



Johnson City Urbanized Area Coordinated Public Transit-Human Services Transportation Plan

March 31, 2022

Prepared by: RLS & Associates, Inc. with LSC Transportation Consultants, Inc



Interaction

- Mute/Unmute
 - Please Keep Your Microphone “Muted”
 - Unmute Whenever You Want To Talk
- Chat
 - We will be Using the Chat Feature for Comments (Click on “Show Conversation”)
- Meeting will be Recorded



Welcome



Welcome



Project Overview



Coordinated Transportation Goals and Strategies



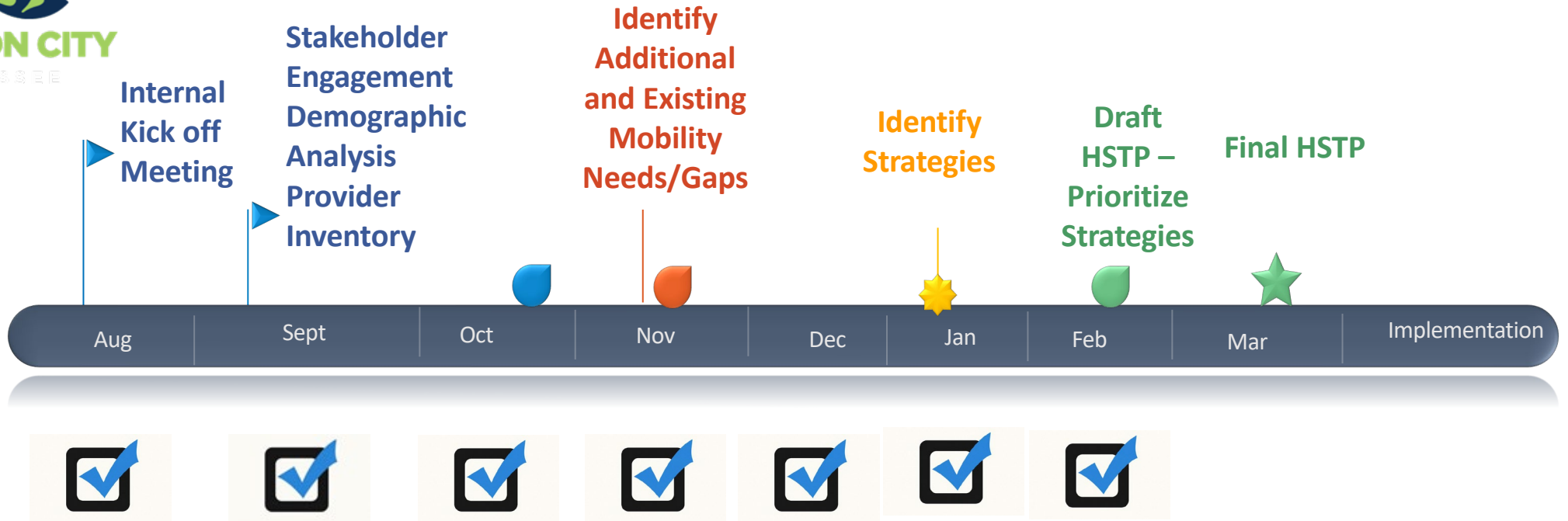
Prioritized Goals



2021

-

2022





Existing Resources

INVENTORY OF EXISTING SERVICES



Providers

- Multiple modes of service
- Eligibility requirements
- Multiple service areas or jurisdictions

	ADA Paratransit or Eligibility-Required	Demand Response	Employment Transportation	Intercity Bus	Non-Emergency Medical Transportation	Volunteer	Fixed Route
Dawn of Hope	■						
Day Programs	■						
Faith-based Orgs.						■	
Frontier Health	■				■		
Greyhound				■			
J C Senior Center	■					■	
Johnson City Transit	■	■	■				■
MyRide TN		■			■	■	
NET Trans		■	■		■		
Uber/Taxi/Lyft		■					
Veterans	■				■		



