

Coordinated Human Service Transportation Plan

**South Central Tennessee
Development District
815 South Main Street
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Introduction and Purpose of Plan

This plan is submitted by the South Central Tennessee Development District as a response to the coordination provision for Sections 5310 Elderly and Disabled, 5316 Job Access Reverse Commute (JARC) and 5317 New Freedom programs. The plan has been locally developed and includes input from public and non-profit transportation providers. The South Central RPO, human service providers, rehabilitation centers, adult protective service providers and senior centers all contributed in the preparation of this plan. This plan is designed to diminish gaps and lack of transportation as a barrier to self-sustainability for disabled, elderly and low-income persons needing transportation to work, medical appointments and day-to-day activities. Initial strategies for meeting these local needs are proposed.

Coordination Plan Goals

- To increase public awareness of rural public transportation.
- To promote and continue the coordination of transit services.
- To eliminate duplication of transit services.
- To increase affordable transportation availability to the disabled community.
- To educate the elderly and disabled community on how to use public transportation.

Service Area

The South Central Region is made up of 13 counties, which have an area of 6,462 square miles. Counties included in the South Central area are Bedford, Coffee, Franklin, Giles, Hickman, Lawrence, Lewis, Lincoln, Marshall, Maury, Moore, Perry and Wayne. According to the data obtained from the census website, the south central area has a population of 385,723 of this 57,562 are seniors 65 and older, 80,128 are persons with a disability age 5 and older.

Existing Service and Service Providers

Data collected through company contacts identified that there are 59 transportation providers specific to the South Central area. Chart 1 lists the entities whose information was collected through yellow pages, transportation directories and personal contacts.

Chart 1

SCTDD, Bedford County Public Transportation
Statum Cab, Bedford County
Good Samaritan
Veterans Transportation
Bedford County Emergency Medical Services, Bedford County
SCTDD, Coffee County Public Transportation
ADC Cab Company, Coffee County
Coffee County Ambulance, Coffee County
SCTDD, Franklin County Public Transportation

ADC Cab Company, Franklin County
Statum Cab of Winchester, Franklin County
Franklin County Adult Activity Center, Franklin County
SCTDD, Giles County Public Transportation
Impact Center, Giles County
Veterans Transportation, Giles County
City Cab Company, Giles County
Giles County Ambulance Company, Giles County
SCTDD, Hickman County Public Transportation
Hickman County Ambulance Company, Hickman County
Impact Center, Hickman County
SCTDD, Lawrence County Public Transportation
Laffy Cab Company, Lawrence County
Moore Care, Lawrence County
South Central Human Resource Agency, Lawrence County
Lawrence County Ambulance Service, Lawrence County
SCTDD, Lewis County Public Transportation
Buffalo River Services, Lewis County
Buffalo Valley, Lewis County
Ministerial Association, Lewis County
Lewis County Ambulance Service, Lewis County
South Central Human Resource Agency, Lewis County
Buffalo Valley Rehabilitation, Lewis County
SCTDD, Lincoln County Public Transportation
Multi-County Comprehensive Mental Health, Lincoln County
South Central Human Resource Transportation, Lincoln County
SCTDD, Marshall County Public Transportation
Knights of Columbus, Marshall County
Lewisburg Cab Company, Marshall County
Marshall County Emergency Response, Marshall County
SCTDD, Maury County Public Transportation
Lynnville Cab, Maury County
Carolyn's Transportation, Maury County
King's Daughters School, Maury County
Mum's Transportation, Maury County
Middle Tennessee Medical Transportation, Maury County
Maury County Ambulance Service, Maury County
SCTDD, Moore County Public Transportation
Moore County Ambulance Service, Moore County
South Central Human Resource Agency, Moore County
SCTDD, Perry County Public Transportation
Perry County Rescue Squad, Perry County
Buffalo River Services, Perry County
SCTDD, Wayne County Public Transportation
Wayne County Ambulance Service, Wayne County
Wayne County Nursing Home, Wayne County
Buffalo River Services, Wayne County
Joe Dixon, Wayne County
Richard Rams VA Transportation, Wayne County
South Central Human Resource Agency, Wayne County

South Central Development District Rural Public Transportation Program

The South Central Development District (SCTDD) currently operates a federal and state funded rural public transportation system in each of the 13 within the South Central Area. The fleet consists of 119 vehicles, of which 90 are wheelchair accessible. All 13 transit offices work closely with Senior Centers 11 of 13 are located in a Senior Center making coordination for services very convenient. Trips for the elderly include nutrition, recreational visits to the Senior Center and medical appointments. We coordinate with the Department of Human Services on a regular basis, to communicate the Job Access and Reverse commute program. Communications with the Department of Human Services are sometimes weekly depending on the program or need in the area. We have contracts with Vocational Rehabilitation to provide client transportation services to training activities and employment. Coordination with Vocational Rehabilitation includes the client's transition between rehabilitation and mainstreaming into the workplace. Eligible Vocational Rehabilitation clients generally transition to Job Access for employment transit needs. Coordination with Nursing Homes has generated several contracts to provide services to and from medical appointments in each county. Coordination with TennCare providers (Americhoice and Amerigroup) has generated contracts to provide transportation to and from medical appointments in each county. Currently coordination meetings are taking place and being scheduled to communicate the New Freedoms program to the Impact Centers, Skills Centers, Vocational Rehabilitation Centers, Department of Human Services and various other divisions of our communities. Weekly routes have been established in each county to provide Veterans transit services to surrounding Veteran Hospitals. We also coordinate with private transit providers to meet any unmet transit needs for the South Central Tennessee area.

Stakeholders

- Dialysis Centers
- Senior Centers
- Medical Offices
- Nutrition & Social Centers
- Careers Centers
- Vocational Rehabilitation Centers
- Mental Health Centers
- Aspire Training
- Adult Social Training Centers
- Human Resources Agencies
- DHS
- Human Service Providers
- YMCA & Recreational Centers
- Adult Training & Activities Centers
- Skill Centers
- TennCare MCO's

Transportation Gaps and Needs Identified

Data collected through group contacts and from surveys conducted by the regional RPO and by the Area Agency on Aging we have identified gaps of unmet transportation needs.

- Scheduled transportation work routes that cross county lines
- Dedicated work routes for individuals that do not qualify for Job Access
- Night transportation service
- Travel Trainer
- Weekend transportation
- Deviated fixed routes in larger rural communities
- Holiday transportation for disabled
- Columbia State route service from surrounding counties
- Lack of coordination between agencies
- Funding for specialized transportation

Actions to Lessen Unmet Needs and Gaps

The gap analysis also indicated that additional data and a collaborative effort between agencies to obtain additional data is needed to confirm unmet service needs. It will take ongoing communications and meetings to establish a network of agencies working together in an effort to fully implement coordination. South Central Tennessee Development will continue to develop partnerships with entities to enhance efforts of coordination in the south central area.

- Work toward expanding hours and days of service
- Work toward deviated fixed routes
- Share cost between programs, for example, Job Access, Rural Transportation, TennCare and Vocational Rehabilitation, therefore, reducing single trip cost and enhancing the vehicle availability to better serve the elderly, disabled and general public not eligible for assistance through a government program.
- With proper planning, acquiring information on unmet needs as generated in the course of coordinated operations will be a valuable cost effective way of determining other gaps.
- Prepare for a competitive grant application process to acquire funding for mobility and travel training.

The coordinated plan is to reduce barriers to transportation services and expand the transportation availability and mobility options available to the elderly and disabled. The coalition of demand-response transportation that the South Central Tennessee Rural Public Transportation brings to the table will greatly enhance the success of this coordination plan.