

FY 2021

Human Services Coordinated Transportation Plan (HSCTP)



Produced by
Central Alabama Regional Planning
and Development Commission

October 2020

CENTRAL ALABAMA REGIONAL PLANNING AND DEVELOPMENT COMMISSION

Region 9

HUMAN SERVICES COORDINATED TRANSPORTATION PLAN (HSCTP) FY 2021 UPDATE

October 2020

ACKNOWLEDGEMENTS

Central Alabama Human Services Coordination Transportation Plan FY21

This document was prepared with the intention of assisting in identifying eligible grant recipients. This document does not certify funding to any individual entity. However, describes the participants that may qualify. Central Alabama's HSCTP FY 2021 is produced as a supplementary document for they pertain to Federal Transit Administration Sections 5310 (Elderly and Disabled), 5311 (Rural Transit), and 5317 (New Freedom) transit funding for the Counties of Autauga, Elmore and Montgomery.

This plan was produced by the Central Alabama Regional Planning and Development Commission in cooperation with the Alabama Department of Transportation, as a part of the standard update.

This document can be found under

<https://carpdc.com/resources-documents/>

Special thank you to

Central Alabama RPO Committee

&

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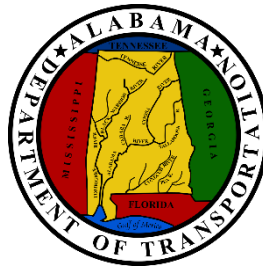
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RESOLUTION

The Rural Planning Organization (RPO)

Adopting the 2021 Human Services Coordinated Transportation Plan as prepared by the Central Alabama Regional Planning and Development Commission (CARPDC)

WHEREAS, the Central Alabama Rural Planning Organization (RPO) was established to serve as the decision-making body and to provide guidance to local governments in conducting the non-metropolitan consultation planning process for portions or all of Autauga, Elmore, and Montgomery counties in Alabama, as established in amended 23 USC 134 and 135 (as amended by MAP-21 Sections 1201 and 1202); and

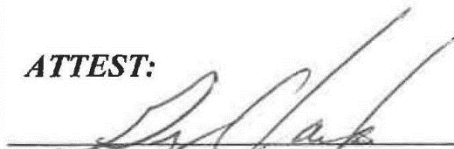
WHEREAS, the Rural Planning Organization (RPO) is interested in the continued development of the non-metropolitan transportation consultation planning process as described in 23 CFR 450.210(b) through on-going public involvement and data collection of rural transportation needs in the aforementioned counties; and

WHEREAS, the Central Alabama Regional Planning and Development Commission (CARPDC), has developed a Human Services Coordinated Transportation Plan which is an assessment of transportation needs as they pertain to FTA Section 5310 (Elderly and Disabled), FTA Section 5311 (Rural Transit), and FTA Section 5317 (New Freedom) transit funding for the Counties of Autauga, Elmore and Montgomery, and


WHEREAS, the updated FY2020-2023 Human Services Coordinated Transportation Plan has been duly reviewed and discussed by the Central Alabama Rural Planning Organization;

NOW THEREFORE, BE IT RESOLVED, this 8th day of September, 2020 that the Central Alabama Rural Planning Organization does hereby adopt and endorse the 2020 - 2023 Human Services Coordinated Transportation Plan.

ATTEST:



Greg Clark, Executive Director



Richie Beyer, RPO Policy Committee Chair

INTRODUCTION

The purpose of this document is to describe the transportation services being provided in the Central Alabama Region so that gaps may be assessed and rectified. The Human Services Coordinated Transportation Plan (HSCTP) was originally developed in 2008 by the Central Alabama Regional Planning and Development Commission (CARPDC) for their tri-county region which includes Autauga, Elmore and Montgomery counties. The 2008 Plan was updated in 2012 and again in 2015 as required by the Agreement with the State of Alabama. The 2018 edition of the plan was intended to replace all previous versions of the HSCTP. This 2021 plan will act as the most current document to apply for funding under the state of Alabama's Federal Transportation Administration Sections 5310 (for the elderly and disabled), 5311 (for rural transit), and 5317 (for the New Freedom).

As a formality, the 2021 plan update is intended to ensure accuracy of services provided. The FY2021 HSCTP will be made available to CARPDC member governments and the region's transportation providers and users so that they may utilize the document in conjunction with their applications for funding under the State's 5310, 5311 and 5317 grant processes.

The focus of this Plan is to assess the current transportation services being provided as well as address the needs of the region's older adults, persons with disabilities and low-income workers. Human Services Transportation includes a range of transportation options and aims to discuss the local demands of the various population segments, including the elderly, persons with disabilities, low income persons and families and those residing in zero-car households.

While there may be an assortment of transportation options in the region lack of coordination of services, absence of a centralized dispatch services, large gaps in service areas and the high cost of frequent travel from rural to urban areas – make it difficult, if not impossible, for many of those in need of services to have access to them. This results in large pockets of citizens that have no access to either public or private transportation who may be stranded in their communities and therefore unable to access needed health and basic human needs services in the region.

To develop the HSCTP, Central Alabama Regional Planning and Development Commission utilized a number of informational and input gathering approaches. Information on the HSCTP process was initially provided to the members of the Region's Rural "Transportation" Planning Organization (RPO) at their meeting in February 2020, and discussed throughout the year during regular quarterly meetings. The RPO composed of mayors, county commissioners, county engineers and citizens from the Region's three counties. They were asked to provide input into the plan and to encourage participation in the Region's last HSCTP Stakeholders meeting which was held in September 2017. Unfortunately, due to COVID-19 we were unable to host a meeting for the FY 2021. However, of the transportation service providers, users, citizens and community leaders that attended the Stakeholder meeting were asked to provide information of the transportation services they provide and/or need and to offer recommendations on how gaps in these services might be resolved. At the meeting attendees provided the information given throughout this document. For those invited who were unable to attend a Questionnaire was sent via email and follow-up calls were made to allow them the opportunity to also participate in the Plan content. A list of those asked to participate can be found in *Appendix C*.

Background

The Central Alabama Regional Planning and Development Commission (CARPDC) is one of twelve regional commissions in the State of Alabama, located in the South Region. CARPDC is known for its community rapport and dedication to strategic improvements. This organization has accomplished progression by enhancing access to opportunities of growth in the region's counties, cities, and towns. We partner with the communities in our region to support local governments in areas of planning and development. CARPDC was established to provide technical assistance to municipalities for overall enhancement in any given area. CARPDC was established in 1967 by the voluntary association of local governments. We began as an entity that served only four local governments, but have evolved into a commission that now serves twelve municipalities (five cities: Millbrook, Montgomery, Prattville, Tallassee and Wetumpka plus seven towns: Autaugaville, Billingsley, Coosada, Deatsville, Eclectic, Elmore and Pike Road) as well as three counties (Autauga, Elmore, and Montgomery). CARPDC studies regional problems of mutual interest to cities and counties with the objective of guiding the development of policy and making action recommendations to carry out programs and projects to benefit member governments.



FIGURE 1 – TRI-COUNTY REGION WITHIN STATE'S BOUNDARY

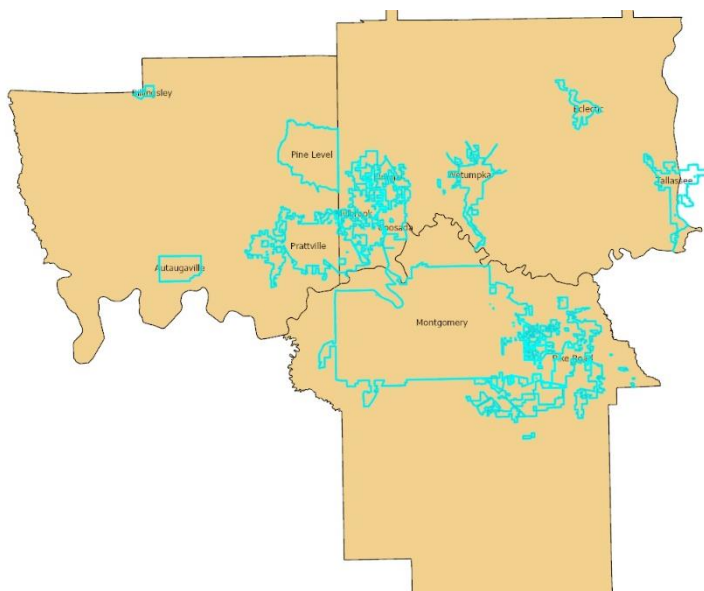


FIGURE 2 – AUTAUGA, ELMORE, AND MONTGOMERY COUNTIES, LOCAL GOVERNMENTS HIGHLIGHTED

As we assess the current position of our transit systems, it is crucial that we make a plan for how to improve transit access and explore all alternative modes. Our local governments face uncertainty as it pertains to public transportation and the future of how our residents move around. Alabama Department of Transportation's mission is to provide a safe, efficient, environmentally sound intermodal transportation system for all users, especially the taxpayers of Alabama.

To also facilitate economic and social development and prosperity through the efficient movement of people and goods and to facilitate intermodal connections within Alabama. ALDOT must also demand excellence in transportation and be involved in promoting adequate funding to promote and maintain Alabama's transportation infrastructure.

DISTRIBUTION OF TRANSPORTATION FUNDING IN CENTRAL ALABAMA REGION

Below is a brief explanation of the primary funding sources for the Human Services Transportation programs operating within Alabama. While the most current information can be found through the local and national resources, this information will provide the reader with a brief synopsis of the recent funding levels and shared cost requirements associated with the Section 5310, Section 5311, and Section 5317 programs:

Section 5310 – Enhanced Mobility of Seniors and Individuals with Disabilities

The Section 5310 program was established in 1975 as a discretionary capital assistance program. In cases where public transit was unavailable, insufficient, or inappropriate; the program awarded grants to private, nonprofit organizations in effort to serve the transportation needs of seniors and persons with disabilities. Title 49 U.S.C. 5310 authorizes the formula assistance program for the Enhanced Mobility of Seniors and Individuals with Disabilities Program and provides formula funding to states and designated recipients (recipients) to improve mobility for seniors and individuals with disabilities.

This program provides funding for:

- Transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disability when public transportation is insufficient, inappropriate, or unavailable;
- Transportation projects that exceed the requirements of the Americans with Disabilities Act (ADA) of 1990;
- Transportation projects that improve access to fixed-route services and decrease reliance on Complementary Paratransit;
- Alternatives to public transportation projects that assist seniors and individuals with disabilities with transportation.

Other information to be aware of:

- MAP-21 requires that not less than 55% of a recipient's Section 5310 funds be available for capital projects that are "traditional" Section 5310 projects. A recipient may use more of its Section 5310 funds for these capital projects, but may not use less.
- Traditional Section 5310 projects are those public transportation capital projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable.
- MAP-21 allows up to 45% of a recipient's Section 5310 apportionment to be utilized for other eligible capital and operating expenses.
- Section 5310 operating funds were not available under SAFETEA-LU

Eligible Traditional Capital Projects include: Purchase of vehicles, computers, IT and purchase of transportation services.

Other Eligible Operating & Capital Projects include: Voucher Programs; Travel Training and Acquisition of vehicles and equipment designed to accommodate mobility aids that exceed the dimensions and weight ratings established for wheelchairs under the ADA regulations.

Eligible Sub-recipients (Traditional Program):

- Private Non-Profit Organizations
- State or local governmental authorities that certify there are no non-profit organizations readily available in the area to provide the service
- State or local governmental authorities approved to coordinate services for seniors and individuals with disabilities

Eligible Sub-recipients (Other Section 5310 Projects):

- Private Non-Profit Organizations
- Governmental Authorities
- Operators of public transportation

Section 5311 – Rural Transit Program

Section 5311 provides funding for areas with populations fewer than 50,000. These funds are intended to be used for general public transit service needs in the rural areas of the State, intercity busing, Job Access and Reverse Commute (JARC), and for the Rural Transportation Assistance Program (RTAP). In Alabama, the funding is distributed to the Alabama Department of Transportation; whom then distributes the funds based on a competitive grant program. JARC is a formula grant program for projects that improve access to employment-related transportation services for welfare recipients and eligible low-income individuals, and that transport residents of urbanized and rural areas to suburban employment opportunities. This program was established to address the unique transportation challenges faced by low-income individuals in accessing employment and employment related activities. Emphasis is placed on projects that use mass transportation services. RTA provides assistance with training and technical assistance to meet the needs of the transit providers. Grants may finance capital projects and operating costs of equipment, facilities, and associated capital maintenance items related to providing access to jobs; promote use of transit by workers with nontraditional work schedules; promote use by appropriate agencies of transit vouchers for welfare recipients and eligible low-income individuals; and promote use of employer-provided transportation including the transit pass benefit program.

This program provides funding for:

- Improving access to transportation services to employment and employment related activities for welfare recipients and eligible low-income individuals
- Transporting residents of urbanized areas and rural areas to suburban employment opportunities.

Eligible Activities:

- Capital
- Planning
- Operating

Eligible projects may include: late-night and weekend services, guaranteed ride home services, marketing, demand-responsive van services and purchase of vehicles.

Eligible Sub-recipients

- Private Non-Profit Organizations
- State or Local government authority
- Operators of public transportation services, including private operators of public transportation services

Section 5317 – New Freedom Program

The Section 5317 program was established to support public transportation services alternatives beyond those required by Americans with Disabilities Act (ADA) of 1990. The New Freedom Program is intended to fill the gaps between human service and public transportation services previously available and to facilitate the integration of individuals with disabilities into the workforce and full participation in the community. The program was a formula grant that was intended to provide funding 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. The purpose of this program was to provide additional resources to overcome existing barriers facing individuals with disabilities seeking integration into the workforce and full participation in society.

Eligible Activities:

- Capital
- Operating

Eligible projects may include: enhancement of paratransit services, feeder services, mobility management, voucher programs and purchase of vehicles.

Eligible Sub-recipients:

- Private Non-Profit Organizations
- State or local government authority
- Operators of public transportations services; including private operators of public transportation services

Federal/Local Match Requirements for Sections 5310, 5311 and 5317 Programs

The federal share of eligible capital costs shall be in an amount equal to 80% of the net cost of the activity. Local share is 20% of the net cost of the activity.

