

Human Services Transportation Coordination Plan (HSTCP)

Lakeway Area Metropolitan Transportation Planning
Organization (LAMTPO)

Approved by the LAMTPO Executive Board
on March 11, 2015

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

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

RESOLUTION NUMBER 2015-004

Resolution Adopting the
Human Services Transportation Coordination Plan

WHEREAS, a comprehensive, cooperative, and continuing transportation planning process is to be carried out in the Morristown, TN Urbanized Area; and

WHEREAS, the Human Services Transportation Coordination Plan (HSTCP) describes a public review process of transportation planning activities to be undertaken by local, regional, or state agencies pertinent to the Lakeway Area Metropolitan Transportation Planning Organization (LAMTPO); and

WHEREAS, the various state, local and regional agencies involved with transportation planning activities for LAMTPO have cooperatively developed a Human Services Transportation Coordination Plan to be in compliance with MAP-21 requirements; and

WHEREAS, it is the function of the LAMTPO Executive Board to adopt and approve a Human Services Transportation Coordination Plan for the Lakeway Area Metropolitan Planning Organization; and

WHEREAS, LAMTPO will update the HSTCP to comply with all MAP-21 components (or future transportation bill regulations), as necessary, in order to qualify for FTA funds, such as Section 5310 Enhanced Mobility; and

NOW, THEREFORE, BE IT RESOLVED that the Lakeway Area Metropolitan Transportation Planning Organization does hereby adopt and approve the Social Service Coordination Plan for the Lakeway Area Metropolitan Transportation Planning Organization.


Mayor Danny Thomas
Executive Board Chairman

March 11, 2015
Date

INTRODUCTION

This is the second Human Services Transportation Coordination Plan (HSTCP) for the Lakeway Area Metropolitan Transportation Planning Organization (LAMTPO). LAMTPO created the HSTCP to oversee the preparation of a coordinated plan as required by the 2005 transportation act Safe Accountable Flexible Efficient Transportation Act: A Legacy for Users (SAFETEA-LU). While the HSTCP serves several purposes, the most important is that it is required in order to obligate several Federal Transit Administration (FTA) grants.

Unfortunately, the HSTCP needs to be approved before final Federal Transit Administration (FTA) MAP-21 regulations are released. After the passage of a new transportation act, it traditionally takes some time for the final regulations to be prepared. However, transit services must keep running. Therefore, funding must be obligated, which certain FTA grants require an approved HSTCP. The HSTCP was updated as much as possible with pre-released MAP-21 information. LAMTPO will update the HSTCP sometime in the near future once the final regulations are released.

Under SAFETEA-LU and MAP-21, projects funded through Section 5310 Enhanced Mobility of Seniors & Persons with Disabilities (Enhanced Mobility), Section 5316 JARC and Section 5317 New Freedom must be in-keeping with those programs and projects listed in the local Human Services Transportation Coordination Plan. Please note that these funds are awarded to rural and small urban areas through a competitive selection process that is administered by the Tennessee Department of Transportation (TDOT).

FTA, through MAP-21, eliminated certain grant programs and merged others. This has affected several key funding programs that are used to provide services in the LAMTPO region. The FTA Section 5316 Jobs Access & Reverse Commute (JARC) grant program has been eliminated under MAP-21. However, FTA is allowing, that those communities that wish to continue to fund JARC program activities can do so, but with FTA Section 5307 Urban Area Formula Program. The Section 5317 New Freedom program under MAP-21 has been merged with the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program (Enhanced Mobility). The Section 5310 grant program is administered to the rural and small urban areas by the Tennessee Department of Transportation (TDOT).

Mass transit services within the LAMTPO region would not be successful without the funding partnerships with the Federal Transit Administration, Federal Highway Administration (FHWA), Tennessee Department of Transportation (TDOT), and the State of Tennessee Department of Human Services. TDOT has shown support by providing significant matches to federal grants and the Tennessee Department of Human Services has also provided support through grant matching and purchasing transit tickets and passes. Funding represents Federal dollars and a local match is required. For capital projects, funding requires 80 percent federal –20 percent local match. For operation projects, funding requires 50% federal and 50% local match. In most cases, the

Tennessee Department of Transportation has provided half of the local match. Federal funds are allocated on a fiscal year that runs from October 1st to September 30th.

