

Human Services Transportation Plan

Madison County/Jackson, TN

Planning Area: Jackson/Madison County Regional Planning Commission
Lead Agency: Jackson Transit Authority (JTA) & Southwest Human Resource Agency (SWHRA)
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Stakeholders

JTA and SWHRA agreed to combine their efforts for the Madison County, Tennessee Human Services Transportation Plan. Also included is the Regional Metropolitan Planning organization and the Tennessee Department of Transportation, Office of Public Transportation.

Below is the list of area agencies that were identified as helpful in identifying the needs of the target population, the needs of the community/region, the transportation services available, and the identification of new solutions.

Coordination Checklist

Alexandria Place of Jackson
Carl Perkins Child Abuse Prevention Center
Cerebral Palsy Association
City of Jackson/Parks & Recreation
City of Jackson/Planning Department
Cumberland Heights Outpatient Services
Diamond Cab
Family Counseling Center
Family First Council
Forest Cove Nursing Center
Goodwill Industries
Jackson Center for Independent Living
Jackson Area Chamber of Commerce
Jackson Housing Authority
Jackson Meadow Retirement Residence
Jackson Madison County African-American Chamber of Commerce
Jackson Madison County General Hospital
Jackson Madison County School Bus Transportation
Jackson Oaks Senior Living Community
Jackson State Community College

Kiwanis Center for Child Development
Lakeside of Jackson Outpatient Counseling Center
Laurelwood Healthcare Ctr.
Madison County Emergency Management Agency
Madison County Health Department
Madison Haywood Developmental Services
Medical Center EMS
Mission Convalescent Center
Morningside of Jackson
New Southern Apartments
Northbrooke Healthcare Ctr.
Pathway's
Quinco Counseling Center
Regional Hospital of Jackson
Regional Interfaith Association-FISH
Safe Shuttle
St. Mary's Manor
SW Community Services Agency
SW Department of Children's Services
SW Department of Children's Services
SW Development District Area Agency on Aging & Disabilities
Star Center
Star Center
State of TN Vocational Rehabilitation Office
TennCare/SWCSA
TN Department of Human Services
TN Department of Human Services-Adult Protective Services
TN Dept of F & A, Division of Mental Retardation Services
TN Department of Veteran Affairs
Tennessee Voices for Children
Veterans of Foreign Wars/Post 6496
West Madison County Senior Citizen Center
West Tennessee Career Center
West Tennessee Healthcare Foundation
West Tennessee School for the Deaf

Sponsors:
TN Department of Transportation
Jackson Transit Authority
Southwest Human Resource Agency

Description of Convening of Stakeholders

The first stakeholders meeting was for identified agencies listed above. The agencies were invited by mail with a follow-up phone call. The meeting was from 11:00 am to 2:00 pm, with lunch provided. The meeting place was accessible, on a JTA fixed route, and one block off 45-Bypass. 9 agencies attended the meeting plus a representative from JTA and SWHRA and two representatives from TDOT.

The meeting started with introductions and a request to skip formalities and speak openly without worry of an agenda or timeline.

Ms. Sherri Carroll, TDOT started the meeting with an overview of the Job Access and Reverse Commute Grant and how the Coordinated Plan fits into the new transportation program.

Ms. Turner, SWHRA, facilitated the discussion and workbook exercise from the Framework for Action Self-Assessment Tool. The workbook exercises were collected and the agencies in attendance would get a tally of the results by mail.

Both JTA and SWHRA representatives discussed their transportation programs and handouts were available.

In April, once the tabulation of the self-assessment survey was completed, another meeting was announced. The meeting was held on April 25, 2007, 9:30am to 11:30am at the Jackson City Hall Gathering Room, 101 E Main Street, Jackson, TN 38301. The meeting began with discussion of the Agencies Survey, followed by a review of the Draft Human Services Transportation Plan. Attendees were asked to make additions and corrections to the information compiled. Then discussion followed as to the project criteria process and selection.