The federal share of the eligible operating costs may not exceed 50% of the net operating costs of the activity. Local share is 50% of the net cost of the activity.

CENTRAL ALABAMA SERVICES AREA MAP

HUMAN SERVICES COORDINATED TRANSPORTATION PLAN

AUTAUGA, ELMORE, & MONTGOMERY COUNTIES

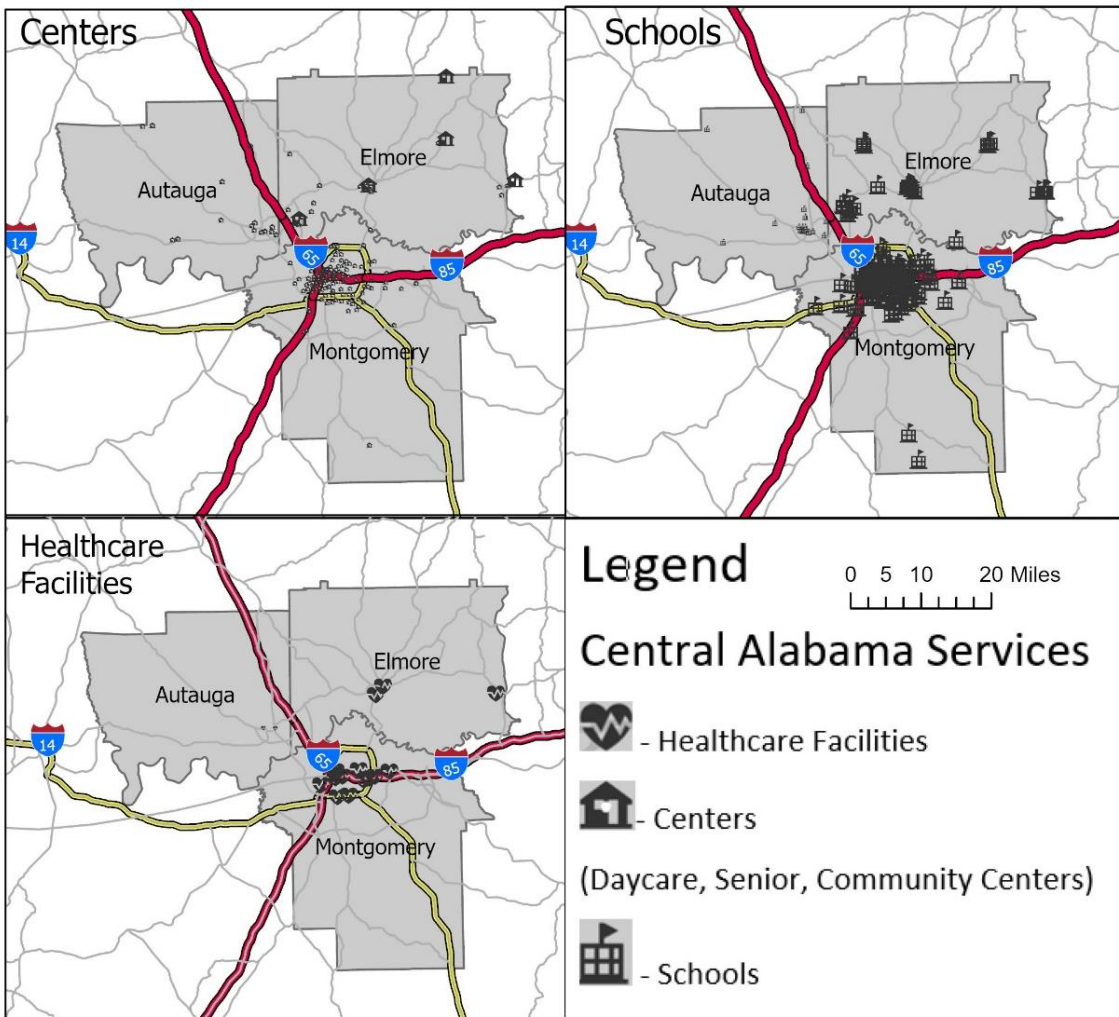


FIGURE 3 – REGIONAL SERVICE LOCATIONS

AUTAUGA COUNTY

Demographics and Geography: According to the U.S. Census, the latest population estimate for 2019 is reported as 55,869. This is an increase of 2.6% from the numbers reported in the 2010 Census estimates.

The 2019 Census also reported 7,877 disabled people; 8,939 people over the age of 65, of which 3,088 were reported to be disabled; and 7,709 or 13.8% were reported to be below poverty level in Autauga County.

Autauga County is comprised of 594 square miles and has a population density of 92 persons per square mile. There are 1,106 miles of roadway in the County. The main north south route is U.S. Highway 82 and the main east west route is Alabama Highway 14.

There are three areas of population concentration in Autauga County, in order respectively from highest to lowest concentration, they are: Prattville, Autaugaville, and Billingsley. These areas, Prattville in particular, contain the major transit destination point in the county. These transit destinations include, but are not limited to, government facilities, shopping, healthcare, social services and education facilities, and industry. These facilities provide the needed services, entertainment and employment for residents of Autauga County. It cannot, however, go without mentioning that Autauga County residents take advantage of a significant number of the same types of services in the nearby metropolitan area of the City of Montgomery and the need for transportation to and from Autauga County and the City of Montgomery cannot be understated.

Employment: The Alabama Department of Labor shows a total average of 25,501 persons in the labor force for Autauga County in 2019. Of that number 24,004 were employed, and 1,497 were listed as unemployed. This translated to an unemployment rate of 5.9% which compares to the Alabama rate of 7.9% and the U.S. rate of 10.2% for the same year.

There are approximately 860 nonfarm related businesses in Autauga County. Most of which, including major and entry-level employers, are located within the municipal limits. Autauga County’s major employers along with total employee numbers are shown in the Table 1 below:

TABLE 1 EMPLOYERS – AUTAUGA COUNTY

AUTAUGA COUNTY MAJOR EMPLOYERS	
Employer	# Employees
Autauga County Board of Education	1,100
International Paper	584
City of Prattville	386
Prattville Baptist Hospital	365
Wal-Mart	340
Bass-Pro	212
Autauga County	190
Fras-Le	155
M-Tek, Inc.	122
Central Alabama Electric Cooperative	120

According to the Economic Development Partnership of Alabama, of those Autauga County residents who are in the workforce, 4,441 are working in the County and 16,045 work outside the County. Additionally, there are 6,253 outside residents working in Autauga County. The top five (5) counties receiving workers from Autauga County include Montgomery, Autauga, Elmore, Jefferson and Dallas. The top five (5) counties sending workers to Autauga County are Autauga, Montgomery, Elmore, Chilton and Dallas.

Transit Resource Assessment:

This section provides information on transportation providers and purchasers in Autauga County. Information is divided into two categories: public/non-profit and private. Public/Non-profit entities are grouped together due to the fact that non-profits are generally funded by public agencies or governments.

Public and Non-Profit Entities:

- *Alabama Department of Public Health* provides social workers who assist in arranging transportation, compiles data on health providers assessment of transportation needs and vehicle ownership. Works to develop policy to solve liability protection issues for volunteer rural transportation providers and their base organizations. Working to establish telehealth opportunities across the State to provide better access to healthcare. Lack of transportation options is a social determinant of the quality of health and healthcare for citizens of Alabama.
- *Alabama Kidney Foundation (AKF)* provides financial assistance, education and support services to kidney patients and provides public education to promote organ donation awareness and prevention of kidney disease. AKF provides transportation assistance to low-income dialysis patients in the State. Dialysis patients must receive treatments 3 times a week in order to sustain life. Many are unable to continue working due to the time-consuming treatment schedules they must follow. This leaves them on the brink of financial devastation and unable to cover the cost for treatment-related transportation. AKF answers the call for help when patients have nowhere else to turn; each year, the AKF strives to serve more low-income kidney patients through this program. The Alabama Kidney Foundation is the only state-based organization that provides transportation assistance to low-income dialysis patients. Without this service, many dialysis patients would not have the resources to get to and from their life-saving treatments.
- *Autauga Family Support Center* provides adult education/GED classes, computer classes, ASVAB WorkKeys® Assessment, College Career Ready classes, ESL-Civics classes, Parenting Classes, Fatherhood classes, Teen Pregnancy Parenting classes, Shaken Baby Syndrome Prevention Presentations, Darkness to Light training, and Life Skills classes at local schools. They previously offered a JOBS program however funding for that program has changed and they are working to revamp the program. All programs offered are free to their clients and they serve approximately 2000 individuals per year. The Family Support Center expressed a great need for transportation services for their GED students to get to both classes and to work. They stated that while rural transit is available in their area it occasionally does not provide the type of on-demand service that their clients require in order to fit into their transportation needs schedules.

- *Autauga County Senior Services* serves seniors 60 years of age and older. Lunch is served Monday thru Friday at each center. Services available at the centers includes homebound meals, legal services, RX-Drug Program Information and Assistance, Transportation, public education and nutrition programs, recreational and social activities. Transportation for the Autauga County Senior Center is provided through Autauga County Rural Transit.
- *Autauga County Department of Human Services* provides adult and child protective services, food assistance, child support services, adoption services, foster care, family assistance, child care and other family support services. They struggle with providing after-hour pickups and transportation to and from work for shift workers.
- *Autauga-Western Elmore ARC* is a non-profit organization that serves sixty individuals, with developmental disabilities, ranging in age from sixteen to well over sixty. There is no cutoff age for senior adults. The outplacement from the Department of Mental Health facilities has resulted in an increased number of persons with disabilities that are seeking services. In addition, there is a waiting list for entrance into the day habilitation program and residential program. The organization also transports special education students in the Autauga County Board of Education system as well as referrals for the Department of Rehabilitation Services and residents of Magnolia Woods Therapeutic, PHP of Alabama and AEDS, Inc. With the growing need for job placement, the organization provides job coaching for their members as well as others in the community. The objective of the AWE/Arc is to provide door-to-door services for people with developmental disabilities in the service areas. Without ARC vehicles many, if not most, of those served would not be able to attend ARC programs. The ARC day program provides training and activities encouraging skills acquisition leading to the least restrictive life for those with disabilities. The Doris Jean Grant Residential Program provides life skills training, community inclusion and activities promoting the least restrictive lifestyles and living arrangements possible. The training programs range from academics, to person care, housekeeping, self-help, financial planning, etc. ARC also offers physical activities to enhance physical and mental well-being. Attendance and participation in extracurricular activities like community trips, Special Olympics and social/recreation outings would be virtually impossible without the transportation department. For this reason, the AWE ARC intends to make application for federally supported funding to maintain or expand these transportation services over the next few years. The AWE/ARC operates eight (8) Section 5310 buses for intellectually disabled individuals that attend daily habilitation and residential programs. The ARC transportation department provides safe, reliable transportation for their clients. None of the clients served can drive and many would be unable to attend programs without the ARC transportation department. Neither Autauga County Rural Transportation nor the for-profit transportation providers in the area have the vehicles, established routes or specially trained staff to adequately serve the needs of AWE ARC clients. ARC clients also required transportation for medical/dental treatment, employment, counseling, inclusion in the community and other related services. The AWE ARC coordinates these services in conjunction with the transportation department on an individual basis. It is the intent of the AWE ARC to continually supply transportation assistance within the AWE ARC service area.

- *Central Alabama Aging Consortium* is the Area Agency on Aging that covers Autauga, Elmore, and Montgomery Counties. CAAC is a governmental non-profit agency that provides an array of services to individuals 60 and older, individuals with disabilities, and their caregivers. The services provided include:
 - Advocacy Programs through Elder Justice, Legal, Ombudsmen and Senior Medical Patrol.
 - Community Based Services through Aging and Disability Resource Center (ADRC), Dementia Friendly Communities, Elderly Nutrition Program, Nutrition Counseling, Senior Rx, State Health Assistance Program (SHIP).
 - In-Home Services through ACT Waiver, Alabama Cares, Elderly & Disable Waiver, Homemaker, and Personal Choices.
 - Preventative Services through Care Transitions, Matter of Balance, and Chronic Disease Self-Management Program.
 - Senior Centers for those clients that qualify where participants receive a hot meal for lunch each day and participate in activities. Participants also receive nutrition education and other educational programs.

CAAC currently provides transportation to and from select senior centers in all three counties of the Central Alabama Region. Currently there is no additional funding available to add transportation services. There is a need for low cost transportation from Elmore County to Montgomery County for physician appointments, etc.

- *Family Sunshine Center (FSC)* has assisted victims of family violence throughout South Central Alabama, for the past 34 years, through the provision of a 24-7 crisis line, safe shelter, counseling, transitional housing, advocacy and outreach. FSC emergency services are designed to provide safety for victims and families in immediate crisis. Once stabilized, FSC provides victims access to services designed to help them become self-sufficient and build violence-free lives for themselves and their families. In 2009, FSC expanded its mission to offer shelter and counseling to victims of sexual assault. FSC assists residents of Montgomery, Autauga, Butler, Elmore, Chilton, Crenshaw and Lowndes Counties. Their Services include:
 - 24-Hour Crisis Line: The crisis line often is the first point of contact for family violence and sexual assault victims who are seeking safe shelter and other assistance. Professional staff and trained volunteers respond to these calls around the clock, 365 days a year.
 - Safe Shelter: FSC's shelter, in an undisclosed location, provides a safe haven for family violence and sexual assault victims in immediate danger. While in shelter, families' immediate needs are met including; food, clothing, medical services, and counseling/case management services.
 - FSC Counseling Center: Family violence and sexual assault victims, of all ages, receive access to individual and group counseling sessions. These services are primarily provided in FSC's Montgomery Counseling Center. FSC counselors also travel to provide services in each of FSC's other six counties to assist those unable to travel to Montgomery.
 - Legal/Court Advocacy: FSC's Legal/Court Advocate provides services and support for victims who pursue action within the legal system. The Legal/Court Advocate offers non-legal guidance, expertise, and support surrounding the criminal justice system and process.