Often it is assumed that everyone understands how to use public transportation. However, to some individuals, transportation can be confusing or intimidating. LAMTPO and East Tennessee Human Resource Agency (ETHRA) will look at various ways to improve educating and informing the general public about mass transit trips, instilling confidence in using public transportation. LAMTPO and ETHRA will reach out to the disabled community about the availability of the mass transit services. LAMTPO contracts with ETHRA, and ETHRA's vehicles are wheel-chair accessible, so that they can guarantee those persons needing a lift would be picked up with a vehicles that can accommodate them.

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

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

Expanding Transportation Options

(Title V) Overview

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

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

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

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

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

Summary of Proposals

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

Helps create a network of alternate transportation through community-based and other providers. The proposal will establish a competitive matching grant program to promote access to alternative methods of transportation. This dollar-for-dollar matching program will be open to community-based organizations that seek to integrate Americans with disabilities into the workforce. The funds will go toward the purchase and operation

of specialty vans, assisting people with down payments or costs associated with accessible vehicles, and extending the use of existing transportation resources.

UNITED WE RIDE

What is “United We Ride?”

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

What is Human Service Transportation?

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

What Is Coordinated Transportation?

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

What Are the Benefits of Coordinated Transportation?

- Greater access to funds is provided by:
 - Tapping a wider range of funding programs.
 - Accessing a greater variety of staff and facilities.

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

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

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

LAMTPO BACKGROUND

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

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

In April 2012, The United States Census Bureau included portions of New Market, TN as part of the urbanized area. The population within this updated urbanized area is 59,137, with a land area of 59.84 square miles.

TABLE 1. 2010 U.S CENSUS POPULATION FIGURES

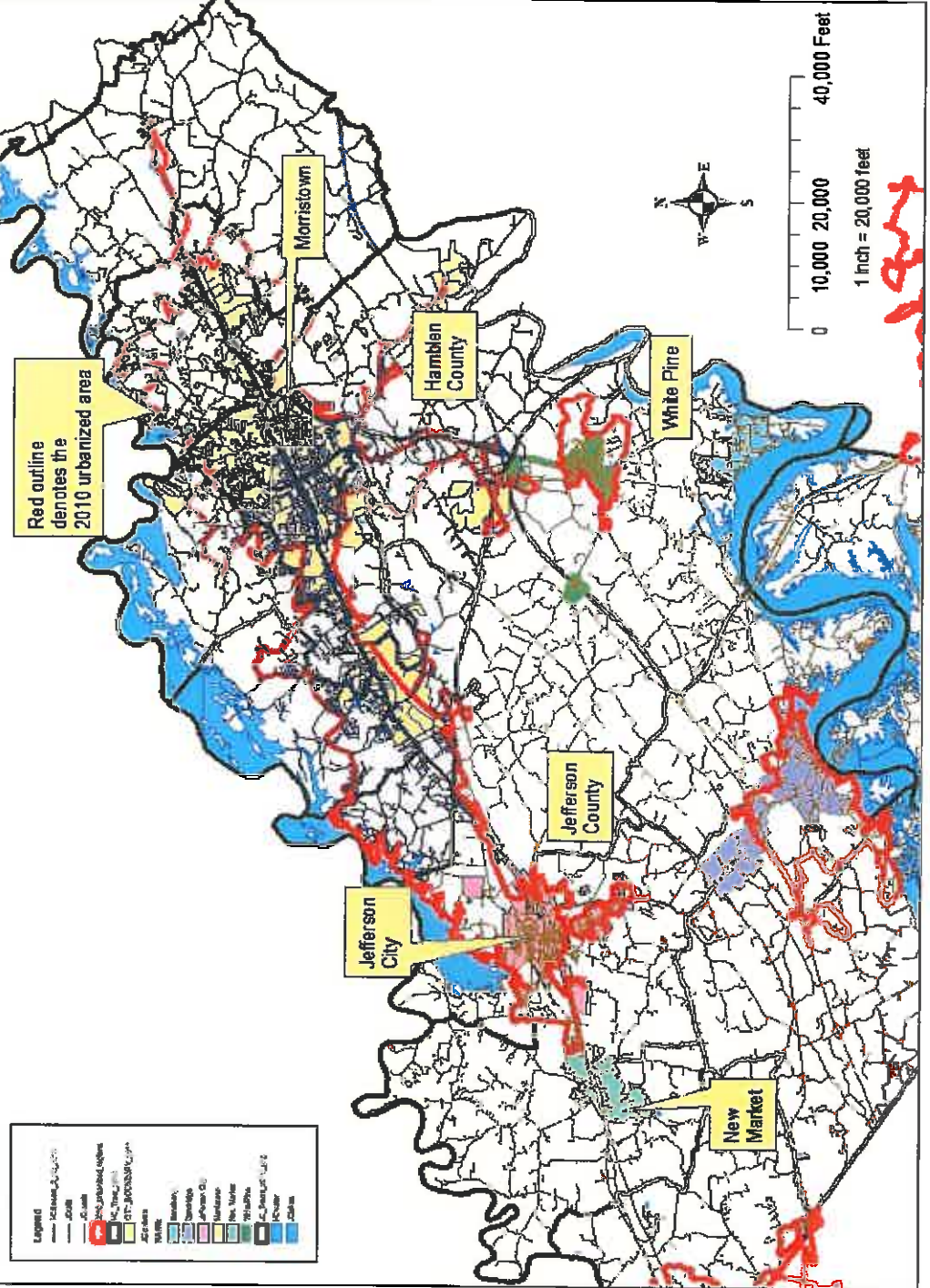
PLACE	TOTAL POPULATION
Morristown	29,137
Hamblen County	62,544
Jefferson City	8,047
White Pine	2,196
Jefferson County	51,407
<u>TOTAL (Hamblen & Jefferson Counties)</u>	113,951
<u>Total Population Within the LAMTPO Metropolitan Planning Area</u>	89,944

