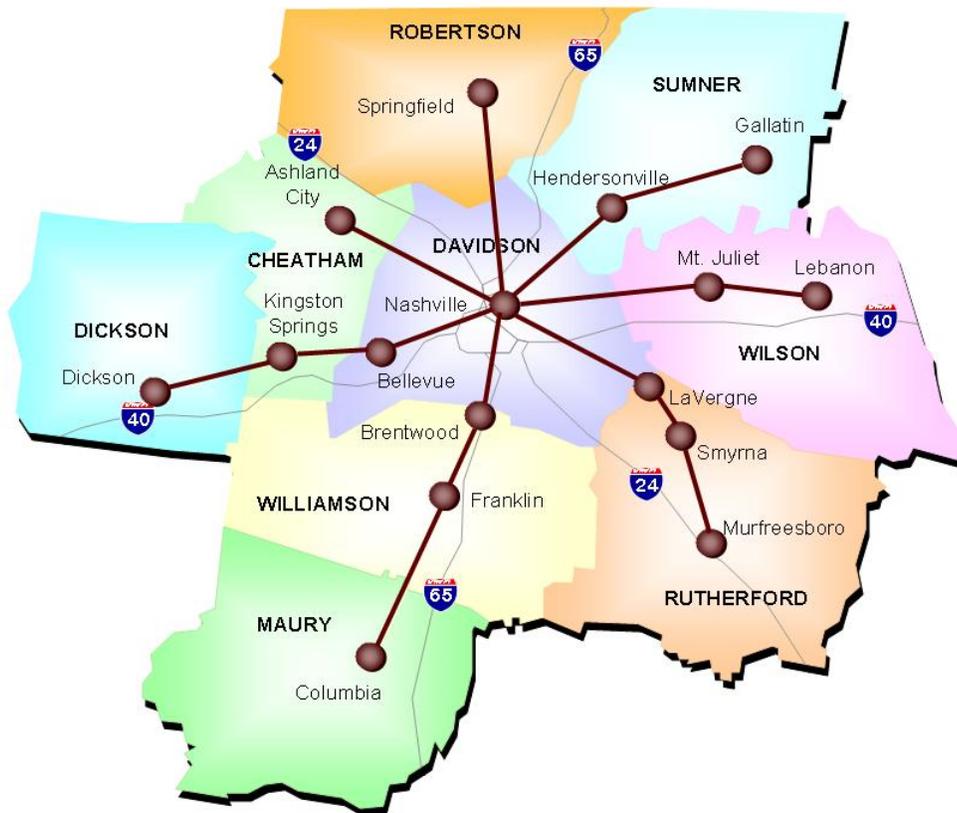




# Coordinated Human Services Transportation and Program Management Plan

October 30, 2007

The Regional Transportation Authority and the Metropolitan Transit Authority  
partnering to Coordinate Public Transit



## ACKNOWLEDGEMENTS

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## **1. Purpose of The Plan**

In August of 2005, legislation was signed for the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) which requires a locally developed, coordinated public transit-human services transportation plan (CHSTP). The purpose of this plan is to improve transportation services for persons with disabilities, older adults, and individuals with lower incomes by ensuring that communities coordinate transportation resources provided through multiple federal programs. Coordination will enhance transportation access, minimize duplication of services, and facilitate the most appropriate and cost-effective transportation possible with available resources.

This plan has been developed through the coordinating partnership of the Regional Transportation Authority (RTA) and the Metropolitan Transit Authority (MTA). The plan applies to the urbanized areas within Davidson and Rutherford counties and will also provide for coordination with Cheatham, Dickson, Maury, Robertson, Sumner, Williamson and Wilson counties (the RTA 9-County Region).

SAFETEA-LU requires the coordination of the following federally funded programs:

- \*Elderly Individuals and Individuals with Disabilities Program (5310)
- \*Job Access – Reverse Commute (JARC) Program (5316)
- \*New Freedom Program (5317)

For urbanized areas with a population of 200,000 or more, the Governor of that state must appoint a public transportation agency as Designated Recipient (DR) to receive the above referenced funds and to develop a coordinated transportation and program management plan. MTA is the designated recipient for the Nashville Urbanized Area and this plan also describes MTA's policies and procedures for administering JARC and New Freedom funds. The Tennessee Department of Transportation (TDOT) is the DR for the Elderly Individuals and Individuals with Disabilities Program (5310). While this plan applies specifically to the coordination of JARC and New Freedoms funds, general information is provided about the Elderly and Individuals with Disabilities program since several RTA counties fall outside the urbanized area. For more information about the 5310 funding program, please contact TDOT directly.

As the designated recipient for JARC and 5317 funds, MTA is required to have a coordinated transportation and program management plan on file with the Federal Transit Administration. This is the first issuance of this plan and MTA has partnered with RTA to develop, coordinate, and implement the plan in order to provide greater regional coordination. This coordinated plan and program is a new process for the Nashville region and may require future updates with stakeholder review and input. The role of this partnership will be to:

- \*Conduct an area-wide competitive selection process for the distribution of funds to be used by area agencies to implement transportation service for the elderly, disabled and socially disadvantaged;
- \*Certify a fair and equitable distribution of funds;

\*Certify that each project selection was derived from a locally developed coordinated public transit-human services transportation plan;

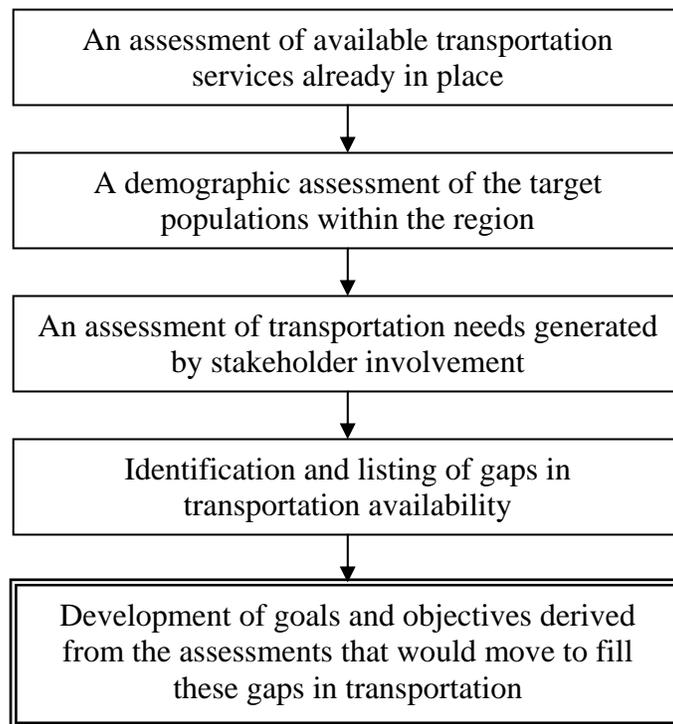
\*Certify broad representation in planning process;

\*Manage all aspects of grant distribution and oversight for sub-recipients;

\*Submit reports as required by FTA.

RTA and MTA will continue to work closely with other transportation providers, consumers and advocates, human service agencies/providers and others to assess available transportation services, identify transportation gaps, and look for innovate strategies and solutions.

The basic elements of the plan include:



## **2. Assessment of Existing Transportation Services**

In the past, agencies have developed various plans that address differing transportation modes, such as for buses, commuter rail, vanpools, carpools, road construction, and demand/response. These plans have often been limited to a particular agencies' geographic coverage area. This plan is different in that it analyzes transportation services in not only the RTA 9-County Region, but other areas in Middle Tennessee. The plan will address the efforts of all transportation alternatives so that persons with disabilities, older adults, and individuals with lower incomes transportation needs will be considered. The primary goal of this plan is to create partnerships for better coordination so the transportation needs of these populations can be met. The plan outlines goals and objectives which have been identified based on the gaps and new needs identified in current transportation offered to these populations. The projects selected through the CHSTP process must improve mobility and access to transportation.