- Exodus Community: FSC's 11-unit transitional housing facility for family violence and sexual assault survivors offers case management, mentoring, life-skills training, follow-up, and other supportive services designed to assist clients with the transition to permanent housing.
- Outreach/Prevention Department: Programs to raise awareness and prevent family violence and sexual assault are conducted at schools and throughout the general community in FSC's seven-county service area.
- Family Violence Assessor: The Family Assessor provides assessment and crisis intervention services to family violence victims served through Child Protective Services in Montgomery County's Department of Human Resources.
- Special Assessment, Intervention and Liaison (SAIL) Project: The SAIL program helps to identify family violence victims applying for public assistance and provides counseling and other case management services.

FSC residential staff provides limited transportation services to assist program participants in accessing mainstream and community resources. Transportation is also provided to search for employment and housing. In addition, bus passes and cab fare may be provided on a limited basis. A local transit provides bus stops nearby for families seen at the Counseling Center would be beneficial.

- *Kid One Transport System, Inc.* provides transportation for children (up to age 19) and expectant mothers to healthcare appointments. In 2016 Kid One provided 22,852 transports in 44 counties in Alabama. Kid One provides long distance transportation in each of these 44 counties to specialized appointments to regional healthcare providers. Additionally, Kid One provides local transportation in 16 counties including Autauga, Elmore, and Montgomery counties. There is a continuing need for resources (funding) for vehicles and specialized vehicles for handicapped patients.
- *River Region United Way* unites donors and volunteers with community partners to improve the quality of life for all citizens of the River Region. They presently fund 91 programs from 40 area agencies which serve the human service needs of 135,000 citizens in the Region. During the Annual Needs Assessment, they have determined that there are transportation needs for Autauga, Elmore, Lowndes, Macon and Montgomery Counties.
- *The Central Alabama Veterans Health Care System (CAVHCS)* is a two-division health care system located in Montgomery and Tuskegee, AL, that provides a broad range of inpatient and outpatient health care services. Outpatient care is also provided at four community-based outpatient clinics located in Monroeville, Dothan and Fort Rucker, AL, and in Columbus, GA. CAVHCS is part of the Veterans Integrated Service Network (VISN) 7 and serves a Veteran population of about 134,000 in 43 counties in the central and southeastern portions of Alabama and western Georgia. To enhance the services provided by CAVHCS, the facility implemented the Veterans Transportation Service (VTS) program in 2014. The VTS program's mission is to improve the quality of life and the healthcare experience for Veterans. This is done by increasing access to healthcare through integrated and cost-effective transportation solutions. The VTS vision is to overcome barriers to healthcare, by assuring effective and efficient transportation. The overall goal of the VTS program is to increase access to care for Veterans, provide Patient Centered Care and provide cost avoidance benefits, while also offering world class transportation to the Veterans who need it most. Currently, CAVHCS offers hourly shuttle transportation between the Montgomery and Tuskegee campuses. CAVHCS also offers

shuttle to and from the Atlanta and Birmingham VA Medical centers daily. Additionally, CAVHCS, offers door to door transportation for Veterans with a verified need and medical appointment or who are wheelchair bound.

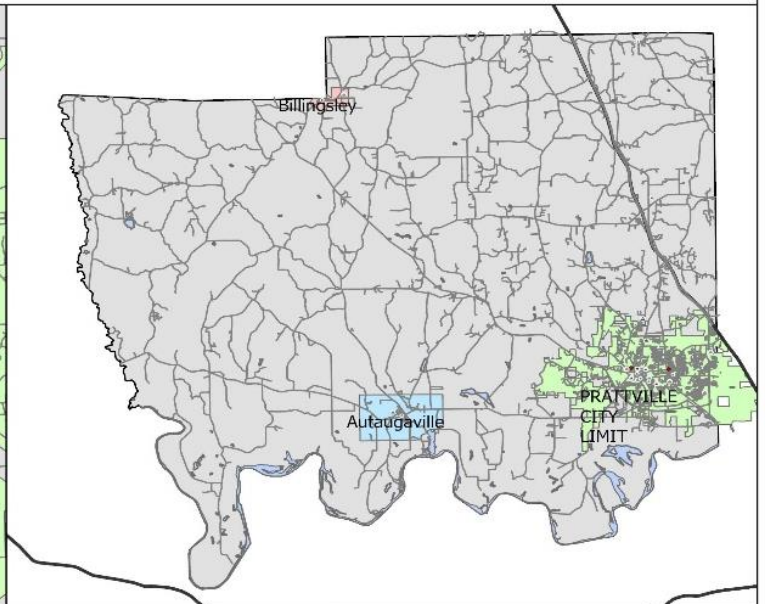
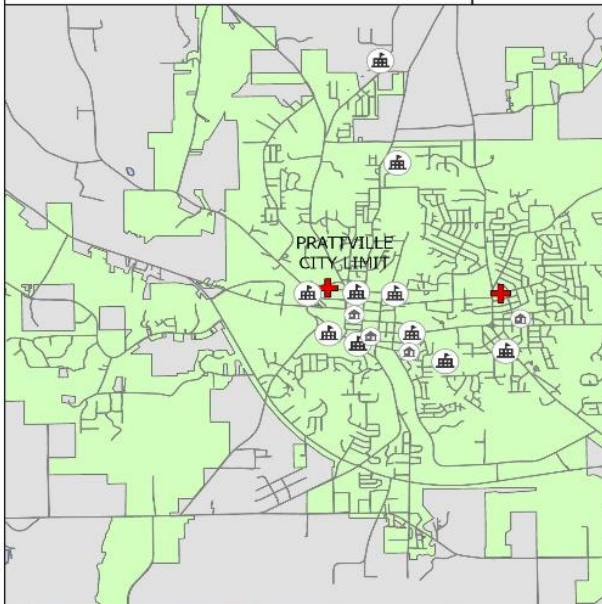
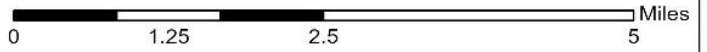
- *Montgomery Area Mental Health Authority* serves the mental health needs of citizens of Montgomery, Elmore, Autauga and Lowndes Counties. MAMHA provides housing, training and transportation services for their clients. MAMHA transports consumers by van to classes and provide case managers who go into the community providing services for those who are not in one of their group home facilities. Assistance is needed for the purchase of new and/or replacement vehicles to continue providing a much needed service to their clients.

Private Systems:

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AUTAUGA COUNTY SERVICES AREA MAP

HUMAN SERVICES COORDINATED TRANSPORTATION PLAN



- Legend**
- Central Alabama Services
- Schools
 - Centers (Daycare, Senior, Community)
 - Healthcare Facilities

- Legend**
- Autauga County Streets
 - Interstates
 - Autaugaville
 - Waterbodies
 - Alabama River
 - Billingsley
 - Prattville
 - Autauga County

MAP 1 – AUTAUGA COUNTY SERVICES



Legend

Census Tracts Disabled Population

0% - 4%	6% - 7%
4% - 5%	7% - 8%
5% - 6%	

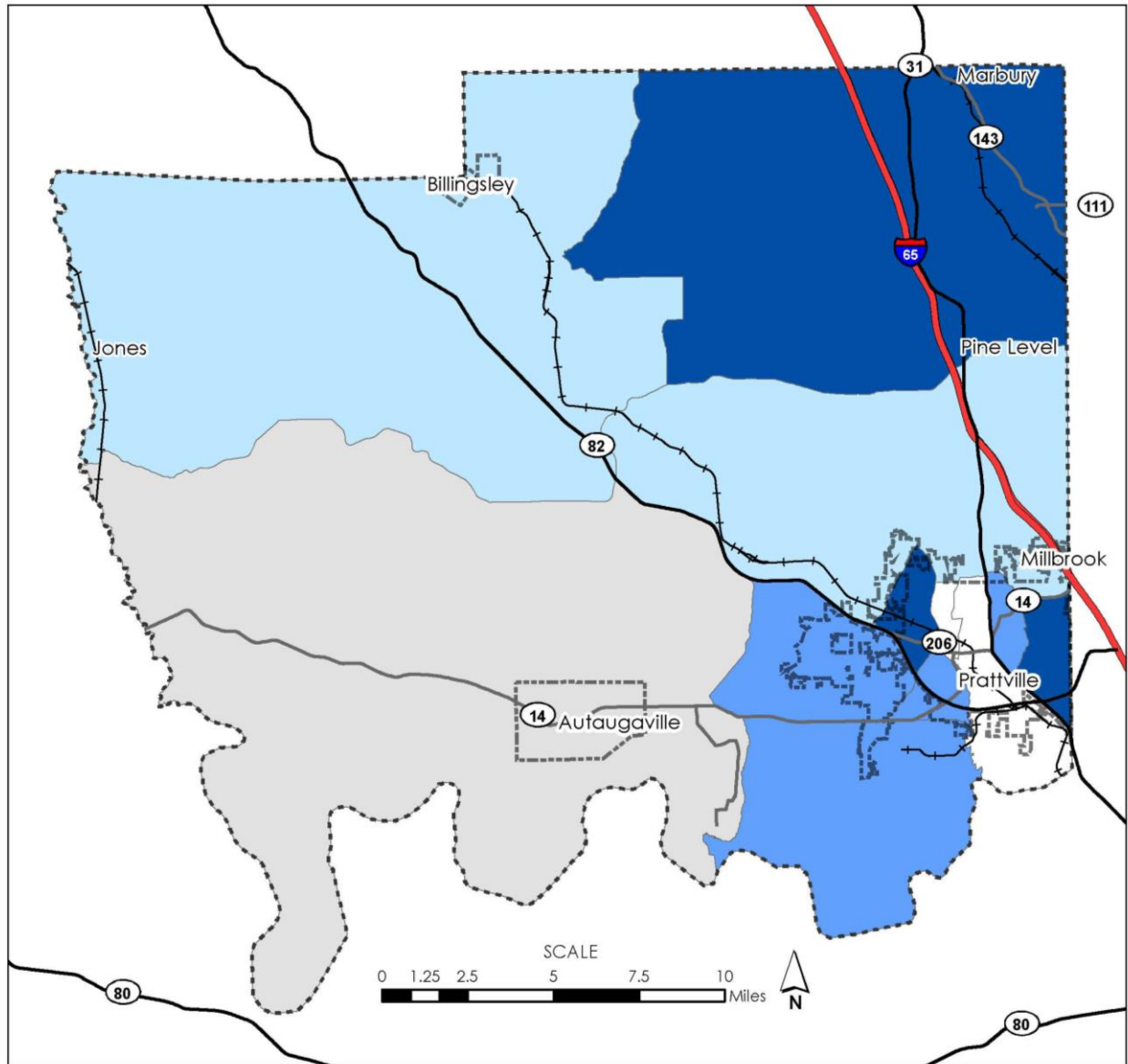
HUMAN SERVICES COORDINATED TRANSPORTATION PLAN

AUTAUGA, ELMORE, &
MONTGOMERY COUNTIES

AUTAUGA COUNTY
AUTAUGAVILLE | BILLINGSLEY | PRATTVILLE

POPULATION: 55,416





Percentage of Disabled Population by Census Tract



MAP 2 – AUTAUGA COUNTY DISABILITY DENSITY



Legend

Census Tracts	
Elderly Population	
 0% - 4.5%	 7% - 9%
 4.5% - 7%	 9% - 11%

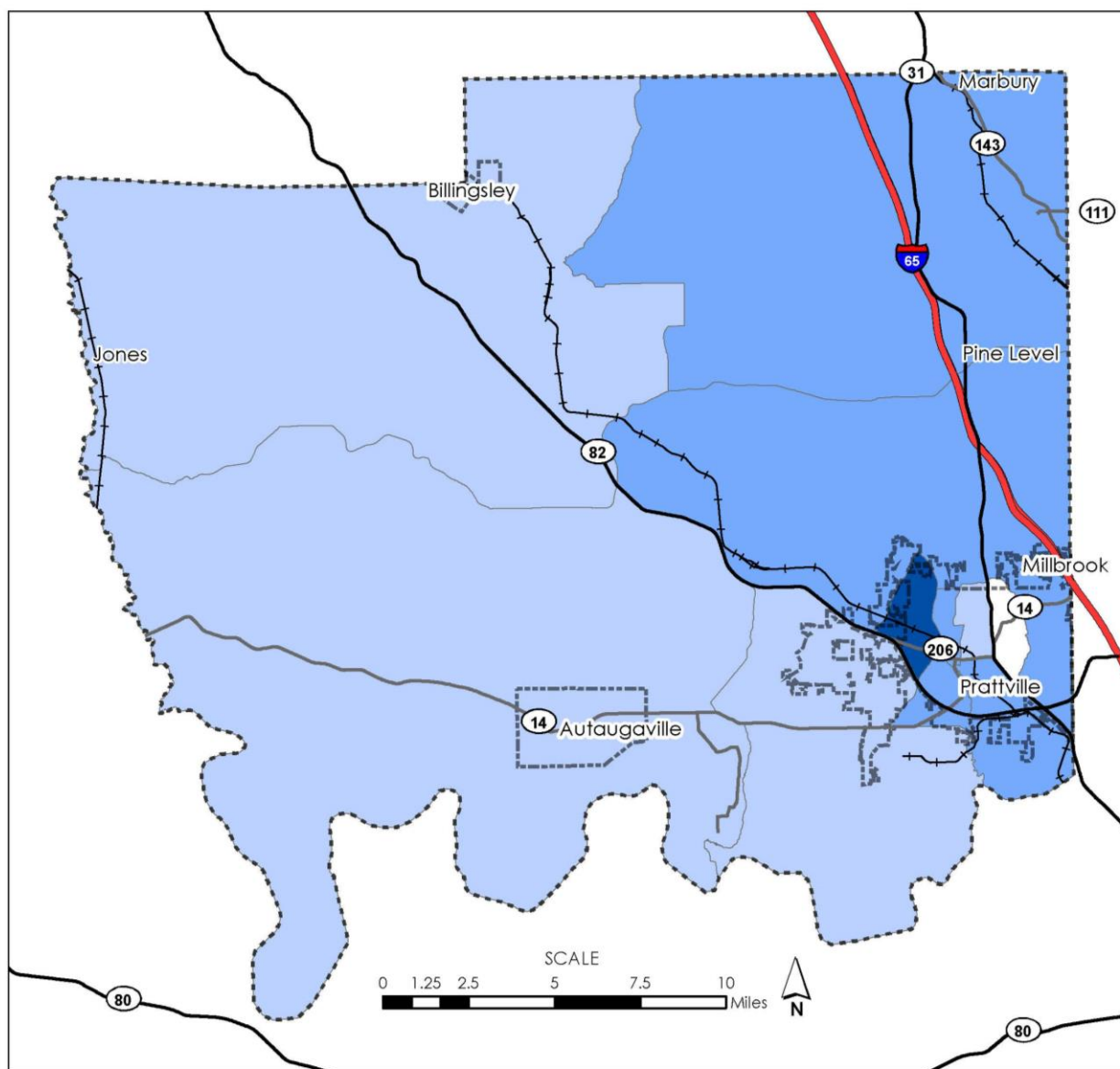
HUMAN SERVICES COORDINATED TRANSPORTATION PLAN

