assistance no.	Program name	Objectives	Popular title or original source of program legislation	U.S. Code or other provision cited as authorizing transportation	Typical use of transportation funds as reported by program officials	Purpose of trips as reported by program officials	Target population as defined by program officials	Federal Agency	Individual	Local	NonProfit	State	U.S. Territories	Tribal
14.241	Housing Opportunities for Persons with AIDS	To provide States and localities with the resources and incentives to advance the National HIV/AIDS Strategy by devising long-term comprehensive strategies for meeting the supportive housing needs of low-income persons and their families living with HIV/AIDS in order to prevent homeless and sustain housing stability for HOPWA program beneficiaries	AIDS Housing Opportunity Act	42 U.S.C. § 12907(a)(3)	Bus tokens, taxi fares, and any related organizational transportation expenses	To access supportive services, such as medical treatment, employment, job training, etc.	Low to extremely low-income persons living with HIV/AIDS	Department of Housing and Urban Development		✓	✓	✓		
14.862	Indian Community Development Block Grant	To provide assistance to Indian tribes and Alaska Native villages in the development of viable Indian communities	Housing and Community Development Act of 1974	42 U.S.C. § 5305(a)(8), 17	Information not collected	To access public services, which are directed toward improving the community's public services and facilities	Indian and Alaska Native communities, primarily for persons with low- and moderate- incomes	Department of Housing and Urban Development						✓
14.866	HOPE VI Revitalization	Revitalization Grants enable PHAs to improve the living environment for public housing residents of severely distressed public housing projects through the demolition, substantial rehabilitation, reconfiguration, and/or replacement of severely distressed units; revitalize the sites on which severely distressed public housing projects are located and contribute to the improvement of the surrounding neighborhood; lessen isolation and reduce the concentration of low-income families; build sustainable mixed-income communities; and provide well-coordinated, results-based community and supportive services that directly complement housing redevelopment and that help residents to achieve self-sufficiency, young people to obtain educational excellence, and the community to secure a desirable quality of life.	Housing Act of 1937	42 U.S.C. § 1437v(d)(1)(L), (i)(3)	Transportation services	To access employment, education, and other supportive services	Public housing residents	Department of Housing and Urban Development						
14.867	Indian Housing Block Grant	To provide Federal assistance for Indian tribes in a manner that recognizes the right of tribal self-governance, and for other purposes	Native American Housing Assistance and Self Determination Act of 1996	25 U.S.C. § 4132(3)	Information not collected	To access self-sufficiency services	Low- income Native Americans	Department of Housing and Urban Development						✓

Federal Programs Providing Transportation Services to the Transportation Disadvantaged									Eligible Applicants					
Catalog of Federal Domestic Assistance no.	**Program name**	**Objectives**	**Popular title or original source of program legislation**	**U.S. Code or other provision cited as authorizing transportation**	**Typical use of transportation funds as reported by program officials**	**Purpose of trips as reported by program officials**	**Target population as defined by program officials**	**Federal Agency**	**Individual**	**Local**	**NonProfit**	**State**	**U.S. Territories**	**Tribal**
14.889	Choice Neighborhoods Implementation Grants	Choice Neighborhoods Implementation Grants will employ a comprehensive approach to community development centered on housing transformation. The program aims to transform neighborhoods of poverty into viable mixed-income neighborhoods with access to economic activities by revitalizing severely distressed public and assisted housing and investing and leveraging investments in well-functioning services, effective schools, and education programs, public assets, public transportation, and improved access to jobs.	Housing Act of 1937	42 U.S.C. §1437v(d)(1)(L), (i)(3)	Transportation services	To access employment, education, and other supportive services	Public housing residents and HUD-assisted multifamily housing residents	Department of Housing and Urban Development	✓	✓	✓	✓		
15.043	Indian Child and Family Education	The Family And Child Education (FACE) program is designed to serve families with children from prenatal to age 5 in home and center-based settings. Families may receive services in one or both settings. FACE provides early childhood for all children from birth - to age five and adult education for their parents through family literacy, parental involvement, increasing school readiness, high school graduation rates among Indian parents, and encouraging life-long learning.	No Child Left Behind Act of 2001	25 U.S.C. § 2001(b)(8)(C)(v)	School bus, off-road, and other vehicle leases	To access school and educational activities	Preschool through adult students	Department of the Interior						
15.044	Indian Schools - Student Transportation	To provide funds to each Bureau of Indian Education (BIE) funded school for the round trip transportation of students between home and the school site.	No Child Left Behind Act of 2001	25 U.S.C. § 2001(b)(8)(C)(v)	School bus, off-road, and other vehicle leases; use of commercial vehicles	To access school, educational activities, and for use in emergency situations	Day and residential students	Department of the Interior						✓
15.130	Indian Education Assistance to Schools	To fund programs that meet the unique and specialized needs of eligible Indian students.	Johnson-O'Malley Act of April 16, 1934	25 U.S.C. ch. 14, subchapter II	Transporting students	Trips could be to and from the project site or an educational field trip	Eligible students are aged 3 through grade 12	Department of the Interior				✓		✓