## Table of Existing Transportation Services

Regional Transportation Comparison  
4/1/2007

Geographic Area(s) Served	Agencies									
	Regional Transportation Authority (RTA)	Clarksville Metropolitan Planning Organization (C-MPO)	Cumberland Region Tomorrow (CRT)	Greater Nashville Regional Council (GNRC)	Mid-Cumberland Human Resource Agency (MCHRA)	Nashville Area Metropolitan Planning Organization (MPO)	Nashville Metropolitan Transit Authority (MTA)	Tennessee Department of Transportation (TDOT)	River Murfreesboro Transit	Transportation Management Association (TMA) Group
Cheatham Co.										
Davidson Co.										
Dickson Co.										
Houston Co.										
Humphreys Co.										
Maury Co.										
Montgomery Co.	*	partial								
Robertson Co.										
Rutherford Co.										
Stewart Co.										
Sumner Co.										
Trousdale Co.										
Williamson Co.										
Wilson Co.										
Christian Co., KY		partial								

LEGEND:	= carpool/vanpool services	= fixed-route services	= shuttle/on-demand services
	= commuter rail services	= planning services	= funding services
	= social services	* = services provided, even though not an official member-County	

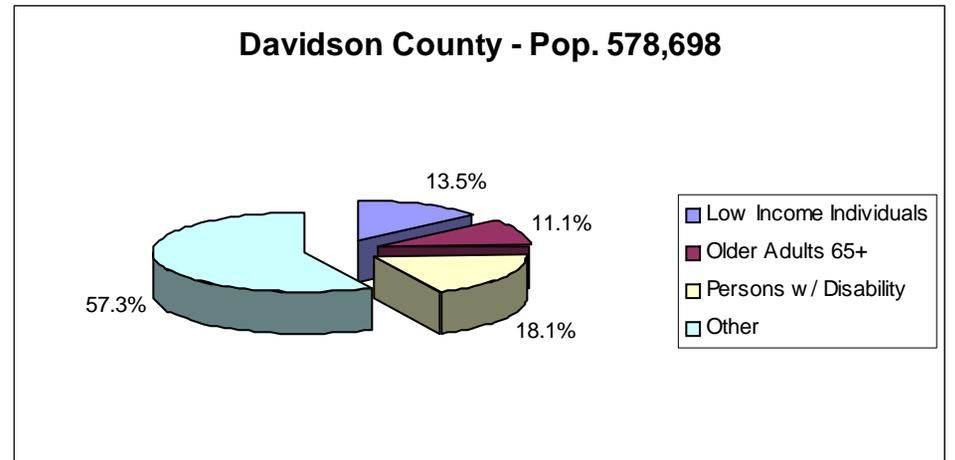
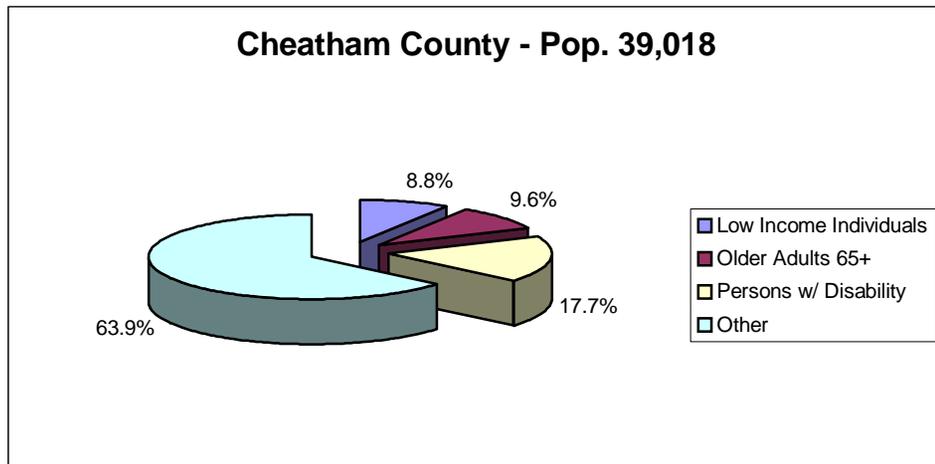
Main Function(s) of Agency	RTA	C-MPO	CRT	GNRC	MCHRA	MPO	MTA	TDOT	River Murfreesboro Transit	TMA Group
<b>Transit Operations</b>										
Fixed-Route Services										
Carpool/Vanpool Services										
Commuter Rail Service										
On-Demand Services										
Shuttle Services										
Contract Services										
<b>Planning</b>										
Transportation Planning										
Transit Operations Planning										
Regional Planning										
Land Use Planning										
Short-Range Planning										
Long-Range Planning										
<b>Social Services</b>										
<b>Funding</b>										

LEGEND:	= carpool/vanpool services	= fixed-route services	= shuttle/on-demand services
	= commuter rail services	= planning services	= funding services
	= social services	* = services provided, even though not an official member-County	

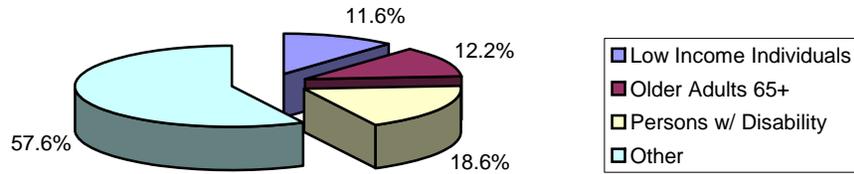
### 3. Demographic Profile and Targeted Population Information

The counties that this plan focuses on are located in Middle Tennessee. Davidson County is the most populous with an estimated population of 578,698 in 2006. Rutherford County has the next largest population with a 2006 estimated population of 228,829. Both these counties have a city, Nashville in Davidson and Murfreesboro in Rutherford, that is considered an urbanized area. The least populous of RTA's nine counties is Maury County with an estimated 2006 population of 78,309.

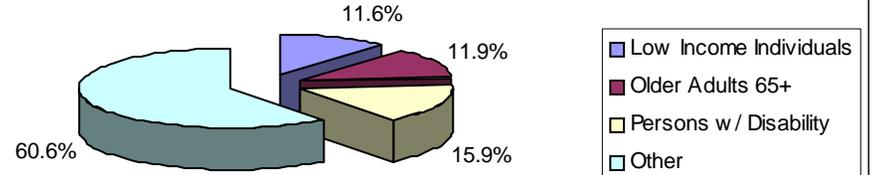
SAFETEA-LU requires the coordination of federally funded programs, Elderly Individuals and Individuals with Disabilities Program (5310), Job Access – Reverse Commute (JARC) Program (5316) and New Freedom Program (5317). The charts below show the major population components this plan addresses.



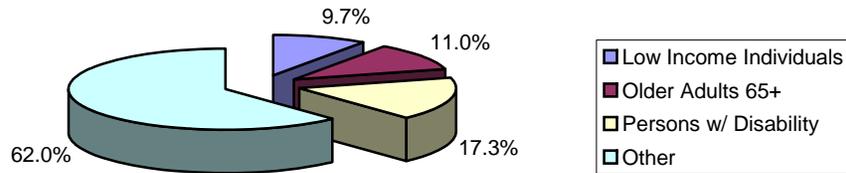
**Dickson County - Pop. 46,583**



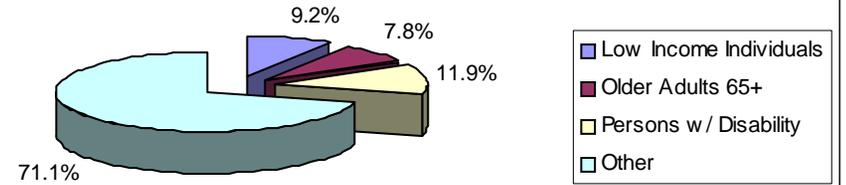
**Maury County - Pop. 78,309**



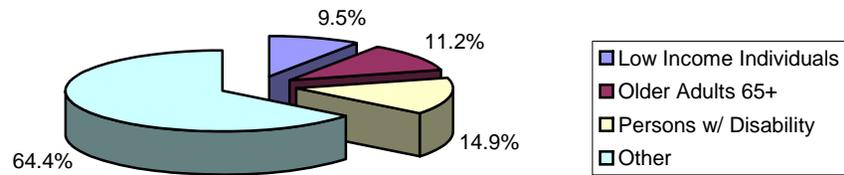
**Robertson County - Pop. 62,187**



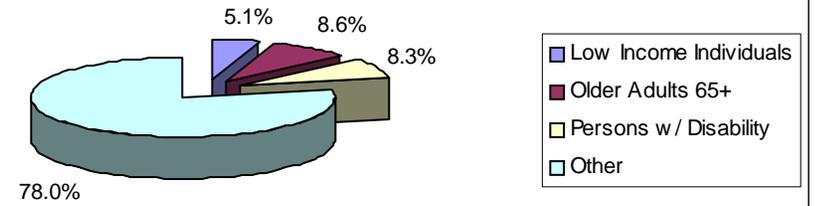
**Rutherford County - Pop. 228,829**



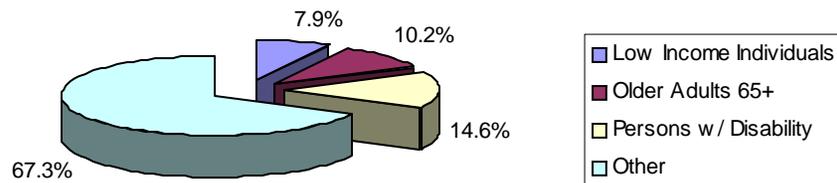
### Sumner County - Pop. 149,416



### Williamson County - Pop. 160,781



### Wilson County - Pop. 104,035



### **3 a. Low-Income**

Low-income individuals are traditionally served under the federally funded formula program Job Access-Reverse Commute (JARC) Program. The program's main goal is to increase access to employment and employment related activities for welfare recipients and eligible low-income individuals. Eligible projects are capital, planning and operating projects designed to meet the needs of the targeted population including reverse commute services. Recipients of these funds can be state agencies or public transportation agencies designated by the Governor. Up to 10% of funding can be used for administrative expenses. Capital and planning is funded at 80% federal share, operating expenses funded at 50% federal share and administrative funding at 100% federal share. Non-DOT federal funds can be used as eligible match.

Possible projects for JARC funding are late-night and weekend service, guaranteed ride home services and shuttle services. Transit agencies are allowed to use funding for expanding fixed-route public transit routes; demand-responsive van service and ridesharing and carpooling activities. Transit related aspects of bicycling (adding bicycle racks to buses, bicycle storage at transit stations) and local car loan programs that assist individuals in purchases and maintaining vehicles for shared rides are also possible projects.