Table 2. 1998 and 2010 Per Capita Income for Eight East Tennessee Counties, from the East Tennessee Development District and from the 2010 US Census

County	Per Capita Income (1998)	Per Capita Income (2010)
Claiborne	\$17,010.00	\$17,128.00
Cocke	\$16,975.00	\$16,957.00
Grainger	\$16,328.00	\$16,783.00
Greene	\$20,846.00	\$18,782.00
Hamblen	\$22,913.00	\$21,162.00
Hawkins	\$18,703.00	\$19,600.00
Hancock	\$12,813.00	\$13,717.00
Jefferson	\$17,868.00	\$19,680.00

Map 1, shown on the next page, illustrates the urbanized and study area boundaries for LAMTPO as defined by the U.S. Census Bureau in April 2012. **Map 2**, shown on page 12, illustrates the population densities (people per acre) for all of Hamblen and Jefferson Counties, based on the 2010 U.S. Census. This map outlines the LAMTPO urbanized area and a portion of the Newport, TN urbanized cluster (consisting of one census block within Jefferson County), as defined by the United States Census Bureau, May 2002.

LAMTPO 2010 Urbanized Area, as defined by the US Census





Title VI Assessment

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

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

Comparison of 2000 and 2010 US Census Population and Housing

Geographic area	Total population 2010	Housing units 2010			Total population 2000	Housing units 2000		
		Total	Occupied	Vacant		Total	Occupied	Vacant
Baneberry city, Tennessee	482	249	204	45	366	186	159	27
Jefferson City city, Tennessee	8,047	3,339	2,931	408	7760	2821	1419	334
White Pine town, Tennessee	2,196	969	867	102	1,997	886	828	58
Hamblen County (part)	0	0	0	0				
Jefferson County (part)	2,196	969	867	102				
New Market town, Tennessee	1,334	586	523	63	1,234	521	473	48
Morristown city, Tennessee	29,137	12,705	11,412	1,293	24,965	10,036	10,270	766
Hamblen County (part)	29,131	12,700	11,409	1,291				
Jefferson County (part)	6	5	3	2				
Dandridge town, Tennessee	2,812	1,200	987	213	2,078	856	749	107

Table 5. 2010 US Census Population with Minority Ethnic Composition Hamblen and Jefferson Counties, Tennessee.