AUTAUGA, ELMORE, &
MONTGOMERY COUNTIES

AUTAUGA COUNTY
AUTAUGAVILLE | BILLINGSLEY | PRATTVILLE

POPULATION: 55,416

Percentage of Elderly Population by Census Tract








MAP 3 – AUTAUGA COUNTY ELDERLY DENSITY



Legend

Census Tracts

Population below poverty

	0% - 4%		9% - 15%
	4% - 5%		More than 15%
	5% - 9%		

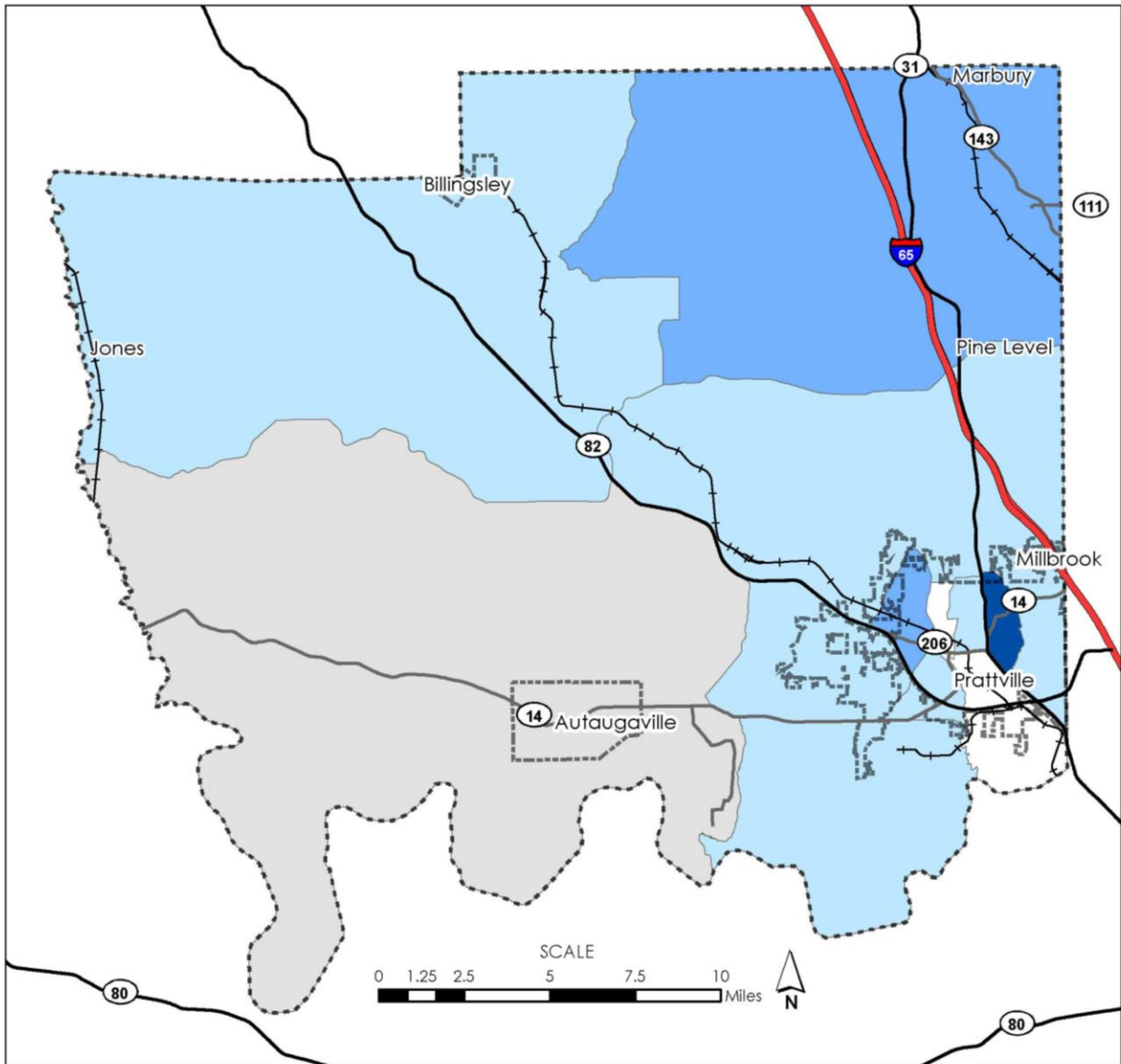
HUMAN SERVICES COORDINATED TRANSPORTATION PLAN

AUTAUGA, ELMORE, &
MONTGOMERY COUNTIES

AUTAUGA COUNTY
AUTAUGAVILLE | BILLINGSLEY | PRATTVILLE

POPULATION: 55,416

Percentage of Population Below Poverty by Census Tract



ELMORE COUNTY

Demographics and Geography: According to the U.S. Census estimates for 2019 Elmore County has a population of 81,209, up 2.4% from the numbers reported in the 2010 Census estimates. As of July 1, 2016, the Census reported 10,476 disabled people (12.9%) under the age of 65; 12,668 people over the age of 65, of which 4,417 were reported to be disabled; and 9095 (11.2%) were reported to be below poverty level in Elmore County (Source: Census QuickFacts). Elmore County is comprised of 657 square miles and has a population density of 129 persons per square mile. There are 1,689 miles of roadway in the County. The main north south route is U.S. Highway 231 and the main east west route is Alabama Highway 14.

There are three (3) areas of population concentration in Elmore County, in order respectively from highest to lowest concentration, they are: Millbrook, Wetumpka and Tallassee. These areas, in particular Millbrook, contain the major transit destination point in the county. These transit destinations include, but are not limited to, government facilities, shopping, healthcare, social services and education facilities, and industry. These facilities provide needed services, entertainment and employment for residents of Elmore County. Important to note is that these three cities are relatively well distributed throughout the County with Millbrook located on the far western border, Wetumpka in the center and Tallassee on the far eastern border of the County. It also cannot go without mentioning that, like Autauga County, Elmore County residents take advantage of a significant number of the same types of services in the nearby metropolitan area of the City of Montgomery and the need for transportation to and from Elmore County and the City of Montgomery cannot be understated.

Employment: The Alabama Department of Labor shows a total of 36,600 persons in the labor force for Elmore County in 2019. Of that number 34,498 were employed, and 2,102 were listed as unemployed. This translated to an unemployment rate of 5.7% which compares to the Alabama rate of 7.9 % and the U.S. rate of 10.2% for the same year. There are approximately 1,346 nonfarm related businesses in Elmore County. Most of the employers, including major and entry-level employers, are located within the municipal limits. Elmore County’s major employers along with total employee numbers are shown in the table below:

TABLE 2 EMPLOYERS – ELMORE COUNTY

ELMORE COUNTY MAJOR EMPLOYERS	
Employer	# Employees
Elmore County Board of Education	1,300
GKN Aerospace	955
Wind Creek Casino	945
Wal-Mart Stores	733
Neptune Technology Group	540
Tallassee Community Hospital	344
Hanil USA	330
MADIX, Inc.	312
Bass Pro Shops	237

According to the Economic Development Partnership of Alabama, of those Elmore County residents who are in the workforce, 7,180 are working in the County and 23,102 work outside the County. Additionally, there are 10,370 outside residents working in Elmore County. The top five (5) counties receiving workers from Elmore County include Montgomery, Elmore, Jefferson, Autauga and Tallapoosa. The top five (5) counties sending workers to Elmore County are Elmore, Montgomery, Autauga, Tallapoosa and Jefferson.

Transit Resource Assessment:

This section provides information on transportation providers and purchasers in Elmore County. Information is divided into two categories: public/non-profit and private. Public/Non-profit entities are grouped together due to the fact that non-profits are generally funded by public agencies or governments.

Public and Non-Profit Entities:

- *Alabama Department of Public Health* provides social workers who assist in arranging transportation, compiles data on health providers assessment of transportation needs and vehicle ownership. Works to develop policy to solve liability protection issues for volunteer rural transportation providers and their base organizations. Working to establish telehealth opportunities across the State to provide better access to healthcare. Lack of transportation options is a social determinant of the quality of health and healthcare for citizens of Alabama.
- *Alabama Kidney Foundation (AKF)* provides financial assistance, education and support services to kidney patients and provides public education to promote organ donation awareness and prevention of kidney disease. AKF provides transportation assistance to low-income dialysis patients in the State. Dialysis patients must receive treatments 3 times a week in order to sustain life. Many are unable to continue working due to the time-consuming treatment schedules they must follow. This leaves them on the brink of financial devastation and unable to cover the cost for treatment-related transportation. AKF answers the call for help when patients have nowhere else to turn; each year, the AKF strives to serve more low-income kidney patients through this program. The Alabama Kidney Foundation is the only state-based organization that provides transportation assistance to low-income dialysis patients. Without this service, many dialysis patients would not have the resources to get to and from their life-saving treatments.
- *Autauga-Western Elmore ARC* is a non-profit organization that serves sixty individuals, with developmental disabilities, ranging in age from sixteen to well over sixty. There is no cutoff age for senior adults. The outplacement from the Department of Mental Health facilities has resulted in an increased number of persons with disabilities that are seeking services. In addition, there is a waiting list for entrance into the day habilitation program and residential program. The organization also transports special education students in the Autauga County Board of Education system as well as referrals for the Department of Rehabilitation Services and residents of Magnolia Woods Therapeutic, PHP of Alabama and AEDS, Inc. With the growing need for job placement, the organization provides job

coaching for their members as well as others in the community. The objective of the AWE/Arc is to provide door-to-door services for people with developmental disabilities in the service areas. Without ARC vehicles many, if not most, of those served would not be able to attend ARC programs. The ARC day program provides training and activities encouraging skills acquisition leading to the least restrictive life for those with disabilities. The Doris Jean Grant Residential Program provides life skills training, community inclusion and activities promoting the least restrictive lifestyles and living arrangements possible. The training programs range from academics, to person care, housekeeping, self-help, financial planning, etc. ARC also offers physical activities to enhance physical and mental well-being. Attendance and participation in extracurricular activities like community trips, Special Olympics and social/recreation outings would be virtually impossible without the transportation department. For this reason, the AWE ARC intends to make application for federally supported funding to maintain or expand these transportation services over the next few years. The AWE/ARC operates eight (8) Section 5310 buses for intellectually disabled individuals that attend daily habilitation and residential programs. The ARC transportation department provides safe, reliable transportation for their clients. None of the clients served can drive and many would be unable to attend programs without the ARC transportation department. Neither Autauga County Rural Transportation nor the for-profit transportation providers in the area have the vehicles, established routes or specially trained staff to adequately serve the needs of AWE ARC clients. ARC clients also required transportation for medical/dental treatment, employment, counseling, inclusion in the community and other related services. The AWE ARC coordinates these services in conjunction with the transportation department on an individual basis. It is the intent of the AWE ARC to continually supply transportation assistance within the AWE ARC service area.

- *Central Alabama Aging Consortium* is the Area Agency on Aging that covers Autauga, Elmore, and Montgomery Counties. CAAC is a governmental non-profit agency that provides an array of services to individuals 60 and older, individuals with disabilities, and their caregivers. The services provided include:
 - Advocacy Programs through Elder Justice, Legal, Ombudsmen and Senior Medical Patrol.
 - Community Based Services through Aging and Disability Resource Center (ADRC), Dementia Friendly Communities, Elderly Nutrition Program, Nutrition Counseling, Senior Rx, State Health Assistance Program (SHIP).
 - In-Home Services through ACT Waiver, Alabama Cares, Elderly & Disable Waiver, Homemaker, and Personal Choices.
 - Preventative Services through Care Transitions, Matter of Balance, and Chronic Disease Self-Management Program.
 - Senior Centers for those clients that qualify where participants receive a hot meal for lunch each day and participate in activities. Participants also receive nutrition education and other educational programs.

CAAC currently provides transportation to and from certain senior centers in all three counties of the Central Alabama Region. Currently there is no additional funding available to add transportation services. There is a need for low cost transportation from Elmore County to Montgomery County for physician appointments, etc.