Within the Nashville Urbanized Area, Nashville-Davidson County, has the largest population of low-income individuals.

### **3 b. Persons With Disabilities**

The New Freedom Program is formula based enacted in SAFETEA-LU. The goal of the program is to enhance transportation services for persons with disabilities. Eligible projects are capital and operating expenses to support new public transportation and new public transportation alternatives beyond ADA. The projects must not have been operational, or not have had a funding commitment prior to August 10, 2005. Recipients of these funds can be state agencies or public transportation agencies designated by the Governor. Recipients must certify that projects funded are derived from a locally developed coordinated public transit human services transportation plan and they must develop a state management plan. Up to 10% of funding can be used for administrative expenses. Capital and planning is funded at 80% federal share, operating expenses funded at 50% federal share and administrative funding at 100% federal share. Non-DOT federal funds can be used as eligible match.

Possible new public transportation beyond the ADA can be flex route for access to commuter bus or commuter rail, additional securement on fixed routes, travel training and environmental modifications such as what is beyond ADA requirements and enhancements including signage, curb cuts, technologies to enhance customer access. Paratransit enhancements for expanded hours of service, anything beyond ¾ mile, same day service, door through door service and accommodation for mobility aids that exceed ADA standards. Other examples of ways the funding can be used is accessible taxi vehicles, volunteer programs, administration of vouchers and vouchers for alternative services to public transportation of taxi reimbursement, mileage reimbursement for a volunteer driver program, etc. any type of mobility management serving the disability community.

### **3 c. Older Adults**

The Section 5310 program provides funding for public transportation capital projects planned, designed and carried out to meet the special needs of older adults and persons with disabilities in non-urbanized areas. The goal of the Section 5310 program is to improve mobility for older adults and individuals with disabilities. This program is administered by the state and is not a funding source managed by this plan. The 5310 program does require coordination with other federally assisted programs and services in order to make the most efficient use of federal resources.

Capital assistance is provided on an 80% federal, 20% local match, except in certain cases where states are eligible for a higher match. Operating assistance is also provided at 50% federal, 50% local match. Funds provided under other federal programs (other than DOT) may be used as match. While intended for nonprofit use, if there are no other options, states may approve public entities to provide transportation services and receive these funds.

Recipients must certify that the projects are derived from a locally developed, coordinated public transit human services transportation plan; and that the plan was developed with representatives of public, private, and nonprofit transportation and human services providers as well as the public.

Possible capital expenses covered by Section 5310 funding include: buses, vans, wheelchair lifts, vehicle rehab and preventive maintenance, computer hardware and software, acquisition of transportation services under a contract or other arrangement, new mobility management & coordination programs among public transportation providers and human services agencies (e.g., short-term management to plan and implement coordinated services, brokerages, one-stop transportation call centers).

According to U.S. Census figures, the Tennessee older adult population (65 years and over) numbered 698,297 in 2004. AARP estimates that the state's older population in 2020 will be over a million (1,130,040). In addition to the number of seniors rising dramatically, it is important to note that the life expectancy of both men and women typically exceeds their driving life expectancy (i.e., the amount of time they can drive safely) by as much as 6 years for men and 10 years for women. (Source: "Driving Life Expectancy of Persons Aged 70 Years and Older in the U.S.," by Daniel J. Foley et al. in the *American Journal of Public Health*.)

#### **4. Identified Gaps in Current Transportation Options for the Target Population**

In order to identify perceived service needs and gaps, a survey was sent to all service agencies within the nine-county area. Based on the results and feedback from the survey, several gaps exist toward satisfying the transportation needs of the elderly, low income and disabled.

In summary, the survey results indicate a need for the following :

- Lower cost on demand, accessible service for lower income mobility impaired
- More on-demand service for seniors and disabled
- More door to door and door through door services for seniors
- More fixed route deviated services
- More service on the weekends
- Better information and communications about existing transportation services
- Better information on transportation services available and the relationship of services available for those transportation needs (i.e. transportation to jobs, where is health care, child care and other services available in that area).

#### **5. Coordinated Plan Goals**

From a review of the existing services, demographic information, and transportation survey results, the steering committee developed the goals listed below:

- Increase quantity and quality of transportation options for elderly, disabled and low income citizens in the nine-county area
- Provide more on-demand services for seniors and disabled
- Provide escort services and door-through-door or door-to-door services for seniors and disabled
- Provide innovative, cost effective solutions to lower the cost of transportation for lower income, mobility impaired
- Provide innovative solutions for more frequent fixed route services during evenings and weekends
- Provide innovative solutions for more creative transportation options such as frequent fixed route deviated (depart from normal route) services during evenings and weekends
- Provide innovative solutions for trip sharing, trip reductions and coordination between service agencies to reduce costs and provide more service
- Provide solutions to communicate and inform citizens about transportation options available to them and the relationship of these options to other services needed (i.e. transportation to jobs, where is health care, child care and other services available in that area)
- Provide training, communications. and marketing regarding existing transportation options

## **6. Stakeholder Participation and Public Outreach**

Stakeholder involvement for this project was provided in a number of ways. First, the Steering Committee provided policy oversight for the development of the plan by meeting on a regular basis. The Steering committee members represent the targeted populations and service providers in the service area.

A survey was sent out to all service agencies within the nine-county area to obtain their input on service needs and gaps.

Several Stakeholder Meetings were held at the MTA offices in Nashville. These meetings resulted in:

- Education of stakeholders on the federal requirements through SAFETEA-LU
- Determination of the geographical boundaries of this plan
- Identification of gaps in service
- Identification of goals to help fill gaps
- Finalization of the selection criteria for the competitive process for project selection

In addition to these stakeholder meetings, public meetings were held in September 2007, throughout the nine county region. The purpose of the public meetings was to broaden participation in the planning effort and to include the public and offer them the opportunity to confirm preliminary findings with respect to service and proposed goals as well as provide additional input on transportation needs.

The competitive process will begin with a project proposal solicitation announcement which will be advertised in major area newspapers. The announcement will describe in brief the application, evaluation, and selection process. It will also include contact information for technical assistance or question and answers. Copies may also be distributed to senior citizens centers, resource agencies and other venues.

## **7. Funding Levels**

Projected funding levels available for projects:

	FY 2006	FY 2007	FY 2008	FY 2009
JARC (5316)	\$336,792	351,465	380,722	401,466
New Freedom Funds (5317)	\$195,788	203,318	219,634	232,184

# Appendices

## **Appendix A – Application Process**

## **Direct Recipient/Subrecipient Relationship**

MTA is the Direct Recipient for JARC and New Freedoms funding in the Nashville region. As the DR, MTA will apply to FTA for funds awarded under the two programs. Awardees other than MTA that may be awarded funding through the competitive project selection process will be subrecipients of MTA and MTA will pass funding through to any subrecipients.

## **Evaluation Criteria**

As a precursor to the evaluation criteria, it was decided that applicants must qualify for funding under the guidelines set by the Federal Transit Administration (FTA) under one or both of the programs known as Job Access and Reverse Commute (JARC, 5316) or New Freedom (5317). In order to provide an incentive to serve the targeted populations in an efficient and convenient manner, proposals serving populations that qualify for JARC and New Freedom funding will be given priority. Additionally, in order to ensure that projects are cost-effective, proposals must include adequate measures of effectiveness. These measures must be able to demonstrate the service can provide improved transportation to the target populations. Without adequate measures of effectiveness, proposals will not be given further consideration.

The evaluation criteria were derived directly from the goals established by the Steering Committee. They are designed to encourage innovative strategies for serving transportation disadvantaged populations. A set of broad categories was created for which applicants will receive scores based on their ability to achieve said objective. Within each category, suggestions are made of strategies that might be used to complete the goal; however these guidelines are only suggestions and are not meant to be interpreted as a checklist of required components. These criteria and their guidelines are as follows:

### **1. Statement of Need & Proposed Activity (35%)**

Describe efforts to meet these criteria in as much detail as possible to help us determine the quality of service provided by your agency and its financial capability.

*Guidelines may include:*

#### **•Need and Use of Proposed Funds**

Applicant must include: the degree and urgency of need for funds; applicant's ability to conduct the proposed project; proposed use of funds; and, if appropriate ridership projections.

#### **•Target Population**

Describe the target population which this project is designed to serve and what gap in public services will be filled through the use of these funds.

#### **•Measures of Effectiveness**

Describe the measures which will be used to evaluate the effectiveness of the project. Explain how the project will demonstrate to have had a positive impact and how those impacts will be assessed.

- *Sustainability*

Describe what proactive efforts will be undertaken to insure the continuation of the project at the end of the grant period.

*Also include how this proposed activity does the following for the target populations*

- Increase transportation options
- Improve mobility for the target populations
- Simplify the use of services
- Fill gaps in existing transportation infrastructure
- Utilize technology such as ITS

## **2. Organization Capacity to Meet Need (20%)**

### *Fiscal and Managerial Capability*

Applicant must describe its ability to provide efficient/effective transportation services that may include scheduling, dispatching, compliance with reporting and monitoring requirements; its fiscal accountability; process for hiring and training of drivers and other personnel, if applicable.