Needs Assessment

UNMET TRANSPORTATION NEEDS

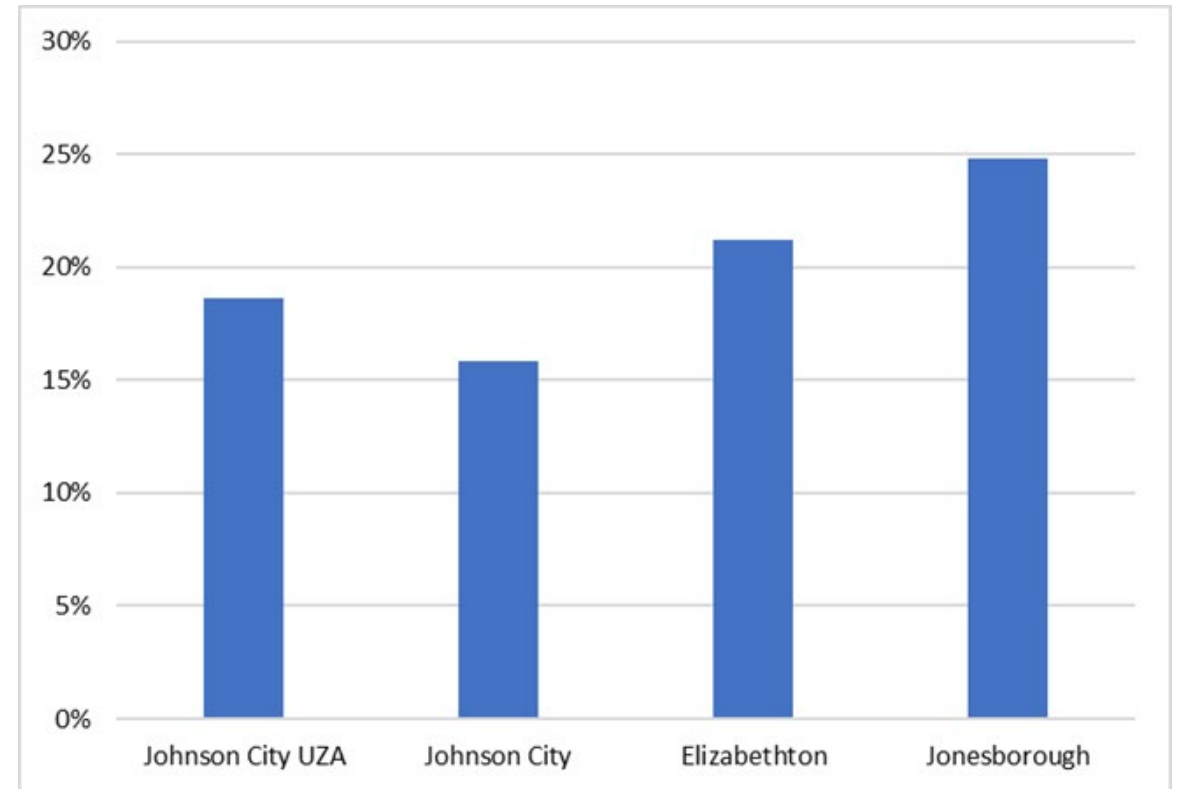
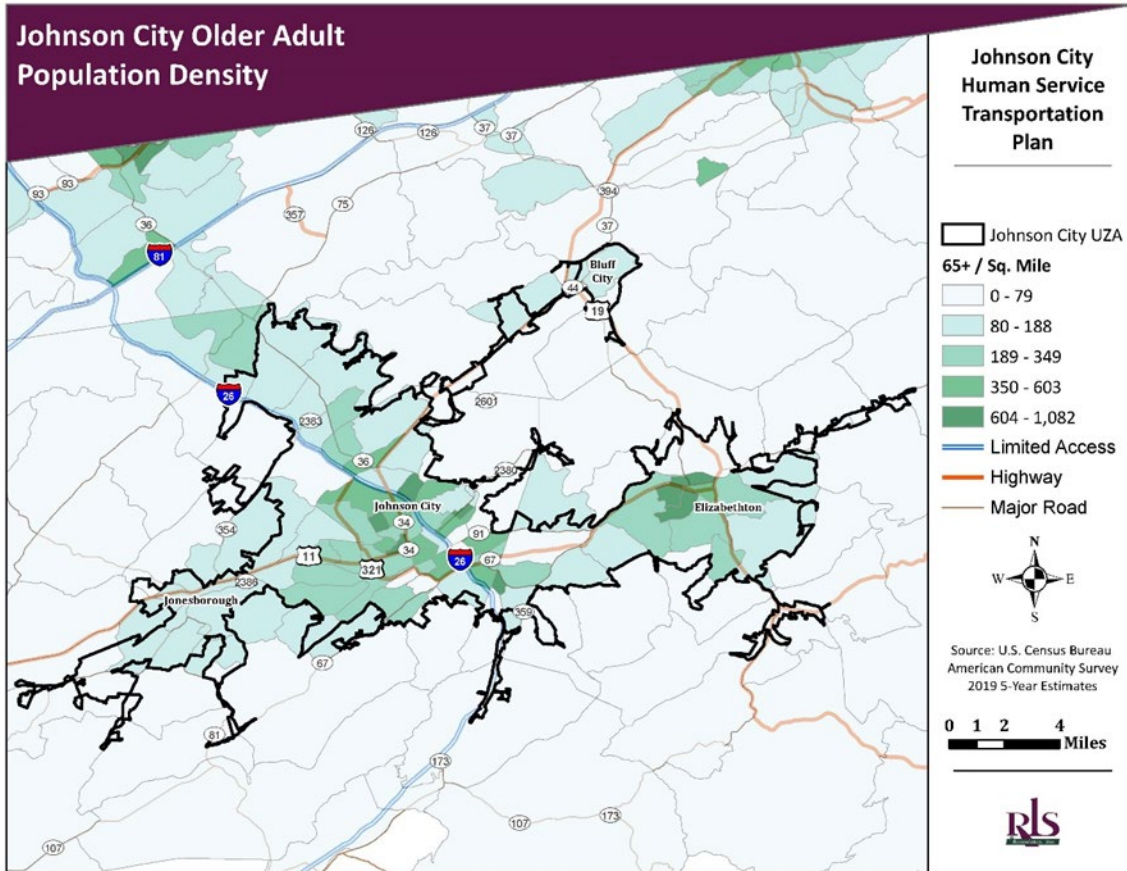