Geographic area	Total population	Race								Hispanic or Latino (of any race)	% Hispanic
		One race									
		Total	White	Black or African American	American Indian and Alaska Native	Asian	Native Hawaiian and Other Pacific Islander	Some Other Race	Two or More Races		
Hamblen County 2010	62,544	61,299	54,163	2,527	209	466	71	3,863	1,245	6,711	10.70%
Hamblen County 2000	58,128	57,553	52,732	2,396	130	335	33	1,927	575	3,299	5.67%
Jefferson County 2010	51,407	50,713	48,571	1,048	170	213	13	698	694	1,619	3.15%
Jefferson County 2000	44,294	43,951	42,370	1,027	138	118	18	280	343	588	1.32%

Table 5. 2010 US Census Population with Minority Ethnic Composition of the cities of Hamblen and Jefferson Counties, Tennessee.

Geographic area	Race										Hispanic or Latino (of any race)	% HISPANIC
	Total population	Total	White	Black or African American	American Indian and Alaska Native	Asian	Native Hawaiian and Other Pacific Islander	Some Other Race				
Baneberry city, Tennessee 2010	482	480	476	2	1	0	0	1	2	10	2.07%	
Baneberry city, Tennessee 2000	366	366	364	1	1	0	0	0	0	0	0.00%	
Dandridge town, Tennessee 2010	2,812	2,788	2,622	121	5	18	0	22	24	41	1.45%	
dandridge town, Tennessee 2000	2,078	2,067	1,921	136	5	1	0	4	11	20	0.96%	
Jefferson City city, Tennessee 2010	8,047	7,886	6,993	473	44	98	7	271	161	619	7.69%	
Jefferson City city, Tennessee 2000	7,760	7,666	6,983	488	34	59	13	89	94	212	2.73%	
White Pine town, Tennessee 2010	2,196	2,144	2,005	27	12	4	0	96	52	192	8.74%	
White Pine town, Tennessee 2000	1,997	1,982	1,912	18	4	4	0	44	15	50	2.50%	
Hamblen County (part) 2010	0	0	0	0	0	0	0	0	0	0	0.00%	
Jefferson County (part) 2010	2,196	2,144	2,005	27	12	4	0	96	52	192	8.74%	
New Market town, Tennessee 2010	1,334	1,312	1,237	47	0	2	1	25	22	49	3.67%	
New Market town, Tennessee 2000	1,234	1,220	1,140	48	1	5	0	26	14	45	3.64%	
Morristown city, Tennessee 2010	29,137	28,342	22,504	1,945	146	250	44	3,453	795	5,743	19.71%	
morristown city, Tennessee 2000	24,965	24,619	20,903	1,870	74	171	26	1,575	346	2,603	10.42%	
Hamblen County (part) 2010	29,131	28,336	22,498	1,945	146	250	44	3,453	795	5,743	19.71%	
Jefferson County (part) 2010	6	6	6	0	0	0	0	0	0	0	0.00%	

[illegible]

0 10,000 20,000 40,000 Feet

1 inch = 20,036 feet

[illegible]

Table 2. People age 65 and over in the LAMTPO region, based on the 2010 US Census.

County	Census Tract/ %	65 years and over
Hamblen	1001	652
	%	10
Hamblen	1002	564
	%	10.4
Hamblen	1003	204
	%	6.3
Hamblen	1004	707
	%	11.7
Hamblen	1005	367
	%	12.4
Hamblen	1006	612
	%	8.4
Hamblen	1007	486
	%	8.2
Hamblen	1008	270
	%	8.4
Hamblen	1009	474
	%	9.5
Hamblen	1010	409
	%	7.8
Hamblen	1011	501
	%	9.6
Hamblen	1012	481
	%	7.6
Jefferson	701	594
	%	8.5
Jefferson	702	379
	%	8
Jefferson	703	610
	%	8.4
Jefferson	704	302
	%	8.1
Jefferson	706	410
	%	8.7

A color calibration chart featuring a series of color patches and grayscale steps. The patches include primary colors (cyan, magenta, yellow), skin tones, and a range of natural colors. Below the patches is a grayscale ramp from black to white. Text labels in Arabic and English are positioned around the chart, likely providing technical specifications or instructions for use.