## **3. Improve coordination among other agencies and providers (15%)**

### *Guidelines may include:*

- Serve cross-jurisdictional trips
- Develop trip sharing agreements with partner agencies and other agencies
- Interface with existing transportation systems
- Utilize and or expand on existing fixed-route transit systems
- Reduce barriers to coordinated service delivery (geographic, political, funding, etc.)
- Establish or expand programmatic relationships with other providers
- Partner with other local and federal agencies and the private sector to provide more flexible and friendly transportation services.

## **4. Maximize project cost effectiveness (15% of score)**

### *Guidelines may include:*

- Maximize use and operating efficiency of existing vehicles
- Eliminate duplicative services (either intra- or inter-agency)
- Maximize financial resources available through good coordination and trip sharing agreements with other providers
- Share vehicles during off-peak times
- Increase number of riders per trip

## **5. Project budget (15% of score)**

- Outline specific project expenses by task
- Provide documentation of matching funds
- Reasonableness of budget
- Provide a budget narrative



**Project Details:**

2. Organization Capacity to Meet Need (20%)

**Project Details:**

3. Improve coordination among other agencies and providers (15%)



**CERTIFICATION FOR CIVIL RIGHTS COMPLAINT STATUS**

\_\_\_\_\_ I hereby certify that our organization does NOT have any pending Title VI (Civil Rights) complaints of discrimination filed against its transit program.

\_\_\_\_\_ I hereby certify that our organization DOES have \_\_\_\_\_(number) pending Title VI (Civil Rights) complaints of discrimination filed against its transit program. This complaint(s), and its status, is briefly described below. The agency agrees it will keep the Arizona Department of Transportation's Transit Unit informed of any changes in the status of that complaint(s).

To comply with the Civil Rights Act of 1964, Title VI, the American with Disabilities Act of 1990, Title II, and the Vocational Rehabilitation Act of 1973, Section 504, we do not discriminate on the basis of disability, race, color, national origin, or gender.

\_\_\_\_\_  
Official Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Agency Name

\_\_\_\_\_  
Date

**DRUG-FREE WORKPLACE ACT CERTIFICATION FOR A PUBLIC OR  
PRIVATE ENTITY**

\_\_\_\_\_ certifies that it is a drug-free workplace that notifies employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the applicant's workplace and specifying the actions that will be taken against employees for violation of such prohibition.

\_\_\_\_\_  
Official Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Agency Name

\_\_\_\_\_  
Date

## **Appendix B – Invitation for Steering Committee, Meeting Dates and Steering Committee Member Agency Information**



May 25, 2007

The Regional Transportation Authority (RTA) in partnership with Nashville Metropolitan Transit Authority (MTA) will be hosting a meeting on Friday, June 8<sup>th</sup> at 10:00am at the MTA offices, 130 Nestor St. **You have received this letter because RTA and MTA would like you to play a major role in new transportation planning requirements.**

The 2005 federal transportation bill, SAFETEA-LU, requires new planning requirements for Federal Transit Administration (FTA)-funded programs used for persons with disabilities, older adults, and individuals with lower incomes. Programming of these federal funds must be derived from a locally developed coordinated public transit –human services transportation plan (CHSTP).

With the planning process underway, RTA and MTA need your expertise to help define the best way to fulfill the federal expectations of a coordinated, cost-effective and efficient multi-provider transportation system for the transportation disadvantaged that will be fair and equitable.

As a part of this group you will be involved in

- \*Conducting an area-wide competitive selection process;
- \*Certifying a fair and equitable distribution of funds;
- \*Certifying that each project selection was derived from a locally developed coordinated public transit-human services transportation plan;
- \*Certifying broad representation in the planning process;

Thank you in advance for your support, cooperation and willingness to share your experiences and knowledge on the importance of our coordinating efforts. If you have any questions about the plan or projects, please feel free to contact Sharon Simmons at 615-862-8869 or [ssimmons@gnrc.org](mailto:ssimmons@gnrc.org).

**Please RSVP with Lucreacia Points at 615-862-8832 or via email at [lpoints@gnrc.org](mailto:lpoints@gnrc.org).**

***We look forward to you being a part of this important endeavor!***

## **Coordinating Efforts**

**Steering Committee Meeting: March 9, 2007**

**Steering Committee Meeting: March 23, 2007**

**RTA/MTA w/Community Transportation Association: April 25, 2007**

**Steering Committee Meeting: June 8, 2007**

**Steering Committee Meeting: July 16, 2007**

**Steering Committee Meeting: July 30, 2007**

## **RTA/MTA CHSTP Steering Committee**

**Regional Transportation Authority** – The Regional Transportation Authority (RTA) is a government-funded agency supported by member communities. Created in 1988, the RTA provides ridesharing opportunities in order to promote the economic growth of our membership and improve the air quality of our community. Led by a board of city and county mayors and community leaders, the RTA serves nine counties which consist of Cheatham, Davidson, Dickson, Maury, Robertson, Rutherford, Sumner, Williamson and Wilson.

**Metropolitan Transit Authority** – The Metropolitan Transit Authority (MTA) provides transit services within Metropolitan Nashville/Davidson County, including fixed-route bus service and ADA-accessible paratransit service to eligible clients who live within a certain distance of the fixed bus routes.

**Nashville Area Metropolitan Planning Organization** – The Nashville Area Metropolitan Planning Organization (MPO) is a transportation planning body that includes Davidson, Rutherford, Sumner, Williamson, Wilson and parts of Maury and Robertson counties. The MPO is responsible to insure long term continuing, comprehensive and coordinated transportation planning for the 5 county study area.

**Greater Nashville Regional Council** – The Greater Nashville Regional Council (GNRC) is the regional planning and economic development organization of the 13 counties and 52 cities of the Greater Nashville Region of northern Middle Tennessee. Nashville, Music City USA and the State’s Capitol, is the central urban area of the region. Counties comprising the Region include Cheatham, Davidson, Dickson, Houston, Humphreys, Montgomery, Robertson, Rutherford, Steward, Sumner, Trousdale, Williamson, and Wilson counties.

**Council on Aging of Greater Nashville** – The Council on Aging of Greater Nashville (COA) was founded in 1985 as a recommendation from a Mayoral task force on senior issues. The task force saw the need for a nonpartisan group to continually study gaps in services for seniors. Until 2001, COA operated as a program of the Council of Community Services. It is now an independent 501c3 non-profit agency. Their mission is to find comprehensive solutions for the unmet needs of seniors and their caregivers.

**Tennessee Department of Transportation** – The Tennessee Department of Transportation (TDOT) is responsible for preparation of long-range, coordinated, statewide transportation plans; development of a data collection program relative to all transportation modes and needs; encouragement and promotion of the development of transportation systems embracing various modes of transportation in a manner that will serve the State and local communities effectively and efficiently; and cooperation with local government in the development of long-range transportation plans.

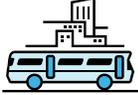
**Center for Independent Living** – The Center for Independent Living of Middle Tennessee provides persons with disabilities opportunities to be self advocates and make their own decisions regarding living arrangements, means of transportation, employment, social and recreational activities, as well as other aspects of everyday life.

**Rochelle Center**

The Rochelle Center provides support for adults with developmental disabilities and seniors with memory loss with personal outcomes which include:

- Offering meaningful skill/goal attainment;
- Empowering choice and self-determination;
- Enhancing quality of life;
- Assisting family-caregivers with needed training and support;
- Embracing and advocating diversity.

# Appendix C – Survey

	<h2 style="margin: 0;">RTA / MTA Transportation Needs Assessment</h2>	<p style="margin: 0; color: blue;">6/2007</p>
<p style="margin: 0; color: blue;"><b>Human Service Agencies, Elected Officials, Churches, other Organizations</b></p>		

Please take a moment to help us improve public transportation in our community. When you are done, return to Sharon Simmons via fax 615-862-8840 or mail to Regional Transportation Authority, 501 Union St., 6<sup>th</sup> Floor, Nashville, TN 37215-1705.

### Your Organization

<p>1. Please indicate the type(s) of service your organization provides. (Check all that apply)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Senior services</li> <li><input type="checkbox"/> Medical service</li> <li><input type="checkbox"/> Disability services</li> <li><input type="checkbox"/> Employment services</li> <li><input type="checkbox"/> Counseling</li> <li><input type="checkbox"/> Food and/or clothing</li> <li><input type="checkbox"/> Transportation</li> <li><input type="checkbox"/> Government services</li> <li><input type="checkbox"/> Housing</li> <li><input type="checkbox"/> Education</li> <li><input type="checkbox"/> Recreation/fitness</li> <li><input type="checkbox"/> Legal services</li> <li><input type="checkbox"/> Economic development</li> <li><input type="checkbox"/> Community development</li> <li><input type="checkbox"/> Religious</li> <li><input type="checkbox"/> Other, please specify: _____</li> </ul>	<p>2. What communities/counties does your organization serve?</p> <p>_____</p> <p>_____</p> <p>3. Does your organization provide client transportation in any of the following ways? (Check all that apply)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> We operate _____ (specify #) transportation vehicles directly.</li> <li><input type="checkbox"/> We contract with transportation provider to serve clients.</li> <li><input type="checkbox"/> Our staff provides client transportation.</li> <li><input type="checkbox"/> Our volunteers provide client transportation.</li> <li><input type="checkbox"/> We purchase or subsidize fares (or passes) for clients with local transportation providers. Please indicate which provider(s): _____</li> <li><input type="checkbox"/> We do not provide transportation.</li> </ul>
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### Service and Needs