- *City of Wetumpka /Wetumpka Senior Center* provides transportation for the Wetumpka Senior Center through a vehicle provided by 5310 grant funding. The Wetumpka Senior Center, also known as Prime Time 55+, is owned and operated by the City of Wetumpka and contracts with the Central Alabama Aging Consortium. We provide daily congregate and homebound meals to seniors who are age 60 or older. We also provide transportation via a handicap accessible bus to and from the senior center for daily activities and recreation. Transportation is also provided for monthly field trips and outings for senior enjoyment. The senior center is open Monday through Friday from 8:00am-4:30pm and provides numerous educational and recreational activities for seniors of all ages including exercise, dancing, socials, parties, sewing classes, knitting groups, computer classes, book clubs, etc. The Wetumpka Senior Center also serves as a link between senior services and resources in the community.
- *Elmore County DHR* provides a variety of social services to the citizens of Elmore County including child and adult protective services, food assistance, Temporary Aide to Needy Families (TANF) program, child support, child abuse & neglect, foster care, and protective services. They are contracted by the State of provide transportation for the JOBS and Employment & Trainings (E&T) programs. Currently Elmore County DHR clients need daily transportation to and from work that is sustainable after they obtain employment and complete their programs. DHR is not able to continue transportation services indefinitely once their clients' complete programs. In addition, they have clients who need daily transportation to and from employment/job training, and for family needs such as medical appointments outside the county.
- *Family Sunshine Center (FSC)* has assisted victims of family violence throughout South Central Alabama, for the past 34 years, through the provision of a 24-7 crisis line, safe shelter, counseling, transitional housing, advocacy and outreach. FSC emergency services are designed to provide safety for victims and families in immediate crisis. Once stabilized, FSC provides victims access to services designed to help them become self-sufficient and build violence-free lives for themselves and their families. In 2009, FSC expanded its mission to offer shelter and counseling to victims of sexual assault. FSC assists residents of Montgomery, Autauga, Butler, Elmore, Chilton, Crenshaw and Lowndes Counties. Their services include the following:
 - 24-Hour Crisis Line: The crisis line often is the first point of contact for family violence and sexual assault victims who are seeking safe shelter and other assistance. Professional staff and trained volunteers respond to these calls around the clock, 365 days a year.
 - Safe Shelter: FSC's shelter, in an undisclosed location, provides a safe haven for family violence and sexual assault victims in immediate danger. While in shelter, families' immediate needs are met including; food, clothing, medical services, and counseling/case management services.
 - FSC Counseling Center: Family violence and sexual assault victims, of all ages, receive access to individual and group counseling sessions. These services are primarily provided in FSC's Montgomery Counseling Center. FSC counselors also travel to provide services in each of FSC's other six counties to assist those unable to travel to Montgomery.
 - Legal/Court Advocacy: FSC's Legal/Court Advocate provides services and support for victims who pursue action within the legal system. The Legal/Court Advocate

offers non-legal guidance, expertise, and support surrounding the criminal justice system and process.

- Exodus Community: FSC's 11-unit transitional housing facility for family violence and sexual assault survivors offers case management, mentoring, life-skills training, follow-up, and other supportive services designed to assist clients with the transition to permanent housing.
- Outreach/Prevention Department: Programs to raise awareness and prevent family violence and sexual assault are conducted at schools and throughout the general community in FSC's seven-county service area.
- Family Violence Assessor: The Family Assessor provides assessment and crisis intervention services to family violence victims served through Child Protective Services in Montgomery County's Department of Human Resources.
- Special Assessment, Intervention and Liaison (SAIL) Project: The SAIL program helps to identify family violence victims applying for public assistance and provides counseling and other case management services.

FSC residential staff provides limited transportation services to assist program participants in accessing mainstream and community resources. Transportation is also provided to search for employment and housing. In addition, bus passes and cab fare may be provided on a limited basis. A local transit provider bus stops nearby for families seen at the Counseling Center would be beneficial.

- *Kid One Transport System, Inc.* provides transportation for children (up to age 19) and expectant mothers to healthcare appointments. In 2016 Kid One provided 22,852 transports in 44 counties in Alabama. Kid One provides long distance transportation in each of these 44 counties to specialized appointments to regional healthcare providers. Additionally, Kid One provides local transportation in 16 counties including Autauga, Elmore, and Montgomery counties. There is a continuing need for resources (funding) for vehicles and specialized vehicles for handicapped patients.
- *River Region United Way* unites donors and volunteers with community partners to improve the quality of life for all citizens of the River Region. They presently fund 91 programs from 40 area agencies which serve the human service needs of 135,000 citizens in the Region. During the Annual Needs Assessment, they have determined that there are transportation needs for Autauga, Elmore, Lowndes, Macon and Montgomery Counties.
- *The Central Alabama Veterans Health Care System (CAVHCS)* is a two-division health care system located in Montgomery and Tuskegee, AL, that provides a broad range of inpatient and outpatient health care services. Outpatient care is also provided at four community-based outpatient clinics located in Monroeville, Dothan and Fort Rucker, AL, and in Columbus, GA. CAVHCS is part of the Veterans Integrated Service Network (VISN) 7 and serves a Veteran population of about 134,000 in 43 counties in the central and southeastern portions of Alabama and western Georgia. To enhance the services provided by CAVHCS, the facility implemented the Veterans Transportation Service (VTS) program in 2014. The VTS program's mission is to improve the quality of life and the healthcare experience for Veterans. This is done by increasing access to healthcare through integrated and cost-effective transportation solutions. The VTS vision is to overcome barriers to healthcare, by assuring effective and efficient transportation. The overall goal of the VTS program is to increase access to care for Veterans, provide Patient Centered Care and provide cost avoidance benefits, while also offering world class

transportation to the Veterans who need it most. Currently, CAVHCS offers hourly shuttle transportation between the Montgomery and Tuskegee campuses. CAVHCS also offers shuttle to and from the Atlanta and Birmingham VA Medical centers daily. Additionally, CAVHCS, offers door to door transportation for Veterans with a verified need and medical appointment or who are wheelchair bound.

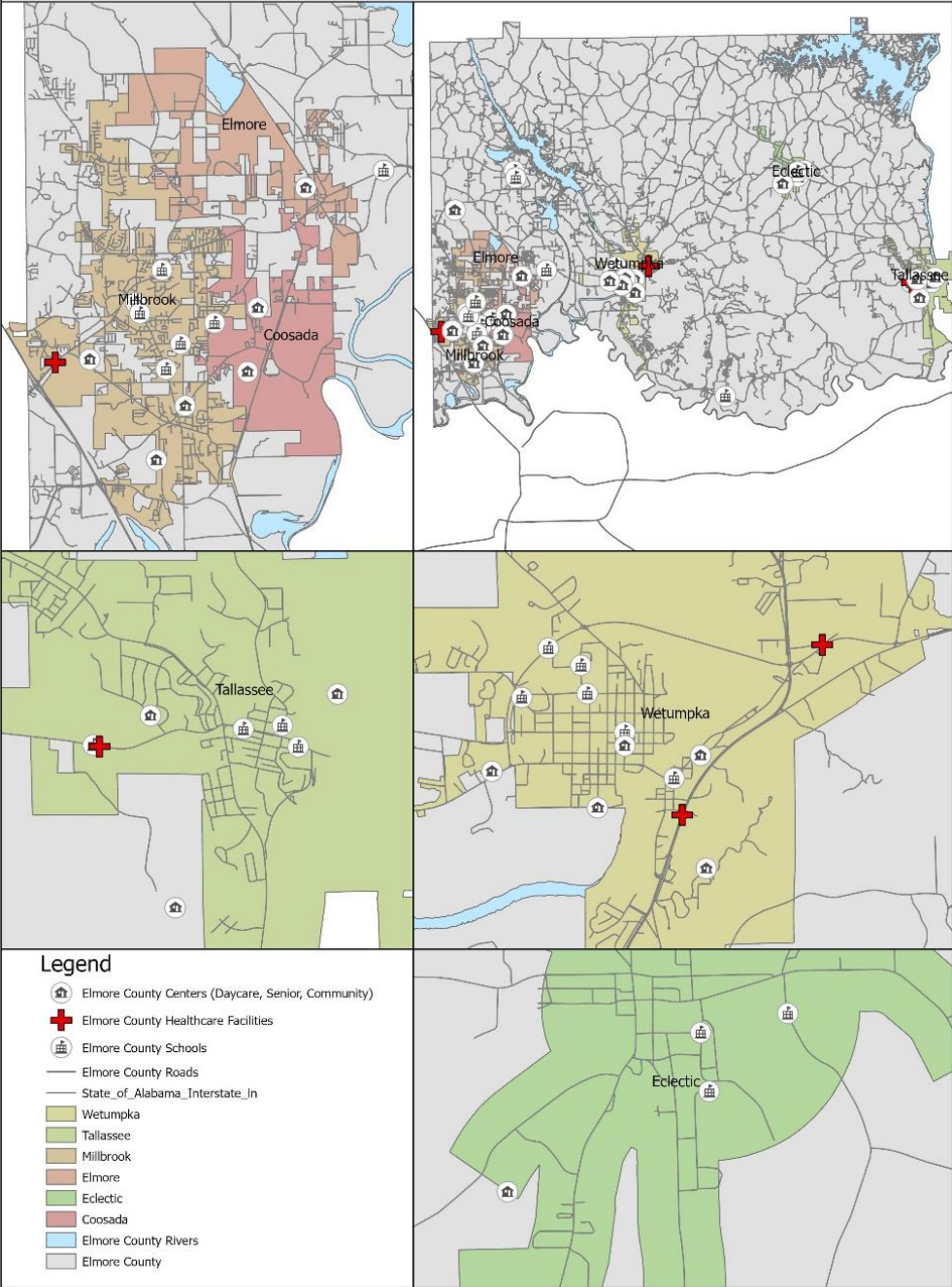
- *Town of Eclectic* currently uses a 21-passenger van to provide transportation to and from the Eclectic Senior Center Monday through Friday for its seniors. Additionally, the van is used to provide homebound meal deliveries. The Town currently has the need for vehicle maintenance and a consistent means of providing a driver for the van.
- *Montgomery Area Mental Health Authority* serves the mental health needs of citizens of Montgomery, Elmore, Autauga and Lowndes Counties. MAMHA provides housing, training and transportation services for their clients. MAMHA transports consumers by van to classes and provide case managers who go into the community providing services for those who are not in one of their group home facilities. Assistance is needed for the purchase of new and/or replacement vehicles to continue providing a much-needed service to their clients.

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ELMORE COUNTY SERVICES AREA MAP

HUMAN SERVICES COORDINATED TRANSPORTATION PLAN

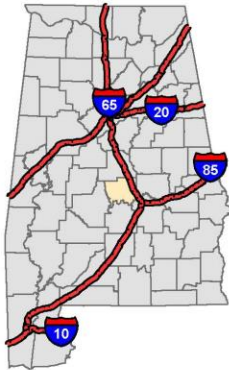


- Legend**
- Elmore County Centers (Daycare, Senior, Community)
 - Elmore County Healthcare Facilities
 - Elmore County Schools
 - Elmore County Roads
 - State_of_Alabama_Interstate_In
 - Wetumpka
 - Tallassee
 - Millbrook
 - Elmore
 - Eclectic
 - Coosada
 - Elmore County Rivers
 - Elmore County