Needs Assessment Activities

- Demographic Analysis
- Stakeholder Input Meetings
 - Three Meetings throughout the Project
- Interviews with Public and Agency Transportation Providers
- Public Survey
- Public Meeting



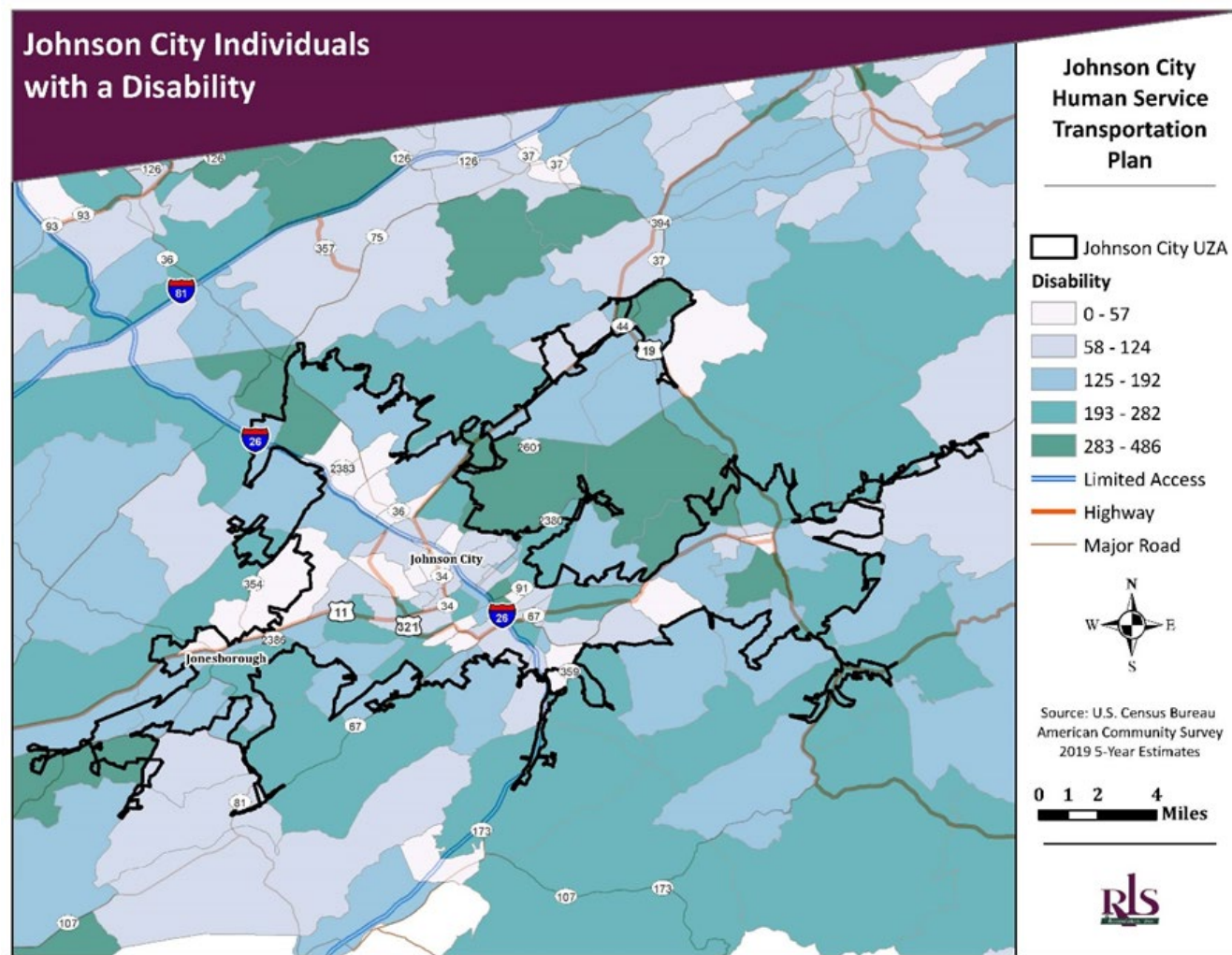
Targeted Population Groups Older Adults





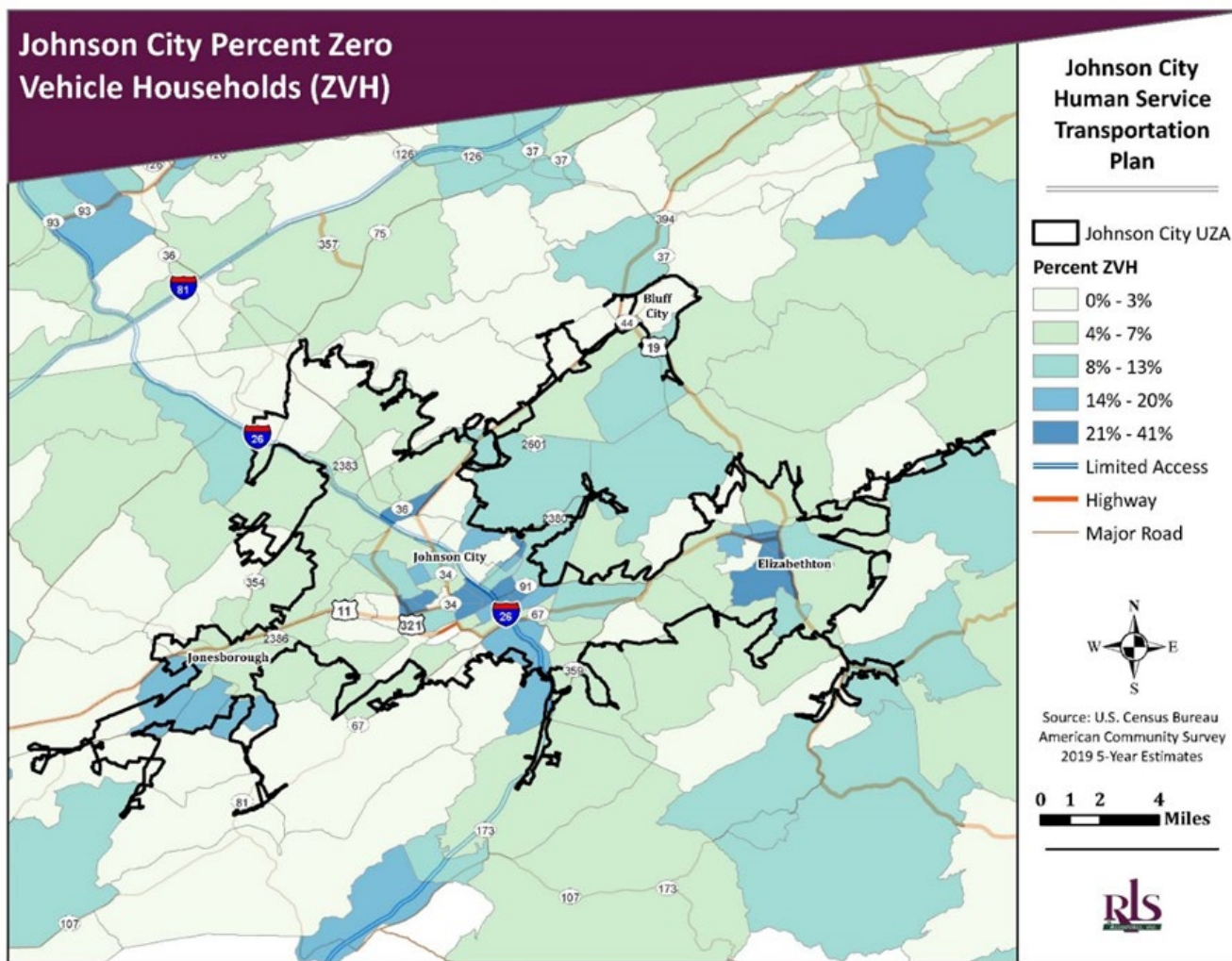