<p>4. Please indicate how current public transportation service in your area could be improved. (Check all that apply)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Expanded hours of operation</li> <li><input type="checkbox"/> Central dispatch/information source (one phone number to call for a ride, etc.)</li> <li><input type="checkbox"/> Better advertising/marketing</li> <li><input type="checkbox"/> Expanded service outside of town</li> <li><input type="checkbox"/> Accessibility of service</li> <li><input type="checkbox"/> Affordability of service</li> <li><input type="checkbox"/> Better coordination between service providers</li> <li><input type="checkbox"/> Other, please specify: _____</li> </ul>	<p>5. Are there unmet public transportation needs for clients?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes</li> <li><input type="checkbox"/> No</li> </ul> <p>If yes, what group(s) have unmet transportation needs? (Check all that apply)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Senior citizens</li> <li><input type="checkbox"/> Persons with disabilities</li> <li><input type="checkbox"/> General public</li> <li><input type="checkbox"/> Students</li> <li><input type="checkbox"/> Low income persons</li> <li><input type="checkbox"/> All of the above</li> <li><input type="checkbox"/> Other, please specify: _____</li> </ul>
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*Please answer the questions on the next page.*

## Transportation Needs

<p>6. What type(s) of trips do your clients need? (Check all that apply)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Shopping</li> <li><input type="checkbox"/> Medical</li> <li><input type="checkbox"/> Family/friend visits</li> <li><input type="checkbox"/> Employment</li> <li><input type="checkbox"/> Social/entertainment</li> <li><input type="checkbox"/> Education</li> <li><input type="checkbox"/> Senior nutrition</li> <li><input type="checkbox"/> Social service appointments</li> <li><input type="checkbox"/> Religious</li> <li><input type="checkbox"/> Other, please specify: _____</li> </ul>	<p>7. Do your clients need medical transportation outside the county?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes</li> <li><input type="checkbox"/> No</li> </ul> <p>If yes, where? _____</p> <p>How often? (Check all that apply)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Daily</li> <li><input type="checkbox"/> Weekly</li> <li><input type="checkbox"/> Monthly</li> <li><input type="checkbox"/> Other, please specify: _____</li> </ul>
<p>8. When do your clients need public transportation? (Check all that apply)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Weekdays, 7:00 AM to 5:00 PM</li> <li><input type="checkbox"/> Weekdays, 5:00 PM to 10:00 PM</li> <li><input type="checkbox"/> Saturday, 7:00 AM to 5:00 PM</li> <li><input type="checkbox"/> Saturday, 5:00 PM to 10:00 PM</li> <li><input type="checkbox"/> Friday/Saturday, after 10:00 PM</li> <li><input type="checkbox"/> Sunday, 7:00 AM to 5:00 PM</li> <li><input type="checkbox"/> Sunday, 5:00 PM to 10:00 PM</li> <li><input type="checkbox"/> Other, please specify: _____</li> </ul>	<p>9. Does the lack of transportation keep potential clients from participating in your programs or services?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes</li> <li><input type="checkbox"/> No</li> <li><input type="checkbox"/> Somewhat</li> <li><input type="checkbox"/> Don't know</li> <li><input type="checkbox"/> Comment: _____</li> </ul>
<p>10. What type of public transportation do your clients need? (Check all that apply)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Fixed route scheduled bus service (pick-up at designated bus stops)</li> <li><input type="checkbox"/> Fixed route, deviated service (bus operates regular routes, can go off routes on request)</li> <li><input type="checkbox"/> Curb-to-curb demand response service (call ahead for scheduled pick-up)</li> <li><input type="checkbox"/> Door-to-door demand response (call ahead for scheduled pick-up for elderly or persons with disabilities)</li> <li><input type="checkbox"/> Other, please specify: _____</li> </ul>	<p>11. Is your agency or company interested in participating in a coordinated transportation program?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes</li> <li><input type="checkbox"/> No</li> <li><input type="checkbox"/> If no, please give reasons. _____ _____ _____</li> </ul>
<p>If you could change one thing about public transportation for your clients, what would it be? Why?</p>	

Name: \_\_\_\_\_

Agency: \_\_\_\_\_

Address: \_\_\_\_\_

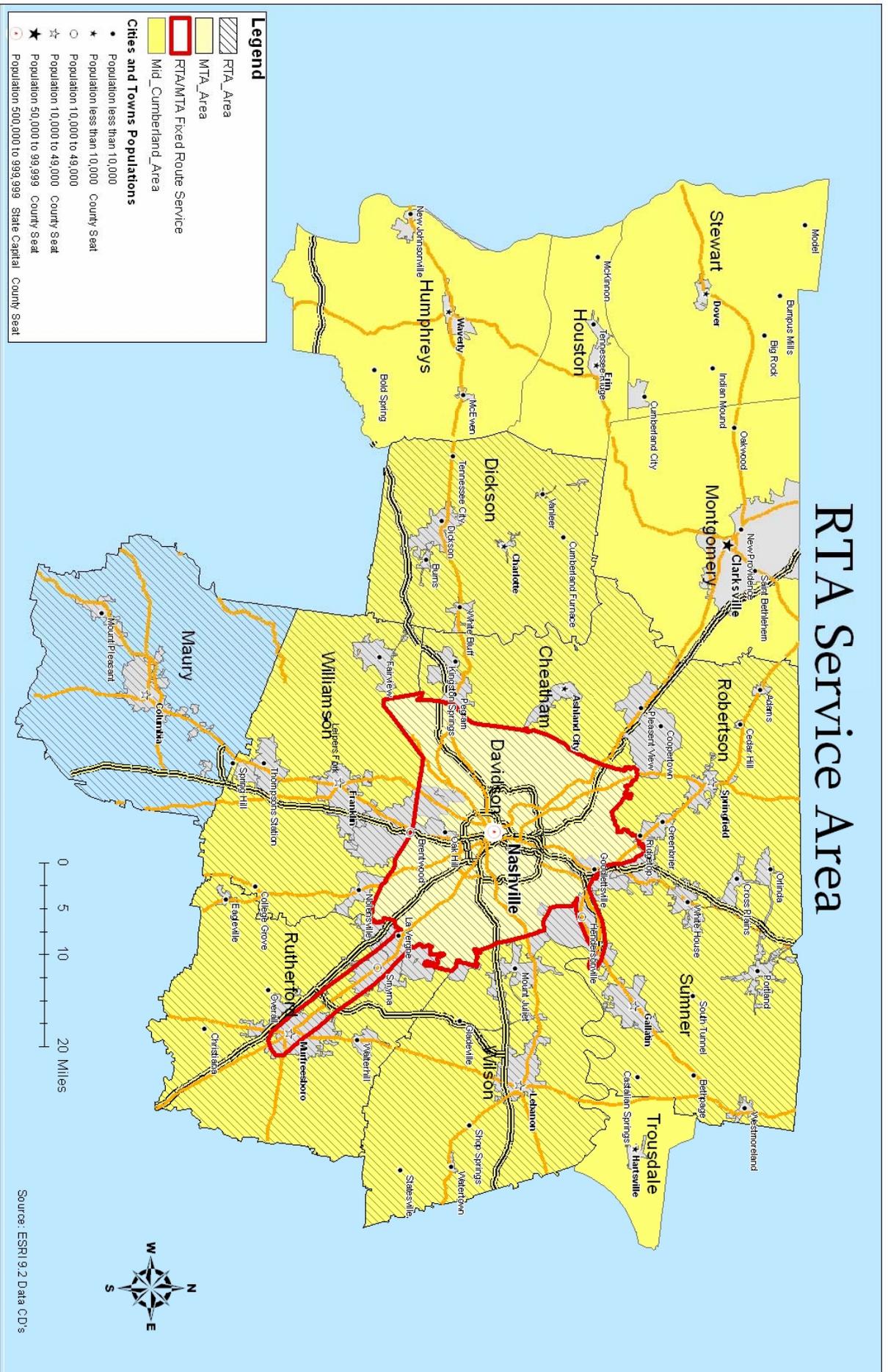
Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Website: \_\_\_\_\_