The first public meeting was held April 25, 2007, 1:30pm to 2:30pm at the Jackson Transit Authority Transfer Center, 431 E Main Street, Jackson, TN 38301. The meeting began with an overview of why the Human Services Transportation Plan has to be completed and the different types of funding opportunities. (if public is in attendance) Discussion followed as to how a change in current funding would affect current service, and how new funding could add to service levels for the disabled, elderly and low income.

Data and Information

Common origins and destinations for people with special transportation needs are many in Jackson/Madison County. The county is a regional medical center with 2 hospitals, many walk-in clinics, over 50 professional clinics including psychological, cancer and rehabilitation, nursing homes, long term care facilities, and Alzheimer wards. The county is also home to the West Tennessee Cerebral Palsy Center, Madison Haywood Developmental Center, and Goodwill. Also the county has many educational facilities including Lane College, Lambuth University, Union University, Jackson State Community College, The Star Center, the Technology Center and West Tennessee Business College. Work sites for the people with special transportation needs are numerous all over the county.

People with special transportation needs are people "including their personal attendants, who because of physical or mental disability, income status, or age are unable to transport themselves or purchase transportation."

Census 2000 has Madison County with an estimated 2005 population of 94,916. The chart below is from the Census 2000.

DISABILITY STATUS OF THE CIVILIAN NONINSTITUTIONALIZED POPULATION		
Population 5 to 20 years	22,206	100.0
With a disability	2,202	9.9
Population 21 to 64 years	51,367	100.0

With a disability	10,768	21.0
Percent employed	57.8	(X)
No disability	40,599	79.0
Percent employed	79.2	(X)
Population 65 years and over	10,576	100.0
With a disability	5,129	48.5

Common Origins

There are many common origin locations in the community including group homes, assisted living centers, nursing homes, group homes, half-way houses, public housing and areas with affordable housing.

Where are people with disabilities located in your planning area?

People with disabilities are throughout Madison County and the City of Jackson. In Madison County the population is spread over a large area with small towns and no particular area could be identified. In Jackson, approximately 75% of the disabled live in a 5 mile area, north of the Forked Deer River and south of I-40. There are a few group homes but they are spread throughout the city and county.

Where are people of low income located in your planning area?

People of low income are located throughout Madison County and the City of Jackson. In Madison County the population is spread over a large area with cheap housing and mobile homes as primary residents. In Jackson, approximately 80% of the low income population is mostly in the mid-town area. Public Housing and Section 8 housing are found on JTA bus routes North Royal, Hollywood, East Jackson and East Chester.

Where are young people and the elderly located in your planning area?

Young people and the elderly are spread throughout the county and city with no pattern. There are no clusters of young people except Youth Town in Madison County. The only large population of elderly is in Nursing homes and Residential homes. These homes are spread throughout the City of Jackson, with a few locations in Madison County.

Are there any of these locations which are common to all or some of the subgroups which constitute people with special transportation needs?

The location of low income housing such as public housing brings together all of the factors; disabled, low income, young people and elderly.

Common Destinations

There are many places that may constitute common destinations. This includes entry level employment opportunities, financial institutions, childcare facilities, medical centers, schools/colleges/universities, and shopping centers.

Where do people with disabilities in your planning area need to get to?

People with disabilities and low income people need to go where people without disabilities and not-low income people need to go. Employment, financial, medical, educational, shopping and recreational needs should be met to afford all persons with quality of life concerns. Government offices such as Social Security Administration and the TN Department of Human Services are used by the persons with disabilities. There are a few locations that are specifically for the disabled. They are the Madison Haywood Developmental Center, the Star Center and the West Tennessee Cerebral Palsy Center.

Where do people of low income in your planning area need to get to?

The Jackson Housing Authority provides low income housing. There are a few agencies that provide goods and services including the Goodwill, Salvation Army and Regional Interfaith Association (RIFA). Government offices such as Social Security Administration and the TN Department of Human Services are used by the people of low income. The Department of Human Services certifies low income persons for State aide including food stamps and TennCare.

Where do young people and the elderly in your planning area need to get to?