Targeted Population Groups

Individuals with Disabilities

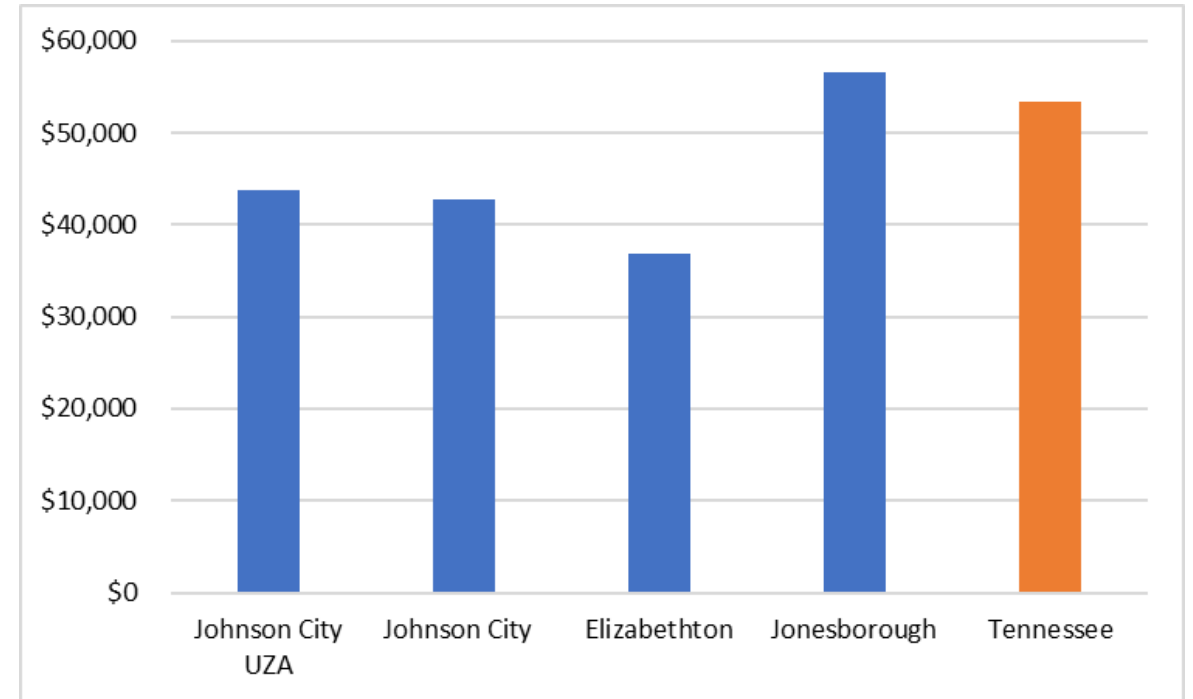
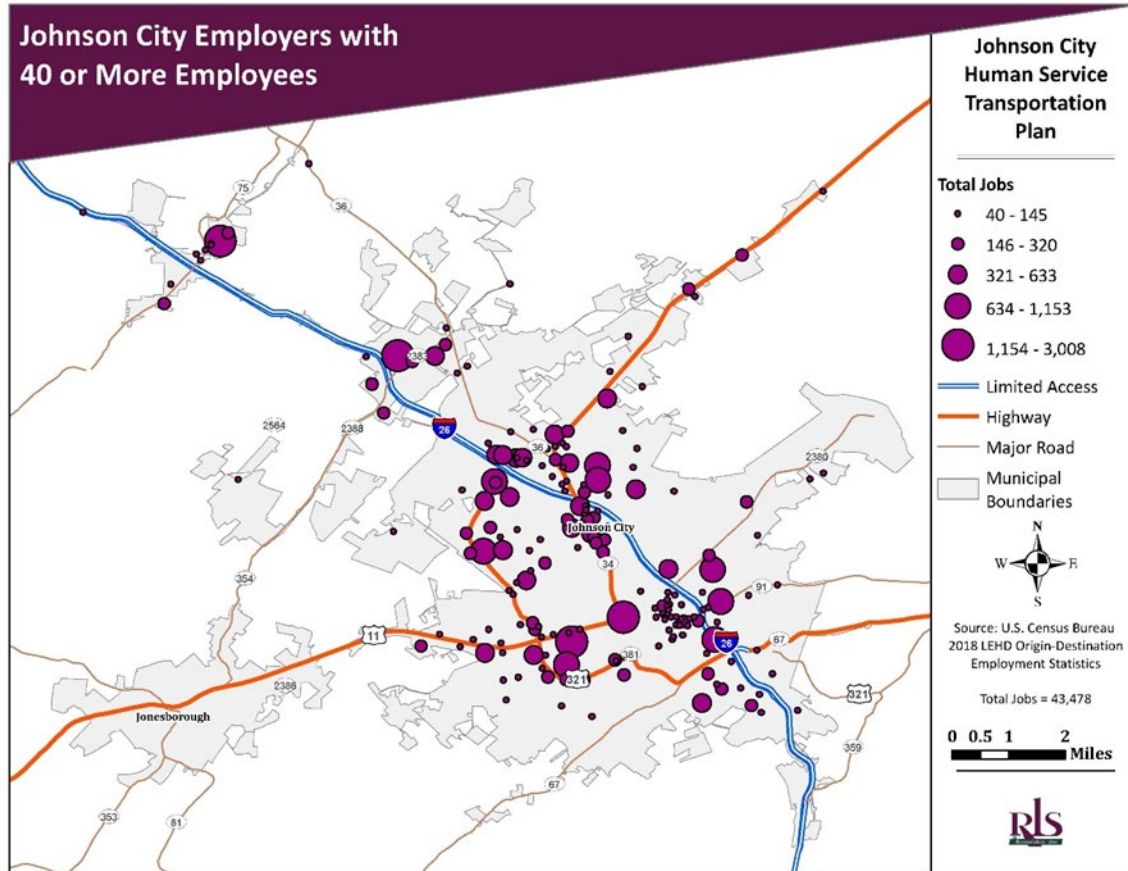