Federal Programs Providing Transportation Services to the Transportation Disadvantaged									Eligible Applicants					
Catalog of Federal Domestic Assistance no.	**Program name**	**Objectives**	**Popular title or original source of program legislation**	**U.S. Code or other provision cited as authorizing transportation**	**Typical use of transportation funds as reported by program officials**	**Purpose of trips as reported by program officials**	**Target population as defined by program officials**	**Federal Agency**	**Individual**	**Local**	**NonProfit**	**State**	**U.S. Territories**	**Tribal**
17.207	Employment Service/Wagner-Peyser Funded Activities	To assist persons to secure employment and workforce information by providing a variety of services to both job seekers and employers free of charge. Job seekers are provided career services, which include: labor exchange services, job search assistance and workforce information services. and referrals to employment and other programs of assistance. These services are available universally to all job seekers. Employers can use these services to post job orders and be referred qualified applicants.	The Workforce Innovation and Opportunity Act (WIOA)					Department of Labor					✓	
17.235	Senior Community Service Employment Program	To foster individual economic self sufficiency; provide training in meaningful part-time opportunities in community service activities for unemployed low-income persons who are age 55 years of age or older, particularly persons who have poor employment prospects; and to increase the number of older persons who may enjoy the benefits of unsubsidized employment in both the public and private sectors.	Older Americans Act of 1965	42 U.S.C. § 3056(c)(6)(A) (iv)	Information not known	To access program services and jobs	Unemployed Americans 55 years of age or older, earning no more than 125% of the poverty level	Department of Labor			✓	✓		
17.245	Trade Adjustment Assistance - Workers	The Trade Adjustment Assistance (TAA) for Workers Program is a federal entitlement program that assists workers impacted by foreign trade n. Through the provision of a number of employment-related benefits and services, the TAA Program provides trade-affected workers with opportunities to obtain the support, resources, skills, and credentials they need to return to the workforce in a good job in an in-demand industry. The program services include training, employment and case management services, job search allowances, relocation allowances, wage supplements for workers aged 50 and older, and Trade Readjustment Allowances (TRA).	Trade Act of 1974	19 U.S.C. § 2296(b)	Information not known	To access job training programs, job searches outside the normal commuting area, and relocation expenses	Program participants and workers who seek employment outside the normal commuting area	Department of Labor		✓				

Federal Programs Providing Transportation Services to the Transportation Disadvantaged									Eligible Applicants					
Catalog of Federal Domestic Assistance no.	**Program name**	**Objectives**	**Popular title or original source of program legislation**	**U.S. Code or other provision cited as authorizing transportation**	**Typical use of transportation funds as reported by program officials**	**Purpose of trips as reported by program officials**	**Target population as defined by program officials**	**Federal Agency**	**Individual**	**Local**	**NonProfit**	**State**	**U.S. Territories**	**Tribal**
17.258	Workforce Investment Act Adult Services Program	To prepare workers -- particularly individuals with barriers to employment -- for good jobs by providing job search assistance and training. The Adult Program provides an emphasis on serving public assistance recipients, other low-income individuals, and individuals who are low-skilled. Program performance is measured by entry into unsubsidized employment and earnings. The program serves individuals and helps employers meet their workforce needs. The employment goals will be measured using the Unemployment Insurance Wage Records Information System.	Workforce Investment Act of 1998	29 U.S.C. § 2864(d)(2)	Information not known	Supportive services to enable program participation	Adults, with priority to veterans and covered spouses, and individuals receiving public assistance	Department of Labor		✓			✓	
17.259	Workforce Investment Act Youth Activities	To help low income youth, between the ages of 14 and 24, acquire the educational and occupational skills, training, and support needed to achieve academic and employment success and successfully transition into careers and productive adulthood.	Workforce Investment Act of 1998	29 U.S.C. § 2854(a)(4)	Information not known	To access job training and related activities	Low income youth, ages 14-21 years old with barriers to employment	Department of Labor						
17.264	National Farmworker Jobs Program	To help individuals, and their dependents, who are primarily employed in agricultural and fish farming labor that is characterized by chronic unemployment and underemployment, obtain and retain unsubsidized employment, or stabilize their unsubsidized employment, including upgraded employment in agriculture. Grant organizations provide career services, job training, housing assistance, and other related assistance	Workforce Investment Act of 1998	29 U.S.C. § 774 (3)(A), 29 U.S.C. §2912 (d)	Information not known	To access supportive services	Disadvantaged migrant and seasonal farm workers	Department of Labor		✓	✓	✓		

Federal Programs Providing Transportation Services to the Transportation Disadvantaged

									Eligible Applicants					
Catalog of Federal Domestic Assistance no.	Program name	Objectives	Popular title or original source of program legislation	U.S. Code or other provision cited as authorizing transportation	Typical use of transportation funds as reported by program officials	Purpose of trips as reported by program officials	Target population as defined by program officials	Federal Agency	Individual	Local	NonProfit	State	U.S. Territories	Tribal
17.265	Native American Employment and Training	To support employment and training services for Native Americans, Alaska Natives, and Native Hawaiian individuals in order to develop more fully the academic, occupational, and literacy skills of such individuals; to make such individuals more competitive in the workforce; and to promote the economic and social development of Native Americans, Alaska Natives, and Native Hawaiian communities in accordance with the goals and values of such communities. All programs assisted under this section shall be administered in a manner consistant with the principles of the Indian Self-Determination and Education Assistance Act (25 U.S.C. 450 et seq.) and the government-to-government relationship between the Federal Government and Indian tribal governments. Supplemental youth funding is also awarded to help low-income Native American youth and Native Hawaiian youth, between the ages of 14 and 24, acquire the educational and occupational skills needed to achieve academic and employment success and transition to careers and productive adulthood.	Workforce Investment Act of 1998	29 U.S.C. § 2911(d)(2)	Bus passes, vehicle mileage, gas for program vehicles, and reasonable car repairs	To access employment activities	Indian tribes, Alaska Natives, and Native Hawaiians	Department of Labor					✓	