HUMAN SERVICES COORDINATED TRANSPORTATION PLAN

AUTAUGA, ELMORE, &
MONTGOMERY COUNTIES

ELMORE COUNTY
COOSADA | DEATSVILLE | ECLECTIC
ELMORE | MILLBROOK | PRATTVILLE
TALLASSEE | WETUMPKA
POPULATION: 81,799



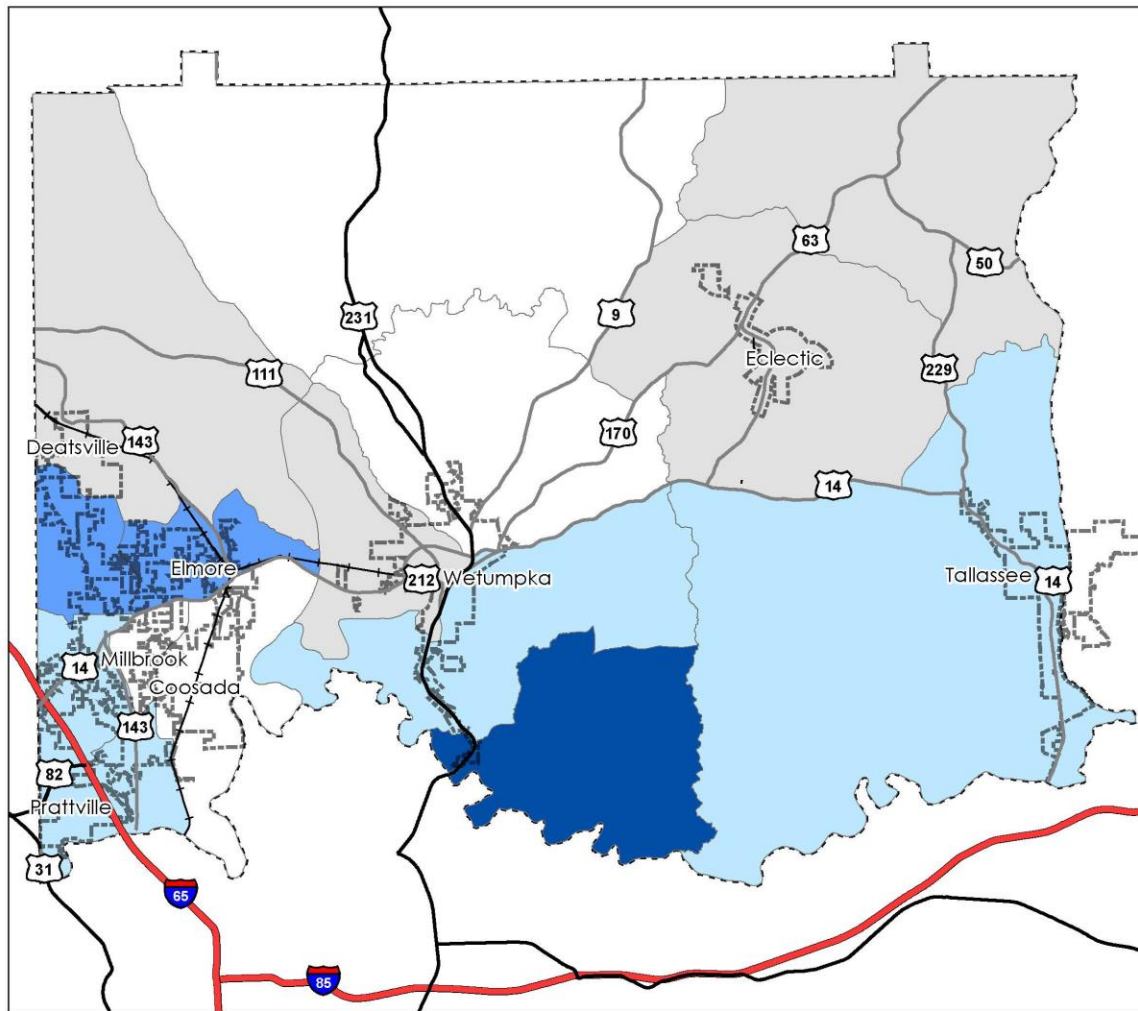
Legend

Census Tracts

Disabled Population

0% - 4.5%	6.5% - 8%
4.5% - 5.5%	More than 8%
5.5% - 6.5%	

Percentage of Population Disabled by Census Tract

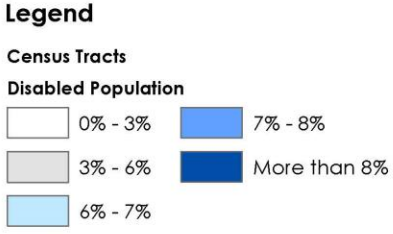


MAP 6 – ELMORE COUNTY DISABILITY DENSITY

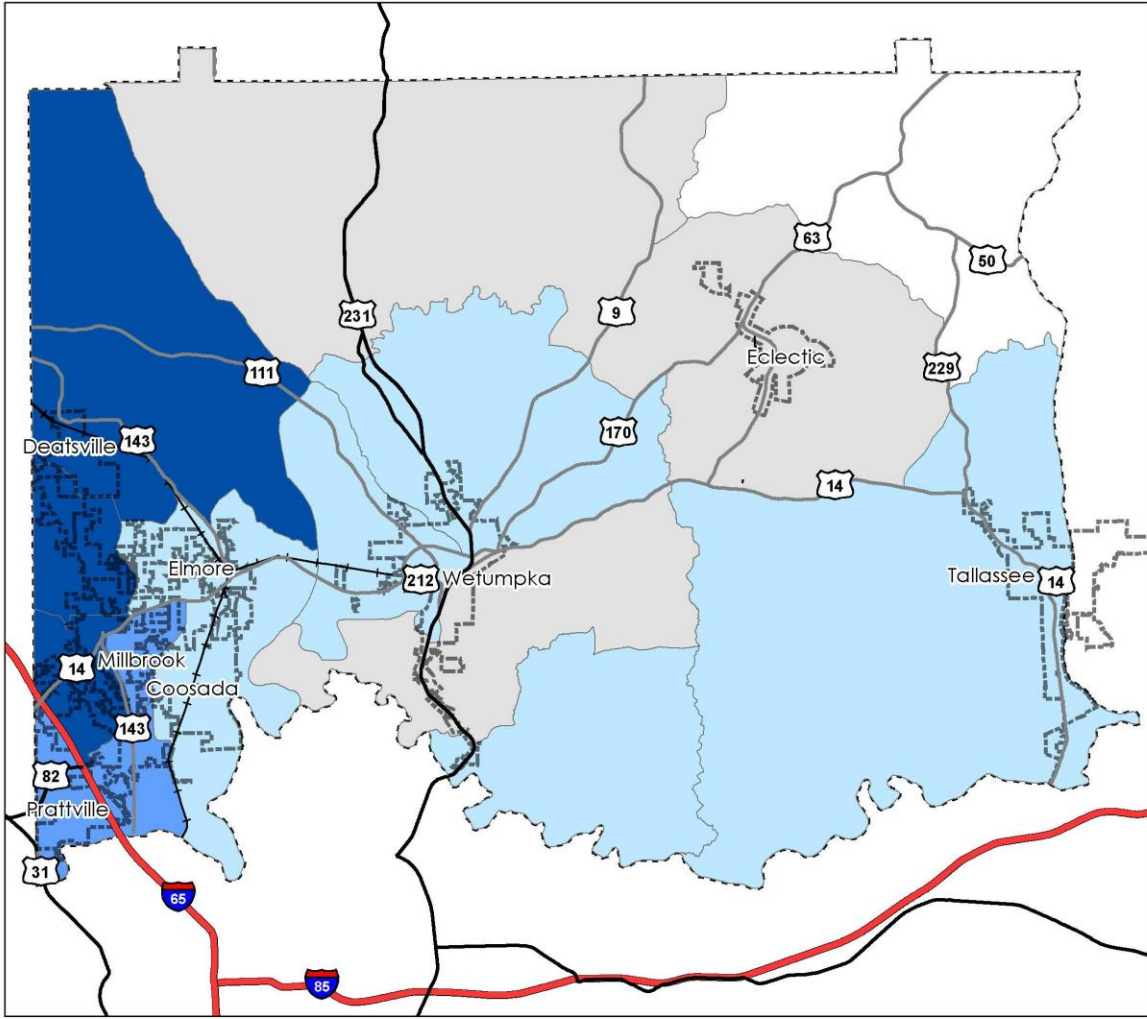
HUMAN SERVICES COORDINATED TRANSPORTATION PLAN

AUTAUGA, ELMORE, &
MONTGOMERY COUNTIES

ELMORE COUNTY
COOSADA | DEATSVILLE | ECLECTIC
ELMORE | MILLBROOK | PRATTVILLE
TALLASSEE | WETUMPKA
POPULATION: 81,799



**Percentage of Elderly Population
by Census Tract**



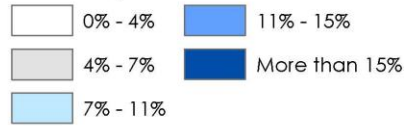
MAP 7 – ELMORE COUNTY ELDERLY DENSITY



Legend

Census Tracts

Disabled Population



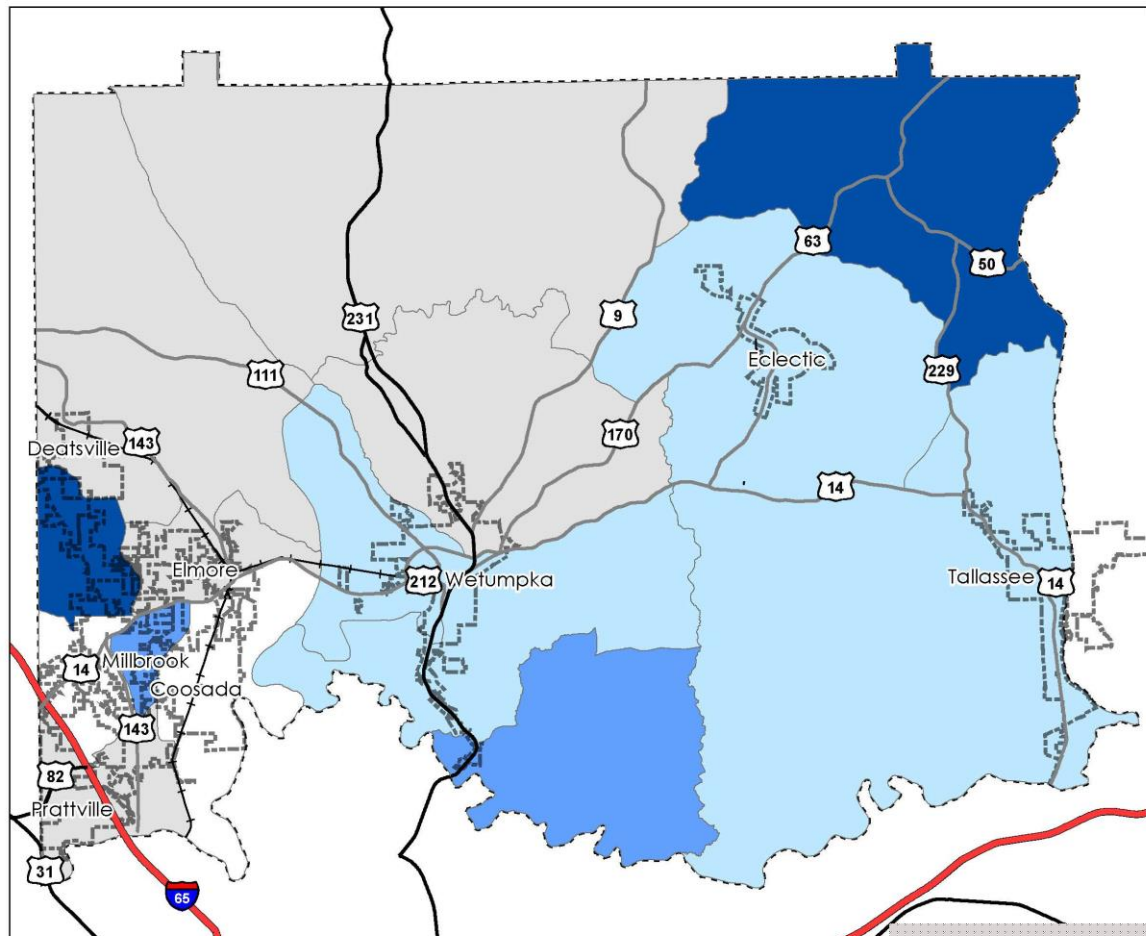
HUMAN SERVICES COORDINATED TRANSPORTATION PLAN

AUTAUGA, ELMORE, &
MONTGOMERY COUNTIES

ELMORE COUNTY
COOSADA | DEATSVILLE | ECLECTIC
ELMORE | MILLBROOK | PRATTVILLE
TALLASSEE | WETUMPKA

POPULATION: 81,799

**Percentage of Population Below Poverty
by Census Tract**



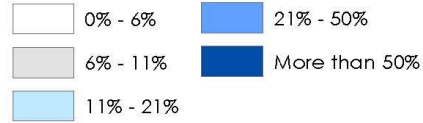
MAP 8 – ELMORE COUNTY POVERTY DENSITY



Legend

Census Tracts

Population Below Poverty

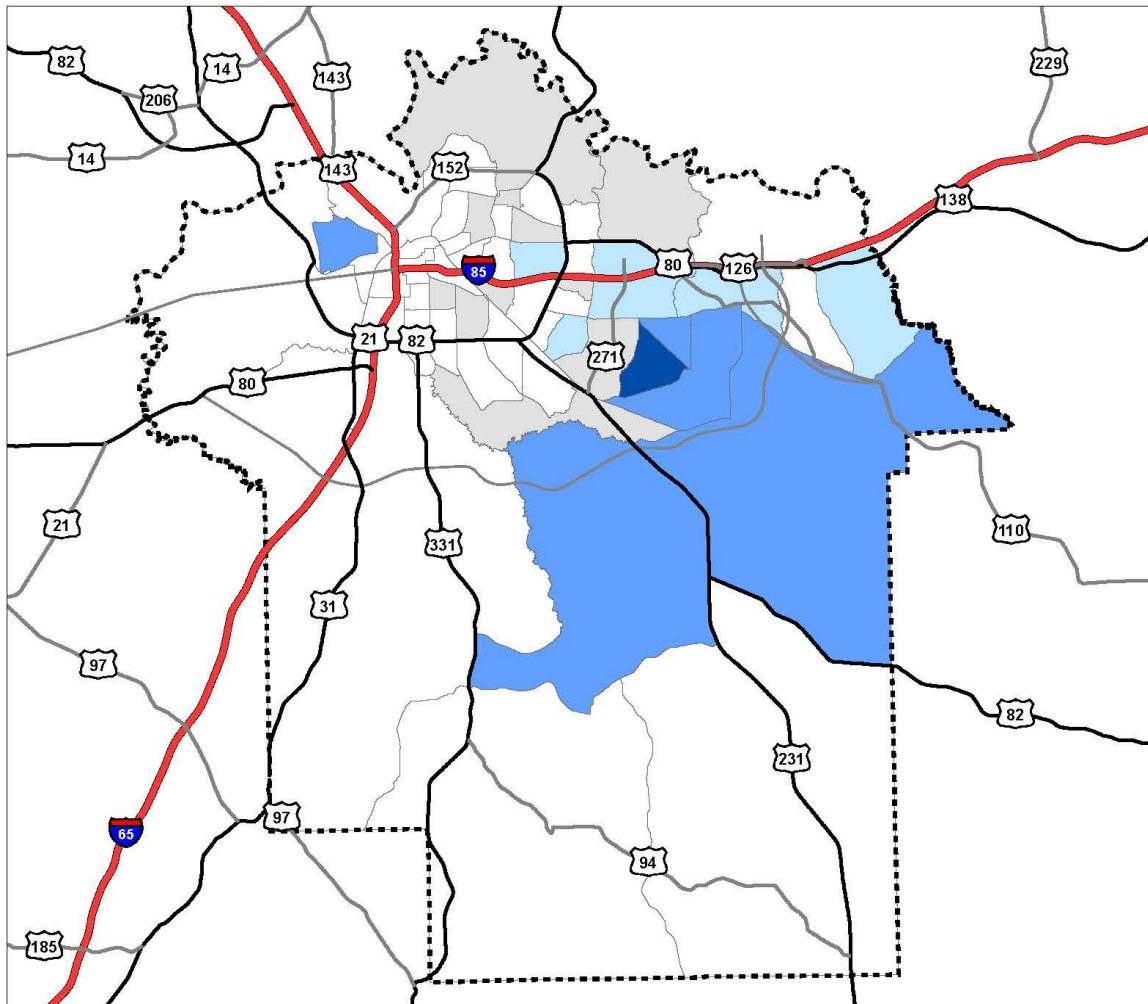


**HUMAN SERVICES
COORDINATED
TRANSPORTATION PLAN**

AUTAUGA, ELMORE, &
MONTGOMERY COUNTIES

MONTGOMERY COUNTY
MONTGOMERY | PIKE ROAD
POPULATION: 228,138

**Percentage of Population Below Poverty
by Census Tract**



MAP 12 – MONTGOMERY COUNTY POVERTY DENSITY

REGIONAL TRANSPORTATION NEEDS AND BARRIERS

During the HSCTP meeting that was held with regional and state transportation stakeholders, CARPDC requested they provide commentary on their needs, and general shortfalls in, transportation services in the Region. The following represents a compilation of the information provided.

Access to Health Care Providers

Access to physicians, hospitals and other health care providers is a major issue in the region as pointed out by both Elmore and Autauga County DHR. While some agencies provide access to their facilities for their clients, the average citizen in our target group has no, or very limited, access to basic health care. Tallassee Community Hospital pointed out that without reliable transportation many of their patients end up canceling diagnostic appointments. Additionally, Baptist South Hospital explained that due to location and timing of transit stops it is extremely difficult for 2nd shift workers to make it to the doctor or hospital.