Targeted Population Groups Zero Vehicle Households



Employment & Income





Unmet Transportation Needs

- Summarized into Nine Primary Categories
 - 1) Information and Awareness
 - 2) Safe and Accessible Rides, Bus Stops, and Waiting Areas
 - 3) Access to Employment during Evenings and Weekends
 - 4) Staff and Driver Shortages for Agencies
 - 5) Transportation Technology
 - 6) Transportation for Education/Colleges
 - 7) Same-Day Trip Options
 - 8) Sustain Existing Services
 - 9) Affordable Transportation Options

Prioritizing Strategies

GOALS & STRATEGIES POTENTIAL SOLUTIONS





Potential Funding Sources Overview

- FTA Section 5310 Program: *Enhanced Mobility for Seniors and Individuals with Disabilities*
 - Federal Share for capital projects = 80%
 - Federal Share for operating assistance = 50%
 - Operating assistance is not eligible in TN at this time
 - Local match can come from other Federal (non-DOT) funds
 - TDOT may provide up to 10% of the capital match
- Eligible **Capital** Grant Activities in Tennessee
 - Vehicle purchases
 - Mobility Manager



Potential Funding Sources Overview

- Potential Local Match
 - Fund Braiding: Federal funds from one grant program can be used to fulfill the local match requirements of another Federal grant
 - Allowable for 67 Federal programs
 - Potentially as many as 130 Federal programs provide funding for human service transportation
 - Not available between all Federal programs. Consult the Federal Fund Braiding Guide: <https://www.transit.dot.gov/regulations-and-programs/ccam/about/coordinating-council-access-and-mobility-ccam-federal-fund>



Highest Priority Strategies

Goals	Strategies	Comparative Costs
Goal 1: Establish a coordinated transportation framework	Hire a mobility manager for Johnson City Transit (JCT)	\$\$
	Develop a robust mobility management program for JCT and NET Trans	\$
Goal 2: Ensure funding and resources continue to be available for maintaining existing transportation services	Fleet planning to ensure vehicles are replaced and expansion vehicles are procured in a timely manner	\$
	Driver recruitment efforts to support public and human service agency transportation programs	\$
	Identify new funding to sustain/expand the Job Access Program. Include funding to advertise the program	\$\$\$



Highest Priority Strategies (cont.)