Young people need to attend school until graduation. At age 16 many will seek employment and many will want to enjoy recreation and shopping centers. Elderly people may not need to go to employment sites or educational facilities, but they still need the medical, shopping and recreational facilities that are for all people. Government offices such as Social Security Administration and the TN Department of Human Services are used by the people of low income.

Are there any of these locations which are common to all or some of the subgroups which constitute people with special transportation needs?

Locations which are common to all people are financial, medical, shopping and recreation. For the elderly/disabled/low income, there is the Social Security Administration and the Department of Human Services.

Existing Transportation Services

Jackson Transit Authority (JTA) and Southwest Human Resource Agency (SWHRA) provide public transportation for persons in Madison County. JTA services the City of Jackson and SWHRA services all areas outside Jackson's corporate city limits.

Southwest Human Resource Agency (SWHRA)

SWHRA provides service.....Describe the existing transportation services. Consider fixed route, route deviated, intercity bus and rail, shuttle, demand-response, taxi, vanpools, rideshare, volunteer driver programs, and other transportation services.

Jackson Transit Authority

JTA provides fixed route, ADA paratransit and special services to the visitors and citizens of City of Jackson. JTA operates Monday through Saturday from 6:00 am to 10:30 pm. JTA buses do not operate on Sundays, New Year's Day, Observed Dr. King holiday, Memorial Day, Observed Fourth of July, Labor Day, Thanksgiving Day and Observed Christmas Day.

Fares for the Fixed route are: Adult \$1.00; Student (with photo ID) \$.75; Senior Citizen/Disabled/Medicare (with JTA ID or Medicare card with an ID) \$.50. Children 4 and under ride free with a paying adult and transfers are free (for the next connecting bus).

Fares for the ADA paratransit service "The Lift" are \$2.00 each way. The Lift is an application, reservation, origin to destination service. A person must have a completed and approved application on file before setting up an appointment. The appointment must be made the day before, at the minimum. Two day notice prior to the reservation is encouraged. An answering machine is available for late night (after 10:30pm) and weekend calls. If an escort or PCA (personal care attendant) is needed for the certified client, the PCA will ride free.

The Fixed Route service area is served by 9 fixed routes: Campbell, East Chester, Highland, East Jackson, Hollywood, North Royal, Bemis, Tech Center, Northside. The Campbell, East Chester, Highland and East Jackson are on 30 minute headways, from 6:30am to 6:00pm. The Hollywood, North Royal, Bemis, Tech Center and Northside are on 60 minute headways from 6:30am to 6:00pm. After 6:00pm the route service changes to 60 minute headways for all routes and the Bemis and Tech Center don't run.

The Lift service area is the corporate limits of the City of Jackson. Riders are expected to be ready an hour before their appointment and waiting for the bus. Riders have the option when returning home to have a pick-up time or be placed on "will-call".

Special services are provided for individual and companies who cannot find a willing and able private provider to assist them with their service needs. JTA only does special services in the City of Jackson and does not go out into the county. Special services include charters and shuttles. JTA does provide charter services to the government agencies in Jackson, including schools and universities.

JTA customer service and business hours are Monday through Friday from 8:00 am to 5:00 pm. JTA's phone number is (731) 423-0200, then press 0. Before 8:00 am or after 5:00 pm a Road Supervisor answers the phone.

JTA's administrative and maintenance office is at 241 East Deaderick Street, Jackson, TN 38301. JTA's Transfer Center is at 431 East Main Street, Jackson, TN 38301.

Jackson Madison County School System

The Jackson Madison County School System provides bus service for students from designated stops to designated stops (i.e. home or school). This service is for the traditional school year, August to May. The system also provides extra trips for students, such as band and sports team travel and field trips. During summer break, special ed service was provided. A non-english speaking class was held in the summer of 2006 serviced by 2 buses. Standard service hours are 5:15am to 8:30 am and 1:30pm to 5:00pm, Monday through Friday.

School service is free, and a cost to the individual school or class for extra trips. Service is provided by 90 regular school buses, with 50 passengers, 72 capacity, and 23 special education buses, with up to 24 passengers with wheelchair spaces from 2 to 5.