0 10,000 20,000 40,000 Feet

1 inch = 20,036 feet

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

Table 7. 1998 and 2010 Per Capita Income for Eight East Tennessee Counties, from the East Tennessee Development District and from the 2010 US Census

County	Per Capita Income (1998)	Per Capita Income (2010)
Claiborne	\$17,010.00	\$17,128.00
Cocke	\$16,975.00	\$16,957.00
Grainger	\$16,328.00	\$16,783.00
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Hawkins	\$18,703.00	\$19,600.00
Hancock	\$12,813.00	\$13,717.00
Jefferson	\$17,868.00	\$19,680.00

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

Based from the 2010 US Census, 79.8% of the population is estimated to be age 16 and over for the current year. The employment status of this labor force is as follows:

- 0.1% are in the armed forces,
- 59.6% are employed civilians,
- 2.6% are unemployed civilians,
- 37.7% are not in the labor force.

47.6% of the population is estimated to be employed and age 16 and over for the current year. The occupational classifications are as follows:

- 41.8% have occupation type blue collar,
- 45.2% are white collar, and
- 13.0% are service & farm workers.

For the civilian employed population age 16 and over in this area, it is estimated that they are employed in the following occupational categories:

09.4% are in "Management, Business and Financial Operations",

13.2% are in "Professional and Related Occupations",

12.0% are in "Service",

23.0% are in "Sales and Office".

00.6% are in "Farming, Forestry and Fishing",

09.6% are in "Construction, Extraction, and Maintenance", and

32.2% are in "Production, Transportation, and Material Moving".

Currently, it is estimated that 4.9% of the population over 25 in this area had earned a Masters. Professional, or Doctorate Degree and 8.5% had earned a Bachelor's Degree.

Data from the Knoxville TPO is shown below (this information will be used for the travel demand modeling).

Projected Employment Information for Hamblen and Jefferson counties.

EMPLOYMENT						
County	Job Sector	2010	2014	2024	2034	2040
Hamblen	Basic	2,805	2,805	2,805	2,805	2,805
Hamblen	Industrial	11,888	12,310	12,944	14,608	15,606
Hamblen	Retail	6,703	6,893	7,177	8,029	8,540
Hamblen	Service	17,092	18,105	19,625	22,740	24,608
Hamblen Total		38,488	40,113	42,550	48,181	51,559
Jefferson	Basic	2,941	2,941	2,941	2,941	2,941
Jefferson	Industrial	3,651	3,748	3,893	4,234	4,439
Jefferson	Retail	3,139	3,151	3,550	3,989	4,253
Jefferson	Service	9,603	9,934	11,890	13,972	15,222
Jefferson Total		19,334	19,775	22,274	25,136	26,854

**Change in Socio-Economic Data
2000-2040***

	% Change from 2010 - 2000	% Change from 2020 - 2010	% Change from 2030- 2020	% Change from 2040- 2030	AVERAGE % CHANGE
Hamblen County	7.6	5.94	6.69	6.19	6.61
Jefferson County	16.05	12.79	13.81	11.08	13.43
TOTAL % CHANGE	11 .25	9.03	10.01	8.55	9.71

STAKEHOLDER OUTREACH

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

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

Self-Assessment Survey Results

The response for the Self-Assessment letter was low, however, the results were fairly common from the responses that did come in. In the first section, Making Things Happen By Working Together, the percentage for the process Needs Action by 28.57%, followed closed by Done Well with a 25.71%. The Needs to Begin process was ranked third with a 20% rating.

The second category Taking Stock of Community Needs and Moving Forward, a majority stated that more information is needed. Second in this category was the Done Well process, with a 29.85%. The processes Needs To Begin and Needs Action were at 11.94% and 10.45%, respectively.

The third category was Putting Customers First. 28.13% of the responses were for the process Needs to Begin, 25% stated that additional information is needed. 21.88% of the responses were Needs Action, while 15.63% stated the process is Done Well.

The fourth category is Adapting Funding for Greater Mobility. 75% stated that the process Needs More Information. 16.67% stated that the process Needs To Begin. The remaining 8.33% was for the Needs Action process.

The final category was Moving People Efficiently. The largest response rating was tied between the process is Done Well and Needs More Information at 28%. These were closed followed by processes Needs to Begin and Needs Action with a 20% rating. The remaining 4% stated that significant action is needed in this category.