Goals	Strategies	Comparative Costs
Goal 3: Service expansions for access to jobs and college	Expand the Job Access Program to include access to colleges other than ETSU (i.e., Tennessee College of Applied Technology)	\$\$\$
	Shared-ride, demand response or shuttle service for access to employment-designed around shift work.	\$\$\$
Goal 4: Transportation service expansions	Explore transportation options connecting cities in the urbanized area for non-emergency medical transportation, employment, and other purposes	\$
	Seek sustainable funding to supplement the out-of-pocket cost to the passenger for on-demand/same-day transportation services provided by approved vendors	\$\$
	Consider a first/last mile feasibility study to promote access to JCT for people with disabilities.	\$\$



Highest Priority Strategies (cont.)

Goals	Strategies	Comparative Costs
Goal 5: Transit technology	JCT electronic fare payment system	\$\$\$\$
	JCT upgrade software for paratransit and compatibility with NET Trans in case of future coordination of paratransit and regional demand response trips if desired	\$\$\$\$
Goal 6: Enhance and coordinate transportation information and referral process	Establish policies that would allow Contact 211 of Northeast Tennessee to directly hand-off a caller to the appropriate transportation provider or call center to schedule a trip with one or multiple providers	\$\$



Highest Priority Strategies (cont.)

Goals	Strategies	Comparative Costs
Goal 7: Information and awareness	Educate community leaders about the benefits of transportation and available resources	\$
	Develop a coordinated approach to increase public awareness about available transportation resources	\$
	Conduct mobility manager meetings to discuss challenges/needs and grant opportunities that support solutions with the agency mobility managers	\$
Goal 8: Enhance transportation service levels for older adults, individuals with disabilities, and people with low incomes	Transportation Voucher Program for volunteer drivers serving veterans, individuals with disabilities, and people with low incomes	\$\$
	Identify funding to expand the MyRide Tennessee Program	\$\$
	Coordinated Travel Training Program for partnering transportation providers	



Medium Priority Strategies

Goals	Strategies	Comparative Costs
Goal 2: Ensure funding and resources continue to be available for maintaining existing transportation services	Encourage agencies to use the State Contract when possible for capital purchases, to maximize cost efficiency while making transportation a priority	\$
	Encourage agencies to hire mobility managers to coordinate and implement structured transfer points or regional services to efficiently and effectively address transportation needs that cross outside of the Urban Area boundaries	\$\$
Goal 4: Transportation service expansions	Directly operate or enter into contractual partnerships with private transportation services or other organizations to operate transportation during evening hours.	\$\$\$
	Study passenger waiting areas and accessibility to the bus stops to ensure passengers can safely access and use the bus stop or shelter.	\$\$



Medium Priority Strategies (cont.)

Goals	Strategies	Comparative Costs
Goal 6: Enhance and coordinate transportation information and referral process	Promote Contact 211 or Northeast Tennessee as a single point of contact for information about transportation in the Urbanized Area	\$\$
Goal 7: Information and awareness	Identify a leader/champion(s) to participate in the regional coordinating council and represent the Johnson City Urbanized Area transportation needs	\$



Implementation Timelines and Cost

Goals	Estimated Costs	Year 1	Year 2	Year 3	Year 4	Year 5
Goal 1: Establish a coordinated transportation framework.	\$ to \$\$					
Goal 2: Ensure funding and resources continue to be available for maintaining existing transportation services.	\$ to \$\$\$					
Goal 3: Service expansions for access to jobs and college.	\$\$\$					
Goal 4: Transportation service expansions.	\$ to \$\$\$					
Goal 5: Transit technology improvements.	\$\$\$\$					
Goal 6: Enhance and coordinate transportation information and referral process.	\$\$					
Goal 7: Information and awareness about existing transportation services and the benefits of those services.	\$					
Goal 8: Enhance transportation service levels for older adults, individuals with disabilities, and people with low incomes.	\$\$					

Thank You!

Questions?

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