The transportation office is located at 59 Harts Bridge Rd., Jackson, TN 38301. Phone number is (731) 988-3890. The School Bus Transportation Supervisor is Mr. Grant Ward.

Northwest Human Resource Agency (NWHRA)

NWHRA is similar to SWHRA in that it provides public transportation to a designated area. NWHRA provides service from their area into Jackson/Madison County, primarily for medical appointments. They don't provide trips within Madison County.

Greyhound

Below is the information found on Greyhound.com

JACKSON GREYHOUND STA
407 E MAIN ST
Jackson, TN 38301

Telephone Numbers

Main: 731-427-1573
Greyhound Package Express: 731-427-1573
Greyhound Charter: 800-454-2487

Hours Of Operation

Hours of operation subject to change. Please call to verify hours before making travel arrangements.

Station	Monday-Sunday: 7:00 am-8:00 pm Holiday: 7:00 am-8:00 pm
Ticketing	Monday-Sunday: 7:00 am-8:00 pm Holiday: 7:00 am-8:00 pm

The bus service cost is based on trip length.

Madison Haywood Developmental Services (MHDS)

MHDS provides work for the disabled in Madison County. Their clients go to their worksite at 38 Garland Drive, 8:00am to 3:00pm, Monday through Friday, excluding holidays. MHDS provides in-house transportation and uses the JTA bus services, fixed route and paratransit. MHDS has 28 vans with 12 or 7 passenger capacity and 4 of which are wheelchair accessible. MHDS provides transportation to and from work and also provides recreational trips, including vacations. The disabled worker is not charged for transportation under their state funding support plan. The funding for the workers if from a Medicare waiver is through the Tennessee Department of Human Services.

TennCare Transportation Services

TennCare is the State of Tennessee transportation program for individuals who qualify for state medical aide. The TennCare medical transportation program is free to the client and only for medical trips. This service is monitored to ensure compliance. TennCare provides this transportation for their clients from many vendors. JTA and SWHRA are vendors to TennCare.

List of TennCare Transportation providers in Madison County:

Southwest HRA, Northwest HRA, Delta HRA, Tri-County Transportation, BTW Transportation, Diamond Cab, Jackson Transit Authority, Joy Transportation, Med Care Ambulance, Hardeman County Ambulance, Haywood County Ambulance, Ambulance Service of McNairy, Hardin County EMS, Ambulance Service of Lexington, Lauderdale County Ambulance, Decatur County Ambulance, Ambulance of Dyersburg, Ambulance of McKenzie, Crocket County EMS, Henry County EMS, Gibson County EMS, Lake County EMS, Medical Center EMS Weakley County EMS.

Other Transportation Services

- * Medical Center EMS provides ambulance service in Madison County, 24/7.
- * Coach USA provides charter service in Madison County. There service is fee based. The service vehicles are the standard over-the-road bus.
- * Many churches have van(s) that pickup people for church. The vans are used for their parishioners.
- * Some Nursing homes and Residential homes have van(s) for their residents to use for shopping and medical trips. The trips are usually preset for everyday in the week.

Funding

SWHRA transportation services are currently funded....

JTA transportation services are currently funded through the Federal Transit Administration (FTA), Tennessee Department of Transportation (TDOT), and the City of Jackson, TN. JTA receives 1/3 of its budget from fares and other revenues.

JTA receives Job Access Reverse Commute Funding. This funding provides capital and operating assistance for JTA's evening service from 6:00pm to 10:30pm, Monday through Saturday. The capital assistance is for the purchase of transit vehicles to supply the service. The operating assistance is for the transportation, maintenance and administrative costs associated with the evening service. The operating expenses include driver salaries, fuel, maintenance costs and an administrative salary.

JTA's program of projects for FY 2007 and 2008 are listed below.