While there are some transportation providers that offer this type of transportation, in some cases it must be scheduled days in advance and requires that the client spend an entire day getting to and from their destination. This, of course, is out of the question for working people, and those with young children, and is at best extremely inconvenient for others.

Access to Employment and Job Training

AIDT reported that many of their trainees have difficulty getting to job training classes. The Family Support Center also reported that many of their clients don't have access to transportation to their jobs. Again, this highlights the issue of the lack of availability and affordable transportation and a route schedule that can provide service during optimal time periods. It becomes clear that access to job training is critical to obtaining employment and employment is critical to the ability to afford needed transportation. Furthermore, as pointed out by Autauga County DHR many clients in our target population group hold non-traditional jobs and/or work shift work which makes the need for around the clock transportation even more critical.

Senior Adult Services

Several of the Region's senior centers and senior services providers, including Central Alabama Aging Consortium, expressed that there is an ongoing need for transportation services among the Region's senior adults. These needs vary from the need for transportation to the grocery, doctor, senior center and other routine daily activities. It is well known that the US senior population is aging rapidly, as the "baby boomer" generation enters retirement, and with this the needs of low income and non-driving seniors for affordable, reliable transportation will continue to grow. Access to healthcare, healthy food choices and social services are important to the entire target group, not the least of which will be the senior adults, one of the most fragile of that group.

Another need mentioned was that of trained drivers for senior center vans. Communities that have a vehicle available to provide their seniors access to their centers often find maintaining a driver difficult and often have days when there is no one to drive.

Non-emergency Transportation

In addition to the urgent need for transportation to and from doctor appointments, the hospital, access to food, senior services and employment; there is the obvious need for transportation services for simple daily activities for persons with and without disabilities. The ability to go to the grocery or pharmacy, to access personal care services such as beauty and barber shops, clothing retailers, or simply to visit friends and family are basic daily human activities. Persons without access to transportation lose their independence and their ability to interact with society. This can in turn lead to mental health issues such as depression, and physical issues such as inactivity resulting in obesity which further leads to other health related issues. Thus, we begin the cycle of the need for transportation to the doctor and hospital.

The rural homeless also require this “non-emergency” transportation service to access homeless shelters and other social services that are primarily located within the limits of major metropolitan areas. Regional Extension Services and other Non-emergency service providers have also indicated the need for non-emergency transit services to allow their clientele to access their services and to allow them to provide additional services which require travel for non-emergency purposes.

Strategies to Address Needs and Barriers

Regrettably, the gaps and barriers to transportation in the Central Alabama Region remain much the same as they were when the original HSCTP was drafted. As mentioned above, availability, scheduling, cost, and distance to needed services remain the primary transportation barriers affecting our target populations.

Much like in many parts of the state, governments are looking toward more motorless friendly forms as an alternative method of transportation. On September 29, 2020 the National Highway Traffic Safety Administration hosted their first National Pedestrian Safety Month Kickoff. This event was created in efforts to show the nation’s support of pedestrian and bicyclist safety.

During our Stakeholder meeting a number of possible strategies for addressing the barriers were proposed. Additionally, a 2014 report from the Alabama Department of Public Health (ADPH) provided recommendations for possible solutions to health care transportation barriers, below is a discussion of some of these possible solution strategies.

Coordination among Existing Services

Several suggestions regarding coordination among existing services were mentioned as one possible solution to the lack of transportation. This recommendation deals primarily with the issues of scheduling and availability. It is felt that there is some degree of overlap between existing service providers, and that coordination among them could eliminate this overlap and provide more efficient use of resources.

Along the same lines, the issue of dispatching transportation by private transportation service providers was discussed. The limited number of such providers and the amount of territory to be covered by them created chaos from a dispatching standpoint. It was felt that some form of centralized dispatch provider that could contact the transportation provider in closest proximity to

the client would cut down on cost for the provider and the client as well as on wait time and availability issues for the client. It was suggested that perhaps an existing agency such as 211 might be able to take on this task and create a more organized method for scheduling and dispatching transportation services to clients. A representative from 211 services attended the Stakeholder meeting and may become involved in an ongoing committee to be established as a result of this process.

Efforts should be continued to coordinate transportation services so that rural and urban areas are served by a total transportation network. While distribution of services need not be equal, it should be equitable as it relates to the distribution of our target populations throughout the Region. Sharing of resources should be encouraged, including: maintenance facilities, dispatch functions, call center operations, administration processes, grant writing, driver training, etc. to make more efficient use of the Region's resources.

Involving Community and Faith-based Organization in Providing Transportation Services

Many community service organizations and faith-based organizations have access to vehicles which go unused for a majority of the time. It was felt that if issues of funding, access to qualified drivers and liability could be overcome, these vehicles could be utilized to provide transportation, during non-traditional hours, to those needing rides to work, school or health care services. One possible way to resolve some of the issues this solution creates is the formation of a co-op among these vehicle owners that could be used to cover the cost of additional insurance, and the recruiting of drivers.

Create a New Transportation Provision Models

It has been suggested that a new transportation provider be created along the model of the Kid One Transportation Service. Again, this service would involve the coming together of multiple organizations to find a solution to the many problems created due to a lack of reliable transportation for our citizens. Another possible model is that of a demand response rural transit system managed through CARPDC and sponsored by its member governments. Such a system could provide much needed linkages between existing systems such as "The Owl" and the Autauga Rural Transit System as well as providing odd hour transportation to work and school. CARPDC's Board of Directors has given their permission for a study to be conducted regarding the feasibility of such a system and such a study will take place during the coming months.

We should also continue to work toward the provision of a circulator service in both urban and rural areas that provide access to shopping, food, jobs and healthcare as well as to leisure activities. This will help to reinforce and encourage individual self-sufficiency and reduce dependency on social services.

Provide Networking Opportunities for Area Transportation Providers

The value of CARPDC's Stakeholder meeting was mentioned as a possible way to create momentum to advance the exploration of transportation solutions. A quarterly meeting could be scheduled to brainstorm, create plans of action and implement various solutions as they are presented. Additionally, the formation of panels to deal with specific shared issues might be a way to deal more deeply with barriers affecting one or more groups of providers or users of transportation services.

Services

Support request for funding from Regional Agencies to establish, enhance and further their transportation service provisions to their clientele and to the Region’s target populations. These agencies include, but are not limited to:

- The Alabama Kidney Foundation
- Family Sunshine Center
- Montgomery County and Autauga-West Elmore ARC
- Central Alabama Aging Consortium
- Central Alabama Veterans’ Health Care Center
- Autauga Family Support Center
- Autauga/Elmore/Montgomery County Senior Services
- Montgomery Area Mental Health
- Autauga and Elmore County DHR
- ARC of East-Elmore County
- Elmore County Extension Service
- Central Alabama Easter Seals
- Montgomery Area Transit and Paratransit
- Towns, Cities and Counties of Central Alabama Region

Support Private Transportation Providers

Work with private transportation providers to fill service gaps, such as evenings, weekends and out of area service. Develop a reasonable rate scale and have it published in locations accessible to our target populations. Promote alternative transportation systems such as car and van pools, and the use of private providers to transport target populations to employment centers, health care facilities and other daily needs, particularly in areas where public transit is not available. Work to provide better connections to existing commercial transportation service providers that reach beyond the Central Alabama Region. Private transportation providers in the Region include but are not limited to:

- Duboes Express & Company
- Checker Cab Co.
- Sayer Cab Service
- River Region Cabs
- Greyhound Bus Line
- Ingram Bus Lines
- Medical Transport of Alabama

Educate Target Populations and General Public Regarding Transportation Services

Expand the general public’s knowledge of transportation resources available in the Region, including the use of 2-1-1 and 3-1-1 information networks. Provide information on the availability of public/private transportation systems, such as CommuteSmart and Kid One, and their routes/services.

Conclusion

Providing vulnerable populations with reliable transportation services is a monumental undertaking for any region; however, it is also a key stepping stone for accessing basic human needs such as food, health care and employment.

The Human Service Coordinated Transportation Plan is also a key stepping stone, and a call to action, for regional agencies, service providers and local governments to come together to find workable solutions to the transportation gaps in our area. This Plan accomplishes nothing on its own, but rather provides a starting place for the Central Alabama Region to begin working together to solve the transportation shortfalls that so dramatically affect our citizens.

The next steps in this process should be to:

- Form stakeholder committee and continue meeting together.
- Develop action items for the accomplishment of the HSCTP elements; and
- Implement those action items through the use of all available resources in our Region.

The Central Alabama Regional Planning and Development Commission pledges to provide support to those public agencies, private entities and individuals who are working to improve access to reliable transportation for the citizens of Central Alabama.

CARPDC welcomes feedback on the content of this plan.
Please direct all information to CARPDC's Planning Director, Katherine E. Ennis, AICP at kennis@carpdc.com or at 334-262-4300.

APPENDICES

APPENDIX A

MONTGOMERY METROPOLITAN PLANNING ORGANIZATION (MPO)

MONTGOMERY METROPOLITAN PLANNING ORGANIZATION

INTRODUCTION

Each metropolitan planning organization, as a condition of the receipt of Federal highway and transit capital or operating assistance, is required to have a transportation planning process. Required by this process is the development of a long-range transportation plan, a short-range transportation improvement program, an effort to plan public transportation, outreach and notification to low-income and minority populations, and a planning work program, which includes other planning and project development activities to address transportation issues in the study area.

The Metropolitan Planning Organization (MPO) is the group of elected officials responsible for making transportation decisions in the MPO study area. The MPO is designated by the Governor, in agreement with local governments. The City of Montgomery is the designated recipient of the United States Department of Transportation planning funds for use in performing transportation planning work for the MPO, due to being the initial core urbanized area of the Metropolitan Statistical Area (MSA). These funds are provided on a pass-through basis, by the Alabama Department of Transportation by means of a continuing agreement. The MPO is responsible for having a continuous, cooperative and comprehensive transportation planning process that results in plans, programs and projects that consider all transportation modes and support metropolitan, community, economic development as well as social goals.

Organization: The Montgomery Area Transportation Planning Process is conducted by the Metropolitan Planning Organization (MPO). The MPO includes elected officials of political jurisdictions within the Study Area Boundary, as well as a representative of the Alabama Department of Transportation Sixth Division. The MPO provides its members a forum for cooperative, continuous, and comprehensive decision-making regarding projects which may have regional impacts in addition to the more obvious local ones.

Study Area: The study area represents the area that the MPO has predicted to be urbanized by the forecast year of their long-range transportation plan, in our case, by the year 2040. All MPO plans, programs, and projects are limited to the study area. The Census Bureau determines the urbanized area. The Montgomery Area MPO Study Area encompasses portions of Autauga, Elmore, and Montgomery County

Agreement: One of the early steps in any transportation planning process is the development of an agreement. The agreement legally delineates the concerned governmental entities, defines the duties of each entity, and outlines the organization structure of the MPO. The first agreement of the Montgomery MPO was executed in 1973. The most recent agreement was executed in March 2015. The 2015 agreement is between the City of Montgomery, Montgomery County, City of Prattville, Autauga County, City of Wetumpka, City of Millbrook, Town of Coosada, Town of Pike Road, Town of Deatsville, Town of Elmore, Elmore County, Alabama Department of Transportation, and Central Alabama Regional Planning and Development Commission (non-voting status).

Legal Reference: United States Code 134, Title 23, requires that a Metropolitan Planning Organization (MPO) be designated in urbanized areas with a population exceeding 50,000 persons.

PRODUCTS OF THE TRANSPORTATION PLANNING PROCESS

Transportation Improvement Program: The Transportation Improvement Program (TIP) is a list of transportation projects developed by the Montgomery Metropolitan Planning Organization (MPO). The 17-member MPO has elected representatives from the Town of Coosada, the City of Millbrook, the City of Montgomery, the City of Prattville, Town of Pike Road, Town of Deatsville, Town of Elmore, and the City of Wetumpka, as well as County Commission representatives for Autauga, Elmore, and Montgomery Counties. The Alabama Department of Transportation Southeast Region Engineer and the City of Montgomery Director of Planning and Development also serve on the MPO as voting members and are not elected to an office. The MPO non-voting members also contribute to the planning process. The projects in the TIP are taken from the *Montgomery Study Area 2040 Long Range Transportation Plan* with the exception of safety, resurfacing, and few other special types of projects. In most cases, the *2040 Long Range Transportation Plan* projects must be done in phases through the TIP.

Long Range Transportation Planning: MAP-21, the Moving Ahead for Progress in the 21st Century Act, requires that each MPO develop an intermodal transportation plan with at least a 20-year horizon. The Long Range Transportation Plan addresses the federal planning requirements that are the responsibility of the Metropolitan Planning Organization (MPO) as the organization authorized to carry out the transportation planning process.

Specific LRTP requirements are itemized in CFR Title 23, Section 450.322. The LRTP must contain the following elements and perspectives:

- Address a 20-year planning horizon;

- Include long-range and short-range multimodal strategies that facilitate efficient movement of people and goods;
- Be updated at least every five years to keep consistent with existing conditions plus re-evaluate proposed plans, programs and projects;
- Identify transportation demand over the plan horizon;
- Include citizen and public official involvement and participation in the plan development process;
- Consider local comprehensive and land use plans; and
- Include a financial plan.

The development of the LRTP is a collaborative effort using input provided from regional government, agencies, citizens, committees and staff. The projects included in the LRTP will ultimately fold into a regional Transportation Improvement Plan (TIP). The current LRTP, the Montgomery Study Area 2035 Long Range Transportation Plan, was adopted in July 2010.

The Montgomery Study Area 2040 Long Range Transportation Plan, is scheduled to be adopted in September 2015 with a draft being circulated for public comment in July of 2015.