Federal Programs Providing Transportation Services to the Transportation Disadvantaged									Eligible Applicants					
Catalog of Federal Domestic Assistance no.	Program name	Objectives	Popular title or original source of program legislation	U.S. Code or other provision cited as authorizing transportation	Typical use of transportation funds as reported by program officials	Purpose of trips as reported by program officials	Target population as defined by program officials	Federal Agency	Individual	Local	NonProfit	State	U.S. Territories	Tribal
17.274	Youthbuild	Grant funds will be used to provide disadvantaged youth with: the education and employment skills necessary to achieve economic self sufficiency in occupations in high demand and post-secondary education and training opportunities; opportunities for meaningful work and service to their communities; and opportunities to develop employment and leadership skills and a commitment to community development among youth in low-income communities. As part of their programming, YouthBuild grantees will tap the energies and talents of disadvantaged youth to increase the supply of permanent affordable housing for homeless individuals and low-income families and to assist youth to develop the leadership, learning, and high-demand occupational skills needed to succeed in today's global economy.	Workforce Investment Act of 1998	29 U.S.C. §§2801(46)	Information not known	To access program services	Youth, including those from low- income families or those with a disability	Department of Labor		✓	✓			✓
17.802	Veterans' Employment Program	To provide services to assist in reintegrating eligible veterans into meaningful employment within the labor force; and to stimulate the development of effective service delivery systems that will address the complex problems facing eligible veterans.	Workforce Investment Act of 1998	29 U.S.C. § 2913	Transit tickets, bus fare, or cab fare	To access employment activities	Veterans	Department of Labor		✓		✓		
17.805	Homeless Veterans' Reintegration Project	To provide services to assist in reintegrating homeless veterans into meaningful employment within the labor force; and to stimulate the development of effective service delivery systems that will address the complex problems facing homeless veterans.	Homeless Veterans Comprehensive Assistance Act of 2001	38 USCA §§ 2011, 2021	Transit tickets, bus fare, or cab fare	To access employment activities	Homeless veterans	Department of Labor		✓		✓		

Federal Programs Providing Transportation Services to the Transportation Disadvantaged									Eligible Applicants					
Catalog of Federal Domestic Assistance no.	Program name	Objectives	Popular title or original source of program legislation	U.S. Code or other provision cited as authorizing transportation	Typical use of transportation funds as reported by program officials	Purpose of trips as reported by program officials	Target population as defined by program officials	Federal Agency	Individual	Local	NonProfit	State	U.S. Territories	Tribal
20.500	Capital Investment Grants	To assist in financing the design and construction of new fixed guideway systems, or extensions to existing fixed guideway systems, or corridor-based bus rapid transit systems, or core capacity projects. . The new fixed guide-way systems can include rapid rail, light rail, bus rapid transit, commuter rail, and ferries. (New Starts/Small Starts discretionary program for new fixed guideway systems and extensions of existing systems, and core capacity projects).	Mass Transportation Act of 1964	49 U.S.C.§ 5309	Funding for bus and bus facilities, new fixed guideway and modernization, and other capital expenses	General transportation	General public	Department of Transportation		✓	✓	✓		✓
20.507	Urbanized Area Formula Program	To support public transportation services in urbanized areas (Census designated areas over 50,000 in population).	Mass Transportation Act of 1964	49 U.S.C. § 5307	Funding for transportation service for transportation projects in cities	Support transit service in cities over 50,000 population	General public in urbanized areas	Department of Transportation		✓		✓		

Federal Programs Providing Transportation Services to the Transportation Disadvantaged									Eligible Applicants					
Catalog of Federal Domestic Assistance no.	**Program name**	**Objectives**	**Popular title or original source of program legislation**	**U.S. Code or other provision cited as authorizing transportation**	**Typical use of transportation funds as reported by program officials**	**Purpose of trips as reported by program officials**	**Target population as defined by program officials**	**Federal Agency**	**Individual**	**Local**	**NonProfit**	**State**	**U.S. Territories**	**Tribal**
20.509	Nonurbanized Area Formula Program	To improve, initiate, or continue public transportation service in nonurbanized areas (rural areas and small cities under 50,000 in population) and to provide technical assistance for rural transportation providers. The Section 5311 program supports both the maintenance of existing public transportation services and the expansion of those services through the following program goals: enhancing access in rural areas to health care, shopping, education, employment, public services, and recreation; assisting in the maintenance, development, improvement, and use of public transportation systems in rural areas; encouraging and facilitating the most efficient use of all transportation funds used to provide passenger transportation in rural areas through the coordination of programs and services; providing financial assistance to help carry out national goals related to mobility for all, including seniors, individuals with disabilities, and low-income individuals; increasing availability of transportation options through investments in intercity bus services; assisting in the development and support of intercity bus	Federal Public Transportation Act of 1978	49 U.S.C. § 5311	Funding for transportation service for public transit and intercity bus transportation projects in nonurbanized areas	To increase and enhance public transportation service in nonurbanized areas and for tribes	General public and federally recognized tribes	Department of Transportation		✓	✓	✓		

Federal Programs Providing Transportation Services to the Transportation Disadvantaged