In general, the overall Self-Assessment for transportation mobility within the LAMTPO area is fairly evenly spread out as to what needs to be done. Additional information requested is the process that leads the self-assessment survey, followed closed by the process handled in the region are Done Well. LAMTPO will pursue additional studies/surveys to determine how much mass transit services are needed within the LAMTPO study area. A copy of the Self-Assessment Tool spreadsheet is within the appendix.

Human Services Transportation Coordination Plan Committee

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

MASS TRANSIT SERVICES

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

brochures or pamphlets written in English and Spanish to tell of the various mass transit service, cost to ride mass transit, etc.

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

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

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

A variety of factors – improvements in health care, more community services, the diffusion of jobs away from the central city, and 24-hr. businesses – are generating new travel needs for people who rely on transit for their basic mobility. Within the LAMTPO region, the number of elderly, disabled, and individuals and families without a vehicle or only one vehicle is increasing. The Lakeway Area MTPO will evaluate alternative programs to address the needs of the transit dependent, and will work with local transportation providers towards implementing those programs that are feasible and appropriate. Some of these programs include, but are not limited to, Job Access, Reverse Commute, Families First, TennCare, and various other health care programs

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

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

The table below shows a breakdown of mass transit expenses, for 2011-2040. The cost estimates were based on the existing contract between ETHRA and LAMTPO.

Table 11. Projected Mass Transit Expenses 2011-2040

Category	Federal	State	Local	Total
5307 operations for year 2011	\$249,999.00 <i>(Federal share is 50%)</i>	\$124,999.50 <i>(state match is 25%)</i>	\$124,999.50 <i>(local match is 25%)</i>	\$499,998.00
5307 operations for years 2012-2040	\$11,893,806.35 <i>(Federal share is 50%)</i>	\$5,946,903.17 <i>(state match is 25%)</i>	\$5,946,903.18 <i>(local match is 25%)</i>	\$23,787,612.70
5303 mass transit planning for years 2012-2040	\$837,724.42 <i>(Federal share is 80%)</i>	\$104,715.55 <i>(state match is 10%)</i>	\$104,715.55 <i>(local match is 10%)</i>	\$1,047,155.52

Currently LAMTPO does not compete for the 5316 (JARC) or New Freedom grants. However, LAMTPO may pursue those grants in the future if additional mass transit services are needed.

FTA Section 5310 Enhanced Mobility

Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities (Enhanced Mobility) was established in 1975 as a discretionary capital assistance program granting awards to private non-profit organizations to serve the transportation needs of elderly persons and persons with disabilities. The Tennessee Department of Transportation (TDOT) administers this grant for the rural and small urban areas. The large urban areas (areas where population counts have at least 200,000 people) administer their own allocation of Section 5310 funds. The program requires coordination with other federally assisted programs and services in order to make the most efficient use of Federal resources. Section 5310 funding is intended to enhance mobility for seniors and persons with disabilities by providing funds for programs to service the special needs of transit-dependent population beyond traditional public transportation services and ADA complementary paratransit services. At least 55 percent of the program funds must be used on capital projects that are public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable. The remaining 45 percent may be used for public transportation projects that exceed the requirements of ADA, public transportation projects that improve access to fixed routes services and decrease reliance by individuals with disabilities on complementary paratransit, and alternatives to public transportation that assist seniors and individuals with disabilities. Under MAP-21, the Section 5317 New Freedom program was consolidated into the 5310 program. One new element is that the Section 5310 Enhanced Mobility program permits

acquisition of public transportation services as a capital expense. As a MAP-21 requirement for receiving 5310 funds, a Program Management Plan is required. However, this only applies to large urban areas. Rural and small urban areas, such as LAMTPO, will fall under the State's Program Management Plan.

FTA Section 5316 Jobs Access & Reverse Commute (JARC)

The Access to Jobs Program provides competitive grants to local governments and non-profit organizations to develop transportation services to connect welfare recipients and low-income persons to employment and support services. Under the original JARC initiatives, services are and still will be targeted towards low-income residents.

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

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

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

Please note that MAP_21 technically eliminated the Section 5316 JARC program, FTA does allow those former activities to be eligible for funding under the FTA Section 5307 urban area funding.