***Thank you for your participation!***

# Appendix D – Maps

# RTA Service Area

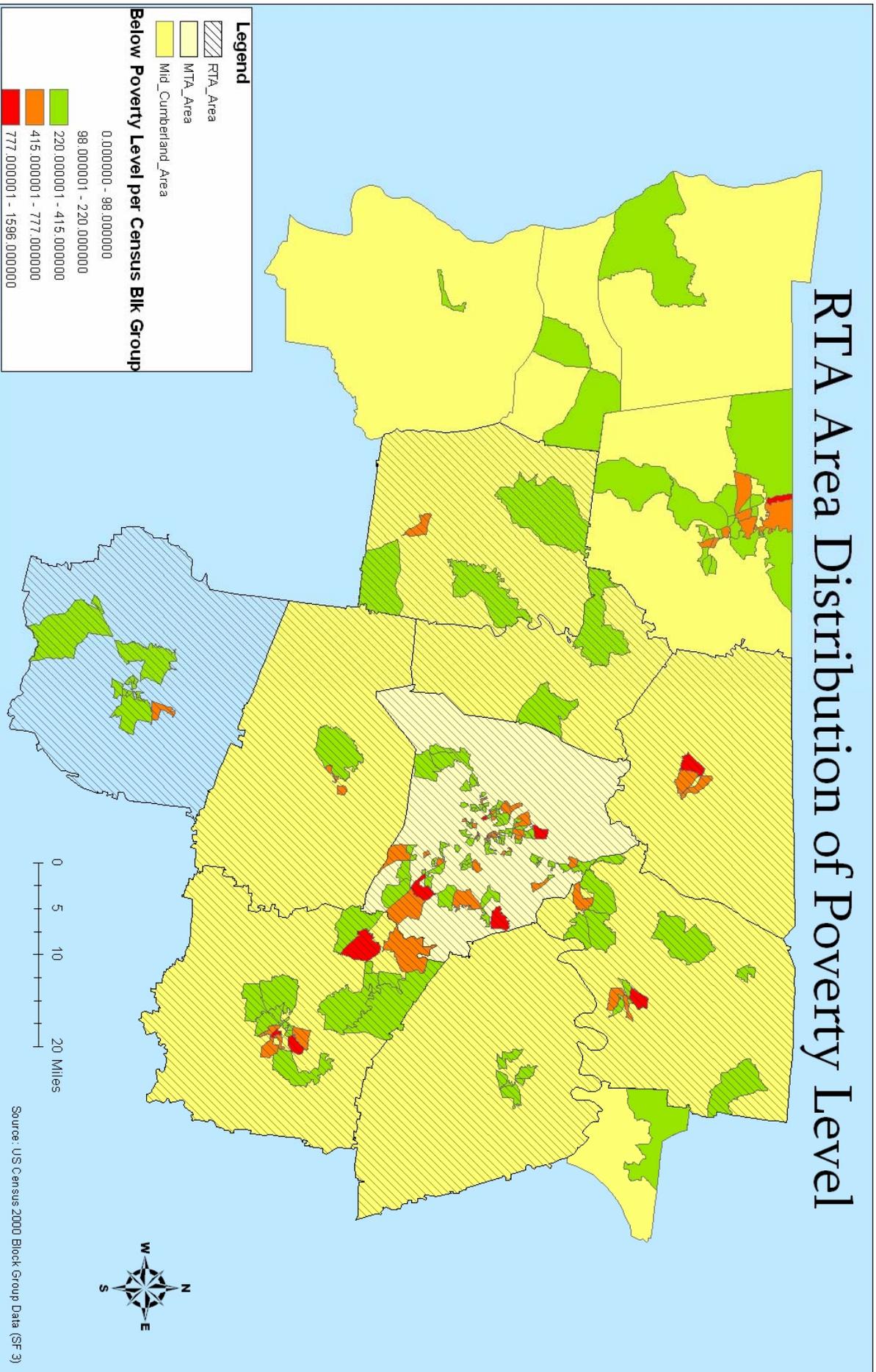


## Legend

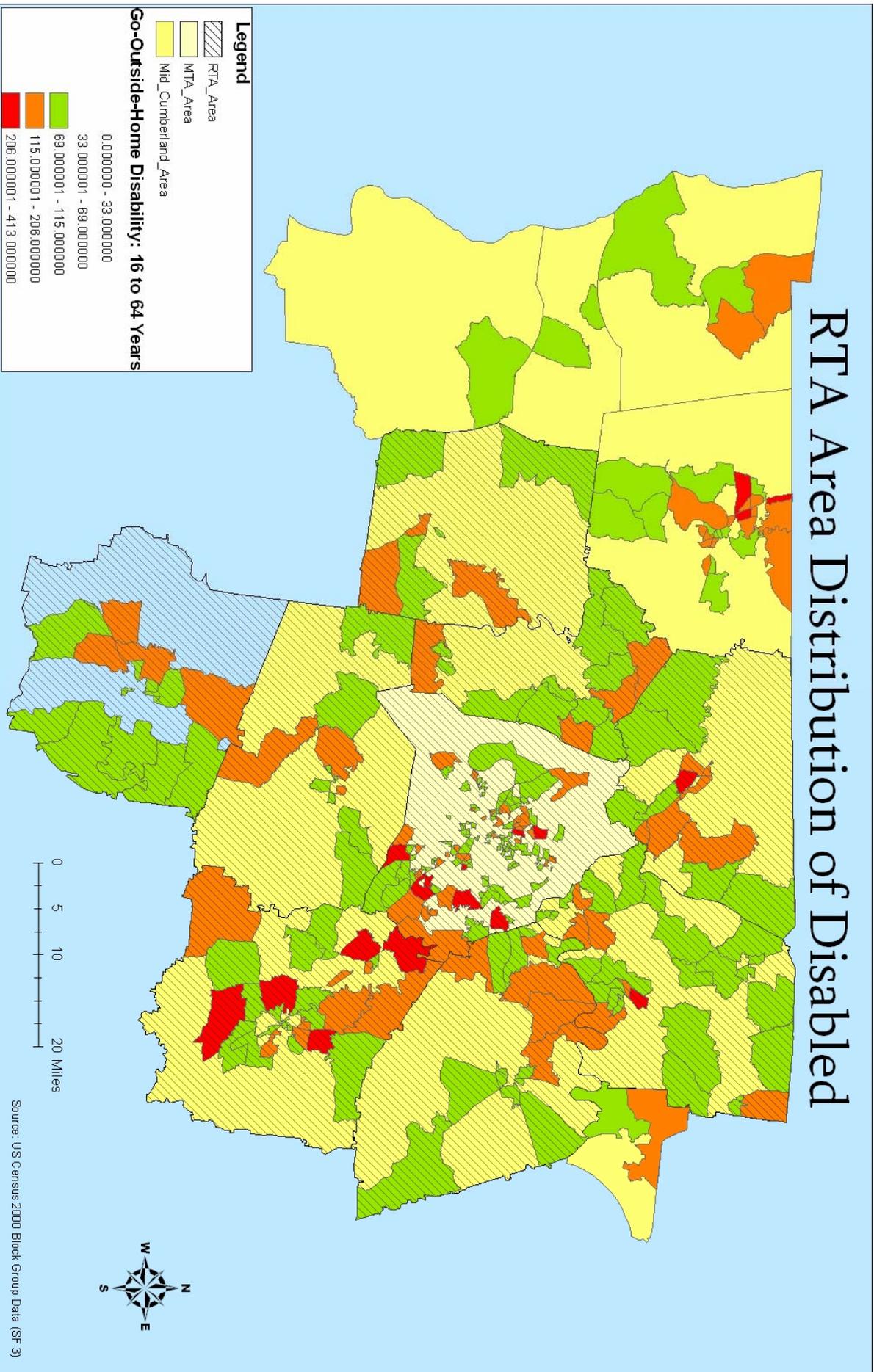
- RTA\_Area
  - MTA\_Area
  - RTA/MTA Fixed Route Service
  - Mid\_Cumberland\_Area
- ### Cities and Towns Populations
- Population less than 10,000
  - ★ Population less than 10,000 County Seat
  - Population 10,000 to 49,000
  - ☆ Population 10,000 to 49,000 County Seat
  - ★ Population 50,000 to 99,999 State Capital County Seat
  - Population 500,000 to 999,999 State Capital County Seat

Source: ESRI 9.2 Data CD's

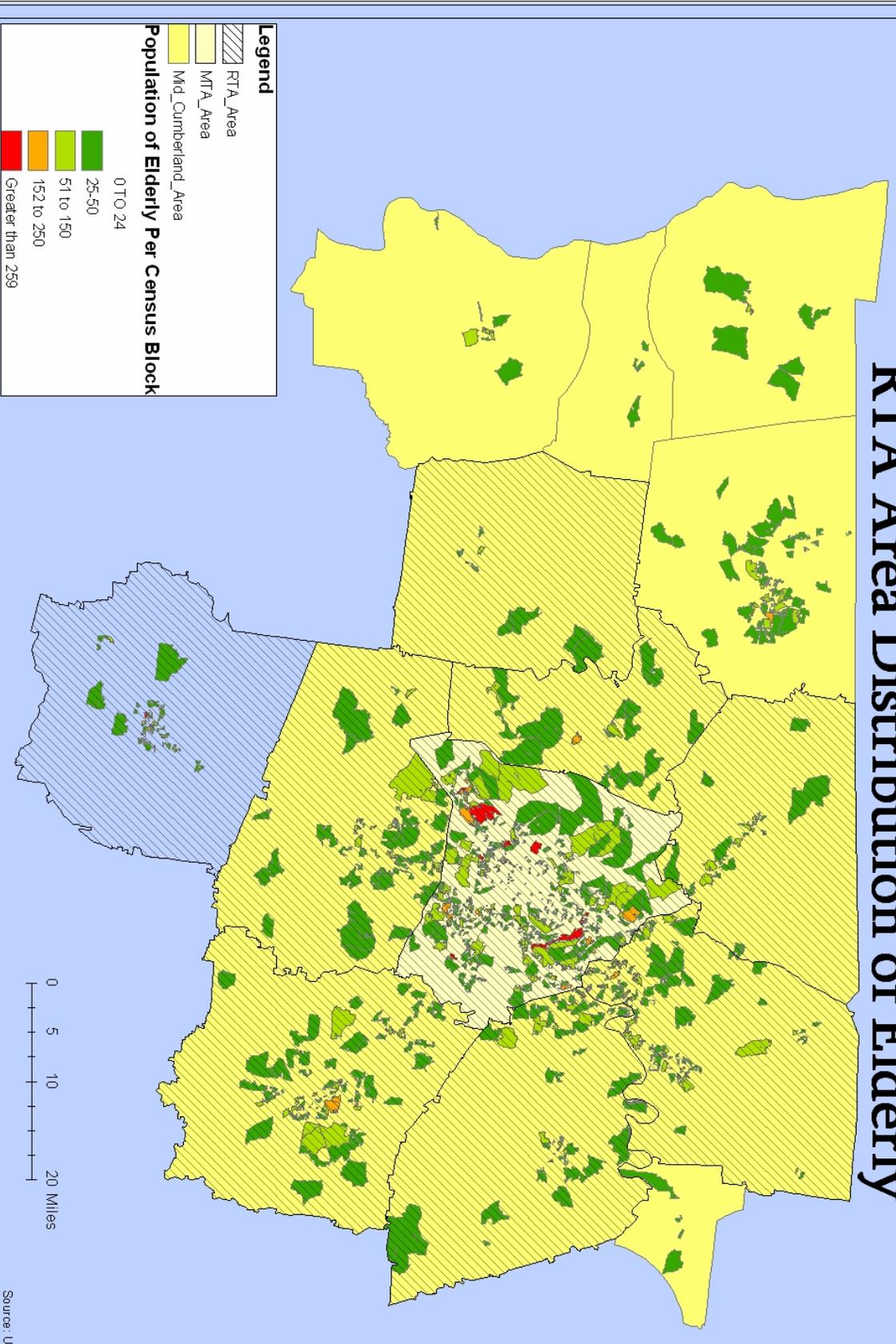
# RTA Area Distribution of Poverty Level



