

THE UPPER CUMBERLAND HUMAN RESOURCE AGENCY COORDINATED HUMAN SERVICE TRANSPORTATION PLAN

Public Participation

Public Participation has been a key element in the development of the Upper Cumberland Human Resource Agency Coordinated Human Services Transportation Plan. Information gathered from surveys has determined the needs of each community in the Upper Cumberland Area. The attendance by the Advisory Board has been commendable and great interest has been shown in finding new ways to meet the ever growing needs in our area. Stakeholder meetings are held every two months in each of our fourteen counties. Stakeholders work diligently to identify the unmet transportation needs of our service area. Surveys are left in the communities with stakeholders in each of the fourteen counties every other month following the advisory meetings. Survey's can be found along with this plan at www.uchra.com/transportation website.

Purpose of Plan

To identify gaps in the current services, develop a plan to meet these gaps and determine new ways services can be better coordinated.

Service Area

The Upper Cumberland Area is mountainous, rural, and economically disadvantaged consisting of the following counties: Cannon, Clay, Cumberland, Dekalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Van Buren, Warren, and White.

Current Stakeholder Coordination

The Upper Cumberland Human Resource Agency currently coordinates transportation to fill unmet needs in the Upper Cumberland. This level of coordination has been quite successful. Through coordination we have been able to provide transportation, wheelchairs and ramps, home delivered meals, commodities, and so many needed human services. The following list is stakeholders we work with daily to bring coordinated human services together:

- Upper Cumberland Human Resource Agency
- ZoneCare
- SouthEastern Claims
- Wyndridge Health and Rehab Center
- Country Place Health Care
- Senior Independence
- Fentress Care and Rehab
- Amedysis

- Mabrey Health Care
- Rep-Pay Management, Inc.
- Hartford SRS-WC
- Community Services Network Co.
- Pickett County Care and Rehab
- Pace Setters
- Gallaher-Bassett-WC
- Premier Care
- Master Health Care Center
- NHC Health Care Center of Putnam County
- NHC Health Care of White County
- Bethesda Health Care
- LifeCare of Sparta Health Care
- Worker's Comp.
- Cumberland River North Hospital
- Clay County Manor
- Ryan White Program
- Kidney Foundation of Nashville
- Quality Home Health
- Overton County Nursing Home
- WIA Summer Youth Program
- Standing Stone Nursing Home
- XL Health Inc.
- Retired Senior Volunteer Program
- AMERICHOICE
- AMERIGROUP
- Blue Cross Blue Shield
- Tennessee Behavioral Health
- Premier
- TennCare Select
- East Tennessee State University
- Department of Children's Service
- Vocational Rehabilitation
- Disabled Veterans
- Upper Cumberland Development District
- Van Buren Head Start
- Moody's Transportation
- Reliable Transportation of Livingston
- Tennessee Department of Human Services

Stakeholders

Stakeholders have proven to be a vital part in the development of the Upper Cumberland Human Resource Agency Coordinated Human Service Transportation

Plan and are key members of our community. They work with individuals, groups and agency's that have unmet transportation needs or are currently using public transportation. Stakeholders for the Upper Cumberland Human Resource Agency Coordinated Human Service Transportation Plan include representatives of public, private, nonprofit organizations and human services providers that can identify transportation needs in the Upper Cumberland area.

Identification of Stakeholders

- Upper Cumberland Human Resource Agency
- Putnam County Board of Education
- Tennessee Vocational Rehabilitation
- Department of Human Services
- Pacesetters
- Prospects
- ARC
- Pathfinders
- Opportunities
- Goodwill Industries
- County Mayors from Cannon, Clay, Cumberland, Dekalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Van Buren, Warren and White
- Cannon County Clerk and Master
- Upper Cumberland Senior Centers in Cannon, Clay, Cumberland, Dekalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Van Buren, Warren and White
- Director of Schools in Clay, Overton, Pickett, and Putnam County
- Fentress County Ambulance Service
- Buckeye Home Medical
- Tennessee Tech University
- Jackson County High School
- Dillard Dycus, DDS
- Citizens Bank
- Macon County Bank and Trust
- Cumberland Bank
- Chamber of Commerce in Overton and Putnam County
- Phillips M. Smalling, Attorney at Law
- Judge Ronnie Zachary
- First National Bank
- Upper Cumberland Neurology Associates
- Williams Wholesale
- Tennessee Emergency Management Association
- Cookeville Rescue Mission
- Ren Dialysis Center
- Upper Cumberland Development District

- Community Service Agency
- Van Buren County Regional Health Department
- Plateau Mental Health
- Cookeville Housing Authority
- Short Taxi Service
- Livingston Vocational Tech
- Williams Enterprises
- Van Buren County Headstart
- D.T. McCall and Sons
- Pine Creek Development
- Former State Representative, I.V. Hillis
- Hartford Life Insurance Company
- Bank of White County
- Moody Transportation
- Reliable Transportation of Livingston
- Sparta Expositor

List of Identified Needs

Through the surveys and the local advisory meetings the following list of needs were identified.

- Week-End Transportation Service
- Night Transportation Service
- Holiday Transportation Service
- Cookeville City/Tennessee Tech University Route Service
- Travel Trainer (Educate people about public transportation)
- In-County Route Service on a specified day and time
- Disabled Veterans Route Service into Murfreesboro/Nashville
- Scheduled Public Transit Work Routes that cross county lines
- Senior Citizen Special Transportation Needs
- Door to Door Scheduled Work Routes for the Disabled
- New Equipment/Wheelchair Accessible

Meeting Unmet Needs

A survey that includes all unmet needs was provided to all fourteen counties. The following was determined to be the priority ranking:

High Priority:

- In-county Route Service on specified day, time, and area
- New equipment-wheelchair accessible
- Travel Trainer (Educate public about public transportation)
- Schedule work routes that cross county lines

- Door to door scheduled work routes for the disabled
- Disabled Veterans route service in to Murfreesboro/Nashville
- Week-end, night, and holiday transportation services

Medium Priority

- Cookeville City/Tennessee Tech University Deviated Fixed Route

Low Priority

- Senior Citizen Special Transportation Needs (i.e. Fairs, Field Trips, and Special Event Trips)
- Seasonal Transportation Services Provided at State Parks and University Campuses

Plan of Next Steps

High priority unmet needs will be achieved through a combination of funding sources ; New Freedom program, Section 5311, Section 5310, Section 5309, and Job Access with coordination from stakeholders in implementing of programs for greater efficiency. Medium priority unmet needs will be accomplished through new funding sources. Low priority unmet needs will be addressed when revenue sources are available or a new coordinated plan can be recognized.