FISCAL YEAR 2007

PROJECT DESCRIPTION	TOTAL COST	FEDERAL SHARE	STATE SHARE	LOCAL SHARE
<u>SECTION 5303</u>				
Transit Planning Activities	\$40,000	\$32,000	\$4,000	\$4,000
<u>SECTION 5309</u>				
Building Construction	\$312,500	\$250,000	\$31,250	\$31,250
<u>SECTION 5307</u>				
Preventative Maintenance	\$200,000	\$160,000	\$20,000	\$20,000
Building Construction	\$200,000	\$160,000	\$20,000	\$20,000
Operating Assistance	\$488,790	\$488,790	\$0	\$0
FY 2007 Capital Costs	\$1,202,500	\$962,000	\$120,250	\$120,250
FY 2007 Operating Costs	\$1,868,790	\$128,790	\$440,000	\$940,000 2
FY 2007 Job Access Grant	\$229,000	\$114,500	\$57,250	\$57,250

FISCAL YEAR 2008

PROJECT DESCRIPTION	TOTAL COST	FEDERAL SHARE	STATE SHARE	LOCAL SHARE
<u>SECTION 5303</u>				
Transit Planning Activities	\$41,000	\$32,800	\$4,100	\$4,100
<u>SECTION 5309</u>				
Building Construction	\$337,500	\$270,000	\$33,750	\$33,750
Two (2) paratransit vans	\$150,000	\$124,500	\$12,750	\$12,750
Two (2) Buses	\$550,000	\$456,500	\$46,750	\$46,750
<u>SECTION 5307</u>				
Preventative Maintenance	\$430,000	\$344,000	\$43,000	\$43,000
Support Vehicle	\$20,000	\$16,000	\$2,000	\$2,000
Misc. Equipment	\$20,000	\$16,000	\$2,000	\$2,000
Shop Equipment	\$20,000	\$16,000	\$2,000	\$2,000
Operating Assistance	\$140,000	\$140,000	-0-	-0-
<u>SECTION 5310</u>				
Replace two paratransit vans	\$150,000	\$124,500	\$12,750	\$12,750
FY 2008 Capital Costs	\$1,858,500	\$1,540,300	\$159,100	\$159,100
FY 2008 Operating Costs	\$1,550,000	\$120,000	\$470,000	\$960,000 3
FY 2008 Job Access Grant	\$370,000	\$185,000	\$92,500	\$92,500

Identify Unmet Transportation Needs

Identifying the various types of transportation challenges and "gaps" in existing transportation services can be a challenge. From time to time there is a 'gap' which is a one time, doesn't happen again, type event.

Known Gaps by Targeted Population

SWHRA known "gaps":

1. Person lives out in Madison County SWHRA must be called. SWHRA stops service at _____ and it is too late as well.
2. County resident students leaving any secondary school extra curriculum event do not have a way home. Students who live in the county must rely on family and friends. Does SWHRA provide this service?
3. No Sunday and holiday service. Does SWHRA provide seven day service?

JTA known "gaps":

Disabled: There are only a few gaps in the service to the mobility disabled within the City of Jackson due to The Lift service JTA provides from 6:00am to 10:30pm, Monday through Saturday.

Older Adults: There are a few gaps in transportation services to the older adults due to not all the City of Jackson service area has fixed route service. Older Adults not able to walk a mile to the nearest bus stop have transportation challenges, however they may qualify for The Lift service.

People with low incomes: There are a few gaps in transportation service to people with low incomes due to not all the City of Jackson service area has fixed route service, and the bus service does not include 10:30pm to 6:00am Monday through Saturday, Sundays and Holidays.

Based on these known gaps, a list of gaps is below:

1. JTA does not provide service to Liberty High School. Students have to use the school bus and must find a way home through family or friends. The nearest JTA bus stop is over 1 mile.
2. JTA doesn't go to Pringles Park and the baseball complex. This area is growing RAPIDLY and JTA will have to do a route study to determine a service need. No knowledge if another private provider serves the area.
3. A person has been discharged from the local hospital after 5:00pm. If the person is on TennCare it is too late to get TennCare to authorize a trip. If the person has not been approved for The Lift service they are not eligible for that service. JTA fixed route bus service is available. However, many times the person is weak and needs special care.