Catalog of Federal Domestic Assistance no.	Program name	Objectives	Popular title or original source of program legislation	U.S. Code or other provision cited as authorizing transportation	Typical use of transportation funds as reported by program officials	Purpose of trips as reported by program officials	Target population as defined by program officials	Federal Agency	Eligible Applicants					
									Individual	Local	NonProfit	State	U.S. Territories	Tribal
20.513	Capital Assistance Program for Elderly Persons and Persons with Disabilities	To provide financial assistance in meeting the transportation needs of seniors and individuals with disabilities where public transportation services are unavailable, insufficient or inappropriate. The Section 5310 program is designed to supplement FTA's other capital assistance programs by funding transportation projects for seniors and individuals with disabilities in all areas - urbanized, small urban, and rural. The program was renamed under MAP-21 and modified to include New Freedom Program activities as eligible projects. This program would continue the goals of these programs by funding alternative forms of transportation where traditional services are unavailable, inappropriate, or insufficient. Funds can be used for capital planning and operations.	Urban Mass Transportation Act of 1970	49 U.S.C. § 5310	Purchase of capital expenses to support transportation services	General transportation services	Elderly individuals and persons with disabilities	Department of Transportation		✓	✓	✓		
64.009	Veterans Medical Care Benefits	To provide outpatient medical services, hospital care, medicines and supplies to eligible veterans in receipt of VA health care	Veterans Benefits Act of 1957	38 U.S.C. § 111	Mileage reimbursement; special mode (ambulance, wheelchair van); common carrier (air, bus, train, boat, taxi)	To access VA or VA-authorized non-VA health care	Low-income and special-group veterans	Department of Veterans Affairs						
64.024	VA Homeless Providers Grant and Per Diem Program	To assist public and nonprofit private entities in establishing new programs and service centers to furnish supportive services and supportive housing for homeless veterans through grants that may be used to acquire, renovate or alter facilities, and to provide per diem payments, or in-kind assistance in lieu of per diem payments, to eligible entities which established programs after November 10, 1992 that provide supportive services and supportive housing for homeless veterans. (Note: The number of vans was limited to 20 for the life of this grant. This Van Restriction has not been lifted.)	Homeless Veterans Comprehensive Service Programs Act of 1992	38 U.S.C. §§2011(b)(1)(B), 7721 Note	Purchase vans	Outreach to and transportation of homeless veterans by community- based providers	Homeless veterans	Department of Veterans Affairs						

Federal Programs Providing Transportation Services to the Transportation Disadvantaged									Eligible Applicants					
Catalog of Federal Domestic Assistance no.	**Program name**	**Objectives**	**Popular title or original source of program legislation**	**U.S. Code or other provision cited as authorizing transportation**	**Typical use of transportation funds as reported by program officials**	**Purpose of trips as reported by program officials**	**Target population as defined by program officials**	**Federal Agency**	**Individual**	**Local**	**NonProfit**	**State**	**U.S. Territories**	**Tribal**
64.026	Veterans State Adult Day Health Care	To provide a community-based program designed to meet the needs of adults with impairments through individual plans of care. This type of structured, comprehensive, nonresidential program provides a variety of health, social, and related support services in a protective setting. By supporting families and caregivers, an adult day services program enables the person to live in the community. An adult day services program assesses the needs of the persons served and offers services to meet those needs. The persons served attend on a planned basis. Nothing in this generic description of adult day services may be construed to modify the specific services or eligibility requirements referenced in the definition of adult day care and adult day health.	Veterans Millennium Health Care and Benefits Act	38 U.S.C. § 1720; 38 U.S.C. § 111	Any expenses for transportation	Adult day health care	Veterans	Department of Veterans Affairs						
64.035	Veterans Transportation Program	This program furthers the Department's mission by establishing a program to provide grants to eligible recipients to assist veterans in highly rural areas through innovative transportation services to travel to Department of Veterans Affairs Medical Centers, and to otherwise assist in providing transportation services in connection with the provision of VA medical care to these veterans.	Caregivers and Veterans Omnibus Health Services Act of 2010	Public Law 111-163.	Transportation services	To access VA or VA-authorized non-VA health care	Veterans	Department of Veterans Affairs						
84.027	Special Education Grants to States	To provide grants to States to assist them in providing special education and related services to all children with disabilities.	Individuals with Disabilities Education Act	20 U.S.C.§§ 1411(a)(1) and 1401(26)	School district bus expenditures and other modes of transportation, including wheelchair-accessible vans	To access school and special education and related services	Children with disabilities	Department of Education		✓		✓		

Federal Programs Providing Transportation Services to the Transportation Disadvantaged									Eligible Applicants					
Catalog of Federal Domestic Assistance no.	**Program name**	**Objectives**	**Popular title or original source of program legislation**	**U.S. Code or other provision cited as authorizing transportation**	**Typical use of transportation funds as reported by program officials**	**Purpose of trips as reported by program officials**	**Target population as defined by program officials**	**Federal Agency**	**Individual**	**Local**	**NonProfit**	**State**	**U.S. Territories**	**Tribal**
84.126	State Vocational Rehabilitation Services Program	To assist States in operating comprehensive, coordinated, effective, efficient and accountable programs of vocational rehabilitation (VR); to assess, plan, develop, and provide VR services for individuals with disabilities, consistent with their strengths, resources, priorities, concerns, abilities, capabilities, and informed choice so they may prepare for and engage in competitive integrated employment.	Rehabilitation Act of 1973	29 U.S.C. § 723(a)(8)	Transit subsidies for public and private transportation, training in the use of public transportation	To access vocational rehabilitation services	People with disabilities	Department of Education				✓		
84.173	Special Education Preschool Grants	To provide grants to States to assist them in providing special education and related services to children with disabilities ages 3 through 5 years, and at a State's discretion, to 2- year- old children with disabilities who will reach age three during the school year.	Individuals with Disabilities Education Act	20 U.S.C. §§1419(a) and 1401(26)	School district bus expenditures and other modes of transportation, including wheelchair accessible vans	To access programs and special education services	Children with disabilities ages 3-5	Department of Education				✓		
84.177	Independent Living Services for Older Individuals Who Are Blind	To provide any independent living services that are described in 34 CFR Section 367.3(b) of the IL program regulations to older individuals who are blind that improve or expand services for these individuals; and conduct activities to help improve public understanding of the problems of these individuals.	Rehabilitation Act of 1973	29 U.S.C. § 796k(e)(5)	Transit subsidies for public and private transportation, training in the use of public transportation	To access program services	Individuals who are blind and age 55 or older	Department of Education				✓		
84.181	Special Education-Grants for Infants and Toddlers	To provide grants to States to assist them to implement and maintain a Statewide, comprehensive, coordinated, multidisciplinary, interagency system to make available early intervention services to infants and toddlers with disabilities and their families.	Individuals with Disabilities Education Act	20 U.S.C. §§1433 and 1432(4)(E)(xiv)	Various modes of transportation, including wheelchair accessible vans	To access program services such as screening and early intervention services	Infants and toddlers with disabilities or at risk, in need of early intervention services	Department of Education				✓		
84.187	Supported Employment Services for Individuals with Most Significant Disabilities	To provide grants for time limited services leading to supported employment for individuals with the most significant disabilities.	Rehabilitation Act of 1973	29 U.S.C. §§ 795g and 705(36)	Transit subsidies for public and private transportation, training in the use of public transportation	To access work, training, and vocational rehabilitation services	People with the most significant disabilities	Department of Education				✓		