Bicycle and Pedestrian Plan: Since November 2010, the Montgomery Metropolitan Planning Organization's [Transportation Planning Staff](#) has been working with local governments, businesses, nonprofit organizations and the general public to update the Montgomery MPO Bicycle and Pedestrian Plan adopted in 2003. The plan will help establish bicycle and pedestrian transportation priorities for portions of Autauga, Elmore and Montgomery Counties including the municipalities of Coosada, Deatsville, Elmore, Millbrook, Montgomery, Prattville, Pike Road and Wetumpka. The Montgomery MPO 2012 Bicycle and Pedestrian Plan serves as a guide for bicycle and pedestrian project implementation. The 21-month process was split into three phases: information gathering, public comment on preliminary bicycle and pedestrian facilities, and public comment on the Draft Montgomery Metropolitan Planning Organization (MPO) 2012 Bicycle and Pedestrian Plan

Public Involvement Plan: Public involvement is the process of involving the public in the early stages of the transportation planning process through completion. Public involvement is a critical component in the transportation planning process. Through meaningful consideration and input from interested citizens, needs from all modes of the public transportation system become a shared mission with technical planning staff and policy makers. For the transportation community, involving the public in planning and project development poses a major challenge.

The Goals of the Montgomery MPO Public Involvement Process Include:

- Raise the level of understanding of the transportation planning process in the MPO transportation study area and identify how interested citizens can become involved.
- Provide the public with opportunities for involvement in the transportation planning process.
- Identify and involve traditionally underserved communities (those communities with high concentrations of minority, low-income, or elderly populations) in the transportation planning process.
- The Montgomery MPO's public involvement goals, policies, and procedures are described in the Public Involvement Plan or P.I.P

COMMITTEES

The Montgomery Area Transportation Study process is carried out by the Metropolitan Planning Organization (MPO). The MPO has two advisory committees. The MPO Policy Board is the official decision-making body of the process.

The MPO Policy Board has two advisory committees which include: (1) The Technical Coordinating Committee (TCC), which coordinates and advises the MPO on technical matters of projects, plans and programs, and (2) The Citizens Advisory Committee (CAC), which advises the MPO on the general public's perspective on projects, plans and programs.

The MPO has the ultimate authority on all transportation planning decisions, but the advisory committees make recommendations to the MPO that shape the transportation planning process. The activities of the TCC and the CAC are governed by the MPO.

Metropolitan Planning Organization (MPO): The MPO serves as the official decision-making body for the Montgomery Area Transportation Planning Process. The MPO oversees how federal transportation dollars are spent in the transportation study area. The MPO's responsibilities include the review and approval of all plans, programs, and projects, and regulating the TCC and CAC functions.

The MPO is composed of seventeen (17) voting members and eight (8) non-voting members.

Technical Coordinating Committee (TCC): The Technical Coordinating Committee (TCC) provides technical guidance to the MPO. The TCC reviews plans, programs, projects, studies, and reports and provides the MPO with recommendations concerning them.

The TCC also serves as a coordinating forum for all agencies involved in the transportation planning process. Participants on the TCC include municipalities, counties, the Alabama Department of Transportation, the Federal Highway and Transit Administration and other selected transportation interests.

The Technical Coordinating Committee is composed of twenty-one (21) voting members and six (6) non-voting members.

Citizens Advisory Committee (CAC): The Citizens Advisory Committee (CAC) is made of twenty-five (25) citizens from the Montgomery Area MPO Study Area. The voting MPO members appoint CAC members.

The CAC was established to help provide and encourage active citizen participation in the transportation planning process, and also to advise the MPO of the citizen's perspective on transportation planning plans, programs, and projects.

APPENDIX B

CENTRAL ALABAMA RURAL PLANNING ORGANIZATION (RPO)

RURAL PLANNING ORGANIZATION OF CENTRAL ALABAMA

INTRODUCTION & BACKGROUND

The Rural Planning Organization (RPO) serves as a link between ALDOT and those local governments and unincorporated areas not included in the boundaries of the Metropolitan Planning Organization's (MPO). Much like an MPO, the RPO provides structure to the transportation planning process for these rural areas, unlike the MPO, at this time the RPO's documents and recommendations are only advisory and no funding is available through the RPO for project development.

Organization: The Rural Planning Organization of Central Alabama consists of one committee referred to as the Policy Committee. This Committee is comprised of elected officials, technical advisors, and citizens from the three counties which make up the Central Alabama Region.

Study Area: The study area includes those portions of the three counties service by the Central Alabama Regional Planning & Development Commission (CARPDC), not included in the MPO boundaries. Those counties include Autauga County, Elmore County and Montgomery County.

Laws and Regulations Concerning RPOs: The laws requiring Departments of Transportation to develop nonmetropolitan cooperation processes are found in Title 23, U.S. Code (SC) 135 and 505. Title 23 was amended by the Moving Ahead for Progress in the 21st Century Act (MAP-21) for Statewide and Nonmetropolitan Transportation Planning and Programming in Sections 1202 and funding features in 52005 respectively. The actions are duplicated for public transit in Title 49, U.S. Code Sections 5304 and the formula funding features are in 5338.

The rules regarding the nonmetropolitan cooperation process are published in the Code of Federal Regulations (CFRs) as Title 23, Part 450. The Code was superseded or amended by MAP-21 Section 1202 and 20006, in July 2012. These regulations require States to consider the concerns of local elected officials when carrying out statewide transportation planning, to develop a process to cooperate with nonmetropolitan local officials regarding transportation issues, and to cooperate with nonmetropolitan officials when development the statewide transportation plan and the statewide transportation improvement program (STIP).

PRODUCTS OF THE RURAL TRANSPORTATION PLANNING PROCESS

Work Program: The RPO work program provides the budget and work tasks necessary to accomplish and maintain the rural transportation process within the study area. The Work Program is developed to coordinate transportation and

related planning activities for a cooperative, continuing and comprehensive planning process. The primary objective of the Work Program is the development of an integrated planning program that considers the planning activities of each RPO member government or area and coordinates these activities to produce a transportation plan that serves all segments of the population.

Safety Program: The RPO surveys its members annually to identify safety concerns within the RPO area. Concerns received are usually low-cost project that have the potential to reduce traffic accidents. The results of these surveys are compiled by County and forward to the county engineers and ALDOT. At the beginning of each new fiscal year a new survey is conducted which includes questions regarding the resolution of past safety issues.

Policy Committee Make-up and Responsibilities: The Policy Committee of the RPO of Central Alabama is made up of the following persons:

Voting Members:

- Two (2) representatives from each of the three member counties, appointed by the county commission.
- One (1) representative from each of the four (4) member municipalities, appointed by the Town/City Council.
- The Executive Director of CARPDC
- The 6th Division Engineer from ALDOT
- The three (3) county engineers from each of the three member counties.

Non-Voting Members:

- One representative from the Town of Pike Road who has areas within both the MPO and RPO and is a voting MPO member.
- FHWA Division Administrator
- ALDOT Transportation Planning Engineer
- Chair of the Montgomery MPO
- Transportation Services Providers from the RPO area

The Policy Committee is responsible for providing guidance for the transportation planning process; review and approval of all plans and programs which are developed by the process; appointing personnel necessary to fulfill and complete the duties and tasks of the process; taking official action on committee recommendations and other matters pertaining to the planning process; adopting transportation goals to guide the planning process; submitting plans and recommendations to participating agencies and obtain resolutions for adoption from governing agencies; changing the designated membership as deemed necessary; and insuring that citizen participation is achieved in the transportation planning process.

APPENDIX C

CENTRAL ALABAMA REGIONAL PLANNING AND DEVELOPMENT COMMISSION HSCTP STAKEHOLDERS

HSCTP – SIGN-IN SHEET

#	Name		Signature
1	Bern, Carolyn NHSC Office of Primary Care Rural Health		
2	Bolden, Daisy Central Alabama Aging Consortium		
3	Defee, Joan Autauga Rural Transportation		
4	Finley, Leisa Elmore County Economic Development		
5	Hill, Shandrea BML Transportation Systems		
6	Johnson, Jo Ann HandsOn River Region		
7	Martin, James A. Temple BuilderTransport, Inc.		
8	Martin, Jim Medi-Ride Transport		
9	Miller, Kelvin Montgomery Area Transit System		
10	Piper, Roy Vision Express		
11	Sadler, David CSI Ground Transportation		
12	Steward, Jean Alabama Department of Rehabilitation Services		
13	Trent, Ryan Montgomery Mental Health Authority		
14	Wood, Michelle Elmore County DHR		

#	Name		Signature
	Darrue Sharpe (Fank) Family Support Center		
	Stan Biddick, ALDOT SE Region Pre-Const. Engineer		
	David Bohannon, ALDOT SE Region Pre-Const. Engineer		
	Daryl Morris Auburn University Montgomery		
	Robert Spivery Montgomery Parks & Rec.		
	Fred Thomas Montgomery Parks & Rec.		
	Katrina Mitchell Elmore County Extension & Family Resource Center		
	Onya Myhand Autauga County DHR		
	Tiffany Gates Autauga County DHR		
	Jimmy Hill United Way		
	Catherine Watts Family Sunshine Center		
	Case Manager Family Sunshine Center		
	Case Manager Family Sunshine Center		
	Gary Davenport, Mayor Town of Eclectic		
	Lynn Weldon City of Wetumpka- Airport		
	Delane Poague Richardson Wetumpka Senior Services		
	Charles McCray Veterans Services Officer, Montgomery County		
	April Delchamps Montgomery MPO		
	Stephen Stetson Arise		
	Leslie Gispanski WELCOME		

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	Henry E. Parker Montgomery Area Mental Health		
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	Shakita B. Jones Alabama Arise		
	Shalisa Magee Family Guidance Ctr of Alabama		
	Jon Broadway Montgomery Transportation Coalition		
	Shannon Wilson Community Action Agency of Central Alabama		
	Javez Henderson, Montgomery Housing Authority		
	Tyrinda C. Hall Central AL Veterans Healthca		
	K.B Griffith RiverRegion Cabs		
	Jimmy Hull Elmore County Technical Cen		
	Richie Beyer/Kevin Boone Elmore County Engineering		

APPENDIX D

CENTRAL ALABAMA HSCTP CONTACTS

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APPENDIX E

LIST OF SERVICES BEING PROVIDED

WHAT SERVICES ARE CURRENTLY BEING PROVIDED/BY WHOM?

GENERAL SERVICES TRANSPORT:

- **Touch of Class Transportation** - Full transportation company – statewide- mostly airport transport – transit to doctors’ office
- **River Region Cabs**
- **Montgomery Area Transit System (MATS)**
- **Autauga County Rural Transportation**

SENIOR CITIZEN TRANSPORT:

- **City of Wetumpka** – has one 5310 van to provide elderly with transit service 5 days a week
- **City of Montgomery** – Park and Rec – provides transit to children and elderly – between events and community centers
- **Central AL Aging Con.** – contracts and pays for transportation – contracts with cities and rural areas in addition to private companies
- **James Martin – Temple builders Transport Inc.**– Elmore County and East Tallassee – provide seniors with transport to doctor appointment and long-distance travel as well

HEALTHCARE TRANSPORT:

- **Bart Porterfield – Caliper Patient Care** -non-emergency transportation – transport to doctor appointment
- **Veterans Transportation Program – VA** – transit to VA hospital
- **Touch of Class Transportation** - Full transportation company – statewide- mostly airport transport – transit to doctors’ offices
- **Baptist Medical Center South** – transport for patients without transport

EDUCATION TRANSPORT:

- **AUM** – provided fixed transport for faculty staff and students – airport transit for foreign
- **Elmore County tech center** – provides transport for students from Elmore County high schools

WHAT SERVICES ARE STILL NEEDED?

GENERAL SERVICES TRANSPORT:

- **Food Pantry Millbrook** – have need to get people to food pantry – many clients have no means to get to FP. Once every other month, churches put on a large meal for the clients (West Elmore County)

SENIOR CITIZEN TRANSPORT:

- **Central Al Aging** – senior centers in tri-county have need to get seniors to doctor/grocery
- **Temple Builders** – Non-profit – and affordable.
- **Wetumpka** – looking into the feasibility of purchasing trips through 5310
- **Eclectic – Senior Van** – need someone to work at center or drive van

HEALTHCARE TRANSPORT:

- **State Dept. of Pub Health** – needs to know what services currently exist
- **Montgomery Area mental health** – difficulty getting clients to facility – need affordable service for their consumers
- **Elmore County DHR** – Clients that need transportation to medical appointments and etc.
- **Community Hospital Tallassee** – transport for routine doc office visit – many cancel apt for diagnostic appointments for lack of transportation
- **Baptist South** – 2nd shift is difficult because transit stops

WORKFORCE:

- **AIDT** – many trainees have difficulty getting to training
- **Family Support Center Prattville** – many clients do not have travel to jobs
- **Autauga Co DHR** – need 24/7 transportation. Many have non-traditional jobs

HOW DO WE FILL THESE GAPS?

- **Need to look into existing services and how they can expand to fill the needs.**
- **Liability is an issue and sharing this will be key.**
- **Funding – needed to support the system as a whole. Volume of users is needed to cut expenses.**
- **Look into other areas for influence.**
- **Coordinate better between services to limit overlap.**
- **Coordinate between services on individual routing to limit overlap.**
- **Many organizations receive federal funding to provide transportation services to clients.**
- **211 – volunteer organization – can call number and find volunteers.**
- **Using Churches to fill gaps in the lack of available vans/etc. for small groups.**
- **Work with Medicaid to ease situation.**

APPENDIX F

LIST OF RESOURCES

LIST OF
LOCAL AND NATIONAL RESOURCES

LOCAL:

- ALDOT/ALTRANS statewide transportation listing
www.aldotgis.dot.state.al.us/altrans/default.aspx
- Central Alabama Aging Consortium
www.centralalabamaaging.org/Services/InformationReferralAssistance/tabid/69/Default.aspx
- Central Alabama's 2-1-1 Volunteer & Information Center
www.clicvic.org
- City of Montgomery's 3-1-1 Community Information Center
www.311.montgomery.gov
- Easter Seals of Central Alabama
www.eastersealsca.org
- Montgomery Center for Independent Living
www.montgomerycil.org

NATIONAL:

- Community Transportation Association of America (CTAA)
www.ctaa.org
- NADO Rural Transportation Research Center
www.ruraltransportation.org
- National Center for Senior Transportation
www.ncst.org
- USDOT Federal Transit Administration
www.fta.dot.gov