# RTA Area Distribution of Disabled



# RTA Area Distribution of Elderly



Source: US Census 2000 Block Data

# **Appendix E – New Freedoms Supplemental Information**

## **New Freedom Funds Supplemental Information**

### **PROGRAM GOAL**

The New Freedom formula grant program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the work force and full participation in society. Lack of adequate transportation is a primary barrier to work for individuals with disabilities. The 2000 Census showed that only 60 percent of people between the ages of 16 and 64 with disabilities are employed. The New Freedom formula grant program seeks to reduce barriers to transportation services and expand the transportation mobility options available to people with disabilities beyond the requirements of the ADA of 1990.

### **NEW FREEDOM PROGRAM MEASURES**

Under the Government Performance Results Act (GPRA), The Federal Transit Administration (FTA) is required by law to “establish performance goals to define the level of performance” and to also “establish performance indicators to be used in measuring relevant outputs, service levels, and outcomes” for each of its programs. The performance measures described here are designed to fulfill FTA’s obligations under this Act. These measures will be used at our program level.

The three measures established for the New Freedom Program are:

- a. Increases or enhancements related to geographic coverage, service quality and/or service times that impact availability of transportation services for individuals with disabilities as a result of the New Freedom projects implemented in the current reporting year.
- b. Additions or changes to environmental infrastructure (e.g., transportation facilities, side walks, etc), technology, and vehicles that impact availability of transportation services as a result of the New Freedom projects implemented in the current reporting year.
- c. Actual or estimated number of rides (as measured by one-way trips) provided for individuals with disabilities as a result of the New Freedom projects implemented in the current reporting year.

### **ELIGIBLE SUBRECIPIENTS**

There are three categories of eligible subrecipients of New Freedom funds:

- d. Private non-profit organizations;
- e. State or local governmental authority; and
- f. Operators of public transportation services including private operators of public transportation services.

### **ELIGIBLE ACTIVITIES**

New Freedom Program funds are available for capital and operating expenses that support new public transportation services beyond those required by the Americans with Disabilities Act of 1990 (ADA) and new public transportation alternatives beyond those required by the ADA designed to assist individuals with disabilities with accessing transportation services, including transportation to and from jobs and employment support services. For the purpose of the New Freedom Program, “new” service is any service or activity that was not operational on August 10, 2005, and did not have an identified funding source as of August 10, 2005, as evidenced by inclusion in the Transportation Improvement Plan (TIP) or the STIP. In other words, if not for the New Freedom Program, these projects would not have consideration for funding and proposed service enhancements would not be available for individuals with disabilities.

**Maintenance of Effort:** Recipients or subrecipients may not terminate ADA paratransit enhancements or other services funded as of August 10, 2005, in an effort to reintroduce the services as “new” and then receive New Freedom funds for those services.

Eligible projects funded with New Freedom funds may continue to be eligible for New Freedom funding indefinitely as long as the project(s) continue to be part of the coordinated plan.

Both new public transportation services and new public transportation alternatives are required to go beyond the requirements of the ADA and must (1) be targeted toward individuals with disabilities; and (2) meet the intent of the program by removing barriers to transportation and assisting persons with disabilities with transportation, including transportation to and from jobs and employment services.

The list of eligible activities is intended to be illustrative, not exhaustive. Recipients are encouraged to develop innovative solutions to meet the needs of individuals with disabilities in their communities.

- g. New Public Transportation Services Beyond the ADA. The following activities are examples of eligible projects meeting the definition of new public transportation.
- (1) Enhancing paratransit beyond minimum requirements of the ADA. ADA complementary paratransit services can be eligible under New Freedom in several ways as long as the services provided meet the definition of “new:”
    - (a) Expansion of paratransit service parameters beyond the three-fourths mile required by the ADA;
    - (b) Expansion of current hours of operation for ADA paratransit services that are beyond those provided on the fixed-route services;
    - (c) The incremental cost of providing same day service;
    - (d) The incremental cost of making door-to-door service available to all eligible ADA paratransit riders, but not as a reasonable modification for individual riders in an otherwise curb-to-curb system;
    - (e) Enhancement of the level of service by providing escorts or assisting riders through the door of their destination;

- (f) Acquisition of vehicles and equipment designed to accommodate mobility aids that exceed the dimensions and weight ratings established for common wheelchairs under the ADA and labor costs of aides to help drivers assist passengers with over-sized wheelchairs. This would permit the acquisition of lifts with a larger capacity, as well as modifications to lifts with a 600 lb design load, and the acquisition of heavier-duty vehicles for paratransit and/or demand-response service; and
  - (g) Installation of additional securement locations in public buses beyond what is required by the ADA.
- (2) Feeder services. New “feeder” service (transit service that provides access) to commuter rail, commuter bus, intercity rail, and intercity bus stations, for which complementary paratransit service is not required under the ADA.
  - (3) Making accessibility improvements to transit and intermodal stations not designated as key stations. Improvements for accessibility at existing transportation facilities that are not designated as key stations established under 49 CFR 37.47, 37.51, or 37.53, and that are not required under 49 CFR 37.43 as part of an alteration or renovation to an existing station, so long as the projects are clearly intended to remove barriers that would otherwise have remained. New Freedom funds are eligible to be used for new accessibility enhancements that remove barriers to individuals with disabilities so they may access greater portions of public transportation systems, such as fixed-route bus service, commuter rail, light rail and rapid rail. This may include:
    - (a) Building an accessible path to a bus stop that is currently inaccessible, including curbcuts, sidewalks, accessible pedestrian signals or other accessible features,
    - (b) Adding an elevator or ramps, detectable warnings, or other accessibility improvements to a non-key station that are not otherwise required under the ADA,
    - (c) Improving signage, or wayfinding technology, or
    - (d) Implementation of other technology improvements that enhance accessibility for people with disabilities including Intelligent Transportation Systems (ITS).
  - (4) Travel training. New training programs for individual users on awareness, knowledge, and skills of public and alternative transportation options available in their communities. This includes travel instruction and travel training services.
- h. New Public Transportation Alternatives Beyond the ADA. The following activities are examples of projects that are eligible as new public transportation alternatives beyond the ADA under the New Freedom Program:
- (1) Purchasing vehicles to support new accessible taxi, ride sharing, and/or vanpooling programs. New Freedom funds can be used to purchase and operate accessible vehicles for use in taxi, ridesharing and/or van pool programs provided that the vehicle has the capacity to accommodate a passenger who uses a “common

wheelchair” as defined under 49 CFR 37.3, at a minimum, while remaining in his/her personal mobility device inside the vehicle, and meeting the same requirements for lifts, ramps and securement systems specified in 49 CFR part 38, subpart B.