Federal Programs Providing Transportation Services to the Transportation Disadvantaged									Eligible Applicants					
Catalog of Federal Domestic Assistance no.	Program name	Objectives	Popular title or original source of program legislation	U.S. Code or other provision cited as authorizing transportation	Typical use of transportation funds as reported by program officials	Purpose of trips as reported by program officials	Target population as defined by program officials	Federal Agency	Individual	Local	NonProfit	State	U.S. Territories	Tribal
84.196	Education for Homeless Children and Youth	To ensure that all homeless children and youth have equal access to the same free, appropriate public education available to other children, the Education for Homeless Children and Youth program provides assistance to States to: (1) establish or designate an Office of Coordinator for Education of Homeless Children and Youths; (2) develop and carry out a State plan for the education of homeless children; and (3) make subgrants to local educational agencies (LEAs) to support the education of those children.	McKinney-Vento Homeless Assistance Act	42 U.S.C. § 11433(d)(5)	Student transportation to school of origin	To access educational services and programs	Homeless students	Department of Education				✓		
84.287	21st-Century Community Learning Centers	To provide opportunities for communities to establish or expand activities in community learning centers that provide opportunities for academic enrichment for children, particularly students who attend high-poverty and low-performing schools. The program is intended to help students meet state and local student academic achievement standards in core academic subjects, such as reading and math; to offer students a broad array of enrichment activities that reinforce and complement their regular academic programs; and to offer literacy and other educational services to the families of participating children.	Elementary and Secondary Education Act of 1965	20 U.S.C. § 7173(a)(10)	Student transportation	To access educational services and programs	Students in underserved communities	Department of Education		✓	✓	✓		
84.421	Disability Innovation Fund	To support innovative activities aimed at improving the outcomes of individuals with disabilities as defined by section 7(20)(B) of the Rehabilitation Act.	Department of Education Appropriations Act, 2014, Department of Education Appropriations Act, 2015	Public Law 113-76; , Public Law 113-235.	Expand individuals with disabilities' access to information and communication technologies (ICT).	To access program services	Individuals with disabilities	Department of Education			✓			

Federal Programs Providing Transportation Services to the Transportation Disadvantaged									Eligible Applicants					
Catalog of Federal Domestic Assistance no.	Program name	Objectives	Popular title or original source of program legislation	U.S. Code or other provision cited as authorizing transportation	Typical use of transportation funds as reported by program officials	Purpose of trips as reported by program officials	Target population as defined by program officials	Federal Agency	Individual	Local	NonProfit	State	U.S. Territories	Tribal
93.044	Special Programs for the Aging, Title III, Part B, Grants for Supportive Services and Senior Centers	To encourage State Agencies on Aging and Area Agencies on Aging to concentrate resources to develop and implement comprehensive and coordinated community-based systems of service for older individuals via Statewide planning, and area planning and provision of supportive services, including multipurpose senior centers. The objective of these services and centers is to maximize the informal support provided to older Americans to enable them to remain in their homes and communities. Providing transportation services, in-home services, and other support services, this program insures that elders receive the services they need to remain independent.	Older Americans Act of 1965	42 U.S.C. § 11433(d)(5)	Contract for services	To access supportive services, such as nutrition services and aging services	Adults age 60 and older	Department of Health and Human Services				✓		
93.047	Special Programs for the Aging, Title VI, Part A, Grants to Indian Tribes, Part B, Grants to Native Hawaiians	To promote the delivery of supportive services, including nutrition services, to American Indians, Alaskan natives, and Native Hawaiians that are comparable to services provided under Title III.	Older Americans Act of 1965	42 U.S.C. §§ 3057, 3030d(a)(2)	Purchase and operate vehicles	To access supportive services, including nutrition services	American Indian, Alaskan Native, and Native Hawaiian elders	Department of Health and Human Services		✓	✓			
93.104	Comprehensive Community Mental Health Services for Children with Serious Emotional Disturbances	To provide community-based systems of care for children and adolescents with a serious emotional disturbance and their families. The program will ensure that services are provided collaboratively across child-serving systems; that each child or adolescent served through the program receives an individualized service plan developed with the participation of the family (and, where appropriate, the child); that each individualized plan designates a case manager to assist the child and family; and that funding is provided for mental health services required to meet the needs of youngsters in these systems.	Public Health Service Act	42 U.S.C. § 290ff-1	Any transportation-related use	To access program services	Children and families with serious emotional disturbance	Department of Health and Human Services		✓		✓		