FTA Section 5317 New Freedom

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

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

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

Funding requirements state New Freedom program funds can be used for new public transportation services and alternatives beyond those required by the ADA that assist individuals with disabilities with transportation. Eligible activities include (but not limited to) purchase of vehicles, ride sharing, van pooling, training, administering, voucher and transit pass programs, volunteer driver and aid programs, mobility management, training for individual users on alternative options, and corridor services providing access for populations beyond one agency or organization within a community. However, MAP-21 folded Section 5317 New Freedom program into the Section 5310 Enhanced Mobility program in FFY 2013. Therefore, New Freedom eligible projects can now be funded under the Section 5310 Enhanced Mobility funds.

Issues with Mass Transit within the LAMTPO Study Area

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

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

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

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

Plan Recommendations

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

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

APPENDIX A

Stakeholder Listing

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

Director	Jefferson City Housing Authority	942 E. Ellis St		Jefferson City, Tn 37760
Marilyn Madley	Morristown Housing Authority	600 Sulphur Springs Rd		Morristown, TN 37813
Director	Morristown Senior Citizens Center	841 Lincoln Ave		Morristown, TN 37813
Director	Douglas Cherokee Economic Authority	534 E. 1st North St		Morristown, Tn 37814
Mike Patterson	ETHRA	9111 Cross Park Dr, Suite D-100		Knoxville, TN 37923
Director	Children Services Dept.	1050 S. Hwy 92		Dandridge, Tn 37725
Director	Human Services Dept.	Hwy 92		Dandridge, TN 37725
Director	Darby House	249 E. Broadway		Jefferson City, TN 37760
Director	Regency Retirement Village	739 E. 2nd North St		Morristown, TN 37814
Kelsey Finch	TDOT - Title VI Program	Region One	7345 Region Lane	Knoxville, TN 37914
Deborah Fleming	TDOT	James K Polk Bldg-Suite 900		Nashville, TN 37243
Bennie Nicholson	TDOT	James K Polk Bldg- Suite 1800		Nashville, TN 37243
Jack Qualls	TDOT Office of Community Transportation	Region 1	7345 Region Lane	Knoxville, TN 37914
Nick Weander	TDOT Office of Community Transportation	Region 1	7345 Region Lane	Knoxville, TN 37914
Bill Hayes	TDOT	James K Polk Bldg- Suite 1800		Nashville, TN 37243
Tony Cox	City of Morristown	100 W. 1st North St		Morristown, TN 37814
John Johnson	City of Jefferson City	P.O. Box 530		Jefferson City, TN 37760-0530
Bob Hardy	Town of White Pine	1548 Main St,	PO Box 66	White Pine, TN 37890-0066

Appendix B

Letter Requesting Completion of Self-Assessment Tools

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

Date

Name

Company Name

Address

City, State, Zip

RE: Social Service Self-Assessment Tools

Dear Sir or Madam:

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

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

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

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

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

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

Sincerely,

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

Self Assessment Tools

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

	Section/ Category	Needs to Begin	Needs Significant Action	Needs Action	Done Well	Need More Info	SUM	Needs to Begin %	Needs Significant Action %	Needs Action %	Done Well %	Need More Info %
1	Making Things Happen By Working Together	7	4	10	9	5	35	20	11.43	28.57	25.71	14.29
	Have leaders and organizations define the need for change and articulated a new vision for the delivery of coordinated transportation services	2	1	3	1		7	28.57	14.29	42.86	14.29	0.00
	Is a governing framework in place together providers, agencies, and consumers? Are there clear guidelines that all embrace?	1		3	1	2	7	14.29	0.00	42.86	14.29	28.57
	Does the governing framework cover the entire community and maintain strong relationships with neighboring communities and state agencies?	1		3	2	1	7	14.29	0.00	42.86	28.57	14.29
	Is there sustained support from coordinated transportation planning among officials, agency, administration, and other community leaders?	2	2	1	2		7	28.57	28.57	14.29	28.57	0.00
	Is there positive momentum? Is there growing interest and commitment to coordinating human service transportation trips and maximizing resources?	1	1		3	2	7	14.29	14.29	0.00	42.86	28.57
	Comments						0	0.00	0.00	0.00	0.00	0.00