- (2) Supporting the administration and expenses related to new voucher programs for transportation services offered by human service providers. This activity is intended to support and supplement existing transportation services by expanding the number of providers available or the number of passengers receiving transportation services. Only new voucher programs or expansion of existing programs are eligible under the New Freedom Program. Vouchers can be used as an administrative mechanism for payment of alternative transportation services to supplement available public transportation. The New Freedom Program can provide vouchers to individuals with disabilities to purchase rides, including: (a) mileage reimbursement as part of a volunteer driver program; (b) a taxi trip; or (c) trips provided by a human service agency. Providers of transportation can then submit the voucher for reimbursement to the recipient for payment based on pre-determined rates or contractual arrangements. Transit passes for use on existing fixed route or ADA complementary paratransit service are not eligible. Vouchers are an operational expense which requires a 50/50 (Federal/local) match.
- (3) Supporting new volunteer driver and aide programs. New volunteer driver programs are eligible and include support for costs associated with the administration, management of driver recruitment, safety, background checks, scheduling, coordination with passengers, and other related support functions, mileage reimbursement, and insurance associated with volunteer driver programs. The costs of new enhancements to increase capacity of existing volunteer driver programs are also eligible. FTA notes that any volunteer program supported by New Freedom must meet the requirements of both “new” and “beyond the ADA.” FTA encourages communities to offer consideration for utilizing all available funding resources as an integrated part of the design and delivery of any volunteer driver/aide program.
- (4) Supporting new mobility management and coordination programs among public transportation providers and other human service agencies providing transportation. Mobility management is an eligible capital cost. Mobility management techniques may enhance transportation access for populations beyond those served by one agency or organization within a community. For example, a non-profit agency could receive New Freedom funding to support the administrative costs of sharing services it provides to its own clientele with other individuals with disabilities and coordinate usage of vehicles with other non-profits, but not the operating costs of the service. Mobility management is intended to build coordination among existing public transportation providers and other transportation service providers with the result of expanding the availability of service. Mobility management activities may include:
  - (a) The promotion, enhancement, and facilitation of access to transportation services, including the integration and coordination of services for individuals with disabilities, older adults, and low-income individuals;

- (b) Support for short term management activities to plan and implement coordinated services;
- (c) The support of State and local coordination policy bodies and councils;
- (d) The operation of transportation brokerages to coordinate providers, funding agencies and customers;
- (e) The provision of coordination services, including employer-oriented Transportation Management Organizations' and Human Service Organizations' customer-oriented travel navigator systems and neighborhood travel coordination activities such as coordinating individualized travel training and trip planning activities for customers;
- (f) The development and operation of one-stop transportation traveler call centers to coordinate transportation information on all travel modes and to manage eligibility requirements and arrangements for customers among supporting programs; and
- (g) Operational planning for the acquisition of intelligent transportation technologies to help plan and operate coordinated systems inclusive of Geographic Information Systems (GIS) mapping, Global Positioning System Technology, coordinated vehicle scheduling, dispatching and monitoring technologies as well as technologies to track costs and billing in a coordinated system and single smart customer payment systems (acquisition of technology is also eligible as a stand alone capital expense).

# **Appendix F – Job Access Reverse Commute Supplemental Information**

## **Job Access Reverse Commute Supplemental Information**

### **PROGRAM HISTORY**

The Job Access and Reverse Commute (JARC) program has had a dramatic impact on the lives of thousands of welfare recipients and low-income families, helping individuals successfully transition from welfare to work and reach needed employment support services such as childcare and job training activities. JARC was established as part of TEA-21 to address the unique transportation challenges faced by welfare recipients and low-income persons seeking to get and keep jobs. With many new entry-level jobs located in suburban areas, low-income and/or welfare recipients have found it difficult to access these jobs from their inner city, urban and rural neighborhoods on a daily basis. Further, many entry-level jobs require working late at night or on weekends when conventional transit services in many communities are either reduced or non-existent. Finally, many employment-related trips are complex for low-income persons, often involving multiple destinations, including reaching childcare facilities and other services as part of the work trip.

### **PROGRAM GOAL**

The goal of the JARC program is to improve access to transportation services to employment and employment related activities for welfare recipients and eligible low-income individuals and to transport residents of urbanized areas and non urbanized areas to suburban employment opportunities. Toward this goal, the Federal Transit Administration (FTA) provides financial assistance for transportation services planned, designed, and carried out to meet the transportation needs of eligible low-income individuals, and of reverse commuters regardless of income. The program requires coordination of Federally-assisted programs and services in order to make the most efficient use of Federal resources.

### **JOB ACCESS AND REVERSE COMMUTE PROGRAM MEASURES**

Under the Government Performance Results Act (GPRA), FTA is required by law to “establish performance goals to define the level of performance” and to also “establish performance indicators to be used in measuring relevant outputs, service levels, and outcomes” for each of its programs. The performance measures described here are designed to fulfill FTA’s obligations under this Act. These measures will be used at a program level, and will not be used to assess individual grants.

FTA will be capturing overall program measures to be used with the GPRA and the Performance Assessment Rating Tool process for the U.S. Office of Management and Budget (OMB). FTA will conduct independent evaluations of the program focused on specific data elements in order to better understand the implementation strategies and related outcomes associated with the program. The following indicators are targeted to capture overarching program information as part of the Annual Report that each grantee submits to FTA. Specific reporting requirements for recipients can be found in Chapter VI.

The two measures established for the JARC Program are:

- a. 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.

- b. 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.

### **ELIGIBLE SUBRECIPIENTS**

There are three categories of eligible subrecipients of JARC funds:

- c. Private non-profit organizations;
- d. State or local governmental authority; and
- e. Operators of public transportation services, including private operators of public transportation services.

### **ELIGIBLE ACTIVITIES**

Funds from the JARC program are available for capital, planning, and operating expenses that support the development and maintenance of transportation services designed to transport low-income individuals to and from jobs and activities related to their employment and to support reverse commute projects.

In the conference report accompanying SAFETEA–LU, the conferees stated an expectation that FTA would “continue its practice of providing maximum flexibility to job access projects that are designed to meet the needs of individuals who are not effectively served by public transportation, consistent with the use of funds described in the *Federal Register*, Volume 67 (April 8, 2002)” (H.R. Report 109–203, at Section 3018 (July 28, 2005)). Therefore, eligible projects may include, but are not limited to capital, planning, and operating assistance to support activities such as:

- f. Late-night and weekend service;
- g. Guaranteed ride home service;
- h. Shuttle service;
- i. Expanding fixed-route public transit routes;
- j. Demand-responsive van service;
- k. Ridesharing and carpooling activities;
- l. Transit-related aspects of bicycling (such as adding bicycle racks to vehicles to support individuals that bicycle a portion of their commute or providing bicycle storage at transit stations);
- m. Local car loan programs that assist individuals in purchasing and maintaining vehicles for shared rides;
- n. Promotion, through marketing efforts, of the:

- (1) use of transit by workers with non-traditional work schedules;
  - (2) use of transit voucher programs by appropriate agencies for welfare recipients and other low-income individuals;
  - (3) development of employer-provided transportation such as shuttles, ridesharing, carpooling; or
  - (4) use of transit pass programs and benefits under Section 132 of the Internal Revenue Code of 1986;
- o. Supporting the administration and expenses related to voucher programs. This activity is intended to supplement existing transportation services by expanding the number of providers available or the number of passengers receiving transportation services. Vouchers can be used as an administrative mechanism for payment to providers of alternative transportation services. The JARC program can provide vouchers to low-income individuals to purchase rides, including (1) mileage reimbursement as part of a volunteer driver program, (2) a taxi trip, or (3) trips provided by a human service agency. Providers of transportation can then submit the voucher to the JARC project administering agency for payment based on pre-determined rates or contractual arrangements. Transit passes for use on fixed route or Americans with Disabilities Act of 1990 (ADA) complementary paratransit service are not eligible. Vouchers are an operational expense which requires a 50/50 (Federal/local) match;
  - p. Acquiring Geographic Information System (GIS) tools;
  - q. Implementing Intelligent Transportation Systems (ITS), including customer trip information technology;
  - r. Integrating automated regional public transit and human service transportation information, scheduling and dispatch functions;
  - s. Deploying vehicle position-monitoring systems;
  - t. Subsidizing the costs associated with adding reverse commute bus, train, carpool van routes or service from urbanized areas and nonurbanized areas to suburban work places;
  - u. Subsidizing the purchase or lease by a non-profit organization or public agency of a van or bus dedicated to shuttling employees from their residences to a suburban workplace;
  - v. Otherwise facilitating the provision of public transportation services to suburban employment opportunities;
  - w. Supporting new mobility management and coordination programs among public transportation providers and other human service agencies providing transportation. Mobility management is an eligible capital cost. Mobility management techniques may enhance transportation access for populations beyond those served by one agency or organization within a community. For example, a non-profit agency could receive JARC funding to support the administrative costs of sharing services it provides to its own clientele with other low-income individuals and coordinate usage of vehicles with other non-profits, but not the operating costs of the service. Mobility management is

intended to build coordination among existing public transportation providers and other transportation service providers with the result of expanding the availability of service. Mobility management activities may include:

- (1) The promotion, enhancement, and facilitation of access to transportation services, including the integration and coordination of services for individuals with disabilities, older adults, and low-income individuals;
- (2) Support for short term management activities to plan and implement coordinated services;
- (3) The support of State and local coordination policy bodies and councils;
- (4) The operation of transportation brokerages to coordinate providers, funding agencies and customers;
- (5) The provision of coordination services, including employer-oriented Transportation Management Organizations' and Human Service Organizations' customer-oriented travel navigator systems and neighborhood travel coordination activities such as coordinating individualized travel training and trip planning activities for customers;
- (6) The development and operation of one-stop transportation traveler call centers to coordinate transportation information on all travel modes and to manage eligibility requirements and arrangements for customers among supporting programs; and
- (7) Operational planning for the acquisition of intelligent transportation technologies to help plan and operate coordinated systems inclusive of Geographic Information Systems (GIS) mapping, Global Positioning System technology, coordinated vehicle scheduling, dispatching and monitoring technologies as well as technologies to track costs and billing in a coordinated system and single smart customer payment systems (acquisition of technology is also eligible as a stand alone capital expense).