Federal Programs Providing Transportation Services to the Transportation Disadvantaged									Eligible Applicants					
Catalog of Federal Domestic Assistance no.	**Program name**	**Objectives**	**Popular title or original source of program legislation**	**U.S. Code or other provision cited as authorizing transportation**	**Typical use of transportation funds as reported by program officials**	**Purpose of trips as reported by program officials**	**Target population as defined by program officials**	**Federal Agency**	**Individual**	**Local**	**NonProfit**	**State**	**U.S. Territories**	**Tribal**
93.193	Urban Indian Health Services	Grants provide health-related services to Urban Indians including: (1) Alcohol and substance abuse prevention, treatment, rehabilitation, and education; (2) Mental health needs assessment and services; (3) Health promotion and disease prevention services; (4) Immunization services; and (5) HIV/AIDS prevention and care. Cooperative Agreement provides services and advocacy for Urban Indian Organizations including: (1) Public policy; (2) Research and data; (3) training and technical assistance; (4) Education, public relations and marketing.	Snyder Act: Indian Health Care Improvement Act	Act of Nov. 2, 1921, ch, 115, 42 Stat. 208, as amended, and Pub. L. No. 94-437, as amended	Public transportation, mileage reimbursement, GSA lease, etc.	Transportation costs for clients/patients	American Indian/Alaska Natives	Department of Health and Human Services						
93.224	Health Centers	To improve the health of the Nation's underserved communities and vulnerable populations by assuring access to comprehensive, culturally competent, quality primary health care services. To continue comprehensive, primary health care services in areas already supported by the Health Center Program. Individual health center grant mechanisms include: (1) Community Health Centers; (2) Migrant Health Centers; (3) Health Care for the Homeless; and (4) Public Housing Primary Care Program.	Public Health Service Act	42 U.S.C. § 254b	Bus tokens, vouchers, transportation coordinators, and drivers	To access health care services	Medically underserved populations	Department of Health and Human Services		✓	✓	✓		✓

Federal Programs Providing Transportation Services to the Transportation Disadvantaged									Eligible Applicants					
Catalog of Federal Domestic Assistance no.	**Program name**	**Objectives**	**Popular title or original source of program legislation**	**U.S. Code or other provision cited as authorizing transportation**	**Typical use of transportation funds as reported by program officials**	**Purpose of trips as reported by program officials**	**Target population as defined by program officials**	**Federal Agency**	**Individual**	**Local**	**NonProfit**	**State**	**U.S. Territories**	**Tribal**
93.237	Special Diabetes Program for Indians Diabetes Prevention and Treatment Projects	To promote improved health care among American Indians/Alaska Natives through special diabetes prevention and treatment services with objectives and priorities determined at the local level. Extension of SDPI funds for FY 2010 and FY 2011 now includes a new grant application process that directs Community-Directed Diabetes Programs to identify and implement at least one Indian Health Diabetes Best Practice with defined goals, objectives and key measures based on community assessment and results of diabetes care and outcomes audit. The funding mechanism is a competitive grant program. An additional initiative located at CFDA #: 93-442 called the SDPI Diabetes Prevention and Healthy Heart Initiatives cooperative agreements transitions the SDPI Demonstration Projects activities to determine lessons learned, tools and resources and to plan for dissemination into American Indian and Alaska Native communities.	Indian Health Care Improvement Act: Balanced Budget Act of 1997	42 U.S.C. § 254c-3	Public transportation, mileage reimbursement, etc.	To access diabetes prevention and cardiovascular disease services	American Indian/Alaska Natives	Department of Health and Human Services		✓				✓

Federal Programs Providing Transportation Services to the Transportation Disadvantaged

									Eligible Applicants					
Catalog of Federal Domestic Assistance no.	**Program name**	**Objectives**	**Popular title or original source of program legislation**	**U.S. Code or other provision cited as authorizing transportation**	**Typical use of transportation funds as reported by program officials**	**Purpose of trips as reported by program officials**	**Target population as defined by program officials**	**Federal Agency**	**Individual**	**Local**	**NonProfit**	**State**	**U.S. Territories**	**Tribal**
93.275	Substance Abuse and Mental Health Services-Access to Recovery	To implement voucher programs for substance abuse clinical treatment and recovery support services pursuant to sections 501 (d)(5) and 509 of Public Health Service Act (42 U.S.C. sections 290aa(d)(5) and 290bb-2). This program, called Access to Recovery (ATR), is to provide client choice among substance abuse clinical treatment and recovery support service providers, expand access to a comprehensive array of clinical treatment and recovery support options (including faith-based programmatic options), and increase substance abuse treatment capacity. Monitoring outcomes, tracking costs, and preventing waste, fraud and abuse to ensure accountability and effectiveness in the use of Federal funds are also important elements of the ATR program. Through the ATR grants, States, Territories, the District of Columbia and Tribal Organizations (hereinafter collectively referred to as "States") will have flexibility in designing and implementing voucher programs to meet the needs of clients in the State. The key to successful implementation of the voucher programs supported by the ATR grants will	Public Health Service Act	42 U.S.C §§ 290aa(d)(5), 290bb-2	Bus tokens, cab fare, or van purchase by provider	To access substance abuse treatment or recovery support services	Persons with substance use or mental disorders	Department of Health and Human Services		✓		✓		✓