	Section/ Category	Needs to Begin	Needs Significant Action	Needs Action	Done Well	Need More Info	Sum	Needs to Begin %	Needs Significant Action %	Needs Action %	Done Well %	Need More Info %
2	Taking Stock of Community Needs and Moving Forward	8	5	7	20	27	67	11.94	7.46	10.45	29.85	40.30
	Is there an inventory of community transportation resources and programs that fund transportation services?		3		2	2	7	0.00	42.86	0.00	28.57	28.57
	Is there a process for identifying duplication of services, underused assets, and service gaps?	1		2	1	3	7	14.29	0.00	28.57	14.29	42.86
	Are the specific transportation system needs of various target populations well documented?		1	1	2	3	7	0.00	14.29	14.29	28.57	42.86
	Has the use of technology in the transportation system been assessed to determine whether investment in transportation technology may improve services and/or reduce costs?	1			2	2	5	20.00	0.00	0.00	40.00	40.00
	Are transportation line items included in the annual budgets for all human service programs that provide transportation services?	1	1		1	3	6	16.67	16.67	0.00	16.67	50.00
	Have transportation users and other stakeholders participated in the community transportation assessment process?	1		2	3	1	7	14.29	0.00	28.57	42.86	14.29
	Is there a strategic plan with a clear mission and goals? Are the assessment results used to develop a set of realistic actions that improve coordination?	1			2	4	7	14.29	0.00	0.00	28.57	57.14
	Is clear data systematically gathered on core performance issues such as cost per delivered trip, ridership, and on time performance? Is the data systematically analyzed to determine how costs can be lowered and performance improved?	1		1	1	4	7	14.29	0.00	14.29	14.29	57.14
	Is the plan for human services transportation coordination linked to and supported by other state and local plans such as the Regional Transportation Plan (LRTP) or the State Transportation Improvement Plan (STIP)?	1		1	3	2	7	14.29	0.00	14.29	42.86	28.57
	Is data being collected on the benefits of coordination? Are the results communicated strategically?	1			3	3	7	14.29	0.00	0.00	42.86	42.86
	Comments						0	0.00	0.00	0.00	0.00	0.00

	Section/ Category	Needs to Begin	Needs Significant Action	Needs Action	Done Well	Need More Info	sum	Needs to Begin %	Needs Significant Action %	Needs Action %	Done Well %	Need More Info %
3	Putting Customers First	9	3	7	5	8	32	28.13	9.38	21.88	15.63	25.00
	Does the transportation system have an array of user-friendly and accessible information sources?	2		2	2	1	7	28.57	0.00	28.57	28.57	14.29
	Are travel training and consumer education programs available on an on-going basis?	2		2		2	6	33.33	0.00	33.33	0.00	33.33
	Is there a seamless payment system that supports user-friendly services and promotes customer choices of the most cost-effective service?	1	2		1	2	6	16.67	33.33	0.00	16.67	33.33
	Are customer's ideas and concerns at each step of the coordination process? Is customer satisfaction data collected regularly?	1			2	3	6	16.67	0.00	0.00	33.33	50.00
	Are marketing and communications programs used to build awareness and encourage greater use of the services?	3	1	3			7	42.86	14.29	42.86	0.00	0.00
	Comments						0	0.00	0.00	0.00	0.00	0.00
4	Adapting Funding for Greater Mobility	2	0	1	0	9	12	16.67	0.00	8.33	0.00	75.00
	Is there a strategy for systematic tracking of financial data across programs?	1				5	6	16.67	0.00	0.00	0.00	83.33
	Is there an automated billing system in place that supports the seamless payment system and other contracting mechanisms?	1		1		4	6	16.67	0.00	16.67	0.00	66.67
	Comments						0	0.00	0.00	0.00	0.00	0.00
5	Moving People Efficiently	5	1	5	7	7	25	20.00	4.00	20.00	28.00	28.00
	Has an arrangement among diverse transportation providers been created to offer flexible services that are seamless to customers?	1		1	2	3	7	14.29	14.29	14.29	28.57	42.86
	Are support services coordinated to lower costs and ease management burdens?	1	1		2	2	6	16.67	16.67	0.00	33.33	33.33
	Is there a centralized dispatch system to handle requests for transportation services from agencies and individuals?	2										
	Have facilities been located to promote safe, seamless, and cost effective transportation services?	1		3	1	1	6	16.67	16.67	50.00	16.67	16.67
	Comments						0	0.00	0	0	0	0