4. A person has gotten out of the Doctor's office after 5:00pm, this could have the same result as #3.
5. A person is taken to the hospital by ambulance but doesn't qualify for a trip home.
6. Students leaving any school extra curriculum event in the city can use the JTA bus for intercity needs. However, small children may become lost or scared.
7. Between the hours of 10:00pm and 6:00am there are no public transportation providers.
8. No Sunday and holiday service.
9. JTA doesn't go to the Family Fun Center/Bowling Alley at Old Humboldt Road and the 45 By-pass.

Technology

SWHRA uses.....

JTA uses a computer system, RouteLogic, to assist with "The Lift" scheduling. JTA has programmed two ITS programs in the long range plan. They are Smart (Talking) Bus and Automated Vehicle Locator System (AVL). JTA uses the City of Jackson Planning Department for maps.

Develop Transportation Alternatives

SWHRA:

For# __: In order for SWHRA to meet this unmet need it would need.....

JTA:

For # 1&2: In order for JTA to meet these unmet needs a new route going to the Liberty High and Pringles Park would be needed. To service this route, JTA would need 2 new buses, \$550,000 in capital and an annual budget increase of \$100,000 for operating assistance.

For# 3, 4&5: In order for JTA to meet these unmet needs an agreement with the hospital/Doctor's office would need to be signed. JTA tried to have an agreement with Jackson Madison County Hospital but it didn't get approved by Hospital management.

For#7&8: In order for JTA to meet this unmet need an increase of over \$1,000,000.00 would have to be added to its annual operating budget. Also, JTA has a union and the union agreement states the employees will have off on Sunday, and if they do work Sunday they will be paid double time.

For#9: : In order for JTA to meet these unmet needs a new route going to the bowling alley and surrounding area would be needed. To service this route, JTA would need 2 new buses, \$550,000 in capital and an annual budget increase of \$100,000 for operating assistance.

Coordination

Coordinated transportation will be utilized as transportation alternatives, such as persons that are going to share rides or at least use the same vehicle at different times become know. Working together to reduce administration costs and rider confusion is a goal. When applicable there will be a sharing of dispatch or a mobility coordinator who can help find individuals transportation solutions or assist in travel training.

Community Priorities

Identify, describe, and rank the preferred alternatives to address the unmet needs in your community. The description should provide a brief description of the proposed solution and its estimated cost and how you will know if the solution has worked. What are the outcomes that you expect? Is the solution cost effective? Also describe the process for coming up with the alternatives and rankings. Who was included? What role did coordinated transportation play in your prioritization?

Note: The prioritization and description of the preferred alternatives is essential. Local providers must refer to this plan when they apply for funding through TDOT's Public Transportation Office.

Identify alternatives to address the unmet needs

- Who
- Where
- When
- How

Describe alternatives to address the unmet needs

- Brief description of the proposed solution
- Estimated Cost
- How to monitor project success

Rank alternatives to address the unmet needs

- Was coordinated transportation involved?
-

Prioritization

1. Amount of persons served including the general population
2. Amount of persons served in the target groups
 - a. disabled persons
 - b. older adults
 - c. people with low incomes
3. Hours of service
4. Cost per hour
5. Non-duplication of service
- 6.

Description

1. Evening service on fixed route and paratransit, 6:00pm to 10:30pm, Monday through Saturday
2. Rural bus service to the target groups for work trips, medical, financial, and educational.
- 3.

Notes:

A few note worthy Program Administrative Requirements:

The designated recipient (TDOT) must enter into a written agreement with each subrecipient (JTA or SWHRA) stating the terms and conditions of assistance by which the project will be undertaken and completed. If the subrecipient applies directly to FTA for JARC funds, the designated recipient will enter into a supplemental agreement with each direct recipient.

Each recipient of FTA seeking Federal assistance is requested to certify to FTA that its procurements and procurement system will comply with all applicable third-party procurement provisions of Federal laws, regulations and directives.

Reporting Requirements

1. Actual or estimated number of jobs that can be accessed as a result of geographic or temporal coverage of JARC projects implemented in the current reporting year.
2. Actual or estimated number of rides (as measured by one-way trips) provided as a result of the JARC projects implemented in the current reporting year.