Federal Programs Providing Transportation Services to the Transportation Disadvantaged									Eligible Applicants					
Catalog of Federal Domestic Assistance no.	**Program name**	**Objectives**	**Popular title or original source of program legislation**	**U.S. Code or other provision cited as authorizing transportation**	**Typical use of transportation funds as reported by program officials**	**Purpose of trips as reported by program officials**	**Target population as defined by program officials**	**Federal Agency**	**Individual**	**Local**	**NonProfit**	**State**	**U.S. Territories**	**Tribal**
93.550	Transitional Living for Homeless Youth	The overall purpose of the Transitional Living Program (TLP) for homeless youth and the Maternity Group Homes (MGH) is to establish and operate transitional living projects for homeless youth, including pregnant and parenting youth. This program is structured to help older homeless youth achieve self-sufficiency and avoid long-term dependency on social services. Transitional living projects provide shelter, skills training, and support services to homeless youth, including pregnant and parenting youth, ages 16 to less than 22. This extends the residential stay for homeless youth to 635 days or 21 months. MGHs provide the same services as the TLP in addition to providing parenting instructions and child care. Other services that are offered include, but are not limited to, transportation, family planning, and pregnancy prevention services.	Runaway and Homeless Youth Act of 1974	42 U.S.C. §§ 5701, 5712	Information not collected	Education, employment, training, and health care	16 to 21 year olds	Department of Health and Human Services		✓	✓	✓		✓
93.558	Temporary Assistance for Needy Families	To provide grants to States, Territories, the District of Columbia, and Federally-recognized Indian Tribes operating their own Tribal TANF programs to assist needy families with children so that children can be cared for in their own homes; to reduce dependency by promoting job preparation, work, and marriage; to reduce and prevent out-of-wedlock pregnancies; and to encourage the formation and maintenance of two-parent families.	Personal Responsibility and Work Opportunity Reconciliation Act of 1996	42 U.S.C. § 604(a), (k)	States have wide flexibility in what they may fund	To access work, employment training, and child care providers	Low-income families	Department of Health and Human Services					✓	✓

Federal Programs Providing Transportation Services to the Transportation Disadvantaged									Eligible Applicants					
Catalog of Federal Domestic Assistance no.	**Program name**	**Objectives**	**Popular title or original source of program legislation**	**U.S. Code or other provision cited as authorizing transportation**	**Typical use of transportation funds as reported by program officials**	**Purpose of trips as reported by program officials**	**Target population as defined by program officials**	**Federal Agency**	**Individual**	**Local**	**NonProfit**	**State**	**U.S. Territories**	**Tribal**
93.566	Refugee and Entrant Assistance - State Administered Programs (Transitional and Medical Services and Social Services Formula Grants Only)	The Refugee Cash and Medical Assistance program reimburses states for the cost of cash and medical assistance provided to refugees, certain Amerasians from Viet Nam, Cuban and Haitian entrants, asylees, victims of a severe form of trafficking, and Iraqi and Afghan Special Immigrants during the first eight months after their arrival in this country or grant of asylum. Reimbursement is also provided for care of unaccompanied refugee minors and grantee administrative costs. Social Services formula funding may be used for employment and other social services for same population for five years after their date of arrival or grant of asylum.	Refugee Act of 1980	8 U.S.C. §§ 1522(b)(7)(D), 1522©	Bus or transit passes	To access employment services	Refugees and asylees	Department of Health and Human Services				✓		
93.600	Head Start	To promote school readiness by enhancing the social and cognitive development of low-income children, including children on federally recognized reservations and children of migratory farm workers, through the provision of comprehensive health, educational, nutritional, social and other services; and to involve parents in their children's learning and to help parents make progress toward their educational, literacy and employment goals. Head Start also emphasizes the significant involvement of parents in the administration of their local Head Start programs.	Head Start Act	42 USCA § 9835(a)(5)(B)	Information not provided	Transporting children to Head Start and Early Head Start centers	Low-income children	Department of Health and Human Services		✓	✓			✓

Federal Programs Providing Transportation Services to the Transportation Disadvantaged

									Eligible Applicants					
Catalog of Federal Domestic Assistance no.	Program name	Objectives	Popular title or original source of program legislation	U.S. Code or other provision cited as authorizing transportation	Typical use of transportation funds as reported by program officials	Purpose of trips as reported by program officials	Target population as defined by program officials	Federal Agency	Individual	Local	NonProfit	State	U.S. Territories	Tribal
93.612	Native American Programs	To fund a wide range of discretionary activities for the purpose of: (1) providing resource information, training and technical assistance to improve the capacity of individuals, organizations, government entities, and communities to prevent family violence, domestic violence, and dating violence and to provide effective intervention services; (2) improving the design, delivery, and coordination of services to address family violence, domestic violence and dating violence; (3) gathering information on the incidence and prevalence of family violence, domestic violence and dating violence; and (4) increasing knowledge and understanding of the issues through research, demonstration, and evaluation projects. Specific sections in the Act authorize funding for such discretionary projects as a National Resource Center on Domestic Violence; a National Indian Resource Center Addressing Domestic Violence and Safety for Indian Women; Special Issue Resource Centers including Culturally-Specific Issue Resource Centers; State Resource Centers to Reduce Tribal Disparities; Specialized Services for	Native American Programs Act of 1974	42 U.S.C. §§ 2991-2991c	Bus passenger	Community meetings and activities	Native American communities	Department of Health and Human Services		✓	✓			✓
93.630	State Councils on Developmental Disabilities and Protection and Advocacy Systems	Developmental Disabilities Basic Support and Advocacy Grants: To enable individuals with developmental disabilities to become independent, productive, integrated and included into their communities. Funding under these programs is to assist States in the development of a plan for a comprehensive and coordinated system of services and other activities to enhance the lives of individuals with developmental disabilities and their families to their maximum potential, and to support a system which protects the legal and human rights of individuals with developmental disabilities.	Developmental Disabilities Assistance and Bill of Rights Act of 2000	42 U.S.C. §§ 15002, 15082	General travel expenses	Limited travel expenses to participate in grant activities	People with intellectual and developmental disabilities, their families, and other grant participants	Department of Health and Human Services						

Federal Programs Providing Transportation Services to the Transportation Disadvantaged									Eligible Applicants					
Catalog of Federal Domestic Assistance no.	**Program name**	**Objectives**	**Popular title or original source of program legislation**	**U.S. Code or other provision cited as authorizing transportation**	**Typical use of transportation funds as reported by program officials**	**Purpose of trips as reported by program officials**	**Target population as defined by program officials**	**Federal Agency**	**Individual**	**Local**	**NonProfit**	**State**	**U.S. Territories**	**Tribal**
93.631	Developmental Disabilities Projects of National Significance	To provide for grants, contracts and cooperative agreements for projects of national significance that create opportunities for individuals with intellectual and developmental disabilities to directly and fully contribute to, and participate in, all facets of community life; and support the development of national and State policies that reinforce, promote the self-determination, independence, productivity, and integration and inclusion of individuals with intellectual and developmental disabilities in all facets of community life.	Developmental Disabilities Assistance and Bill of Rights Act of 2000	42 U.S.C. §§ 15002, 15082	General travel expenses	Limited travel expenses to participate in grant activities	People with intellectual and developmental disabilities, their families, and other grant participants	Department of Health and Human Services		✓	✓	✓		
93.667	Social Services Block Grants	To enable each State to furnish social services best suited to the needs of the individuals residing in the State. Federal block grant funds may be used to provide services directed toward one of the following five goals specified in the law: (1) To prevent, reduce, or eliminate dependency; (2) to achieve or maintain self-sufficiency; (3) to prevent neglect, abuse, or exploitation of children and adults; (4) to prevent or reduce inappropriate institutional care; and (5) to secure admission or referral for institutional care when other forms of care are not appropriate.	Social Security Act	42 U.S.C. § 1397a(a)(2)(A)	Provide or arrange for travel, such as accessible vans	Access services, or obtain medical care or employment	Adults and children	Department of Health and Human Services				✓		
93.674	Chafee Foster Care Independence Program	To assist States and eligible Indian Tribes in establishing and carrying out programs designed to assist foster youth likely to remain in foster care until 18 years of age, youth who leave foster care for adoption or kinship guardianship after attaining age 16, and youth who have left foster care because they attained 18 years of age and have not yet attained 21 years of age, to make the transition from foster care to self-sufficiency.	Foster Care Independence Act of 1999	42 U.S.C. § 677	Information not provided	Information not provided	Foster youths who are transitioning to independence	Department of Health and Human Services				✓		✓

Federal Programs Providing Transportation Services to the Transportation Disadvantaged									Eligible Applicants					
Catalog of Federal Domestic Assistance no.	Program name	Objectives	Popular title or original source of program legislation	U.S. Code or other provision cited as authorizing transportation	Typical use of transportation funds as reported by program officials	Purpose of trips as reported by program officials	Target population as defined by program officials	Federal Agency	Individual	Local	NonProfit	State	U.S. Territories	Tribal
93.958	Community Mental Health Services Block Grant	To provide financial assistance to States and Territories to enable them to carry out the State's plan for providing comprehensive community mental health services to adults with a serious mental illness and to children with a serious emotional disturbance; monitor the progress in implementing a comprehensive community based mental health system; provide technical assistance to States and the Mental Health Planning Council that will assist the States in planning and implementing a comprehensive community based mental health system.	ADAMHA Reorganization Act of 1992	42 U.S.C. § 300x-1(b)(1)	Any transportation-related use	To access program services	Adults with mental illness and children with emotional disturbance	Department of Health and Human Services				✓		
93.959	Substance Abuse Prevention and Treatment Block Grant	To provide financial assistance to States and Territories to support projects for the development and implementation of prevention, treatment and rehabilitation activities directed to the diseases of alcohol and drug abuse.	ADAMHA Reorganization Act of 1992	42 U.S.C. § 300x-21	Any transportation-related use	To access program services	Persons with a substance- related disorder	Department of Health and Human Services				✓		✓
93.994	Maternal and Child Health Services Block Grant to the States	To enable States to maintain and strengthen their leadership in planning, promoting, coordinating and evaluating health care for pregnant women, mothers, infants, and children, children with special health care needs (CSHCN) and families in providing health services for maternal and child health populations who do not have access to adequate health care.	Social Security Act	42 U.S.C. § 701(a)	States have broad discretion in implementing program	To access prenatal care visits, medical appointments, and other health care services	Maternal and child health population	Department of Health and Human Services				✓		
96.009	Ticket to Work	To comply with the Ticket-to-Work and Work Incentives Improvement Act legislation passed in December 1999, permitting the SSA to make payments to each State to the protection and advocacy system established for the purpose of providing services to disabled beneficiaries who want to work.	Social Security Act	42 U.S.C. 6041	Transportation services, travel reimbursement	To access employment services	Recipients of Social Security Disabilty Insurance (SSDI) or those eligible for SSI benefits based on disability or blindness	Social Security Administration				✓		

Source: Transportation-Disadvantaged Populations, Federal Coordination Efforts Could Further Be Strengthened, GAO-12-647 (Washington, D.C.: Jun.1, 2012); 2014 Catalog of Federal Domestic Assistance; 2015

Appendix E: Public, State and Federal Comments and Responses

The following pages feature various funding sources for transportation projects.